

VA Digital Transformation Strategy

VA's priorities help focus our efforts to maximize our impact on Veteran care and services and strengthen our stewardship of taxpayer resources.



Customer Service



MISSION Act Implementation



Business Transformation



VA/DoD Collaboration

- » **Priority 1: Customer Service** — Our goal is to make accessing VA services seamless, effective, efficient, and emotionally resonant.
- » **Priority 2: MISSION Act Implementation**—This landmark legislation will fundamentally transform VA health care and improve Veterans benefits and services.
- » **Priority 3: Business Transformation**—We empower employees to provide world-class customer service to Veterans by reforming IT systems responsible for HR management, finance, acquisition and supply chains.
- » **Priority 4: VA/DoD Collaboration**—VA is working closely with DoD to implement a modern and fully interoperable common electronic health record (EHR) system inside and outside the departments.

FOUR FIVE SIX

The Office of Information and Technology's (OIT) **vision** is a world-class IT organization that provides a seamless, unified Veteran experience through the delivery of state-of-the-art technology. OIT's **mission** is to collaborate with our business partners to create the best experience for all Veterans through **FOUR** core values:



Transparency



Accountability



Innovation



Teamwork



OIT's **FIVE** imperatives drive our strategy and outcomes:

Exceptional Customer Experience

Deliver exceptional customer service by **reinvigorating partnerships with VA business lines** to understand customer needs, align them with true business problems, and deliver IT solutions based on Veteran-centered design and product management, culminating in a **world-class customer experience**.

1

IT Modernization

Drive IT and VA capability modernization through digital transformation, refreshing and decommissioning software and infrastructure, and an OIT business value framework that are designed around customer-driven requirements.

2

Strategic Sourcing

Transform procurement and acquisition processes to support aggressive modernization efforts by optimizing all available sourcing capabilities and streamlining processes for **selecting the right capability for each digital transformation** requirement.

3

IT Workforce Transformation

Inspire a culture of digital transformation, IT modernization, and customer service in every OIT employee through education, training, reskilling, and professional certifications, while **transforming recruiting efforts** to make OIT an employer of choice for next generation IT workers.

4

Seamless and Secure Interoperability

Achieve seamless and secure data interoperability across VA, DoD, Federal, and commercial partners by identifying, documenting, and disseminating well-defined, standardized, and secure **design, interfaces, and processes** to access authoritative data that streamlines the Veteran experience.

5

VA



U.S. Department of Veterans Affairs
Office of Information and Technology



We are changing the way we procure services by taking a “**buy first**” approach to new systems, getting out of the business of building our own applications, and relying more on **cloud, managed and shared services, and commercial-off-the-shelf (COTS)** products. To be successful we will need to focus on **SIX** areas:

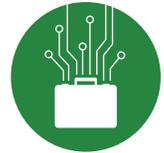
Managing Data

We are defining authoritative data sources and ensuring data is consistent and secure across VA so we can better leverage our vast data stores, improve data-driven decision making, and simplify the way Veterans interact with VA platforms.



Digitizing Business Processes

We are upgrading VA's customer-facing digital tools to give Veterans easier access to their care and benefits, and using new technologies and services to streamline our internal business processes.



Migrating to the Cloud

We are migrating infrastructure and applications to commercial cloud providers to reduce operational costs and increase flexibility and our ability to scale, allowing us to deliver services to Veterans more quickly and reliably.



Decommissioning Legacy Systems

We are moving critical functions from outdated and difficult to sustain platforms, into more modern systems that are easier to maintain and provide greater computing capability and capacity.



Improving Cybersecurity

We are deploying an enterprise cybersecurity risk management framework, based on industry best practices, to stay at the forefront of protecting Veteran information from cyber threats.



Recruit and Retain a World-Class IT Workforce

We are not only dedicated to recruiting next gen IT workers to OIT, we are committed to training and re-skilling current employees and ensuring that VA has the right people powering its digital modernization when and where we need them.



For quick reference on VA's Digital Transformation Strategy, bookmark this page:
<https://www.oit.va.gov/about/strategy/>.

