

VA ENTERPRISE DESIGN PATTERNS PRIVACY AND SECURITY UNIFIED COMMUNICATIONS STANDARDS



Office of Technology Strategies (TS)
Office of Information and Technology (OI&T)

Version 1.0
Date Issued: May 2017

EXECUTIVE SUMMARY

Scope

The Unified Communications (UC) Standards Enterprise Design Pattern (EDP) provides an enterprise-level view of the “As-Is” and “To-Be” mobile capabilities that are relevant to Veteran-facing mobile applications and the standard processes in use. The document will refer to lower-level solution guidance associated with these capabilities. This EDP focuses on guidance for UC architecture using appropriate standards; providing common guidance for all forms of UC; security and risk mitigations; and a set of use cases that will allow VA to implement VoIP in a standardized way throughout the enterprise. The EDP document is generally applicable across all VA Lines of Business (LOB) and describes future state VA UC infrastructure and capabilities; processes to be used by implementers and users of UC; and enterprise-level UC constraints and terminology.

Business Need

There are several technology and solution gaps that VA will need to address to resolve the business problems. These business/capability areas include interoperability/integration, availability, improved services, and enhanced security. These business needs will require funds, supporting technology, infrastructure, and other resources from VA for successful implementation. Enhancement of VA's communication infrastructure will also need to balance the need for improved infrastructure with guidance from Congress and the Government Accountability Office (GAO) to reduce the VA data center footprint. Resolutions to achieve this balance could include data center consolidation and the use of cloud services.

Approach

The approach recommended by this EDP addresses interoperability/integration; availability, quality; and security. For interoperability/integration, the EDP will provide recommended standards and approaches to address UC. Documentation of common approaches and technical design patterns will aid future VA efforts and support improved interoperability. For availability, a description of architectural components will address a general approach for ensuring availability. Where feasible for various applications, this EDP will recommend network characteristics. In terms of quality, the EDP will detail considerations for any performance gaps with UC solutions and provide corresponding recommendations/mitigations. Finally, for security, content on risk mitigation strategies for UC approaches will explain how to address UC security.

Enterprise Design Patterns (EDPs) are developed by TS in coordination with internal and external subject matter experts and stakeholders. An EDP is a reusable capability guidance document that identifies best practice approaches and resources for achieving VA IT strategic objectives. The EDP Team uses industry trends and innovations; enterprise architectural standards; and guiding principles for capabilities and constraints to improve efficiency and effectiveness and define solutions to reoccurring technical problems. The EDP helps guide the design of IT systems and services by VA project teams.