

OFFICE OF INFORMATION TECHNOLOGY

END USER SERVICES

END USER OPERATIONS

VA



U.S. Department of Veterans Affairs
Office of Information and Technology

VA at a Glance



18.25 million+ projected
U.S. Veteran population



460,816 full-time
VA employees



9.1 million+ total enrollees
in VA health care system



120,289 Health Care
Professionals Rotating Through
the VA (AY '23)



5.9 million+ Veterans
receiving VA disability compensation



\$466.26 billion VA
Fiscal Year (FY) 2024 for
Appropriations (enacted)

Where We Are



1,591

Sites and Facilities

Includes VA Care Sites, VA Outpatient Only Care Sites, VA Vet Centers, Veterans Benefits Administration (VBA) Regional Offices, and VA National Cemeteries in our total facilities supported by OIT.

OIT Supports VA Across a Complex Enterprise



\$7.644 billion budget requested in FY24



Blocked over **6.3 billion** malware attempts in 2022



Supports more than **2.69 million** inventory items



Time to fix broken IT items
1.8 days

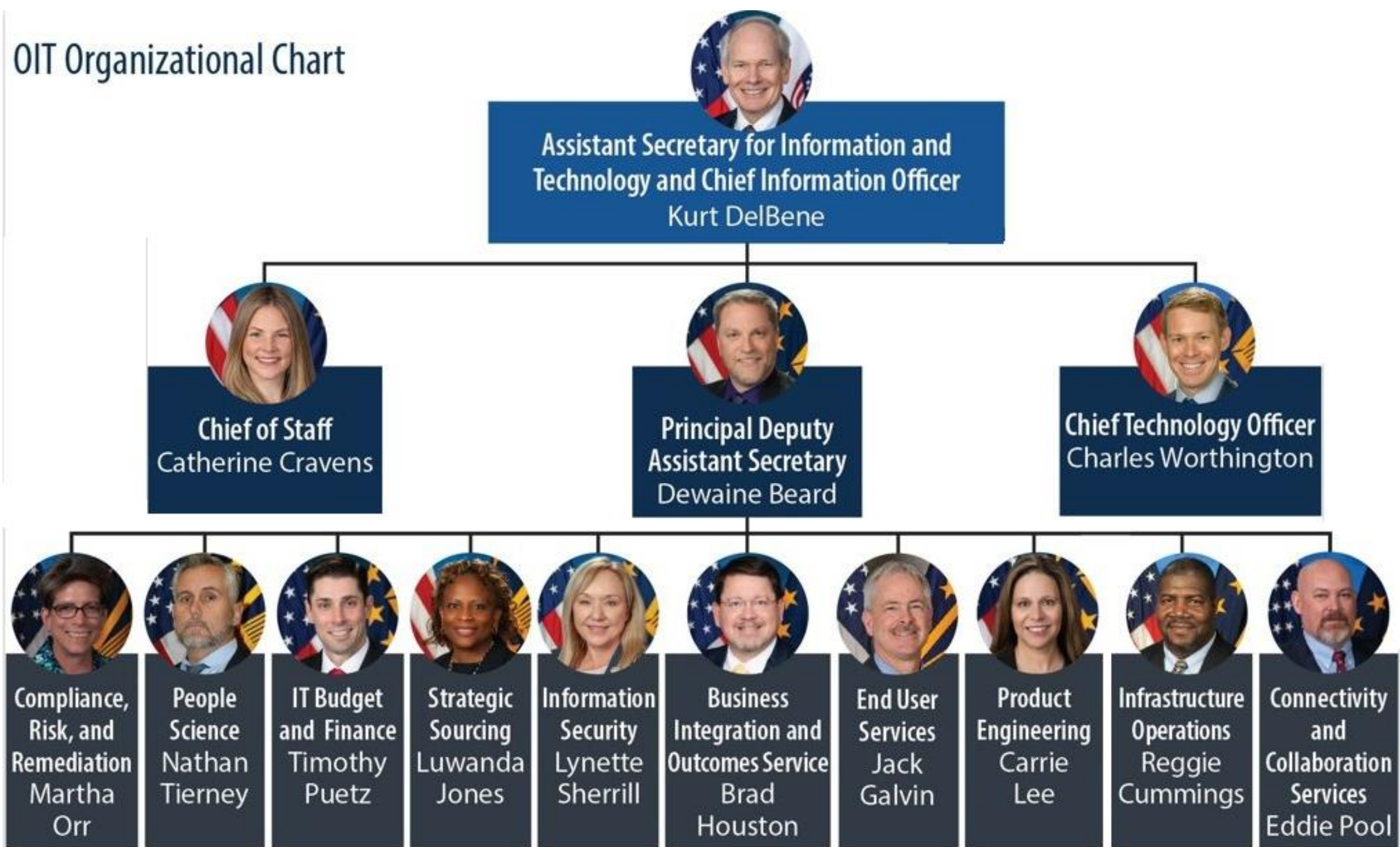


1.5 million data elements exchanged between DOD and VA daily

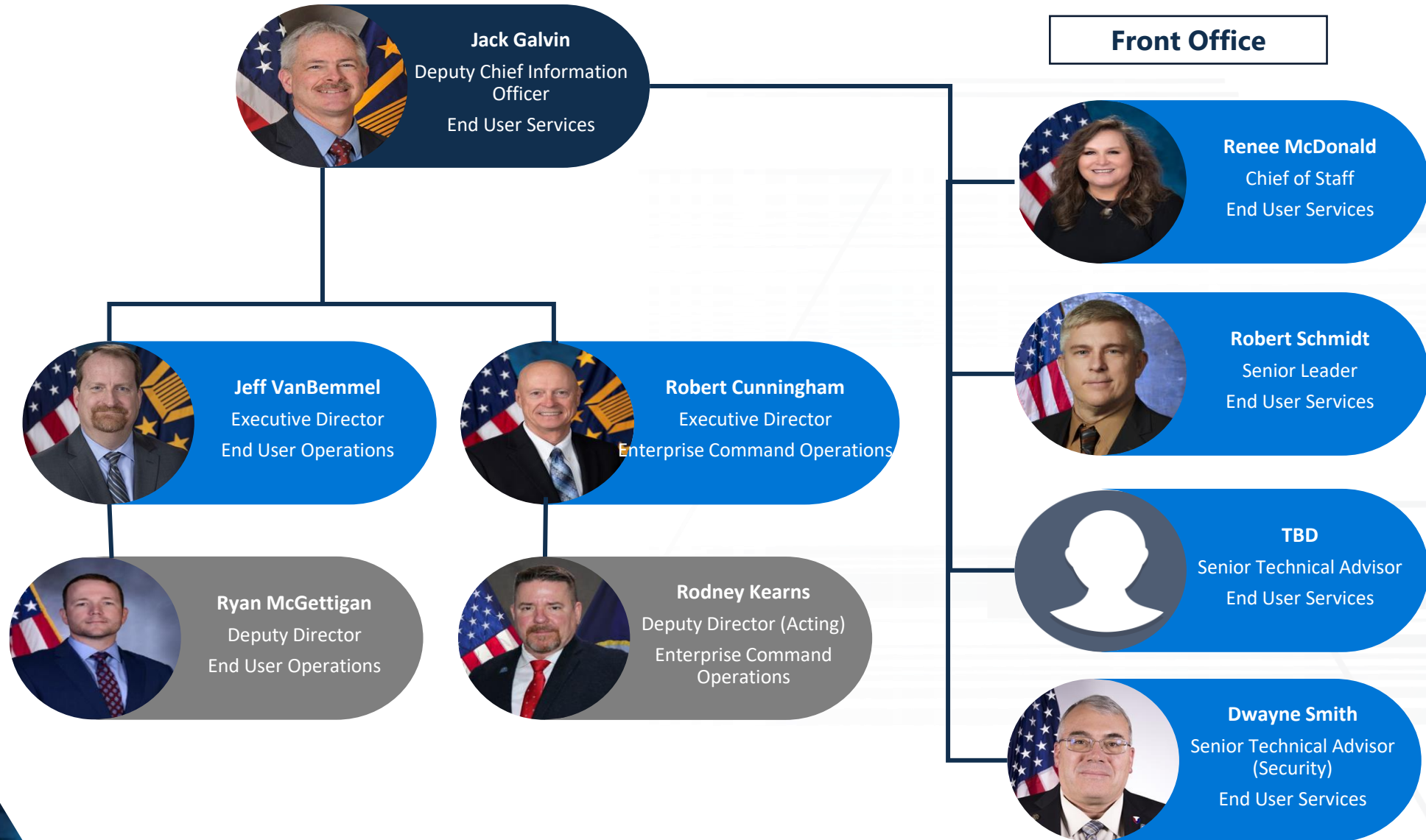


1,591 sites and facilities

OIT Organizational Chart



EUS High-Level Organization Chart





End User Services – Products and Services Catalog

Vision: Our customers will have access to the Information Technology services and products they need anytime, anywhere, and for anyone.

IT Service Management	End Point End User Mgmt.	Activations and Implementation Support	Enterprise Service Desk	Corporate Facility Management Facilities
<ul style="list-style-type: none">• 24/7 Event Management• Request Fulfillment• Incident (Break/Fix)• Major Incident Management• On-site support (adds/moves/changes)• Emergency Management• Contingency Planning• 24/7 Integrated Operations Center (IOC) OIT Watch Officers• Monitoring Tools	<ul style="list-style-type: none">• 24/7 End Pt Management• Instrumentation Team• Monitoring Tools Team• Configuration baselines• Client Patching and Vulnerability Management• Change Control Testing• Enterprise Mobile Device Management• Application package build and deployment• Enterprise End Pt. Optimization/Reporting	<ul style="list-style-type: none">• Supports new Customer growth and expansion in space /programs• Coordination of system installs in field locations• Managing deployment of new IT processes or capabilities• IRP tech refresh - End Point Infrastructure, Printers, scanners, VSATs, Misc. and overall IRP Governance	<ul style="list-style-type: none">• 24/7 Service Desk• Knowledge Management• Account Management• Process Integration• Case Management• Conference Management	<ul style="list-style-type: none">• OIT Facilities Management<ul style="list-style-type: none">—Leasing, MOUs—Space Planning & Analysis• Strategic Capital Investment Projects (SCIP)• Safety, Security• Utilities

EUS by the Numbers



We Keep VA's IT Rolling!



Enterprise Command Center:

Monitoring to Prevent Incidents

- **~3.2 Million** Events
- **29%** of MIs Detected by Monitoring
- **528** Prevented MIs
- **588** Systems Monitored



End User Operations: Providing Direct User Support

- **1.95M** Pieces
- **585,000** End Points
- **130,000** Mobile Devices
- **133,000** User Accounts Created
- **59,574** New Users Device Provisioned
- **4,562** PACT Act
- **544** Activations



Prioritizing a Delightful End User Experience for over 528,000 Customers

95% of New VA Employees Ready Day 1



Major Incident (MI) Management: Restoring Service

- **588** Total MIs
- **534** High Priority
- **113** Critical Priority
- **30:01** (HH:MM) Mean Time to Resolve MIs
- **13:21** (MM:SS) Avg. Time to Stand Up Bridge Call



Emergency Management: Supporting Response

- **390** LTE Routers
- **326** Satellite Phones
- **80** VSATs* Deployed
- **226** VSATs Upgraded

*VSAT – Very Small Aperture Terminal to provide temporary connectivity



Enterprise Service Desk and End User Operations (Uber "star"):

Resolving Customer Challenges

★★★★☆ **4.8** Customer Satisfaction*

- **2,066,921** total contacts handled
- **1,621,040** calls
- **2.859M** tickets
- **3,025,034** Self-Help Articles Viewed
- **23,131** chats
- **4,474** total Knowledge Base Articles

*Automated Call Distribution Survey – Scale 1-5



Space & Facilities Management:

Maintaining IT Owned Facilities

- **5** Major Data Centers
- **22** Total IT Facilities
- **3619** Total Occupant Capacity
- **263** Average Daily Occupancy

Activations

ACTIVATIONS INCLUDE:

- Planned construction, lease, modifications of existing space
- New employee equipment requirements
- Changes in business practice that necessitate hardware changes
- Unplanned commodity IT hardware demand in current FY

Resources

Budget	\$125M annually (average)
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New CBOC- Ocala, FL- July 2021



New VHA CBOC & VBA RO- Anchorage, AK May 2021

Workload

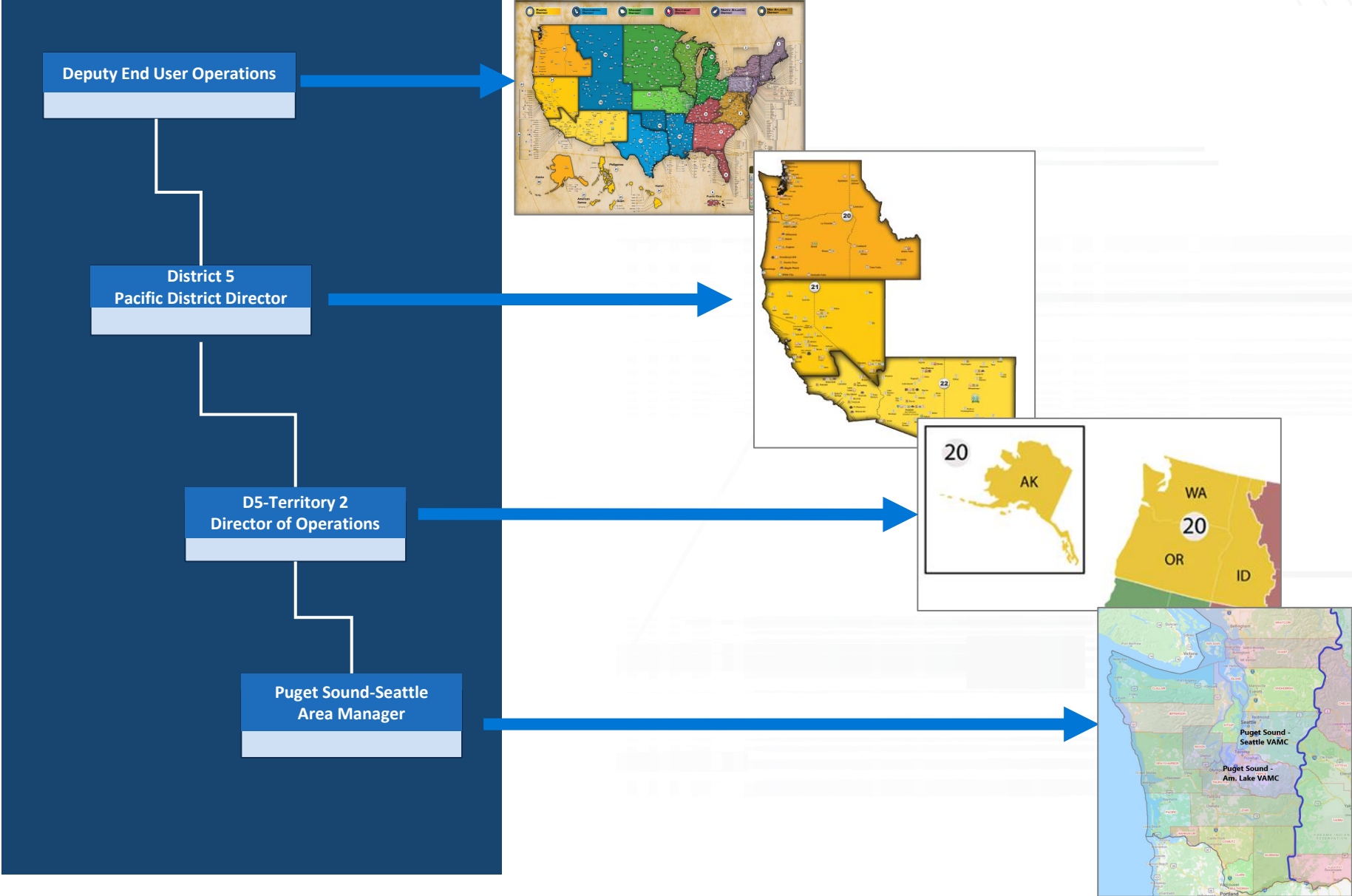
Projects	500+ Annually
New User Device Provisioning	40,000 New User Devices FY 22



The National Picture



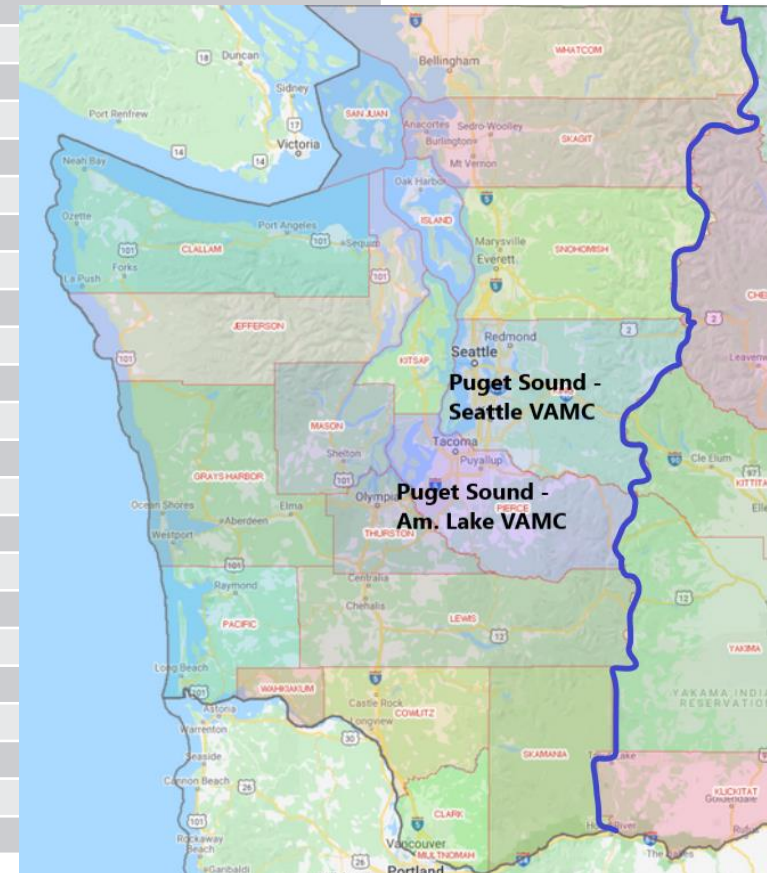
EUS Geographic Leadership Structure



VA Puget Sound-Seattle Area



Location Type	Official Name
Hospital	VA Puget Sound – American Lake Division; 9600 Veterans Drive; Tacoma, WA
Hospital	VA Puget Sound – Seattle Division; 1660 South Columbian Way; Seattle, WA
CBOC	Mount Vernon CBOC
CBOC	Edmonds CBOC
CBOC	Everett CBOC (Opening July 2022)
CBOC	Puyallup CBOC
CBOC	Olympia CBOC
CBOC	Silverdale CBOC
CBOC	North Olympic Peninsula CBOC
Mobile Medical Units	Mobile Medical Unit – Based at American Lake (2)
Other	Renton Homeless Service Center
VBA RO	Seattle Regional Benefit Office – Federal Building
VBA RO	Seattle Regional Benefit Office – SEATAC
VBA Remote Site	Bremerton VBA Remote Site
VBA Remote Site	Joint Base Louis McChord VBA Remote Site
VBA Remote Site	Lakewood VBA Remote Site
VBA Remote Site	Mount Vernon VBA Remote Site
VBA Remote Site	Seattle TAC VBA Remote Site
VISN 20 Northwest Network	VISN 20: Northwest Network
Cemetery	Tahoma National Cemetery
Vet Center	Bellingham Vet Center
Vet Center	Everett Vet Center
Vet Center	Federal Way Vet Center
Vet Center	Seattle Vet Center
Vet Center	Tacoma Vet Center
Mobile Vet Center	Mobile Vet Center – Tacoma
Administrative	Fort Lawton (VA Ventures)
Administrative	Oxbow Administrative Office
Administrative	Federal Building, Seattle, WA





Challenges

Large
Distributed
Customer Base

Complexity

Significant
Risks

Cost

Patient Care

Benefits

Only One
Chance to Get
it Right

Innovation



Bring Your Own Device/Virtual Desktop

Known Before Customer

Technology Refresh/Modernization

Trusted Digital Connection



QUESTIONS?

THANK YOU

VA Vendor Management Office

202-461-5600

ITVMO@va.gov

Do you know a vendor that's seeking to do business or innovate with the VA? Send them to

<https://www.pathfinder.va.gov>

DigitalVA