



VA CIO Conference Framing IT Success



Telecommunications

Breakout Session Results

October 31, 2001



Positive Impacts on Stakeholders



- Improved Service to Veterans
 - Enabled Communication (internal & external)
 - Information Accessibility
 - Economies of Scale



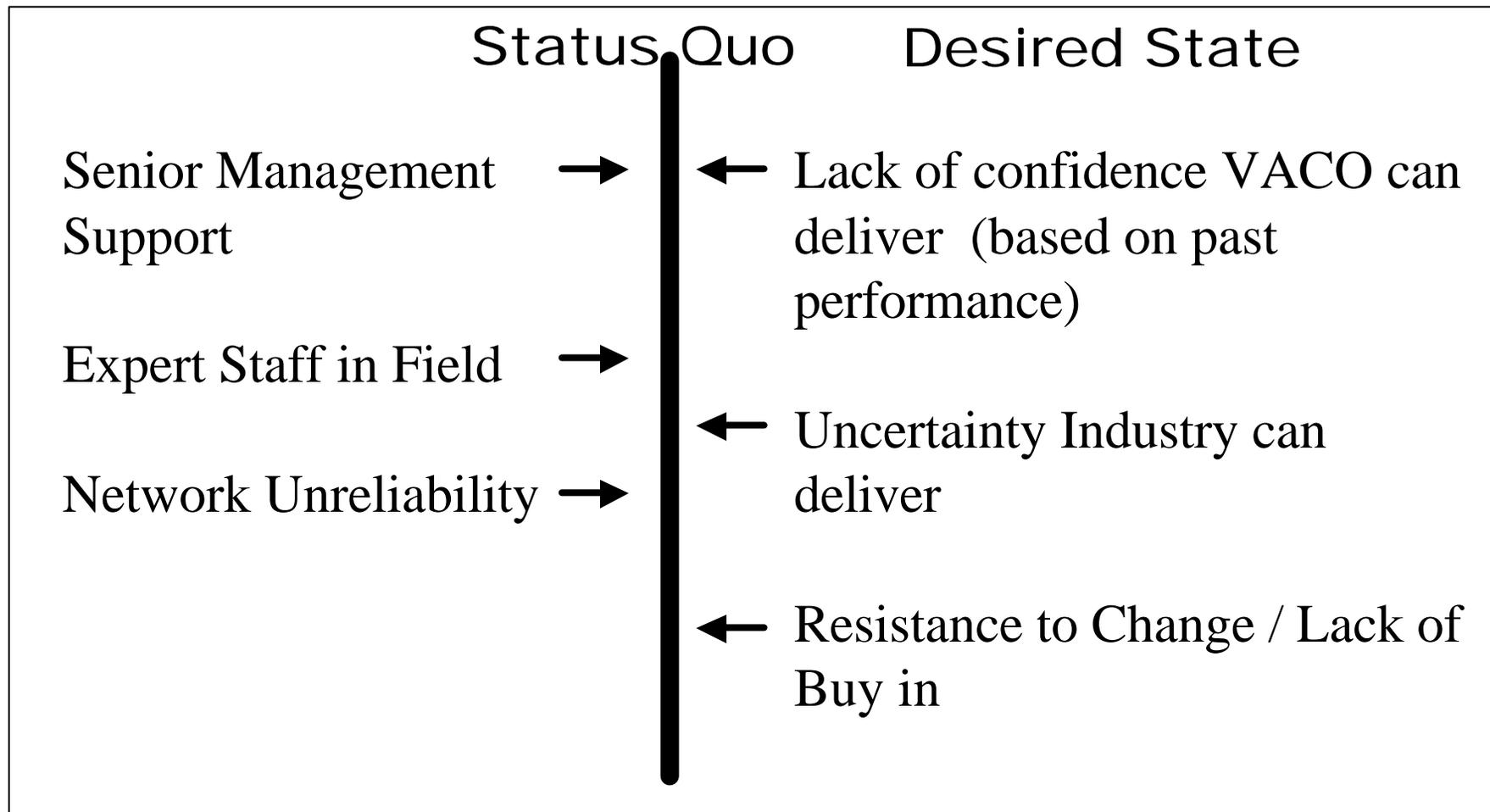
Negative Impacts on Stakeholders



- Higher Stakes with Network Failure



Forces for Change





Critical Success Factors

- Clear Definition of Problem
- Detailed Plan communicated
- Buy in by all
 - Management
 - Staff
 - Union
 - General Council
- Periodic re-evaluation



Next Steps

- Clearly Define Problem
 - Communicate / Review
- Define Current State
- Develop Clear Plan considering alternatives
 - Communicate / Review
- Create Review of Networks
 - Communicate / Review



Next Steps Continued

- Create Pilot
 - Communicate / Review
- Develop Implementation Plan
 - Communicate / Review



Needs from VACO



- Dynamic Leadership
- Strong Communication
- Field Involvement
- Effective Contract Negotiations