



COMMONWEALTH of VIRGINIA

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

Dear Mr. Leone:

Thank you for the opportunity to comment on the initial briefing, *Review of Information Technology Services in Virginia*. The JLARC briefing represents nearly two years of extensive research and analysis by Ashley Colvin and his team. I appreciate the thoroughness and professionalism of the JLARC staff in preparation of this briefing. They particularly should be commended for navigating the sharp learning curve to understand VITA and the information technology (IT) infrastructure program with Northrop Grumman.

I believe the briefing accurately captures the history, progress and challenges of the modernization of Virginia's IT infrastructure. This report will be helpful in addressing my top priorities of enhancing customer service, getting the IT infrastructure program with Northrop Grumman back on track and reducing costs. That work already is underway. However, I understand there is much more to do and look forward to reviewing in detail the recommendations in the report.

The infrastructure program is a complex, yet critically needed program for the Commonwealth. Teams from VITA, Northrop Grumman and the agencies have overcome significant obstacles and challenges to make progress in consolidating, centralizing and standardizing Virginia's infrastructure into a cohesive, secure platform. Sixteen agencies have been transformed, with transformation at the remaining agencies well underway. This has resulted in significant benefits to citizens through improved security of sensitive information, updated equipment and support, more reliability of electronic services, improved ability for agency systems to work together, and job creation in southwest Virginia.

I again thank you for the opportunity to respond to this briefing, and look forward to working with you in the coming months to enhance the work of VITA.

Sincerely,

A handwritten signature in black ink, appearing to read 'George F. Coulter'.

George F. Coulter