

**RESOLUTION SUPPORTING THE COMMONWEALTH'S STUDIES OF ITS INFORMATION
TECHNOLOGY SYSTEMS AND SERVICES AND ENCOURAGING THE GENERAL
ASSEMBLY TO PROVIDE FUNDING FOR NEEDED TECHNOLOGY MODERNIZATION
AND STAFFING TO SUPPORT THAT TECHNOLOGY**

WHEREAS, the Virginia General Assembly charged the Joint Legislative Audit and Review Commission (JLARC) to study the Virginia Information Technologies Agency's (VITA) organizational structure and staffing; and

WHEREAS, VITA is the Commonwealth's consolidated information technology (IT) agency and is responsible for providing infrastructure services to state agencies (such as laptops, internet and phone, and servers) and oversight of state agency informational technology IT functions (such as security, procurements, and project management); and

WHEREAS, in its Commission Draft Report to the Governor and the General Assembly dated September 20, 2021, JLARC made several recommendations, including: (1) VITA needing more IT security staff to handle growing security responsibilities; and (2) VITA having difficulty recruiting staff in certain highly technical areas such as cloud computing and enterprise architecture due, in part, to its inability to offer salaries competitive with the private sector; and

WHEREAS, the Virginia General Assembly also charged the Joint Legislative Audit and Review Commission (JLARC) to study the Virginia Employment Commission, which is responsible for the Commonwealth's unemployment insurance program, including processing claims for unemployment benefits; and

WHEREAS, in its Interim Draft Report dated September 20, 2021, JLARC observed that the unemployment insurance IT system was developed in 1985, relied on nearly obsolete programming language, required manual processes and paper documents, increased risks of errors and fraud, and frustrations with its use resulted in a poor customer experience and contributed to staff turnover; and

WHEREAS, the Interim Draft Report stated that attempts at modernizing the unemployment insurance IT system had been ongoing for 12 years; and

WHEREAS, the problems with the current unemployment insurance IT system were acute during the COVID-19 pandemic and the Board is appreciative that the Virginia Employment Commission has announced that a new system will be implemented with a changeover period beginning November 1, 2021; and

WHEREAS, the information technology systems and software used by other state agencies have also been problematic, such as the Virginia Department of Health's original COVID-19 vaccine registry and scheduling software; and

WHEREAS, modern, reliable, convenient, and accessible information technology systems in state government are essential to allow Virginians to do meaningfully conduct business with their state government, and for state agencies to perform their work efficiently and effectively.

NOW, THEREFORE, BE IT HEREBY RESOLVED that the Albemarle County Board of Supervisors supports the Commonwealth's studies of its information technology systems and services and encourages the General Assembly to provide funding for needed technology modernization and staffing to support that technology throughout state government.

I, Claudette K. Borgersen, do hereby certify that the foregoing writing is a true, correct copy of a Resolution duly adopted by the Board of Supervisors of the County of Albemarle, Virginia, by a vote of _____ to _____, as recorded below, at a regular meeting held on _____.

Clerk, Board of County Supervisors

	<u>Aye</u>	<u>Nay</u>
Mr. Gallaway	_____	_____
Ms. LaPisto-Kirtley	_____	_____
Ms. Mallek	_____	_____
Ms. McKeel	_____	_____
Ms. Palmer	_____	_____
Ms. Price	_____	_____