



# OI&T Transformation: An Overview

*Creating the Best Experience  
for All Veterans*

## Why is OI&T transforming?

OI&T has been a tactical participant in VA's mission since the department's IT services were centralized in 2006 — but it was clear that our Veterans needed more. To better meet the demand for rapidly expanding technology support, we needed to collaborate earlier, and more effectively, with our partners. We needed to evolve from a support service to a true ally in developing strategy and finding solutions.

Our IT Enterprise Strategy is based on three key themes: stabilizing and streamlining core processes and platforms, eliminating material weaknesses, and institutionalizing a new set of capabilities will drive improved outcomes.

## How is OI&T transforming?

OI&T is transforming not just the way we do business, but our strategic role in improving the Veteran experience. We are transforming the way we communicate and collaborate with our partners in the field. We are transforming the way we collect, analyze, and protect Veteran data. We are transforming our processes for overseeing and executing projects, for using resources, and for ensuring compliance to standards and policies. We've also made strides in increasing employee engagement — relaunching our Intranet site and creating an Employee Engagement Task Force.

To do this, we are adding five new functions: Account Management, Project Management, Quality and Compliance, Data Management, and Strategic Sourcing.

We will also continue to focus on our Architecture, Strategy and Design; IT Resources Management; and Service Delivery and Engineering divisions.

## When is OI&T transforming?

Right now. The transformation is ongoing; changes are being implemented and refined over three timeframes: Now (within six months); Near (six to 18 months); and Future (18-36 months). Our strategy ensures that we are not only delivering results in the near-term but that we're positioning ourselves to leave a long-term legacy of improved service for Veterans.

## How will this transformation improve the Veteran experience?

The goals of this transformation align closely with the 12 Breakthrough Priorities outlined in Secretary McDonald's MyVA initiative. Our top goal is improving the Veteran experience in areas as diverse as increasing access to health care through mobile technologies and better protecting Veteran data with our new Enterprise Cybersecurity Plan. Our Data Management function, for example, will help organize and analyze VA's incredible wealth of Veteran data, leading to a holistic view of the Veteran experience and the potential for lifelong predictive care.

**For the latest on OI&T's transformation, visit  
[vawww.oit.va.gov](http://vawww.oit.va.gov).**

**VA**



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