



**Joint Legislative Audit and  
Review Commission**

**Survey of VITA Customer Agencies  
Summary of Responses**

# **Survey of VITA Customer Agencies**

## **General Instructions**

In July 2003 the Joint Legislative Audit and Review Commission (JLARC) directed its staff to monitor the implementation of the Virginia Information Technologies Agency (VITA). As part of the review of VITA implementation, JLARC is seeking the input of customer agencies affected by the consolidation of information technology functions. This survey asks about your agency's experiences with the implementation of VITA, the consolidation, and the current quality and cost of VITA services.

Please complete the survey by July 22, 2005. It is estimated that it will take about 30-40 minutes to complete all of the questions.

Your individual responses will not be shared with VITA or any other agency. Rather, JLARC will report aggregate statistics regarding the responses to the survey. You should also note that the database containing the answers to the survey does not reside on a VITA server, and VITA has no access to the database.

This survey should be completed by the person in your agency most knowledgeable about your agency's involvement in the consolidation of information technology functions and assets in VITA and with the quality and costs of VITA services. If you have problems completing the survey, please contact Glen Tittermary at (804) 819-4589 or [gtittermary@leg.state.va.us](mailto:gtittermary@leg.state.va.us).

Please provide information about your agency and the person completing the survey.

1. Agency:

**(60 agencies responded)**

2. Name of the person completing the survey:

3. Title or position of the person completing the survey:

4. Email address of the person completing the survey:  
(In case we have questions about your responses.)

5. Telephone number of the person completing the survey:  
(In case we have questions about your responses.)

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The first set of questions relates to the consolidation of information technology functions and the creation of VITA.

6. For the purposes of the VITA transition, was your agency classified as a small, medium, or large agency? [N=57]

Small **(36.8%)** Medium **(33.3%)** Large **(29.8%)**

7. As a result of the VITA transition, were any employees of your agency transferred to VITA? [N=60]  
(If you answer 'Yes' you will be asked for additional information about the employee transfers; otherwise you will skip to Question 13.)

Yes **(53.3%)** No **(46.7%)**

[Required Field]

8. How many employees were transferred from your agency to VITA? [N=32]

**(32 integer responses, ranging from 1 to 180)**

9. Was your agency satisfied that the transfers were appropriate in every instance? [N=32]

Yes **(50.0%)** No **(50.0%)**

10. If you answered 'No' to question 9 above, explain why your agency considers some transfers inappropriate. [N=16]

**(16 text responses)**

11. Has the transfer of staff from your agency to VITA positively or negatively impacted your agency? [N=30]

Positive Impact **(6.7%)** Negative Impact **(93.3%)**

12. Explain your response to Question 11. How did the transfer of staff have a positive or negative impact? [N=32]

**(32 text responses)**

13. Has the consolidation of information technology functions, staff, or assets resulted in any direct, verifiable cost savings to your agency? [N=60]  
(If you answer 'Yes' you will be asked for additional information about the cost savings; otherwise you will skip to Question 18.)

Yes **(10.0%)** No **(90.0%)**

[Required Field]

14. What were the savings to your agency from the consolidation of information technology functions? [N=5, 2 invalid]  
(Enter a dollar amount.)

**(3 Currency responses: \$8,000; \$2,000; \$17,500)**

15. For which time period were the savings shown in Question 14 accrued? [N=3]

FY 2004 **(2)** FY 2005 **(1)** Other: **(0)**

16. How did the consolidation of information technology functions in VITA result in the savings you entered in Question 14? [N=6, 3 invalid]

**(3 text responses)**

17. Are the savings you entered in Question 14 one-time savings or recurring annual savings? [N=5, 2 invalid]

One-time Savings **(0%)** Recurring Annual Savings **(100%)**

18. As a result of the information technology consolidation, would you say that the quality of information technology services for your agency is: [N=60]

Improved **(8.3%)** About the Same **(68.3%)** Worse **(23.3%)**

19. As a result of the information technology consolidation, would you say that information technology services for your agency now cost: [N=60]

More **(78.3%)** About the Same **(18.3%)** Less **(3.3%)**

20. If information technology services cost your agency more since the consolidation, what is the primary reason for the increased costs? (Check all that apply.) [N=48]

VITA Administrative Fee **(44)** Increased Quantity of Service **(4)**  
Improved Quality of Service **(1)** New Services Not Previously Available **(2)**  
Other: **(17)**

21. Did your agency request from the Department of Planning and Budget any additional general funds for increased VITA costs in FY 2004 or FY 2005? [N=60]

Yes **(6.7%)** No **(93.3%)**

22. What additional general funding did your agency receive for increased VITA costs in FY 2004 and FY 2005? [N=1]  
(Enter a dollar amount.)

**(\$50,000)**

23. As a result of the information technology consolidation, would you describe your agency's access to information technology staff (including employees transferred from your agency to VITA) as: [N=60]

Better **(10.0%)** About the Same **(73.3%)** Worse **(16.7%)**

24. Do you consider the information technology consolidation in VITA to be a success? [N=56]

Yes **(14.3%)** No **(85.7%)**

25. What do you see as the primary current or short-term benefit to your agency from the creation of VITA and the consolidation of information technology functions? [N=60]

Improved Quality of Services **(6.7%)** Availability of New Services **(5.0%)**  
Reduced Costs **(1.7%)** Better Use of Resources **(3.3%)**  
No Short-term Benefit **(80.0%)** Other: **(3.3%)**

26. What do you see as the primary future or long-term benefit to your agency from the creation of VITA and the consolidation of information technology functions? [N=60]

Improved Quality of Services **(10.0%)** Availability of New Services **(11.7%)**  
Reduced Costs **(5.0%)** Better Use of Resources **(16.7%)**  
No Long-term Benefit **(43.3%)** Other: **(13.3%)**

27. What do you see as the primary disadvantage of the consolidation of information technology functions in VITA? [N=60]

Reduced Quality of Services **(8.3)** Increased Costs **(41.7%)**  
Loss of Control Over Critical Agency Functions **(28.3%)**  
No Disadvantage **(8.3%)** Other: **(13.3%)**

28. What additional changes are needed to the structure of information technology for Virginia State government? How would those changes benefit your agency and State government? [N=45]

**(45 text responses)**

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The next set of questions relate to the quality and costs of information technology services currently provided to your agency by VITA.

29. Does your agency receive adequate staff support from VITA for information technology functions? [N=60]

Yes **(48.3%)** No **(33.3%)** Not Applicable **(18.3%)**

30. Does the VITA Service Level Agreement for your agency establish appropriate and enforceable levels of services to meet your agency's information technology needs? [N=59]

Yes **(27.1%)** No **(33.9%)** Not Applicable **(39.0%)**

31. How would you rate the overall quality of services provided by VITA to your agency? [N=59]

Excellent **(3.4%)** Good **(40.7%)** Fair **(44.1%)** Poor **(6.8%)** Unacceptable **(5.1%)**

32. How would you rate the technical expertise of the VITA staff who provide services to your agency? [N=58]

Excellent **(15.5%)** Good **(48.3%)** Fair **(29.3%)** Poor **(3.5%)** Unacceptable **(3.5%)**

33. How would you rate the responsiveness of VITA in providing services on a regular basis? [N=59]

Excellent **(5.1%)** Good **(40.7%)** Fair **(44.1%)** Poor **(5.1%)** Unacceptable **(5.1%)**

34. How would you rate the responsiveness of VITA when your agency has problems or concerns? [N=59]

Excellent **(8.5%)** Good **(37.3%)** Fair **(32.2%)** Poor **(17.0%)** Unacceptable **(5.1%)**

35. Considering both the costs and the quality of VITA services, how would you rate the value of services provided to your agency by VITA? [N=59]

Excellent Value **(3.3%)** Good Value **(18.3%)** Fair Value **(38.3%)** Poor Value **(40.0%)**

36. Do you think the VITA billing rates for services to your agency are reasonable?  
[N=59]

Yes **(25.4)** No **(74.6%)**

37. If you do NOT think the rates are reasonable, please explain why in the space below. [N=46]

**(46 text responses)**

38. How often would you say that VITA provides accurate and timely cost data on services for your agency to properly plan and budget for information technology services? [N=57]

Always **(5.3%)** Most of the Time **(19.3%)** Sometimes **(31.6%)**  
Rarely **(28.1%)** Never **(15.8%)**

39. Please indicate your level of agreement with the following statements about the quality and costs of VITA services for your agency.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>Don't Know/ Not Applicable</u>
The quality of services for my agency has improved since the creation of VITA	3.3%	6.7%	51.7%	25.0%	11.7%
The cost of services has been reduced since the creation of VITA.	1.7%	5.0%	40.0%	46.7%	6.7%
My agency considers VITA to be a valuable business partner.	3.3%	28.3%	43.3%	20.0%	5.0%
VITA provides the services my agency needs.	5.0%	55.0%	23.3%	10.0%	5.0%
The transfer of staff from my agency to VITA has improved the quality of services.	0.0%	1.7%	28.3%	23.3%	46.7%
VITA has saved my agency money.	0.0%	5.0%	36.7%	51.7%	5.0%
VITA provides information technology services to my agency that we could never provide ourselves.	5.0%	20.0%	31.7%	40.0%	3.3%
When my agency has problems with services provided by VITA, VITA is prompt in correcting the problems.	6.7%	43.3%	23.3%	11.7%	15.0%
My agency does not use some VITA services because they cost too much.	16.7%	31.7%	13.3%	1.7%	35.0%
VITA bills my agency for services promptly.	3.3%	68.3%	15.0%	6.7%	6.7%
VITA bills for services to my agency are always accurate.	0.0%	58.3%	21.7%	6.7%	13.3%
It is difficult for my agency to budget properly for the costs of VITA services.	25.0%	51.7%	15.0%	3.3%	5.0%
The quality of information technology services was better when my agency provided those services itself.	30.0%	30.0%	15.0%	1.7%	21.7%
VITA staff serving my agency would be more productive if they still worked for my agency.	25.0%	21.7%	8.3%	0.0%	45.0%
My agency would prefer to purchase some services from private vendors instead of VITA.	30.0%	36.7%	5.0%	0.0%	28.3%
Procurement of information technology hardware and software has improved since the creation of VITA.	5.0%	13.3%	31.7%	43.3%	6.7%

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The last section of the survey relates to the Information Technology Investment Board, technology project planning, and the process for approval of technology projects.

40. How many staff from your agency have participated in VITA's project management training since July 1, 2003? [N=56]

**(56 integer responses)**

41. If any of your staff who wanted or needed project management training have been unable to receive VITA's training, why have they not participated? [N=30]  
(Check as many reasons as apply.)

The cost of training was prohibitive. **(3)**

The training schedule did not meet our needs. **(9)**

The type of training offered did not meet our needs. **(4)**

The location of training did not meet our needs. **(0)**

Other: **(19)**

42. How would you rate the quality of VITA's project management training in improving the project management knowledge of your staff? [N=33]

Excellent **(3.0%)** Good **(36.4%)** Fair **(33.3%)** Poor **(21.2%)** Unacceptable **(6.1%)**

43. Has the VITA project management training improved the on-the-job performance of your agency's project management staff? [N=36]

Yes – Performance has improved **(19.5%)**

No – Performance has not improved **(36.1%)**

Too soon to know/Have not managed a project **(44.4%)**

44. Has your agency submitted an information technology project to the Information Technology Investment Board for its approval? [N=59]

Yes **(33.9%)** No **(66.1%)**

45. Has the review of documentation for your agency's projects by VITA's Project Management Division been beneficial? [N=20]

Yes **(55.0%)** No **(20.0%)** Don't Know / Not Applicable **(25.0%)**

46. Does VITA's Dashboard provide adequate information about the status of projects for your agency? [N=20]

Yes **(35.0%)** No **(20.0%)** Don't Know / Not Applicable **(45.0%)**

47. Does VITA's Project Management Division provide adequate oversight of projects under development by your agency? [N=20]

Yes **(45.0%)** No **(30.0%)** Don't Know / Not Applicable **(25.0%)**

48. Does the Strategic Planning and Review Committee of the Information Technology Investment Board provide adequate oversight of the projects it reviews? [N=20]

Yes **(10.0%)** No **(5.0%)** Don't Know / Not Applicable **(85.0%)**

49. Has the review process for information technology projects resulted in any delay of projects for your agency? [N=20]

Yes **(60.0%)** No **(30.0%)** Don't Know / Not Applicable **(10.0%)**

50. Please use the space below to provide additional comments about the implementation of the Virginia Information Technologies Agency. [N=46]

**(46 text responses)**

51. When you have completed all questions and are ready to submit your final survey, enter your agency certification code in the space below and click the Finish button. The certification code verifies that this is your agency's official response.  
(The certification code was sent in the letter to your agency head inviting your agency to participate in this survey.)

**(60 certification codes submitted)**

[Required Field]