Department of Veterans Affairs
Veterans Health Administration
Washington, DC 20420

VHA DIRECTIVE 2003-066

November 5, 2003

NATIONAL INFORMATION TECHNOLOGY (IT) MONITORS TRACKING SYSTEM

1. PURPOSE: This Veterans Health Administration (VHA) Directive establishes the National Information Technology (IT) Monitors Tracking System as the official system for use within all Veterans Integrated Service Network (VISN) facilities, and delineates responsibilities for this tracking at the national, VISN, and Department of Veterans Affairs (VA) medical center levels.

2. BACKGROUND

a. VHA has recognized the need to collect more discrete performance information on its IT systems on a regular basis. To meet this need, the Informatics and Data Management Committee (IDMC) proposed and the National Leadership Board (NLB) accepted, the establishment of three national IT monitors. The NLB has mandated the use of these national IT monitors. The IT Monitor Tracking System gives VHA the ability to view the IT monitors at a national, VISN, or facility level.

b. These monitors will be used across VHA for reporting systems downtime, training, customer satisfaction, and Computerized Patient Record System (CPRS) response time. Built using web interfaces, the tools for gathering the information and reporting can be found at the following website: http://vaww.va.gov/ITMonitors.

c. **Monitors**

(1) **Monitor I.** Monitor I is Downtime Statistics. Downtime is any system, equipment, or network problem which simultaneously affects 10 or more users at one location. Data is self-entered by VISN Point of Contact (POC) and needs to be uploaded within 2 hours of problem resolution. Reporting starts December 1, 2003.

(2) **Monitor II.** Monitor II is employee satisfaction with IT resources. The VISN Chief Information Officer (VCIO), or designee, must encourage all users to complete Part I and clinicians who use the Veterans Health Information System and Technology Architecture (VistA) CPRS to complete Parts I and II, once per quarter. There will be an initial collection period for the survey starting December 1 and ending December 31, 2003. The survey is located at http://vaww.va.gov/vha_user_survey/.

(3) **Monitor III.** Monitor III is CPRS and system response times. *NOTE: Although it is currently under development, this monitor should be released by the end of calendar year 2003.* The monitor measures system response time as users access components of CPRS. A nightly data upload is scripted and automatically delivered to a national server. *NOTE: Reporting will start before the end of this calendar year.*

THIS VHA DIRECTIVE EXPIRES NOVEMBER 30, 2008

3. POLICY: It is VHA policy that the IT Monitors database application is designated as the official source for providing information on systems availability, customer satisfaction, and overall satisfaction with IT, CPRS, and system response time.

4. ACTION

    a. **VISN Director.** The VISN Director is responsible for:

    (1) Working with the VCIO, or designee, ensuring that the IT Monitors Tracking System at the VISN facilities are implemented by December 1, 2003.

    (2) Ensuring that the IT Monitors Tracking Systems are maintained in an accurate and consistent fashion.

    (3) The IT monitors are discussed on the regularly scheduled VISN conference calls, and other calls as deemed appropriate and necessary.

    b. **Office of Information (OI).** The VHA OI is responsible for:

    (1) Hosting Web Operations, and maintaining Web Solutions, the national IT monitors, and database application and website.

    (2) Maintaining security and access to the National IT Monitors, the database application, and website.

    (3) Seeking assistance from the VISN CIO Council (VCIOC) on issues, as necessary.

    (4) Ensuring that the OI customer service team supports the IT Monitors. *NOTE: Support may be obtained through the VHA OI National Help Desk at 1-888-596-HELP (4357).*

    (5) Collaborating with the IDMC and VCIOC to adjust and change the monitors as needed.

    (6) Developing an OI reporting schedule for OI-supported equipment, servers, etc., by January 1, 2004.

    (7) The IT monitors are discussed on the weekly Friday national conference call, and other calls as deemed appropriate and necessary.

    (8) Information on the IT monitors are sent to the following mail groups:

    (a) Network Directors,

    (b) Clinical Managers,

(c) VCIO's,

(d) Facility Information Resource management (IRM) chiefs, and

(e) Clinical Application Coordinators.

NOTE: Other groups will be added as needed. All groups are encouraged to forward comments and suggested changes to the VCIOC for consideration.

c. **VCIOC.** The VCIOC is responsible for:

(1) Providing guidance to each VISN and for coordinating efforts and ensuring consistency. Information on the IT monitors is monthly, quarterly, and cumulative.

(2) In collaboration with the IDMC, providing direction and establishing overall policies and procedures for tracking of the National IT Monitors and reporting on a national, VISN, and facility level.

(3) Discussing the status of IT monitors as a standing agenda item at quarterly VCIOC meetings.

d. **VCIO.** The VCIO is responsible for ensuring:

(1) In collaboration with the facility's Chief Information Officer (CIO), the implementation and day-to-day operation of that facility's reporting system.

(2) The designation of people to input data for network facilities. Editor information needs to be forwarded to the "VHA IT Monitors Admin mail group." VISN Directors and VCIOs are responsible for reviewing the results of the IT monitors and addressing problems in a timely manner.

e. **Medical Center Director.** The Medical Center Director is responsible for ensuring that:

(1) Starting December 1, 2003, the IT Monitor Tracking System for the parent facility, as well as all Community-based Outpatient Clinics, is implemented and maintained.

(2) The CIO, IT chief, or designee, is assigned the responsibility for:

(a) The implementation and operation of the IT Monitor Tracking System at the local level in a timely and accurate manner. This includes, at a minimum, having Internet Explorer 6.0 installed and Java Applet downloaded on every workstation where data will be viewed or inputted.

(b) Working cooperatively with the VCIO and coordinating training for IT monitor operations.

f. **IDMC.** The IDMC is responsible for, quarterly, presenting snapshots of information contained in the IT Monitors Tracking System to the NLB for review and recommendations for action as appropriate.

g. **NLB.** The NLB is responsible for reviewing IT monitor information on a quarterly basis and addressing system-wide problems.

5. REFERENCES: None.

6. FOLLOW-UP RESPONSIBILITY: The Office of the Deputy Under Secretary for Health for Operations and Management is responsible for the contents of this Directive. Questions may be addressed to 202-273-8668.

7. RESCESSIONS: None. This VHA Directive expires November 30, 2008.

S/ Nevin M. Weaver for
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Under Secretary for Health

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