

ENABLING GOAL

Create an environment that fosters the delivery of One VA world-class service to veterans and their families through effective communication and management of people, technology, business processes, and financial resources

Objective E-1

Improve communications with veterans, employees, and stakeholders to share the Department's mission, goals and results, and to increase awareness of benefits and services for veterans and their families.

Objective E-2

Recruit, develop, and retain a competent, committed, and diverse workforce that provides high quality service to veterans and their families.

Objective E-3

Implement a One VA information technology framework that supports the integration of information across business lines and provides a source of consistent, reliable, accurate, and secure information to veterans and their families, employees, and stakeholders.

Objective E-4

Improve the overall governance of VA and the management of its business processes.

VA's enabling goal is different from our four strategic goals. This goal and its corresponding objectives represent crosscutting activities that enable all organizational elements to carry out the Department's mission. VA's functions and activities focus on improving communication, enhancing the workforce assets and internal processes, and furthering a *One VA* approach to providing seamless service to veterans and their families. As such, many of these functions and

activities are not apparent to veterans and their families. However, they are critical to our stakeholders and VA managers and employees who implement our programs.

Although no key performance measures are associated with the enabling goal, some of the Department's achievements in support of this goal are discussed on pages 78-80 in the section of this report titled "Other Significant Achievements."