

## Department of Veterans Affairs

### Section 1: Highlights of Agency E-Government Activities

#### **A. Enhanced Delivery of Information and Services to the Public - Sec. 202(g)**

*Section 202(g) of the E-Gov Act requires agencies to provide information on how electronic Government is used to improve performance in delivering programs to constituencies. In no more than 250 words, describe one IT agency activity or initiative that enhances the delivery of information and services to the public and others, or makes improvements in government operations. This example should highlight how electronic government improved the effectiveness, efficiency, and quality of services provided by your agency.*

The eBenefits is a portal in a central location for Veterans, Active-Duty Service members, and their families to research, find, access, and manage their benefits and personal information. A collaboration between the Department of Veterans Affairs (VA); and the Department of Defense (DoD) serving Veterans, Service members, Wounded Warriors, their family members, and their authorized caregivers. We offer: A free Basic or Premium Account. A secure environment where you can safely access your personal information and perform self-service tasks. Applications (online and PDF) for disability compensation and various benefits. Employment resources. A personalized Dashboard that you can customize to suit your preferences and information needs. Access to the National Resource Directory, which enables you to find links to resource based on subjects that interest you. <https://www.ebenefits.va.gov/ebenefits-portal>. My HealtheVet is VA’s online personal health record, designed for Veterans, active duty Service members, their dependents, and caregivers. My HealtheVet allows you to partner with your health care provider, providing opportunities and tools to make informed decisions, and manage your health care. Among the newest features available to Veterans is VA Notes. These are clinical notes that the health care provider records during appointments and/ or hospital stays. Also available are VA immunization records, detailed lab reports, and a list of current medical issues. This is in addition to prescription refills, VA appointments, and Secure Messaging. <https://www.myhealth.va.gov>

#### **B. Public Access to Electronic Information - Sec. 207(f)(1)(B)**

*Section 207(f)(1)(B) of the E-Gov Act requires that agency websites assist public users to navigate agency websites, including the speed of retrieval of search results and the relevance of the results. Provide the updated URL(s) that contains your agency's customer service goals and describes activities that assist public users in providing improved access to agency websites and information, aid in the speed of retrieval and relevance of search results, and uses innovative technologies to improve customer service at lower costs. For example, include the URL to your agency's Customer Service Plan.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.myhealth.va.gov">http://www.myhealth.va.gov</a>	My HealtheVet offers tools to help you partner with your health care team, so together you may work to

Public Facing Agency URL(s)	Brief Explanation (if necessary)
	manage your health.
 <a href="http://www.healthit.gov.patients-families/blue-button/about-blue-button">http://www.healthit.gov.patients-families/blue-button/about-blue-button</a>	The .Blue Button. provides Veterans with the opportunity to obtain their personal records more efficiently.

## Section 2: Compliance with Goals and Provisions of the E-Gov Act

### **A. Performance Integration - Sec. 202(b)**

*The E-Gov Act requires agencies to develop performance metrics that demonstrate how electronic government supports agency objectives, strategic goals, and statutory mandates. In no more than 250 words, describe what performance metrics are used and tracked for IT investments and how these metrics support agency strategic goals and statutory mandates. Please discuss performance metrics that focus on customer service, agency productivity, innovative technology adoption and best practices. If applicable, include a description of your agency's evaluation model and how it is used. Provide applicable URL(s) for performance goals related to IT.*

E-Gov Travel Service The Department of Veterans Affairs (VA) has successfully implemented the General Services Administration’s (GSA) E-Gov Travel Service, an online service that streamlines arranging reservations and managing expenses for government travel. VA – the largest civilian federal agency, with nearly 240,000 employees – met its agency-wide implementation, fulfilling a requirement of the President’s Management Agenda. This system will not only make travel arranging faster and easier for employees, but will help ensure they travel in the most cost-effective way. The E-Gov Travel Service, known as FedTraveler.com, eliminated three separate older travel systems. The service also provides training and help-desk support to customers. Approximately 70,000 VA frequent travelers will use FedTraveler.com to plan, book and track their travel arrangements as well as request and approve expense reimbursement. Additionally, the consolidated service supplies travel data to managers on the use of airlines, lodging and car rentals.

### **B. Accessibility - Sec. 202(c) and (d)**

*The E-Gov Act requires agencies to consider the impact of implementing policies on persons without access to the internet, and ensure accessibility to people with disabilities. Provide the URL(s) for your agency's website which describes actions taken by your agency in accordance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.section508.va.gov">http://www.section508.va.gov</a>	Provides training in all aspects of Section 508 ensuring accessibility of E&IT content and documents.

### **C. Government-Public Collaboration - Sec. 202(e)**

*The E-Gov Act requires agencies to sponsor activities that use information technology to engage the public in the development and implementation of policies and programs. In no more than 250 words, describe one example of how your agency utilized technology to initiate government-public collaboration in the development and implementation of policies and programs.*

The Office of Public and Intergovernmental Affairs (OPIA) focuses on creative and innovative

ways to connect with Veterans, the media and other stakeholders. [www.va.gov/opa/index.asp](http://www.va.gov/opa/index.asp)  
The Intergovernmental Affairs office acts as the conduit between VA and federal, state, local, American Indian, and Native Alaskan Government officials. Adaptive Sports Programs and Special Events motivates, encourages and sustains participation and competition in adaptive sports among disabled Veterans and members of the Armed Forces through partnerships with VA clinical personnel as well as national and community-based adaptive sports programs. [www.va.gov/opa/iga](http://www.va.gov/opa/iga)  
The Homeless Veterans Initiative has made ending Veteran homelessness a top priority, undertaking an unprecedented campaign to dramatically increase awareness of VA services available for homeless Veterans and Veterans at risk of becoming homeless. [www.va.gov/homeless](http://www.va.gov/homeless)

### **D. Credentialing - Sec. 203**

*The E-Gov Act seeks to achieve interoperable implementation of electronic signatures for appropriately secure electronic transactions with Government. In no more than 250 words, describe current activities your agency is undertaking to achieve the interoperable implementation of electronic credential authentication for transactions within the Federal Government and/or with the public (e.g. agency implementation of HSPD-12 and/or digital signatures).*

In accordance with Homeland Security Presidential Directive 12 (HSPD-12), the VA Personal Identity Verification (PIV) program has enabled the VA to meet the security standards effectively and cost efficiently. The PIV card is an ID card issued by the VA PIV Office that contains a computer chip, which allows it to receive, store, recall, and send information in a secure method. The main function of the card is to encrypt or code data to strengthen the security of both employees' and Veterans' information and physical access to secured areas, while using a common technical and administrative process. PIV Project - <http://www.va.gov/PIVPROJECT/index.asp>  
VA's nationwide online credentialing system (VetPro), for healthcare professionals, has been designed to be intuitive and simplify the credentialing process. Submission of credentials in the VetPro Credentialing System is required of all Veterans Health Administration (VHA) licensed, registered, and certified health care providers. VetPro – <http://fcp.vetpro.org>  
With identity theft as the major fraud reported by Americans in 2014, the Department of Veterans Affairs (VA) has designed a new identity card for veterans that will safeguard confidential information. The new identification card ensures veterans' personal information is protected. It also helps prevent the theft of important benefits and services from veterans that they earned by their service to our country. The card has the veterans' photos on the front and identify them as enrollees in the VA's health care system. The words "service connected" is under the photo if the veteran has a service-connected disability. The new VIC ensures the security of veterans' personal information as well as ensuring that only eligible veterans receive the benefits and services they've earned.

### **E. USA.gov activities - Sec. 204 and Sec. 207(f)**

*In accordance with Section 204 of the E-Gov Act, [www.USA.gov](http://www.USA.gov) serves as an integrated internet-based system for providing the public with access to government information and services. In accordance with Section 207(f)(3), provide the URL(s) your agency's activities on [www.USA.gov](http://www.USA.gov).*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.usa.gov/directory/federal/department-of-veterans-affairs.html">http://www.usa.gov/directory/federal/department-of-veterans-affairs.html</a>	VA is listed on the U.S. Government's Official Web Portal (USA.gov)

## **F. eRulemaking - Sec. 206**

*The E-Gov Act seeks to assist the public, including the regulated community, in electronically submitting information to agencies under Federal requirements, by reducing the burden of duplicate collection and ensuring the accuracy of submitted information. In no more than 250 words, provide a description of your agency's use of online electronic regulatory submission capabilities, specifically the usage of www.Regulations.gov and the Federal Docket Management System (FMDS).*

The VA's eRulemaking program is a collaborative, interagency effort with the Environmental Protection Agency (EPA) to establish a common, automated, and integrated repository for managing Federal rulemaking and non-rulemaking actions that follow a structured notice and comment process. VA's overall mission of serving Veterans and their families has a two-fold mission: First, the Office of Regulation Policy and Management (OPRM) provide centralized management and control for the formulation and control of all VA regulations. Second, OPRM provides a Secretary-level focal point for the comprehensive review, reorganization, and rewrite of VA's existing regulations. The Secretary established Regulations Management, 02REG, as a permanent office to remedy long-standing deficiencies in VA's rulemaking process. 02REG provides centralized supervision and coordination of regulation development, tracking, control, policy integration, and economic impact analyses for proposed VA regulations. It implements strategic focus and direction for VA's decentralized regulation development process. 02REG tracks and eliminates unnecessary delays, proactively coordinates with all parties, eliminates inconsistencies in the regulations themselves and the development process, and ensures early integration of regulatory policies into VA's overall policy plan. VA Office of Regulation Policy and Management – <http://www.va.gov/orpm>

## **G. National Archives Records Administration (NARA) Recordkeeping - Sec. 207(d-e)**

*The E-Gov Act requires agencies to adopt policies and procedures to ensure that chapters 21, 25, 27, 29, and 31 of title 44, United States Code, are applied effectively and comprehensively to Government information on the Internet and to other electronic records. In no more than 250 words, describe your agency's adherence to NARA recordkeeping policies and procedures for electronic information online and other electronic records. Additionally, please indicate the number of electronic records that have been scheduled with NARA and any pending scheduling for electronic systems at your agency.*

No Response Available

## **H. Freedom of Information Act (FOIA) - Sec. 207(f)(A)(ii)**

*The E-Gov Act requires agency websites to include direct links to information made*

*available to the public under the Freedom of Information Act. Provide the updated URL for your agency's primary FOIA website.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.oprm.va.gov/foia/">http://www.oprm.va.gov/foia/</a>	VA Freedom of Information Act Service
<a href="http://www.archives.gov/st-louis/military-personnel/">http://www.archives.gov/st-louis/military-personnel/</a>	National Personnel Records Center (NPRC)

### **I. Information Resources Management (IRM) Strategic Plan - Sec. 207(f)(A)(iv)**

*The E-Gov Act requires agency websites to include the strategic plan of the agency developed under section 306 of title 5, US Code. Provide the updated URL to your agency's IRM Strategic Plan. This plan should encompass activities in FY14. If your agency does not have an updated plan, please provide the URL to the most recent plan and indicate when an updated plan will be available.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.ea.oit.va.gov/EAOIT/docs/VA_IRM_Strategic_Plan_Final_Signed_20140424.pdf">http://www.ea.oit.va.gov/EAOIT/docs/VA_IRM_Strategic_Plan_Final_Signed_20140424.pdf</a>	The VA Information Resources Management Strategic Plan

### **J. Research and Development (R&D) - Sec. 207(g)**

*If your agency funds R&D activities, provide the updated URL(s) for publicly accessible information related to those activities, and specify whether or not each website provides the public information about Federally funded R&D activities and/or the results of the Federal research.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.research.va.gov/services/blrd/default.cfm">http://www.research.va.gov/services/blrd/default.cfm</a>	Biomedical Laboratory for Research and Development
<a href="http://www.research.va.gov/services/hsrd.cfm">http://www.research.va.gov/services/hsrd.cfm</a>	Health Services Research and Development Service (HSR&D)
<a href="http://www.research.va.gov/services/rrd.cfm">http://www.research.va.gov/services/rrd.cfm</a>	Rehabilitation R & D Service

### **K. Privacy Policy and Privacy Impact Assessments - Sec. 208(b)**

*The E-Gov Act requires agencies to conduct a privacy impact assessment; ensure the review of the privacy impact assessment by the Chief Information Officer, or equivalent official, as determined by the head of the agency; and if practicable, after completion of the review under clause, make the privacy impact assessment publicly available through the website of the agency, publication in the Federal Register, or other means. In no more than 250 words, describe your agency's adherence to this provision, including adherence to OMB's guidance pertaining to the use of IT to collect, maintain, or*

*disseminate identifiable information, or when new systems are procured for this purpose. In addition, describe your agency's process for performing and updating privacy impact assessments for IT.*

The VA Privacy Service is responsible for overseeing, directing, and establishing the long- and short-term goals for VA's Enterprise Privacy Program. As the impact of privacy issues increase, Privacy Service identifies privacy needs and implements strategies to meet those needs. They advise senior officials concerning data management and the feasibility of the Department's privacy priorities and implementation plans. When VA collects personal data from an individual, VA will inform him or her of the intended uses of the data, the disclosures that will be made, the authorities for the data's collection, and whether the collection is mandatory or voluntary. VA will collect no data subject to the Privacy Act unless a Privacy Act system notice has been published in the Federal Register and posted on the VA Systems of Records Web site. VA Privacy Service: <http://www.oprm.va.gov/privacy/>

**K2. Privacy Policy and Privacy Impact Assessment Links - Sec. 208(b)**

*In addition to the narrative provided above in section K., provide the updated URL(s) for your agency's privacy policy and the website where your agency's privacy impact assessments are available.*

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<a href="http://www.oprm.va.gov/privacy/">http://www.oprm.va.gov/privacy/</a>	Department of Veterans Affairs Privacy Service

**M. Agency IT Training Programs - Sec. 209(b)(2)**

*The E-Gov Act calls for agencies to establish and operate information technology training programs. The act states that such programs shall have curricula covering a broad range of information technology disciplines corresponding to the specific information technology and information resource management needs of the agency involved; be developed and applied according to rigorous standards; and be designed to maximize efficiency, through the use of self-paced courses, online courses, on-the-job training, and the use of remote instructors, wherever such features can be applied without reducing the effectiveness of the training or negatively impacting academic standards. In no more than 250 words, describe your agency's IT training program, privacy training program, cross-agency development programs, and competencies reviews for IT workforce.*

The VA IT Workforce Development (ITWD) was created specifically to provide IT training to the VA Office of Information Technology (OI&T) workforce. IT Workforce Development (ITWD) prepares VA information technology professionals to better serve our nation's Veterans through the delivery of targeted, competency-based skills and development programs. The office is responsible for the design, development, and delivery of IT-specific training to OI&T workforce using various modalities. Industry recognized that IT certification courses are evaluated by ITWD and procured to be offered in strategic locations across OI&T including VA National IT Training Academy (NTA) headquarters and Smart Classrooms. The office is also responsible for the implementation of the Office of Personnel Management (OPM) 2210 Competency Model in VA OI&T. VA IT Workforce Development - <http://www.itwd.oit.va.gov/Index.aspx>