



COMMONWEALTH of VIRGINIA

Virginia Information Technologies Agency

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December 14, 2009

Mr. Philip A. Leone
Director
Joint Legislative Audit and Review Commission
General Assembly Building, Suite 1100
Richmond, Virginia 23219

Dear Mr. Leone:

Thank you for the opportunity to comment on *Review of Information Technology Services in Virginia: Final Report*. This report represents the culmination of two years of extensive research and analysis by Ashley Colvin and his team across the major programmatic areas of VITA. I appreciate the thoroughness and professionalism of the JLARC staff, the depth and breadth of the study, and staff's quick grasp of highly complex and technical subject matter.

Since the initial briefing in October, I am pleased to report significant progress made in the information technology (IT) infrastructure program with Northrop Grumman. To date, 30 agencies are completely transformed with 71 percent of all transformation activities completed statewide. VITA has made strides in addressing JLARC's initial findings and recommendations. In addition to improving the transformation planning process with agencies, 95 percent of documents for the procedures manual have been completed and approved. Service level agreements -- the set of 193 metrics used to evaluate IT services -- all are operational, and 134 have interim or final approval. These are important tools for oversight of the infrastructure services agreement and ensuring transformation enhances IT performance, information security and reliability.

I look forward to reviewing in detail the recommendations in the final report, particularly in the areas of IT governance, information security, procurement, enterprise applications and finance. Overall, I believe the report accurately captures the history, progress and challenges of VITA and the modernization of Virginia's IT infrastructure. While we have many successes, including no major project failures since 2003 and significantly enhanced information security, I understand there is much more to do. VITA will develop a corrective action plan to address the findings and recommendations within its purview.

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I again thank you for the opportunity to respond to the report, and thank the Commission for its hard work and diligence.

Sincerely,

A handwritten signature in black ink, appearing to read "George F. Coulter", with a long horizontal flourish extending to the right.

George F. Coulter