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.

» **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.

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

1. **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.

2. **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.

3. **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.

4. **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.

5. **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.

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

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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.

**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.

**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.

**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.

**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.

**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/](https://www.oit.va.gov/about/strategy/).