



Gartner for IT

# CIO-CISO Strategic Alignment Creates Organizational Stability

**Client success story:** Virginia Department of Behavioral Health and Developmental Services

The Virginia Department of Behavioral Health and Developmental Services (DBHDS) oversees behavioral health systems for **12 state-operated facilities, 40 community service boards and 800 private providers with 24/7 operations.** The **6,000 DBHDS employees** rely on efficient, effective information technology to meet vital clinical needs, and provide financial resources, policy direction, automation, risk management and oversight for the entire system. With 24/7 system support required at all facilities, the Office of Technology and Office of Information Security aligned during COVID-19 for a partnership to infuse a security mindset and culture in the organization, while maintaining consistent operations in the process.

**Industry:** U.S. State Agency

**Employees:** 6,000



**“We’ve based a lot of our strategic direction and decisions on the research and insight that Gartner provides for us.”**

Glendon Schmitz, CISO, Virginia Department of Behavioral Health and Developmental Services



## Mission-critical priority

The CIO and CISO recognized the importance of a strategic partnership, which included:

- Restructuring IT positions and responsibilities
- Establishing work profiles to improve productivity
- Introducing ticketing system with integrated metrics
- A full-view project management system
- Implementing IT investment board across the department
- Effective communication to executive staff with security as an enabler



## How Gartner helped

### Vendor procurement process optimization:

- All IT procurement reviewed and approved by CIO and CISO
- Security and IT representative on every procurement meeting
- Faster implementation of projects with security built along the way

### CIO initiatives:

- IT strategic plan for multiyear prioritization planning
- Stand up data governance and identify automation process and tools

### CISO initiatives:

- Create Vulnerability Management Program
- Three-year cybersecurity strategic plan



## Mission accomplished

Improved from **2-3 outages/week** down to minimal outages, **<1%**:

- Implement duplicate network systems with VITA
- Updated communication plan across all facilities for scheduled outages
- Instituted a biweekly IT facility meeting with CIO and CISO teams

Business Impact Analysis process to go from **400+ applications down to 102**, resulting in:

- Reduced audit findings
- Reduced number of workloads for DBHDS
- Solidified a secure environment
- Matured team security culture of knowing the responsibilities for each application

Documented a Memorandum of Accountability (MOA) process of IT roles and responsibilities between VITA, state facilities and central office

Questions about becoming a Gartner client? Let's connect.

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