OFFICE OF INFORMATION TECHNOLOGY

END USER SERVICES

END USER OPERATIONS

VA at a Glance

18.5 million+ projected U.S. Veteran population

9 million+ total enrollees in VA health care system

5.54 million Veterans receiving VA disability compensation

424,915 full-time VA employees

118,000 VA health care professional academic rotations in academic year 2021-22

$272.5 billion VA Fiscal Year (FY) 2022 enacted budget. $313.59 billion proposed for FY23

Where We Are

2,920

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.

Alaska

Hawaii

American Samoa

Guam

Puerto Rico

Philippines

OIT Supports VA Across a Complex Enterprise

$6.046 billion budget enacted in FY23; $6.579 billion proposed for FY24

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

Supports more than **1.95 million** pieces of equipment

Time to fix broken IT items **1.8 days**

1.5 million data elements exchanged between DOD and VA daily

2,920 sites and facilities

4

OIT Organizational Chart

Assistant Secretary for Information and Technology and Chief Information Officer
Kurt DelBene

Chief of Staff
Catherine Cravens

Principal Deputy Assistant Secretary
Dewaine Beard

Chief Technology Officer
Charles Worthington

Compliance, Risk, and Remediation
Martha Orr

People Science
Nathan Tierney

IT Budget and Finance
Timothy Puetz

Strategic Sourcing
Luwanda Jones

Information Security
Lynette Sherrill

Business Integration and Outcomes Service
Brad Houston

End User Services
Jack Galvin

Product Engineering
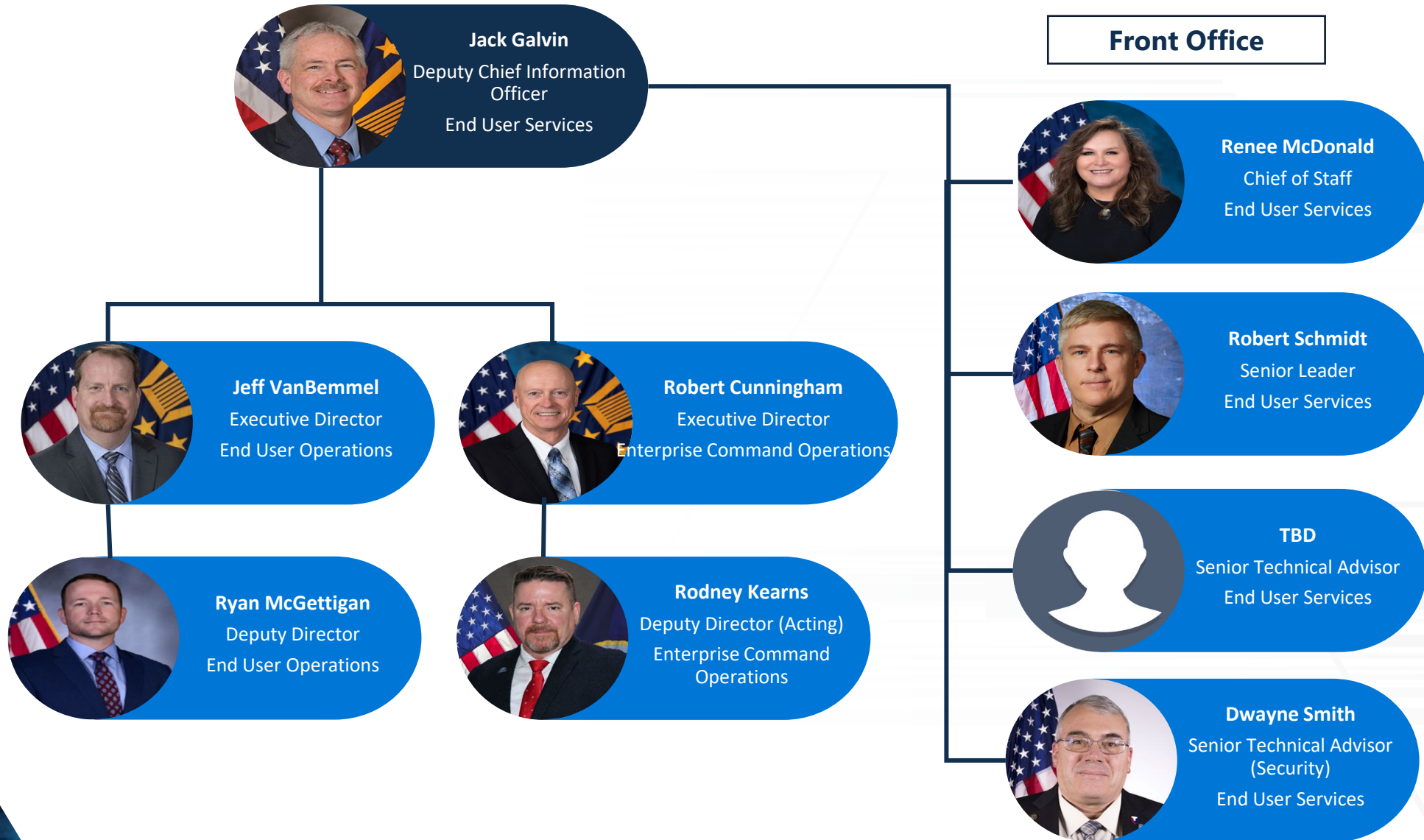Carrie Lee

Software Product Management
Dan McCune

Infrastructure Operations
Reggie Cummings

Connectivity and Collaboration Services
Eddie Pool

EUS High-Level Organization Chart

Jack Galvin
Deputy Chief Information Officer
End User Services

Front Office

Renee McDonald
Chief of Staff
End User Services

Jeff VanBemmel
Executive Director
End User Operations

Robert Cunningham
Executive Director
Enterprise Command Operations

Robert Schmidt
Senior Leader
End User Services

Ryan McGettigan
Deputy Director
End User Operations

Rodney Kearns
Deputy Director (Acting)
Enterprise Command Operations

TBD
Senior Technical Advisor
End User Services

Dwayne Smith
Senior Technical Advisor (Security)
End User Services

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
• 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	• 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	• 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	• 24/7 Service Desk • Knowledge Management • Account Management • Process Integration • Case Management • Conference Management	• OIT Facilities Management —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

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

Resources	
Budget	$125M annually (average)

New CBOC- Ocala, FL- July 2021

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

EUO Activation Process Overview

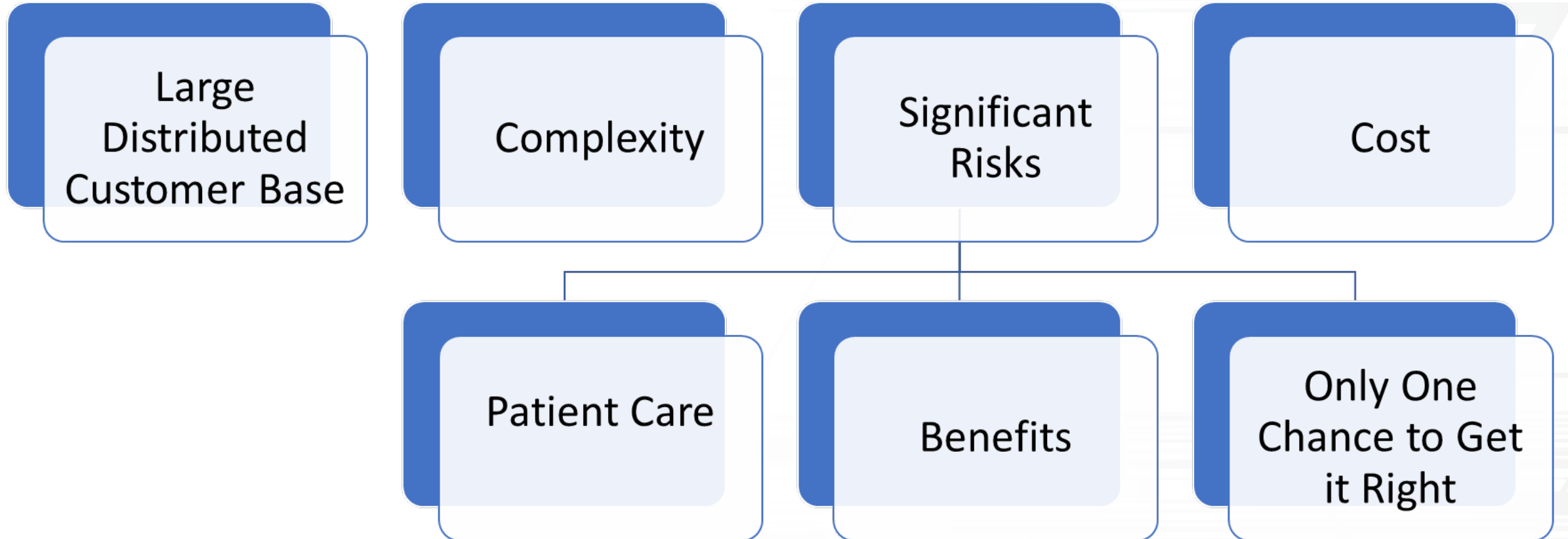# EUS Geographic Leadership Structure

11
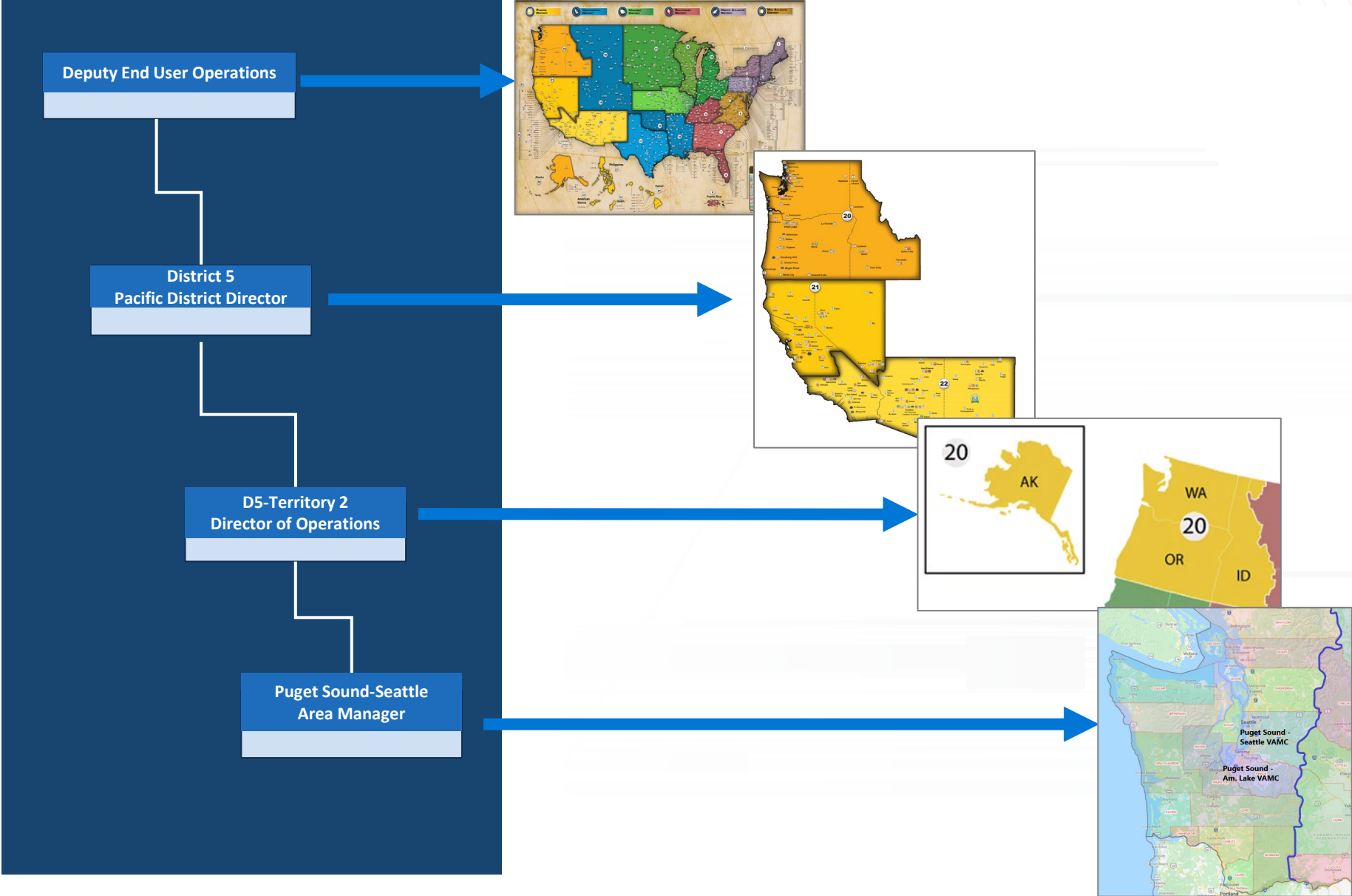
VA Puget Sound-Seattle Area

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
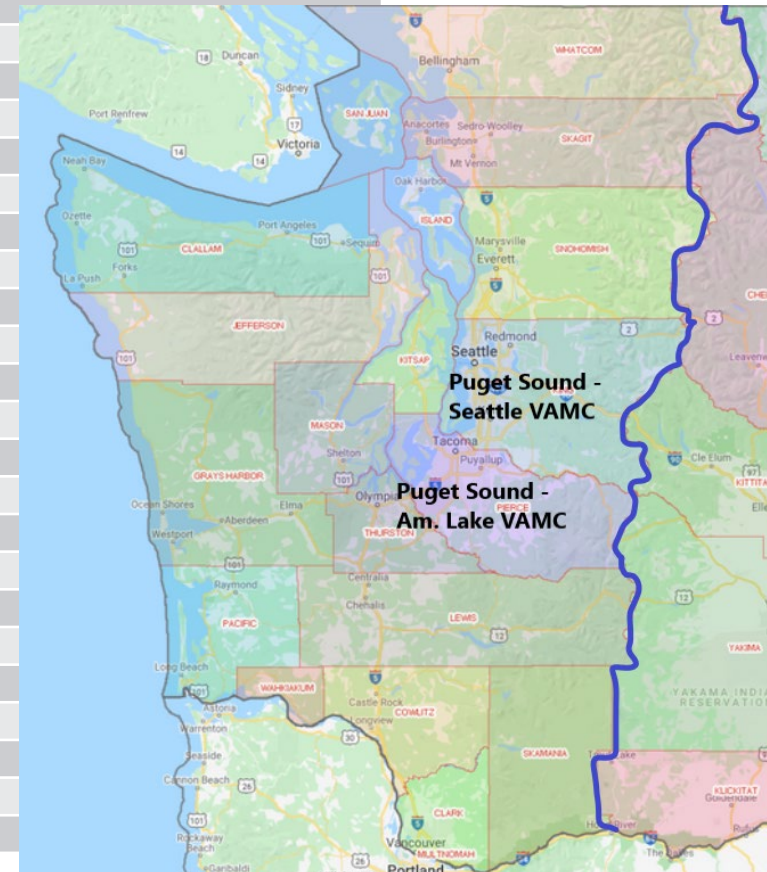
Innovation

Bring Your Own Device/Virtual Desktop

Known Before Customer

Technology Refresh/Modernization

Trusted Digital Connection

QUESTIONS?

THANK YOU

DigitalVA