

Driving Digital Transformation at VA

2020 Year In Review Summary



Exceptional Customer Service

During Fiscal Year (FY) 2020, OIT's commitment to exceptional customer service and quick IT problem resolution drove an all-time high this summer for VBA claims processing, an 8 point Customer Satisfaction score increase putting OIT on par with Microsoft and Google, facilitated the stand-up of a new VHA COVID-19 facility in just 2.5 days, reduced the time it takes for Veterans to receive claims decisions through the new Benefits API, and drove OIT's Enterprise Service Desk (ESD) to resolve more than 10 million tickets.



IT Modernization

Facing a once in a century pandemic, OIT rose to the challenge and delivered several innovative IT solutions like the digital pre-entry screening tool and COVID-19 chatbot in record time, expanded VA's Video Connect system to support a 1,603% surge in Veteran telehealth video visits outside a VA facility, migrated VA staff to Microsoft teams, deployed the ESD 24/7 chat functionality, fast-tracked retrofitting the Garland VA Medical Center, and facilitated VA's 3D printing framework for distributing surgical face masks.



Strategic Sourcing

Over the course of the year, OIT surged IT resources and delivered on Secretary Wilkie's priority to provide Veterans top-quality customer service by quadrupling RESCUE connection capacity to over 500k and dramatically scaling CAG capacity to over 175k from 16k. OIT also deployed 199,000 laptops and more than 11,000 mobile devices since April 2020, leveraging vendor relationships to stay ahead of demand with aggressively accelerated delivery of equipment allowing VA employees to better serve Veteran patients and customers.



IT Workforce Transformation

Throughout the ongoing pandemic Assistant Secretary James P. Gfrerer led workforce-wide biweekly town halls on OIT's evolving response. OIT helped launch the Cyber Career Pathways Tool to interactively show teenagers and adults job requirements and opportunities across five "skill communities" of our modern workforce. OIT also participated in a joint VA-Health and Human Services (HHS) pilot program to share certificates for hiring on USAJobs, making it easier for both agencies to fill critical positions.



Seamless and Secure Interoperability

Throughout the pandemic, expanding partnerships across VA, industry, and the DOD led to a joint change control management strategy and established a secure joint framework to enable monitoring, secure access control, and data-sharing security standardization for Electronic Health Record Modernization. Overseen by our centralized VA Interoperability Leadership Team (VAIL), OIT successfully launched all six functional areas of DMLSS as part of VA's modernized supply chain management system.



VA



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