

VA ENTERPRISE DESIGN PATTERNS

MOBILITY

MOBILE VETERAN-FACING APPLICATIONS



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

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EXECUTIVE SUMMARY

Scope

The purpose of this Enterprise Design Pattern is to establish an enterprise direction for Veteran-facing mobile computing using enterprise services and common Information Technology (IT) infrastructure platforms. This document focuses on technical capabilities supporting the “external user” component of the Mobile Architecture Design Pattern (see Appendix A). This document provides guidance on the use of a standardized mobile solution via an enterprise-wide mobile middleware platform capable of supporting a robust, Veteran-centric customer experience.

Business Need

Veteran-facing mobile applications will help VA close the “mobile” infrastructure gap outlined in the Enterprise Technology Strategic Plan (ETSP) and move the VA towards a future-state IT vision supporting all VA lines of business. Extending enterprise resources to mobile devices requires consistent visibility of Veteran data and a central location to update this information. Veterans require a single access point to review their data and update personal information. A single access point reduces the burden on VA employees who are manually assisting and updating information for Veterans.

Approach

Achieving a robust mobile infrastructure requires a multi-year initiative supported by Office of Information & Technology (OI&T) and Administration leadership that encompasses strategy, governance, and technology investments. Simply migrating the current commercial off-the-shelf (COTS) mobile middleware platform to a new platform is insufficient for resolving the

current capability limitations discussed in Section 2. Section 3 includes a phased approach to establishing future-state capabilities based on industry best practices for public-facing applications.

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.