

Virginia Information Technologies Agency



Exhibit 1.2
Governance Framework

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COMMONWEALTH OF VIRGINIA
VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA)
SUPPLY CHAIN MANAGEMENT DIVISION

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1.0 Purpose and Guiding Principles

Through the Information Technology Infrastructure Services Program (ITISP), the Commonwealth is building an Integrated Services Platform to achieve the following objectives:

- **Maintain and improve** service quality: Develop the capability to address evolving agency needs and create opportunities to improve service performance without impacting service reliability, security, and quality.
- **Ensure cost competitiveness** – both now and in the future: Structure service offerings so they can be more easily compared to market services at market rates. Continuously test the market, and enable the easy addition and deletion of services to the service catalog to create competition amongst suppliers and buying power for Customers.
- **Create a platform view of service delivery that is highly visible and accountable:** Provide for enterprise and Customer visibility of consumption, cost, performance, and supplier responsiveness. Establish a governance structure that promotes stakeholder engagement and improves the balance of Customer and enterprise needs.

The purpose of ITISP Governance is to protect, enhance, and grow the Integrated Services Platform (Platform). ITISP Governance will manage the contractual requirements and performance of suppliers, maintain relationships with Customers, and monitor the ability of VITA and the suppliers to meet the objectives outlined above. It will provide forums for participants to understand each other's objectives, to ensure commitments are being met, and to implement changes as needed.

Guiding principles used to formulate the ITISP Governance model include:

- Strong and effective Customer engagement
- Resolution of issues at lowest possible level
- Representative groups to resolve issues
- Regular validation and updates to operational documents
- Monitor compliance with contractual requirements
- Manage interparty relationships among all Integrated Suppliers
- Evolve service options and support innovation
- Formalize roles and responsibilities for strategy and issue management among VITA, Customers, and Integrated Suppliers
- Align management of IT-related risk with overall risk management

All Integrated Suppliers will collaborate with VITA to establish and improve governance processes, particularly at the operational layer. ITISP Governance will continue to evolve as the Parties identify opportunities to enhance and grow the Platform and is expected to be memorialized in the Service Management Manual. The Supplier's contribution to this process is found in Exhibit 2.3.2.

2.0 Governance Policy and Approach

Governance must include more than meetings and escalations, and stakeholders must understand the role they play within a governance framework. The Commonwealth has applied

a framework consisting of Relational and Operational Governance to help stakeholders understand their role within the Platform (Figure 1).

Relational Governance	Operational Governance
<ul style="list-style-type: none">• Customer driven• Oversees platform effectiveness• Focuses on most critical aspects of the platform• Unique to a Customer's situation and organizational focus• Customers have a major role, with specifics based on demarcation with Service Integration	<ul style="list-style-type: none">• Supplier driven• Part of the Supplier solution• Based on standard ITIL processes• Makes the environment run• Customers have a limited role, except where they have retained functional responsibility

Figure 1: Traits of Relational vs. Operational Governance

Simply put, Relational Governance Forums will be led by VITA and co-chaired by the Multisourcing Service Integrator (MSI); they will provide strategic oversight and seek to resolve escalated issues. The Operational Governance Forums will be established and led by the MSI and overseen by VITA; they will be grounded in ITIL processes and align with the MSI's core functions.