

## **Government Accountability Office**



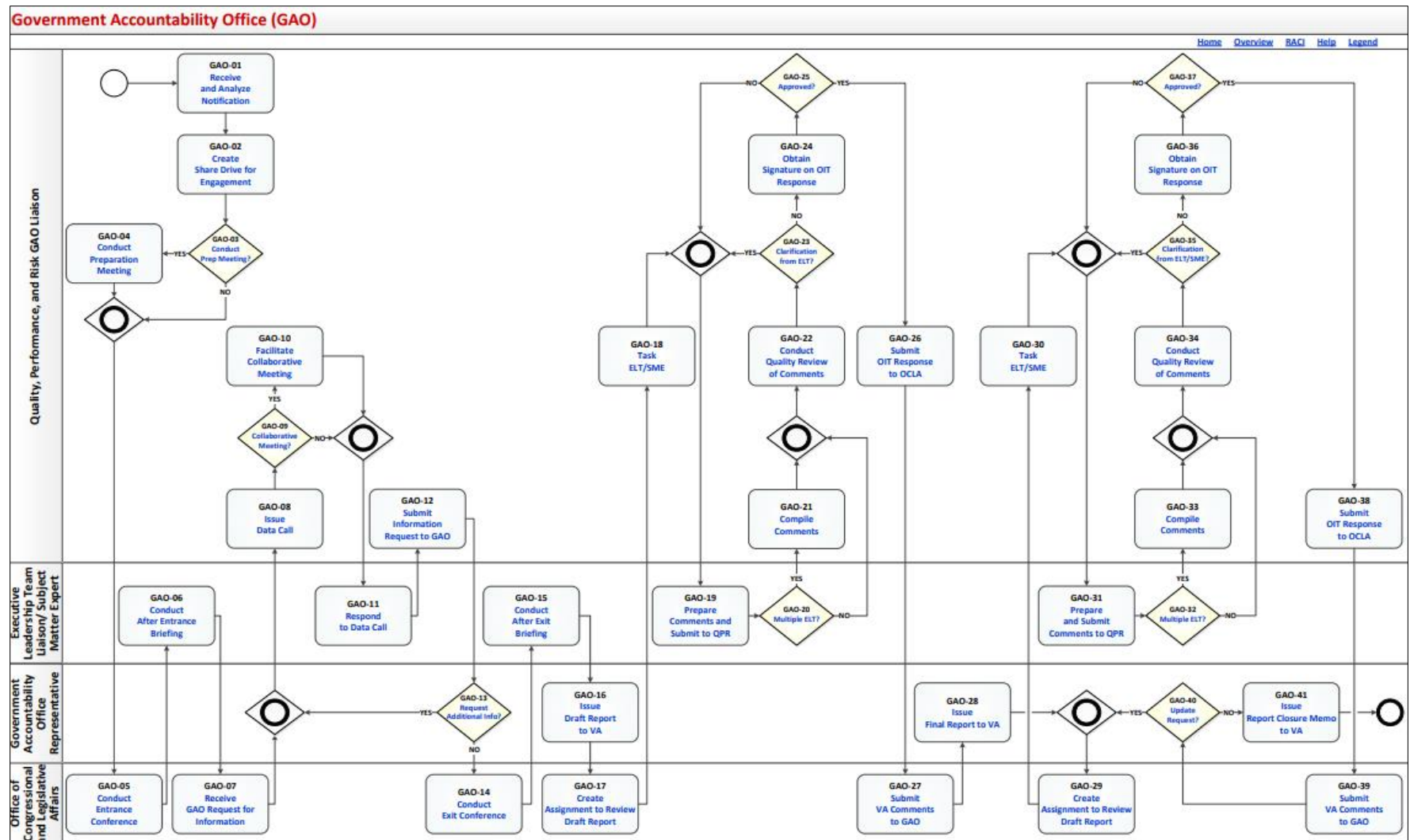
**Process Asset Library  
Office of Information and Technology**

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# Process Map: Government Accountability Office



# Process: Government Accountability Office

Overview: The process map for Government Accountability Office cycles through the following process and review activities:

GAO-01 Receive and Analyze Notification  
GAO-02 Create Share Drive for Engagement  
GAO-03 Conduct Prep Meeting?  
GAO-04 Conduct Preparation Meeting  
GAO-05 Conduct Entrance Conference  
GAO-06 Conduct after Entrance Briefing  
GAO-07 Receive GAO Request for Information  
GAO-08 Issue Data Call  
GAO-09 Collaborative Meeting?  
GAO-10 Facilitate Collaborative Meeting  
GAO-11 Respond to Data Call  
GAO-12 Submit Information Request to GAO  
GAO-13 Request Additional Info?  
GAO-14 Conduct Exit Conference  
GAO-15 Conduct after Exit Briefing  
GAO-16 Issue Draft Report to VA  
GAO-17 Create Assignment to Review Draft Report  
GAO-18 Task ELT/SME  
GAO-19 Prepare Comments and Submit to QPR  
GAO-20 Multiple ELT?  
GAO-21 Compile Comments  
GAO-22 Conduct Quality Review of Comments  
GAO-23 Clarification from ELT?  
GAO-24 Obtain Signature on OIT Response  
GAO-25 Approved?  
GAO-26 Submit OIT Response to OCLA  
GAO-27 Submit VA Comments to GAO  
GAO-28 Issue Final Report to VA  
GAO-29 Create Assignments to Review Final Report  
GAO-30 Task ELT/SME  
GAO-31 Prepare and Submit Comments to QPR  
GAO-32 Multiple ELT?  
GAO-33 Compile Comments  
GAO-34 Conduct Quality Review of Comments  
GAO-35 Clarification from ELT/SME?  
GAO-36 Obtain Signature on OIT Response  
GAO-37 Approved?  
GAO-38 Submit Response to OCLA

GAO-39 Submit VA Comments to GAO  
GAO-40 Update Request?  
GAO-41 Issue Report Closure Memo to VA

# Government Accountability Office: Description and Goals

## Description

Government Accountability Office (GAO), often called the "congressional watchdog", is an independent, nonpartisan agency that supports the Congress in meeting its constitutional responsibilities. The GAO process addresses how a request from GAO to the VA is received, processed via determining the proper SMEs to provide information, obtaining the needed information, and submitting the requested content/artifacts to GAO. The goal of this process is to provide official guidance for managing U.S. Government Accountability Office (GAO) performance and financial audits of Information and Technology (OIT) operations.

## Goals

- To provide guidance for managing U.S. Government Accountability Office (GAO) performance and financial audits of the Office of Information and Technology (OIT) operations.
- To describe actions for addressing and tracking GAO including:
  - Entrance Conference
  - Data Call
  - Exit Conference
  - Draft Report
  - Final Report and 60-Day Response Letter
  - Recommendation Follow-up

# Government Accountability Office: RACI Information

The following describes the RACI information for this process:

## **GAO-01 Receive and Analyze Notification**

Responsible Role: Quality, Performance, and Risk GAO Liaison  
Accountable Role: Office of Congressional and Legislative Affairs  
Consulted Role: Executive Leadership Team Liaisons

## **GAO-02 Create Share Drive for Engagement**

Responsible Role: Quality, Performance, and Risk GAO Liaison  
Accountable Role: Quality, Performance, and Risk GAO Liaison

## **GAO-03 Conduct Prep Meeting?**

Responsible Role: Quality, Performance, and Risk GAO Liaison

## **GAO-04 Conduct Preparation Meeting**

Responsible Role: Quality, Performance, and Risk GAO Liaison  
Accountable Role: Quality, Performance, and Risk GAO Liaison  
Consulted Role: Executive Leadership Team Liaisons

## **GAO-05 Conduct Entrance Conference**

Responsible Role: Office of Congressional and Legislative Affairs  
Accountable Role: Quality, Performance, and Risk GAO Liaison  
Consulted Role: Executive Leadership Team Liaisons

## **GAO-06 Conduct after Entrance Briefing**

Responsible Role: Executive Leadership Team Liaisons  
Accountable Role: Executive Leadership Team Liaisons

## **GAO-07 Receive GAO Request for Information**

Responsible Role: Office of Congressional and Legislative Affairs  
Accountable Role: Government Accountability Office Representative  
Informed Role: Executive Leadership Team Liaisons; Quality, Performance, and Risk GAO Liaison

## **GAO-08 Issue Data Call**



Responsible Role: Quality, Performance, and Risk GAO Liaison  
Accountable Role: Quality, Performance, and Risk GAO Liaison  
Informed Role: Executive Leadership Team Liaisons

**GAO-09 Collaborative Meeting?**

Responsible Role: Quality, Performance, and Risk GAO Liaison

**GAO-10 Facilitate Collaborative Meeting**

Responsible Role: Quality, Performance, and Risk GAO Liaison  
Accountable Role: Quality, Performance, and Risk GAO Liaison

**GAO-11 Respond to Data Call**

Responsible Role: Executive Leadership Team Liaisons  
Accountable Role: Quality, Performance, and Risk GAO Liaison

**GAO-12 Submit Information Request to GAO**

Responsible Role: Quality, Performance, and Risk GAO Liaison  
Accountable Role: Executive Leadership Team Liaisons

**GAO-13 Request Additional Info?**

Responsible Role: Government Accountability Office Representative

**GAO-14 Conduct Exit Conference**

Responsible Role: Office of Congressional and Legislative Affairs  
Accountable Role: Government Accountability Office Representative  
Consulted Role: Executive Leadership Team Liaisons  
Informed Role: Quality, Performance, and Risk GAO Liaison

**GAO-15 Conduct after Exit Briefing**

Responsible Role: Executive Leadership Team Liaisons  
Accountable Role: Executive Leadership Team Liaisons

**GAO-16 Issue Draft Report to VA**

Responsible Role: Government Accountability Office Representative  
Accountable Role: Government Accountability Office Representative  
Informed Role: Office of Congressional and Legislative Affairs; Executive Leadership Team Liaisons; Quality, Performance, and Risk GAO Liaison

### **GAO-17 Create Assignment to Review Draft Report**

Responsible Role: Office of Congressional and Legislative Affairs

Accountable Role: Office of Congressional and Legislative Affairs

Informed Role: Executive Leadership Team Liaisons; Quality, Performance, and Risk GAO Liaison

### **GAO-18 Task ELT/SME**

Responsible Role: Quality, Performance, and Risk GAO Liaison

Accountable Role: Quality, Performance, and Risk GAO Liaison

Informed Role: Executive Leadership Team Liaisons

### **GAO-19 Prepare Comments and Submit to QPR**

Responsible Role: Executive Leadership Team Liaisons

Accountable Role: Executive Leadership Team Liaisons

### **GAO-20 Multiple ELT?**

Responsible Role: Executive Leadership Team Liaisons

### **GAO-21 Compile Comments**

Responsible Role: Quality, Performance, and Risk GAO Liaison

Accountable Role: Executive Leadership Team Liaisons

### **GAO-22 Conduct Quality Review of Comments**

Responsible Role: Quality, Performance, and Risk GAO Liaison

Accountable Role: Quality, Performance, and Risk GAO Liaison

### **GAO-23 Clarification from ELT?**

Responsible Role: Quality, Performance, and Risk GAO Liaison

### **GAO-24 Obtain Signature on OIT Response**

Responsible Role: Quality, Performance, and Risk GAO Liaison

Accountable Role: Quality, Performance, and Risk GAO Liaison

### **GAO-25 Approved?**

Responsible Role: Quality, Performance, and Risk GAO Liaison

### **GAO-26 Submit OIT Response to OCLA**

Responsible Role: Quality, Performance, and Risk GAO Liaison  
Accountable Role: Executive Leadership Team Liaisons

#### **GAO-27 Submit VA Comments to GAO**

Responsible Role: Office of Congressional and Legislative Affairs  
Accountable Role: Office of Congressional and Legislative Affairs

#### **GAO-28 Issue Final Report to VA**

Responsible Role: Government Accountability Office Representative  
Accountable Role: Government Accountability Office Representative  
Informed Role: Office of Congressional and Legislative Affairs; Executive Leadership Team Liaisons; Quality, Performance, and Risk GAO Liaison

#### **GAO-29 Create Assignments to Review Final Report**

Responsible Role: Office of Congressional and Legislative Affairs  
Accountable Role: Office of Congressional and Legislative Affairs  
Informed Role: Executive Leadership Team Liaisons; Quality, Performance, and Risk GAO Liaison

#### **GAO-30 Task ELT/SME**

Responsible Role: Quality, Performance, and Risk GAO Liaison  
Accountable Role: Quality, Performance, and Risk GAO Liaison  
Informed Role: Executive Leadership Team Liaisons

#### **GAO-31 Prepare and Submit Comments to QPR**

Responsible Role: Executive Leadership Team Liaisons  
Accountable Role: Executive Leadership Team Liaisons

#### **GAO-32 Multiple ELT?**

Responsible Role: Executive Leadership Team Liaisons

#### **GAO-33 Compile Comments**

Responsible Role: Quality, Performance, and Risk GAO Liaison  
Accountable Role: Quality, Performance, and Risk GAO Liaison

#### **GAO-34 Conduct Quality Review of Comments**

Responsible Role: Quality, Performance, and Risk GAO Liaison  
Accountable Role: Quality, Performance, and Risk GAO Liaison

**GAO-35 Clarification from ELT/SME?**

Responsible Role: Quality, Performance, and Risk GAO Liaison

**GAO-36 Obtain Signature on OIT Response**

Responsible Role: Quality, Performance, and Risk GAO Liaison

Accountable Role: Quality, Performance, and Risk GAO Liaison

**GAO-37 Approved?**

Responsible Role: Quality, Performance, and Risk GAO Liaison

**GAO-38 Submit Response to OCLA**

Responsible Role: Quality, Performance, and Risk GAO Liaison

Accountable Role: Executive Leadership Team Liaisons

**GAO-39 Submit VA Comments to GAO**

Responsible Role: Office of Congressional and Legislative Affairs

Accountable Role: Office of Congressional and Legislative Affairs

**GAO-40 Update Request?**

Responsible Role: Government Accountability Office Representative

**GAO-41 Issue Report Closure Memo to VA**

Responsible Role: Government Accountability Office Representative

Accountable Role: Government Accountability Office Representative

Informed Role: Office of Congressional and Legislative Affairs; Executive Leadership Team Liaisons; Quality, Performance, and Risk GAO Liaison

## **Government Accountability Office: Associated Artifacts Information**

There are no artifacts associated with this process.

## **Government Accountability Office: Tools and Web Sites Information**

The Tools and Web Sites associated with this process (including hyperlinks) include:

VA Integrated Enterprise Workflow Solution (VIEWS)

## **Government Accountability Office: Standards Information**

Standards associated with this process (including hyperlinks) include:

Framework for Improving Critical Infrastructure Cybersecurity

## **Government Accountability Office: Acronyms**

Acronyms associated with this process include:

RACI : Responsible Accountable Consulted Informed

# Government Accountability Office Process

## Activity Name: GAO-01 Receive and Analyze Notification

### Previous Activities

Process Begins

### Next Activities

GAO-02 Create Share Drive for Engagement

### Description

Quality, Performance, and Risk (QPR) receives notification from the Office of Congressional and Legislative Affairs (OCLA) regarding a Government Accountability Office (GAO) entrance conference. The request, known as a notification letter, is submitted via email to the VA/GAO Liaison and contains information on the subject of the engagement, objectives, estimated start date, and the GAO point of contact. OCLA coordinates with the appropriate offices and makes the arrangements for the entrance conference, including reserving a meeting room, arranging for teleconference lines, and sending a meeting invitation to all VA Staff Offices.

Quality, Performance, and Risk (QPR) office analyzes the request received from Office of Congressional and Legislative Affairs (OCLA) and determines the lead office to address the Government Accountability Office (GAO) request.

### Input

Executive Leadership Team Organizational Charts and Functional Statement  
GAO Notification Letter

### Output

Lead Office Assignment  
Meeting Arrangement  
Reviewed Action Item

### Responsible Role

Quality, Performance, and Risk GAO Liaison

### Accountable Role

Office of Congressional and Legislative Affairs

### **Consulted Role**

Executive Leadership Team Liaisons

### **More Info**

An entrance conference is a meeting that GAO holds with agency officials at the start of the engagement. GAO expects that an agency will arrange for its personnel to be available for an entrance conference no later than 14 calendar days after receiving a request for a meeting.

## **Activity Name: GAO-02 Create Share Drive for Engagement**

### **Previous Activities**

GAO-01 Receive and Analyze Notification

### **Next Activities**

GAO-03 Conduct Prep Meeting?

### **Description**

Quality, Performance, and Risk (QPR) creates a Shared Drive folder for the engagement that serves as a central repository for the related artifacts. QPR also determines if a preparatory meeting needs to be conducted. If so, QPR schedules and facilitates the preparatory meeting, otherwise QPR confirms and notifies Office of Congressional and Legislative Affairs (OCLA) of Executive Leadership Team Liaison/ Subject Matter Expert (ELTL/SME) availability.

### **Input**

Government Accountability Office Notification Letter

### **Output**

Shared Drive Folder

### **Responsible Role**

Quality, Performance, and Risk GAO Liaison

### **Accountable Role**

Quality, Performance, and Risk GAO Liaison

## **Activity Name: GAO-03 Conduct Prep Meeting?**

### **Previous Activities**

GAO-02 Create Share Drive for Engagement

### **Next Activities**

If 'Yes':

GAO-04 Conduct Preparation Meeting

Or

If 'No':

GAO-05 Conduct Entrance Conference

### **Description**

The Quality, Performance, and Risk GAO Liaison determines if a preparatory meeting is required (YES) or not required (NO).

### **Responsible Role**

Quality, Performance, and Risk GAO Liaison

## **Activity Name: GAO-04 Conduct Preparation Meeting**

### **Previous Activities**

GAO-03 Conduct Prep Meeting?

### **Next Activities**

GAO-05 Conduct Entrance Conference

### **Description**

The Quality, Performance, and Risk GAO Liaison conducts a preparatory meeting with all Executive Leadership Team representatives. (NOTE: This is only done in the event of a controversial audit to identify a lead.)



**Input**

Government Accountability Office Notification Letter  
Shared Drive Folder

**Output**

Preparation Meeting Notes

**Responsible Role**

Quality, Performance, and Risk GAO Liaison

**Accountable Role**

Quality, Performance, and Risk GAO Liaison

**Consulted Role**

Executive Leadership Team Liaisons

**Activity Name: GAO-05 Conduct Entrance Conference****Previous Activities**

GAO-03 Conduct Prep Meeting?

Or

GAO-04 Conduct Preparation Meeting

**Next Activities**

GAO-06 Conduct after Entrance Briefing

**Description**

The Office of Congressional and Legislative Affairs (OCLA) coordinates with the appropriate offices and makes the arrangements for the entrance conference, including reserving a meeting room, arranging for teleconference lines, and sending a meeting invitation to all VA Staff Offices.

At the entrance conference, the Government Accountability Office (GAO) discusses the following:

- Source of the work
- Roles and responsibilities of the GAO staff
- Information needs (e.g., data and access to agency officials)
- Key objectives (research questions)
- Sites where GAO expects to conduct its work
- Need for any precautions to protect the data and information, such as special clearances

**Input**

Government Accountability Office Entrance Conference Questions  
Government Accountability Office Notification Letter

**Output**

Attendance Sheet  
Government Accountability Office Requirements

**Responsible Role**

Office of Congressional and Legislative Affairs

**Accountable Role**

Quality, Performance, and Risk GAO Liaison

**Consulted Role**

Executive Leadership Team Liaisons

**More Info**

To the extent possible, GAO provides the agency with an estimate of how long the work will take. During the entrance conference, GAO requests agency officials to designate a point of contact to assist with work.

**Activity Name: GAO-06 Conduct after Entrance Briefing****Previous Activities**

GAO-05 Conduct Entrance Conference

**Next Activities**

GAO-07 Receive GAO Request for Information

**Description**

The Executive Leadership Team Liaison/Subject Matter Expert (ELTL/SME) schedules and conducts a brief meeting after the entrance conference with the Office of Information and Technology (OIT) Principal Deputy Assistant Secretary/ Assistant Secretary to discuss the objectives of the engagement and expectations from OIT.

**Input**

Government Accountability Office Notification Letter

**Output**

After Entrance Briefing Meeting Notes  
Action Items

**Responsible Role**

Executive Leadership Team Liaisons

**Accountable Role**

Executive Leadership Team Liaisons

**Activity Name: GAO-07 Receive GAO Request for Information****Previous Activities**

GAO-06 Conduct after Entrance Briefing

**Next Activities**

GAO-08 Issue Data Call

**Description**

Office of Congressional and Legislative Affairs (OCLA) receives a request from Government Accountability Office (GAO) via email which includes a list of documents/information to review. Accordingly, OCLA reaches out to the Quality, Performance, and Risk Government Accountability Office (GAO) Liaison to coordinate internally within the Office of Information and Technology.

**Input**

Government Accountability Office Information/Documentation Request

**Output**

Government Accountability Office Information/Documentation List  
Office of Congressional and Legislative Affairs Email

**Responsible Role**

Office of Congressional and Legislative Affairs

**Accountable Role**

Government Accountability Office Representative

**Informed Role**

Executive Leadership Team Liaisons

Quality, Performance, and Risk GAO Liaison

**Activity Name: GAO-08 Issue Data Call**

**Previous Activities**

GAO-07 Receive GAO Request for Information

Or

GAO-13 Request Additional Info?

**Next Activities**

GAO-09 Collaborative Meeting?

**Description**

The Quality, Performance, and Risk Government Accountability Office (GAO) Liaison issues a data call for the information received from the Office of Congressional and Legislative Affairs and sends an email to the Subject Matter Expert addressing the Request for Information from GAO.

**Input**

Government Accountability Office Information/Documentation List

**Output**

Quality, Performance, and Risk Data Request

**Responsible Role**

Quality, Performance, and Risk GAO Liaison

**Accountable Role**

Quality, Performance, and Risk GAO Liaison

**Informed Role**

Executive Leadership Team Liaisons

**Activity Name: GAO-09 Collaborative Meeting?**

**Previous Activities**

GAO-08 Issue Data Call

**Next Activities**

If 'Yes':

GAO-10 Facilitate Collaborative Meeting

Or

If 'No':

GAO-11 Respond to Data Call

**Description**

Quality, Performance, and Risk GAO Liaison determines if a collaborative meeting is required (YES) or not required (NO).

**Responsible Role**

Quality, Performance, and Risk GAO Liaison

## **Activity Name: GAO-10 Facilitate Collaborative Meeting**

### **Previous Activities**

GAO-09 Collaborative Meeting?

### **Next Activities**

GAO-11 Respond to Data Call

### **Description**

If multiple Executive Leadership Team Liaison/Subject Matter Experts (ELTL/SME) are involved, the Quality, Performance, and Risk Government Accountability Office (GAO) Liaison facilitates a collaborative meeting to provide an opportunity for the various ELTL/SME's to meet and determine roles, responsibilities, assignments, and due dates. In the event there is a single ELTL/SME involved with the task, the ELTL/SME responds to the data call.

### **Input**

Government Accountability Office Information/Documentation List  
Government Accountability Office Notification Letter

### **Output**

Executive Leadership Team Liaison/Subject Matter Expert Teams Plan of Action

### **Responsible Role**

Quality, Performance, and Risk GAO Liaison

### **Accountable Role**

Quality, Performance, and Risk GAO Liaison

## **Activity Name: GAO-11 Respond to Data Call**

### **Previous Activities**

GAO-09 Collaborative Meeting?

Or

GAO-10 Facilitate Collaborative Meeting

## **Next Activities**

GAO-12 Submit Information Request to GAO

## **Description**

The Executive Leadership Team Liaison/Subject Matter Experts respond to the data call by working internally in their organization to develop the information requested by the Government Accountability Office (GAO) and review the results with their internal organization prior to sending the response to Quality, Performance, and Risk.

## **Input**

Executive Leadership Team Liaison/Subject Matter Expert Team Plan of Action  
Government Accountability Office Information/Documentation List

## **Output**

Draft Information and/or documentation  
Draft Response to the Government Accountability Office Request

## **Responsible Role**

Executive Leadership Team Liaisons

## **Accountable Role**

Quality, Performance, and Risk GAO Liaison

# **Activity Name: GAO-12 Submit Information Request to GAO**

## **Previous Activities**

GAO-11 Respond to Data Call

## **Next Activities**

GAO-13 Request Additional Info?

## **Description**

Quality, Performance, and Risk GAO Liaison submits the information request to Government Accountability Office (GAO). Prior to submission, QPR GAO Liaison reviews the information received from the Executive Leadership Team/Subject Matter Expert (ELTL/SME) which has

been cleared by their management, and determines if the information is to be vetted by the OIT Principal Deputy Assistant Secretary. Should GAO require additional information, the request is forwarded to the QPR GAO Liaison who in turn issues a data call to address the GAO request. Otherwise, the Office of Congressional and Legislative Affairs receives notification of an Exit Conference from the GAO.

### **Input**

Draft Information and/or Documentation  
Draft Response to the Government Accountability Office Request

### **Output**

Email to Government Accountability Office  
Final Information and/or Documentation  
Final Response to the Government Accountability Office Request

### **Responsible Role**

Quality, Performance, and Risk GAO Liaison

### **Accountable Role**

Executive Leadership Team Liaisons

## **Activity Name: GAO-13 Request Additional Info?**

### **Previous Activities**

GAO-12 Submit Information Request to GAO

### **Next Activities**

If 'Yes':

GAO-08 Issue Data Call

Or

If 'No':

GAO-14 Conduct Exit Conference

### **Description**



Government Accountability Office Representative determines if additional information is needed (YES) or not needed (NO).

### **Responsible Role**

Government Accountability Office Representative

## **Activity Name: GAO-14 Conduct Exit Conference**

### **Previous Activities**

GAO-13 Request Additional Info?

### **Next Activities**

GAO-15 Conduct after Exit Briefing

### **Description**

Office of Congressional and Legislative Affairs (OCLA) receives an email from Government Accountability Office (GAO) confirming that GAO has received the requested information and is ready to meet with the VA to discuss their finding and the draft report. OCLA works with Quality, Performance, and Risk (QPR) GAO Liaison to schedule the Exit conference and OCLA conducts the conference. When arranging the exit conference, any request from GAO must be forwarded to the OCLA GAO liaison to coordinate meeting logistics. OCLA coordinates with the appropriate offices and makes the arrangements for the exit conference. The conference participants include the GAO officials responsible for the completion of the engagement, as well as any VA officials who have oversight of the issues related to the engagement objectives. Written material, if provided, is used to confirm the critical facts and key information. Observations, preliminary conclusions, and potential recommendations that flow from the factual information collected are discussed but are not provided in writing. If during the exit conference additional information is required, the GAO Liaison will contact the GOA Liaison. Otherwise the draft report is issued.

### **Input**

Final Draft Information and/or Documentation  
Final Response to the Government Accountability Office Request  
Statement of Fact (List of GAO Findings and Possible Recommendations)

### **Output**

Attendance Sheet  
Exit Conference Meeting Notes  
Updated Requirements/Additional Artifacts Created

**Responsible Role**

Office of Congressional and Legislative Affairs

**Accountable Role**

Government Accountability Office Representative

**Consulted Role**

Executive Leadership Team Liaisons

**Informed Role**

Quality, Performance, and Risk GAO Liaison

**More Info**

The purpose of the exit conference is to confirm that the critical facts and key information used to formulate GAO analyses and findings are current, correct, and complete.

**Activity Name: GAO-15 Conduct after Exit Briefing**

**Previous Activities**

GAO-14 Conduct Exit Conference

**Next Activities**

GAO-16 Issue Draft Report to VA

**Description**

The Executive Leadership Team Liaison/Subject Matter Expert schedule a brief meeting with the Office of Information and Technology (OIT) Principal Deputy Assistant Secretary/ Assistant Secretary to discuss the outcome of the engagement and expectations from OIT.

**Input**

Exit Conference Meeting Notes  
Statement of Fact

**Output**

Exit Briefing Meeting Note  
Executive Leadership Team Liaison/Subject Matter Expert Action Items

**Responsible Role**

Executive Leadership Team Liaisons

**Accountable Role**

Executive Leadership Team Liaisons

**Activity Name: GAO-16 Issue Draft Report to VA**

**Previous Activities**

GAO-15 Conduct after Exit Briefing

**Next Activities**

GAO-17 Create Assignment to Review Draft Report

**Description**

The Government Accountability Office (GAO) Representative issues via email the Office of Congressional and Legislative Affairs a draft report to review and comment before submission to Congress. Unless otherwise required by law, GAO allows the VA seven to thirty calendar days to comment on the draft report.

**Input**

Draft Report

**Output**

Submitted Draft Report

**Responsible Role**

Government Accountability Office Representative

**Accountable Role**

Government Accountability Office Representative

**Informed Role**

Office of Congressional and Legislative Affairs

Executive Leadership Team Liaisons

Quality, Performance, and Risk GAO Liaison

**Activity Name: GAO-17 Create Assignment to Review Draft Report****Previous Activities**

GAO-16 Issue Draft Report to VA

**Next Activities**

GAO-18 Task ELT/SME

**Description**

Office of Congressional and Legislative Affairs creates folder(s) (assignments/actions) in the VA Integrated Enterprise Workflow Solution (VIEWS) to the appropriate VA offices to: provide comments on the draft report; concur or non-concur with the recommendations; and provide an action plan and due dates for those recommendations to which the Department concurs.

**Input**

Draft Report

**Output**

Action Items

Draft Report

VA Integrated Enterprise Workflow Solution Assignment

VA Integrated Enterprise Workflow Solution Folder

**Responsible Role**

Office of Congressional and Legislative Affairs

**Accountable Role**

Office of Congressional and Legislative Affairs

**Informed Role**

Executive Leadership Team Liaisons

Quality, Performance, and Risk GAO Liaison

**Tools and Websites**

VA Integrated Enterprise Workflow Solution (VIEWS)

**Activity Name: GAO-18 Task ELT/SME****Previous Activities**

GAO-17 Create Assignment to Review Draft Report

Or

GAO-25 Approved?

**Next Activities**

GAO-19 Prepare Comments and Submit to QPR

**Description**

Office of Congressional and Legislative Affairs (OCLA) makes the assignment to Quality, Performance, and Risk (QPR) by sending the assignment to the Office of Information and Technology (OIT) VA Integrated Enterprise Workflow Solution (VIEWS) inbox. The Quality, Performance, and Risk GAO Liaison accordingly creates the assignments to the Executive Leadership Team Liaison/ Subject Matter Expert (ELTL/SME) in their respective VIEWS inboxes.

**Input**

Draft Report

VA Integrated Enterprise Workflow Solution Assignment

**Output**

VA Integrated Enterprise Workflow Solution Assignment(s)

**Responsible Role**

Quality, Performance, and Risk GAO Liaison

**Accountable Role**

Quality, Performance, and Risk GAO Liaison

**Informed Role**

Executive Leadership Team Liaisons

**Tools and Websites**

VA Integrated Enterprise Workflow Solution (VIEWS)

**Activity Name: GAO-19 Prepare Comments and Submit to QPR****Previous Activities**

GAO-18 Task ELT/SME

Or

GAO-23 Clarification from ELT?

**Next Activities**

GAO-20 Multiple ELT?

**Description**

The Executive Leadership Team/Subject Matter Experts (ELTL/SME) receive the draft report and provide technical comments verifying the content of the draft report adheres to the data provided to the Government Accountability Office. The ELTL/SME's also provide a response to the recommendations in the draft report.

**Input**

Draft Report  
VA Integrated Enterprise Workflow Solution Assignment

**Output**

Briefing Notes  
Cover Letter  
Response to Draft Report  
VA Integrated Enterprise Workflow Solution Assignment

**Responsible Role**

Executive Leadership Team Liaisons

**Accountable Role**

Executive Leadership Team Liaisons

**Tools and Websites**

VA Integrated Enterprise Workflow Solution (VIEWS)

**Activity Name: GAO-20 Multiple ELT?**

**Previous Activities**

GAO-19 Prepare Comments and Submit to QPR

**Next Activities**

If 'Yes':

GAO-21 Compile Comments

Or

If 'No':

GAO-22 Conduct Quality Review of Comments

**Description**

The Executive Leadership Team Liaison/Subject Matter Expert determines if multiple ELT members are needed (YES) or not needed (NO).

**Responsible Role**

Executive Leadership Team Liaisons

## **Activity Name: GAO-21 Compile Comments**

### **Previous Activities**

GAO-20 Multiple ELT?

### **Next Activities**

GAO-22 Conduct Quality Review of Comments

### **Description**

If the draft report is submitted to multiple Executive Leadership Team Liaison/Subject Matter Experts, the Quality, Performance, and Risk Government Accountability Office (GAO) Liaison consolidates the response into one document that is submitted for quality review.

### **Input**

Draft Report  
VA Integrated Enterprise Workflow Solution Assignment

### **Output**

Consolidated Executive Leadership Team Liaison/ Subject Matter Expert Responses

### **Responsible Role**

Quality, Performance, and Risk GAO Liaison

### **Accountable Role**

Executive Leadership Team Liaisons

### **Tools and Websites**

VA Integrated Enterprise Workflow Solution (VIEWS)

## **Activity Name: GAO-22 Conduct Quality Review of Comments**

### **Previous Activities**

GAO-20 Multiple ELT?



Or

GAO-21 Compile Comments

### **Next Activities**

GAO-23 Clarification from ELT?

### **Description**

The Quality, Performance, and Risk GAO Liaison conducts a quality review of comments provided by the Executive Leadership Team Liaison/Subject Matter Experts (ELTL/SME) including content, formatting, and grammar to ensure the result addresses the material requested by the Government Accountability Office (GAO). If further clarification is needed, the QPR makes a request via email to the ELTL/SME.

### **Input**

Consolidated Response(s) to Draft Report

### **Output**

Additional Clarification from Executive Leadership Team Liaison/Subject Matter Expert  
Reviewed Response(s) to Draft Report

### **Responsible Role**

Quality, Performance, and Risk GAO Liaison

### **Accountable Role**

Quality, Performance, and Risk GAO Liaison

## **Activity Name: GAO-23 Clarification from ELT?**

### **Previous Activities**

GAO-22 Conduct Quality Review of Comments

### **Next Activities**

If 'Yes':

GAO-19 Prepare Comments and Submit to QPR

Or

If 'No':

GAO-24 Obtain Signature on OIT Response

**Description**

The Quality, Performance, and Risk GAO Liaison determines if clarification from the ELT/SME is needed (YES) or not needed (NO).

**Responsible Role**

Quality, Performance, and Risk GAO Liaison

**Activity Name: GAO-24 Obtain Signature on OIT Response**

**Previous Activities**

GAO-23 Clarification from ELT?

**Next Activities**

GAO-25 Approved?

**Description**

The Quality, Performance, and Risk (QPR) Government Accountability Office (GAO) Liaison forwards the correspondence package to the Office of Information and Technology (OIT) front office for review. The correspondence package includes a cover letter, a response from the subject matter expert, and supporting documentation from the Executive Leadership Liaison Team/Subject Matter Expert (ELTL/SME). Upon approval, the correspondence package is forwarded to the Office of Congressional and Legislative Affairs. Unapproved packages are returned to the ELTL/SME for revisions.

**Input**

Additional Clarification from Executive Leadership Team Liaison/ Subject Matter Expert  
Cover Letter  
Reviewed Response(s) to Draft Report

**Output**

Correspondence Package  
Signed Cover Letter

**Responsible Role**

Quality, Performance, and Risk GAO Liaison

**Accountable Role**

Quality, Performance, and Risk GAO Liaison

**Activity Name: GAO-25 Approved?**

**Previous Activities**

GAO-24 Obtain Signature on OIT Response

**Next Activities**

If 'Yes':

GAO-26 Submit OIT Response to OCLA

Or

If 'No':

GAO-19 Prepare Comments and Submit to QPR

**Description**

The Quality, Performance, and Risk GAO Liaison approves the OIT response (YES) or disapproves the OIT response (NO).

**Responsible Role**

Quality, Performance, and Risk GAO Liaison

**Activity Name: GAO-26 Submit OIT Response to OCLA**

**Previous Activities**

GAO-25 Approved?

**Next Activities**

GAO-27 Submit VA Comments to GAO

**Description**

After the Office of Information and Technology (OIT) Principal Deputy Assistant Secretary/Assistant Secretary has reviewed and approved the package, the Quality, Performance, and Risk (QPR) Office submits OIT's response to the Office of Congressional and Legislative Affairs (OCLA). QPR also electronically submits the response into the VA Integrated Enterprise Workflow Solution (VIEWS) system.

**Input**

Office of Information and Technology Final Response to the Draft Report  
Signed Cover Letter

**Output**

VA Integrated Enterprise Workflow Solution Assignment

**Responsible Role**

Quality, Performance, and Risk GAO Liaison

**Accountable Role**

Executive Leadership Team Liaisons

**Tools and Websites**

VA Integrated Enterprise Workflow Solution (VIEWS)

**Activity Name: GAO-27 Submit VA Comments to GAO****Previous Activities**

GAO-26 Submit OIT Response to OCLA

**Next Activities**

GAO-28 Issue Final Report to VA

**Description**

Once all the comments are received, the Office of Congressional and Legislative Affairs (OCLA) drafts the Departmental response which is reviewed and approved by the Director of Corporate Enterprise. The Director then submits the response to the Office of General Counsel, at a minimum, for concurrence.

### **Input**

Office of Information and Technology Final Response to the Draft Report  
VA Integrated Enterprise Workflow Solution Assignment

### **Output**

Updated VA Integrated Enterprise Workflow Solution Assignment  
VA Comments to Government Accountability Office Draft Report

### **Responsible Role**

Office of Congressional and Legislative Affairs

### **Accountable Role**

Office of Congressional and Legislative Affairs

### **Tools and Websites**

VA Integrated Enterprise Workflow Solution (VIEWS)

### **More Info**

After all concurrences are received, a package for signature is provided to the OCLA Assistant Secretary for approval and then is provided to the Executive Secretary. After the letter is signed by the Chief-of Staff, OCLA submits via e-mail the Department comments to the Government Accountability Office (GAO) and has the original delivered to GAO by courier.

## **Activity Name: GAO-28 Issue Final Report to VA**

### **Previous Activities**

GAO-27 Submit VA Comments to GAO

### **Next Activities**

GAO-29 Create Assignments to Review Final Report

**Description**

Once the Government Accountability Office (GAO) Representative receives the VA comments on the draft report and incorporates them into the report, the GAO then issues a Final Report to the Office of Congressional and Legislative Affairs (OCLA) via email and a transmittal letter. When GAO issues a report containing recommendations, the VA is required to submit a written statement of the actions taken by the VA on the GAO recommendations to Senate Committee on Governmental Affairs and the House Committee on Government Reform. VA also provides the statement to the House and Senate Veterans' Affairs Committees, Office of Management and Budget (OMB), and to any other report addressees, no later than 60 days after the date of the report.

**Input**

Draft Report  
VA Comments on Government Accountability Office Draft Reports

**Output**

Final Report

**Responsible Role**

Government Accountability Office Representative

**Accountable Role**

Government Accountability Office Representative

**Informed Role**

Office of Congressional and Legislative Affairs

Executive Leadership Team Liaisons

Quality, Performance, and Risk GAO Liaison

**Activity Name: GAO-29 Create Assignments to Review Final Report****Previous Activities**

GAO-28 Issue Final Report to VA

Or

GAO-40 Update Request?

### **Next Activities**

GAO-30 Task ELT/SME

### **Description**

The Office of Congressional and Legislative Affairs (OCLA) creates folder(s) (assignments/actions) in the VA Integrated Enterprise Workflow Solution (VIEWS) to the appropriate VA offices to: provide comments on the Final Report; document concurrence or non-concurrence with the recommendations; and provide an action plan and due dates for recommendations to which the Department concurs.

### **Input**

Final Report

### **Output**

Action Items

VA Integrated Enterprise Workflow Solution Assignment

VA Integrated Enterprise Workflow Solution Folder

### **Responsible Role**

Office of Congressional and Legislative Affairs

### **Accountable Role**

Office of Congressional and Legislative Affairs

### **Informed Role**

Executive Leadership Team Liaisons

Quality, Performance, and Risk GAO Liaison

### **Tools and Websites**

VA Integrated Enterprise Workflow Solution (VIEWS)

## **Activity Name: GAO-30 Task ELT/SME**

### **Previous Activities**

GAO-29 Create Assignments to Review Final Report

### **Next Activities**

GAO-31 Prepare and Submit Comments to QPR

### **Description**

The Quality, Performance, and Risk (QPR) Government Accountability Office (GAO) Liaison logs the Office of Congressional and Legislative Affairs (OCLA) assignment into the Office of Information and Technology (OIT) VA Integrated Enterprise Workflow Solution (VIEWS) inbox. The QPR then logs the Executive Leadership Team Liaison/Subject Matter Expert assignments into their respective VIEWS inboxes.

### **Input**

Final Report  
VA Integrated Enterprise Workflow Solution Assignment

### **Output**

Additional VA Integrated Enterprise Workflow Solution Assignment(s)

### **Responsible Role**

Quality, Performance, and Risk GAO Liaison

### **Accountable Role**

Quality, Performance, and Risk GAO Liaison

### **Informed Role**

Executive Leadership Team Liaisons

### **Tools and Websites**

VA Integrated Enterprise Workflow Solution (VIEWS)



## **Activity Name: GAO-31 Prepare and Submit Comments to QPR**

### **Previous Activities**

GAO-30 Task ELT/SME

Or

GAO-35 Clarification from ELT/SME?

Or

GAO-37 Approved?

### **Next Activities**

GAO-32 Multiple ELT?

### **Description**

The Executive Leadership Team/Subject Matter Experts (ELTL/SME) receive the final report and provide technical comments to the Quality, Performance, and Risk (QPR) Office verifying the content of the draft report adheres to the data provided to the Government Accountability Office (GAO). The ELTL/SME also provides a response to the recommendations in the final report. If the ELTL/SME concurs with the GAO recommendations, an action plan with completion dates is prepared. The ELTL/SME provides an explanation for non-concurrence with GAO recommendations to the QPR office.

### **Input**

Final Report

VA Integrated Enterprise Workflow Solution Assignment

### **Output**

Briefing Notes

Cover Memo

Response to Final Report

VA Integrated Enterprise Workflow Solution Assignment

### **Responsible Role**

Executive Leadership Team Liaisons

**Accountable Role**

Executive Leadership Team Liaisons

**Tools and Websites**

VA Integrated Enterprise Workflow Solution (VIEWS)

**Activity Name: GAO-32 Multiple ELT?****Previous Activities**

GAO-31 Prepare and Submit Comments to QPR

**Next Activities**

If 'Yes':

GAO-33 Compile Comments

Or

If 'No':

GAO-34 Conduct Quality Review of Comments

**Description**

Executive Leadership Team Liaison/Subject Matter Expert determines if multiple ELT members are needed (YES) or not (NO).

**Responsible Role**

Executive Leadership Team Liaisons

**Activity Name: GAO-33 Compile Comments****Previous Activities**

GAO-32 Multiple ELT?

**Next Activities**

GAO-34 Conduct Quality Review of Comments

**Description**

If the final report is submitted to multiple Executive Leadership Team Liaison/Subject Matter Experts (ELTL/SME), the Quality, Performance, and Risk Government Accountability Office (GAO) Liaison consolidates the responses into one document to be submitted for quality review.

**Input**

Executive Leadership Team Liaison/Subject Matter Expert Responses

**Output**

Consolidated Executive Leadership Team Liaison/Subject Matter Expert responses

**Responsible Role**

Quality, Performance, and Risk GAO Liaison

**Accountable Role**

Quality, Performance, and Risk GAO Liaison

**Activity Name: GAO-34 Conduct Quality Review of Comments****Previous Activities**

GAO-32 Multiple ELT?

Or

GAO-33 Compile Comments

**Next Activities**

GAO-35 Clarification from ELT/SME?

**Description**

The Quality, Performance, and Risk (QPR) Liaison conducts a quality review of comments provided by the Executive Leadership Team Liaison/Subject Matter Expert (ELTL/SME) including content, formatting, and grammar to ensure the result addresses the material requested by

Government Accountability Office (GAO). If further clarification is needed, QPR makes a request via email to the ELTL/SME.

**Input**

Consolidated Response(s) to Final Report

**Output**

Additional Clarification from Executive Leadership Team Liaison/Subject Matter Expert  
Reviewed Executive Leadership Team Liaison/Subject Matter Expert Response(s) to Final Report

**Responsible Role**

Quality, Performance, and Risk GAO Liaison

**Accountable Role**

Quality, Performance, and Risk GAO Liaison

**Activity Name: GAO-35 Clarification from ELT/SME?**

**Previous Activities**

GAO-34 Conduct Quality Review of Comments

**Next Activities**

If 'Yes':

GAO-31 Prepare and Submit Comments to QPR

Or

If 'No':

GAO-36 Obtain Signature on OIT Response

**Description**

The Quality, Performance, and Risk GAO Liaison determines if clarification from the ELT/SME is needed (YES) or not needed (NO).

**Responsible Role**

## **Activity Name: GAO-36 Obtain Signature on OIT Response**

### **Previous Activities**

GAO-35 Clarification from ELT/SME?

### **Next Activities**

GAO-37 Approved?

### **Description**

The Quality, Performance, and Risk (QPR) Government Accountability Office (GAO) Liaison forwards the correspondence package to the Office of Information and Technology (OIT) front office for review. The correspondence package includes a cover letter, a response from the Subject Matter Expert and supporting documentation from the Executive Leadership Team Liaison/Subject Matter Expert (ELTL/SME). Upon approval, the correspondence package is submitted to the Office of Congressional and Legislative Affairs. Unapproved packages are returned to the ELTL/SME for revisions.

### **Input**

Additional Clarification from Executive Leadership Team Liaison/ Subject Matter Expert  
Cover Letter

Reviewed Executive Leadership Team Liaison/ Subject Matter Expert Response(s) to Final  
Report

### **Output**

Correspondence Package  
Signed Cover Letter

### **Responsible Role**

Quality, Performance, and Risk GAO Liaison

### **Accountable Role**

Quality, Performance, and Risk GAO Liaison

### **Tools and Websites**

## **Activity Name: GAO-37 Approved?**

### **Previous Activities**

GAO-36 Obtain Signature on OIT Response

### **Next Activities**

If 'Yes':

GAO-38 Submit Response to OCLA

Or

If 'No':

GAO-31 Prepare and Submit Comments to QPR

### **Description**

The Quality, Performance, and Risk GAO Liaison approves the OIT response (YES) or does not approve the response (NO).

### **Responsible Role**

Quality, Performance, and Risk GAO Liaison

## **Activity Name: GAO-38 Submit Response to OCLA**

### **Previous Activities**

GAO-37 Approved?

### **Next Activities**

GAO-39 Submit VA Comments to GAO

### **Description**

The Office of Information and Technology approved response is submitted to Office of Congressional and Legislative Affairs in VA Integrated Enterprise Workflow Solution (VIEWS).

**Input**

Office of Information and Technology Final Response to the Final Report  
Signed Cover Memo

**Output**

VA Integrated Enterprise Workflow Solution Assignment

**Responsible Role**

Quality, Performance, and Risk GAO Liaison

**Accountable Role**

Executive Leadership Team Liaisons

**Tools and Websites**

VA Integrated Enterprise Workflow Solution (VIEWS)

**Activity Name: GAO-39 Submit VA Comments to GAO****Previous Activities**

GAO-38 Submit Response to OCLA

**Next Activities**

GAO-40 Update Request?

**Description**

Office of Congressional and Legislative Affairs (OCLA) places an assignment in VA Integrated Enterprise Workflow Solution (VIEWS) requesting an update on the status of the recommendations.

**Input**

The Office of Information and Technology Final Response to the Final report

**Output**

VA Response to GAO Final Report (i.e., 60 Day Letter)

**Responsible Role**

Office of Congressional and Legislative Affairs

**Accountable Role**

Office of Congressional and Legislative Affairs

**More Info**

After the OIT response is received, OCLA drafts the Departmental response and place a concurrence assignment to the Office of General Counsel in VIEWS. After all concurrences are received, a package is provided to the Executive Secretary for review and signature. After the letters are signed, OCLA has the letters delivered to Congress, Office of Management and Budget and Government Accountability Office (GAO). When GAO issues a report to an agency head, GAO monitors agencies' progress in implementing the recommendations. Close to the end of each fiscal year, special attention is directed to this effort. Once OCLA receives a request for a GAO recommendation follow-up, OCLA confirms via email the GAO request was received and provide an estimated date VA expects to send the update.

**Activity Name: GAO-40 Update Request?****Previous Activities**

GAO-39 Submit VA Comments to GAO

**Next Activities**

If 'Yes':

GAO-29 Create Assignments to Review Final Report

Or

If 'No':

GAO-41 Issue Report Closure Memo to VA

**Description**

Government Accountability Office Representative determines if an update to the request is needed (YES) or not needed (NO).

**Responsible Role**



Government Accountability Office Representative

## **Activity Name: GAO-41 Issue Report Closure Memo to VA**

### **Previous Activities**

GAO-40 Update Request?

### **Next Activities**

Process Ends

### **Description**

GAO removes a recommendation from the database after determining that the agency has implemented the recommendation or has taken action that in substance meets the intent of the recommendation, or, circumstances have changed and the recommendation is no longer relevant. The GAO identifies each recommendation as Closed-Implemented or Closed- Not Implemented. Once all the recommendations are closed, GAO issues a report closure memorandum to the Office of Congressional and Legislative Affairs.

### **Input**

All VA Updates and Supporting Documentation Provided after the Final Report is Issued.

### **Output**

Government Accountability Office Report Closure Memorandum

### **Responsible Role**

Government Accountability Office Representative

### **Accountable Role**

Government Accountability Office Representative

### **Informed Role**

Office of Congressional and Legislative Affairs

Executive Leadership Team Liaisons

Quality, Performance, and Risk GAO Liaison

END OF PROCESS