Process Asset Library Directory

This document provides a limited scope summary of process descriptions and details for use by persons external to the Department of Veterans Affairs (VA). Each process listed in this summary does have a corresponding downloadable process map PDF in this library for use by persons external to the Department of Veterans Affairs (VA). If the process information you seek does not appear within the scope of these documents, please send an email to:

Process Management Service <ProcessManagementService@va.gov>.

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| Assessment and Authorization | The Assessment and Authorization process describes the end to end process for ensuring new VA information systems adhere to and are in compliance with Federal Information Security Management Act (FISMA). The purpose of an Authority To Operate (ATO) is to ensure the risks to VA (operations, assets, or individuals) are acceptable. The result is the issuance of an ATO. If the risk to Agency operations, assets or the system to be moved into production or use production data. Throughout the Assessment and Authorization process System Owner work with their assigned Information Security Officer (ISO) to obtain an ATO. The process entails gaining access to the Governance, Risk and Compliance (GRC) tool, RiskVision, to serve as the management tool for the A&A process. The GRC tool is used to document accreditation requirements including technical testing/scans, security documentation, and actions identified during the Security Control Assessment. The completion of the required | The Goal of the Assessment and Authorization process is to ensure compliance with Agency information security policy and in support of the Federal Information Security Management Act (FISMA), and the attainment of an ATO for new systems.                                                                 | - Assistant Secretary for Information and Technology  
- Certification Agent  
- Deputy Assistant Secretary, Office of Information Security  
- Director, Certification Program Office  
- Director, Office of Cyber Security  
- Information Security Officer  
- Office of Cyber Security Representative  
- Privacy Officer  
- System Owner |
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<td>Authority To Operate Reciprocity</td>
<td>The Authority to Operate (ATO) Reciprocity Process defines a set of commonrepeatable procedures that assures the necessary due care has been performed and controls are implemented commensurate with information security and privacy risks. The ATO Reciprocity process adjudicates ATO packages submitted by the Department of Defense (DoD) or Other Governmental Agencies.</td>
<td>The overall goal of this process is to establish a common framework to facilitate reciprocity of ATOs for system interactions between VA and DoD or Other Governmental Agencies (OGA) in a timely manner. Specific objectives of this process are: - To establish a common process framework for reciprocity of ATOs between DoD/OGA and VA based on the Federal Information Security Policy.</td>
<td>- Director, Certification Authority Office - Director, Office of Cyber Security - Information Assurance Manager - Information Security Officer - Information System Security Officer - National Information Security Officer - Program Management Office - Senior Information Security Officer</td>
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<td>(OGA) to VA, or for ATO packages submitted by VA to DoD/OGA for review and adjudication.</td>
<td>Security Management Act of 2002 (FISMA); - To verify the necessary due care has been performed based on the established security authorization process from respective agencies; and - To achieve the necessary level of trust between DoD/OGA and VA by verifying the necessary information security and privacy controls have been implemented.</td>
<td>Officer</td>
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<td>Change Management</td>
<td>Change Management process provides procedures, plans, and other artifacts necessary to establish an effective change management program and to complete a documentation set to support it.</td>
<td>- Establish an Office of Information &amp; Technology (OI&amp;T) Change Management process. - Standardize methods and procedures that follow sound Change Management principles. - Communicate an adaptable framework for change management that allows OI&amp;T offices to incorporate the principles of change management into their business functions and work products as a routine procedure. - Allow OI&amp;T to reinforce a commitment to minimizing or preventing adverse effects on VA information systems, as a result of a lack of proper planning, documentation, and/or coordination through an approved standard process.</td>
<td>- Approving Official - Change Advisory Board, Technical Subject Matter Expert - Change Coordinator - Change Initiator - Change Manager - Change Submitter - Configuration Analyst/Librarian - Configuration Manager - Implementer - Project Manager/System Owner - Release Manager - Unassigned</td>
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<td>Configuration Management</td>
<td>Establishes an Office of Information &amp; Technology (OIT) Configuration Management process. Documents standardized repeatable methods and procedures that follow sound configuration management principles.</td>
<td>Establishes an Office of Information &amp; Technology (OIT) Configuration Management process. Documents standardized repeatable methods and procedures that follow sound configuration management principles. Communicates an adaptable framework for configuration</td>
<td>- Configuration Analyst - Configuration Manager - Project Manager/System Owner</td>
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| Contract Services Support    | Provides the procurement cycle from solicitation through award of the contract. Guided by the Federal Acquisition Regulation (FAR) and Veterans Affairs Acquisition Regulations (VAAR), the procurement solicits requirements to the vendor community for proposal receipt and ultimately a contract award. | The goals of this process are:  
- Release the solicitation document  
- Receive and evaluate proposals  
- Award contracts                                                                                                                                   | - Acquisitions Rapid Response Service  
- Contract Specialist  
- Contracting Officer  
- Contracting Officer's Representative  
- Facility Chief Information Officer  
- Legal  
- Logistics Officer  
- Project Manager  
- Requestor  
- Vendor                                                                                                                                                    |
| Contractors On/Off- Boarding | The Contractors On/Off-Boarding (CONB) process describes the activities to obtain access to VA networks, facilities, and equipment by completing background investigations and required training and obtaining Government Furnished Equipment with appropriate software. After initial on-boarding, the process also establishes the framework for consistently ensuring that all individuals, contractors, have the proper access necessary to perform the role they are assigned and that they continue to meet those minimum requirements necessary to | The goal of the CONB process is to establish the set of activities required to provide, monitor, control, and remove an individual's access to VA systems, equipment, and facilities as appropriate to meet the needs of the VA. Specific goals include:  
- Completing required background investigation including the Special Agreement Check (SAC) for fingerprinting  
- Reviewing and accepting VA Rules of Behavior  
- Obtaining access to the Talent Management System                                                                 | - Contractor Lead  
- Facility Chief Information Officer  
- Individual  
- Information Security Officer  
- Law Enforcement  
- Local Administrative Support  
- Network Security Operation Center  
- Personnel Security Office/Specialist  
- PIV Office  
- PKI Help Desk  
- Principal Deputy Assistant Secretary for Information and Technology  
- Security and Investigations |
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| CONB         | support granting the access. The CONB process complies with the Federal acquisition, security and privacy regulations. | - Documenting the required information security and privacy training to access the VA network  
- Receiving Government Furnished Equipment with needed software, if required  
- Accessing the VA Network and establishing remote VA network access as required  
- Obtaining VA identification and access to VA facilities  
- Monitoring and verifying successful completion of annual security training requirements  
- Monitoring and verifying successful adjudication of SAC, National Agency Check with Inquiries, Minimum Background Investigation, or Background Investigation as appropriate to the role  
- Granting or withdrawing access based upon meeting or failing to meet requirements, initiate personnel actions as necessary  
- Notifying appropriate management personnel of access changes required based upon clearance adjudications or failure to meet requirements  
- Ensuring recovery of identity badges, Personal Identity Verification (PIV) cards, keys and other access granting items are recovered before the individual departs from the VA  
- Ensuring access to Public Key Infrastructure (PKI), as applicable  
- Ensuring recovery of all Government Furnished Equipment (desktops, | Center  
- Service Delivery and Engineering Point of Contact  
- Sponsor  
- Supervisor  
- Talent Management System Administrator  
- VA Security Specialist |
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| Enterprise Decommission      | The Enterprise Decommission Modernization Process is the deliberate and systematic decommissioning of existing solutions with appropriate consideration of data archiving and security, migration of data or functionality to new solution(s), and incorporation of lessons learned over the solution's life cycle. Decommissioning and Modernization may be linked to other high-level policy documents and High level Designs (HLD). The Legacy System Modernization/Retire activities are planned and executed with input from all known and dependent Business & Technical stakeholders including the system owner, solution development team, operations and maintenance, records management, legal counsel, security, enterprise architecture, and interfacing systems in keeping with the | - Create and sustain a more affordable technology footprint  
- Realize operational performance improvements in business and technical systems  
- Migrate, effectively, to another solution or archived in accordance with applicable records management regulations and policies  
- Reduce VA infrastructure costs  
- Mitigate current operational risks | - Acquisition Specialist  
- Administrations and Staff Offices  
- Assistant Secretary, Office of Enterprise Integration (OEI)  
- Business Owner  
- Chief Information Officer  
- Contracting Officer's Representative  
- Coordinating Office Staff  
- Demand Management  
- Demand Management Team  
- Development Team  
- Director, Enterprise Records Service  
- Enterprise Records Service  
- Executive Director, Enterprise Project Management Division  
- General Counsel  
- Head of Coordinating Office  
- Head of Originating Office |

| Enterprise Decommissioning  |                                                                                     |                                                                     |                                                                                                      |
| Modernization                |                                                                                     |                                                                     |                                                                                                      |

- Ensuring that clearance through appropriate physical security personnel occurs  
- Ensuring all system access privileges and network access are terminated  
- Ensuring that all appropriate personnel actions are initiated and documented and notifications are made  

laptops, smart phone, printers, faxes, etc.) and other government property are properly recovered and transferred to the appropriate office in the VA within 24 hours if the individual departs from the VA.
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<td>Veteran</td>
<td>Veteran-focused Integration Process (VIP) policy. It provides a sustainable and actionable sequencing plan which decommissions outmoded technology, recaptures resources, and re-programs freed resources towards priority business needs that is integrated into the lifecycle management of VA’s IT systems.</td>
<td>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</td>
<td>- Information Security Officer - IT Account Manager - Legacy System Modernization Team - Office of Enterprise Integration (OEI) Staff - Office of General Counsel - OI&amp;T Directive Management Officer - Originating Office Staff - POLARIS Agent - Portfolio Manager - Product Manager - Product Owner - Program Manager - Project Manager - Project Team - Receiving Organization - Records Management Officer - Release Agent - Secretary of Veterans Affairs - Senior VA Leadership - Stakeholder(s) - Users</td>
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<tr>
<td>Government Accountability Office</td>
<td>Government Accountability Office (GAO), often called the &quot;congressional watchdog&quot;, 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 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</td>
<td>- Executive Leadership Team Liaison/Subject Matter Expert - Government Accountability Office Representative - Office of Congressional and Legislative Affairs - Quality, Performance and Oversight GAO Liaison</td>
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| Accountability Office (GAO)  | performance and financial audits of Information and Technology (OIT) operations.                                                                                                                                                                                                                                                                  | The goals of the Implementation Management process are to:  
- Deliver high quality, cost effective information products and application support services through the implementation and deployment of assigned projects  
- Develop key artifacts to guide project teams and installation sites from the completion of product development through national release  
- Ensure adequate training plans are developed and executed  
- Monitor rollout activities and identify solutions for escalating implementation issues  
- Serve as the conduit and forward facing entity to Field IT staff  
- Coordinate Field workflow and measure capacity  
- Serves as a technical resource to the Project Manager and as a liaison to Project Sponsors and Enterprise Systems Engineering services to Field IT Services                                                                 | - Baseline and Configuration Management  
- Competency Supervisor, Product Development Implementation Management  
- Enterprise Systems Engineering Analyst  
- Facility Engineer  
- Product Development Implementation Manager  
- Program Manager  
- Project Manager  
- Service Delivery and Engineering Implementation Manager  
- Sponsor  
- System Owner |
| Implementation Management    | The Office of Information Technology (OIT) Implementation Management (IMP) process establishes a common understanding of the planning, management and the deployment of products and services within VA environments. The IMP process includes the coordination between the Business Sponsor and Field organizations and staff to define, develop, and validate the business requirements needed to support the successful deployment and support of VA products and services. The IMP process defines the services from both Product Development who manage the software and end user interactions and Service Delivery and Engineering who manage the technology and network infrastructure to successfully accomplish the installation and deployment of applications and systems to achieve the VA mission. The process supports for both enterprise-wide deployments and those within specialized processing centers and environments across OI&T, Veterans Integrated Service Networks (VISNs), and facilities. |                                                                                                                                                                                                                                                                       | - Facility Chief Information Officer  
- Information Security Officer  
- Integrated Product Team  
- Integrated Project Team |
| IT Asset Management          | This process defines the best in class methodology for deploying and tracking Information Technology equipment that maximizes the value of VA assets while improving inventory accuracy and reducing cost.                                                                                                                                                                                                 | - The goal of the Information Technology Asset Management (ITAM) process is to define the best in class methodology for acquiring, deploying and tracking                                                                                                                                 | - Facility Chief Information Officer  
- Information Security Officer  
- Integrated Product Team  
- Integrated Project Team |
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<td>IT Facility Management</td>
<td>The Facility Management (FACM) (Existing) process is a structured flow for defining, managing, operating and auditing facilities IT infrastructure. The FACM process ensures the standards established via the Office of Information and Technology (OI&amp;T) Design Guide are followed and adhered to.</td>
<td>- IT Asset Manager&lt;br&gt;- IT Staff&lt;br&gt;- Local VA Leadership&lt;br&gt;- Logistics Officer&lt;br&gt;- Logistics Staff&lt;br&gt;- Project Manager&lt;br&gt;- Regional Acquisition Team&lt;br&gt;- Regional Director&lt;br&gt;- Technology Management&lt;br&gt;- VISN Chief Information Officer</td>
<td>- Construction and Facilities Management Staff&lt;br&gt;- Facility Director/Medical Center Director&lt;br&gt;- Facility Engineer&lt;br&gt;- Facility Manager&lt;br&gt;- Maintenance Personnel&lt;br&gt;- Service Delivery and Engineering Program Administrative Office</td>
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<td>Leased Space Planning, Programming, and Procurement</td>
<td>The Leased Space Planning, Programming, and Procurement Process is the Lease Renewal process that shows the collaborative effort of the IT Space and</td>
<td>The Goals of Leased Space Planning, Programming, and Procurement Process are as follows:&lt;br&gt;- To document the process and decrease the amount of leasing costs and associated overhead costs.</td>
<td>- Director, IT Space and Facilities Management&lt;br&gt;- Facility Local Point of Contact&lt;br&gt;- Facility Regional Point</td>
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| Facilities Management Office | Regional POC, Local POC and GSA working with the appropriate Occupancy Agreements in completing a Lease Renewals, Lease Expansions, Lease Downsizing, New Lease Acquisition, and Lease Cancellations | - time it takes for a Lease Renewal  
- To provide/define objectives for each hand off  
- To standardize internal forms (e.g., Program of Requirements (POR))  
- To establish formal, standardized processes, procedures, and timelines for lease procurement (new requirement, renewal, addition, deletion, other as applicable)  
- To define required planning steps and gateways for lease procurement actions  
- To provide formal definition of responsibility for (ownership of) the lease procurement process and process steps  
- To publish and propagate the VA-internal lease procurement standard | - General Contact  
- General Services Administration Representative  
- General Services Administration Senior Executive  
- Internal Customer  
- IT Space and Facilities Management Budget Analyst  
- IT Space and Facilities Management Office  
- Utilization Study Designee |
| Product Architecture | Product Architecture results in describing the product in an organized way that defines structural properties of the product. It defines the product components or building blocks and provides a plan from which products can be procured and/or developed, that will work together to implement the overall system. Key Product Architecture artifacts include: Conceptual Business Diagrams Physical Architecture Diagrams Functional Architecture Diagrams Interface Architecture Diagrams Deployment Diagrams | Specific goals include development of:  
- Conceptual Business Diagrams  
- Physical Architecture Diagrams  
- Functional Architecture Diagrams  
- Interface Architecture Diagrams  
- Deployment Diagrams | - Application and Data Architecture Service Director  
- Compliance, Advising, and Security Engineering (CASE) Security Specialist  
- Data Analyst  
- Information Security Officer  
- Solution Architect  
- Unassigned |
| Product Build      | This process addresses the activities that entail building a product, such as developing and testing product components, performing peer and final development and testing product components | Develop the product components from the approved product design.  
Verify and validate | - Configuration Manager  
- Developer  
- Director, Product Assessment |
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| Product Design   | This process is used to describe a new system in sufficient detail that skilled developers can develop the software with limited additional input. Key Product Design artifacts are produced as a result of this process.                                                                                   | To describe the new system in sufficient detail that skilled developers can develop the software with minimal additional input. The output describes the new system as a collection of product components. Key Product Design artifacts include:  
- Context Diagrams  
- CRUD Matrix  
- Data Sources  
- Operational Sequence Diagrams | - Application and Data Architecture Service Director  
- Data Analyst  
- Developer  
- Director, Product Assessment  
- Program Executive Officer  
- Program Manager  
- Project Manager  
- Project Team |
| Product Documentation | Ensure necessary documentation is developed according to standards.                                                                                                                                                                                                                                                                  | Product Documentation includes, but is not limited to:  
- Assessment and Authorization Package  
- Developer's Guide  
- Installation Procedures  
- Online Help  
- Operations and Maintenance System Support  
- Production Operations Manual  
- Release Notes  
- Security Guide  
- Systems Management Guide  
- Technical Manual  
- User Guide | - Software Quality Assurance Analyst  
- Technical Writer |
| Project Initiation | Project Initiation is the process by which a project transitions from the Project Management Accountability System (PMAS) state of review.                                                                                                                                                                            | The Goals of Project Initiation are as follows:  
- To determine if the business requirements are | - Business Analyst  
- Business Unit Lead  
- Director, Health Care Security |
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| "New Start"      | "New Start" into the state of "Planning". A project “New Start" state is a candidate for “Planning” once the project has been added to the Business Operating Plan and the Enterprise Project Structure identifies the funds released by the Information Technology Resource Management (ITRM). Projects require a Milestone 0 review to establish if in full compliance before transitioning to Planning. The Project Manager is responsible for establishing the Milestone 0 review through the applicable Office Of Responsibility. | sufficient - To determine if the service level requirements are sufficient  
- To create a high level spend plan  
- To identify the project team  
- To ensure privacy requirements are determined  
- To ensure identity and access management requirements are determined  
- To ensure security and if needed, Compliance, Advising and Security Engineering (CASE) management requirements are determined  
- To identify the integrated project team  
- To ensure design pattern guidance is reviewed for the project's development activity types when determining the overall design approach  
- To determine if the project is ready for the planning state | Enterprise Architect  
- Health Care Security Requirements (HCSR) Security Specialist  
- IAM Governance Reviewers  
- IAM Project Manager  
- Privacy Officer  
- Privacy Services  
- Release Agent  
- Segment Architect  
- Tier 2 (T2) Health Product Support Division Director  
- Tier 3 (T3) Sustainment Manager                                                                                             |
| Project Monitoring and Control | Project Monitoring and Control is a disparate set of processes to review, analyze and report the progress and performance of a project to the baseline plan as well as ensure compliance with Veteran-Focused Integration Process (VIP) Guide and Veteran-Focused Integration Process Release Process (VIPR) Guide requirements. | Gather project repository information, project performance, and other key project related data. Consolidate and analyze project related information issue and maintain required monthly reports including, but is not limited to,  
Office of Information and Technology Monthly Performance Report  
- Monthly Managerial Briefing  
- Project Repository Feedback Report  
- Assistant Secretary for Information and Technology  
- Deputy Assistant Secretary/Deputy Chief Information Officer  
- Enterprise Risk Management Analyst  
- Enterprise Risk Management Team Director  
- Enterprise Risk Management Team Lead  
- Integrated Project Team Member  
- Measurement Team Analyst  
- Office of Responsibility                                                                                                      |
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<td>Guide requirements</td>
<td>Issue and maintain the TechStat Outcome Report providing a plan of corrective action to missed increment/milestone Request, as required, the Portfolio Manager to provide assistance/support/resolution for identified issues/risks</td>
<td>- Provide accurate and complete project data entry into the VIP Dashboard</td>
<td>- Planner&lt;br&gt;- PMAS Business Office&lt;br&gt;- Program Manager&lt;br&gt;- Program Planning and Oversight Manager&lt;br&gt;- Project Manager&lt;br&gt;- Project Team Member&lt;br&gt;- Section 508 Program Office Audit Team&lt;br&gt;- Unassigned</td>
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<td>Project Planning</td>
<td>This process is for planning and starting subsequent increments for projects. It includes project transitions required by the Project Management Accountability System (PMAS) to move from the state of Planning into the state of Active or Provisioning. Planning is a continuous process and persists until all project increments are identified and all committed delivery milestones are met. Projects in the Planning state must receive approval for entry into the Active state through a Milestone 1 Review for Active. If an acquisition is required, and all other planning is done, the PM may request a Milestone 1 Review for Provisioning. The Project Manager is responsible for establishing the Milestone 1 review through the applicable Office of Responsibility. Project Planning integrates with a number of processes which include:&lt;br&gt;- Acquisition Life Cycle (Multiple processes)&lt;br&gt;- Data Storage Infrastructure Management (DSIM)</td>
<td>- Develop or update required artifacts for Project Management Accountability System (PMAS) MS1 approval&lt;br&gt;- Initiate a project's Initial Release or Subsequent Increment Planning activities&lt;br&gt;- Perform Testing Intake Assessment (TIA) and ASSESS for Capacity Performance Engineering (CPE)&lt;br&gt;- Initiate System Engineering Design Reviews (SEDR) and Architectural Engineering Review Board (AERB) Reviews&lt;br&gt;- Define Product Acceptance Criteria and determine the need for Acquisition(s)&lt;br&gt;- Conduct MS1 Reviews for Active or Provisioning to facilitate transition to PMAS Active or Provisioning states</td>
<td>- Application and Data Architecture Service Director&lt;br&gt;- Associate Director, Software Quality Assurance Service&lt;br&gt;- Chief, PM Monitor and Control Division&lt;br&gt;- Director, Software Development&lt;br&gt;- Enterprise Systems Engineering Analyst&lt;br&gt;- Enterprise Testing Service (ETS) Analyst&lt;br&gt;- Functional Analyst&lt;br&gt;- National Service Desk (NSD) Process Integration Team&lt;br&gt;- Software Metrics and Estimation Team Member&lt;br&gt;- Software Quality Assurance Service Independent Verification and Validation Manager&lt;br&gt;- Systems Engineering Group</td>
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<td>Service Planning and Development</td>
<td>The Service Planning and Development Lifecycle</td>
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| Lifecycle                                              | (SPDL) extends the organization’s Software Development Lifecycle (SDLC) by adding Strategic and Tactical Planning phases necessary for managing the Service Lifecycle and continues through the Deprecated / Retired phase. The Service Planning and Development Lifecycle (SPDL) life cycle consists of eight phases with Enterprise Services Processes displayed in relationship to the various phases. | - To ensure that VIP projects are developing solutions that align to Design, Engineering, and Architecture (DE&A) standards  
- To have a mechanism in place for projects to petition use of tools and software development methods that are not fully compliant with DE&A standards  
- To manage and track deviations to DE&A user stories, with the intent of having all VIP projects ultimately align to DE&A standards | - Approval Authority  
- Business Sponsor  
- Deputy Chief Information Officer, Architecture, Strategy and Design  
- Developer  
- Enterprise Program Management Office  
- EPMO Intake Analyst  
- EPMO Triad  
- IT Account Manager  
- IT Operations and Services Point of Contact  
- Office of Responsibility  
- Portfolio Manager  
- Principal Deputy Assistant Secretary for Information and Technology  
- Program Manager  
- Project Manager  
- Project Team  
- Receiving Organization  
- Release Agent  
- Stakeholder(s)  
- STAT Agent  
- STAT Governance Council Lead  
- Strategic Technologies |
| Strategic Technology Alignment Team Design, Engineering and Architecture Process | The Strategic Technologies Alignment Team - Design, Engineering & Architecture (STAT) Process describes how projects receive approval to deviate from Design, Engineering, and Architecture (DE&A) user story standards and guidelines. | - To ensure that VIP projects are developing solutions that align to Design, Engineering, and Architecture (DE&A) standards  
- To have a mechanism in place for projects to petition use of tools and software development methods that are not fully compliant with DE&A standards  
- To manage and track deviations to DE&A user stories, with the intent of having all VIP projects ultimately align to DE&A standards | - Approval Authority  
- Business Sponsor  
- Deputy Chief Information Officer, Architecture, Strategy and Design  
- Developer  
- Enterprise Program Management Office  
- EPMO Intake Analyst  
- EPMO Triad  
- IT Account Manager  
- IT Operations and Services Point of Contact  
- Office of Responsibility  
- Portfolio Manager  
- Principal Deputy Assistant Secretary for Information and Technology  
- Program Manager  
- Project Manager  
- Project Team  
- Receiving Organization  
- Release Agent  
- Stakeholder(s)  
- STAT Agent  
- STAT Governance Council Lead  
- Strategic Technologies |
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<td>System Development Life Cycle</td>
<td>A process map depicting the processes, sequence, and phases in which the processes operate in a System Development Life Cycle.</td>
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<td>Alignment Team (STAT) - Subject Matter Expert(s) - TRM Team</td>
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<td>Technology Transfer Program</td>
<td>The VA Technology Transfer Program (TTP) is committed to transferring research resulting in inventions that address veteran needs into commercially viable products that can be patented and licensed for use. TTP functions as a liaison between VA researchers and industry partners to facilitate the technology transfer process. The conception of an invention initiates the technology transfer process. An invention is typically conceived within the context of a research project. The conception of the invention may involve an individual or several individuals, sometimes from other institutions or who practice in a VA medical facility under a joint appointment. The invention can also be the result of a collaborative research agreement.</td>
<td>Accurate and timely reporting and recording of the development of the discovery:  • The efficient and formal disclosure of the invention which allows the inventor to clearly describe the innovation, its possible commercial applications, and record individuals who were involved in the invention process;  • The evaluation of the invention disclosure to determine ownership rights, the commercialization potential and patentability of the technology;  • The protection of the invention, typically in the form of a US patent and through foreign patents as warranted;  • The commercialization of the invention to attract licensing opportunities including research material that is not patentable but has some commercial application and benefit;  • The licensing of the technology which defines the rights, responsibilities, exclusivity, and terms of the agreement;  • The management of royalty payments and compliance with the license agreement under which a percentage of royalties will go to the</td>
<td>Academic Affiliate - Director, Technology Transfer Program - Inventor(s) - Office of General Counsel/Specialty Team Advising Research (OGC/STAR) - Office of Research and Development - Finance - Outside Patent Counsel - Technology Transfer Consultant - Technology Transfer Office - Technology Transfer Specialist - US Patent and Trademark Office - VA Research Supervisor / Associate Chief of Staff - VAMC</td>
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<tr>
<td>Process Name</td>
<td>Description</td>
<td>Goals</td>
<td>Associated Roles</td>
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| Test Preparation                   | The Test Preparation process describes the Software Quality Assurance (SQA) activities that take place during the Planning and Development Phases of the System Development Life Cycle (SDLC). The Test Preparation process ensures that test activities are adequately planned and that appropriate test environments are established according to project schedule. | The goal of the Test Preparation process is to establish the set of activities, roles and artifacts required for test planning. Specifically the process: - Select appropriate products and product components for testing. - Establish and maintain the testing environments, procedures, and criteria. - Ensure continuous monitoring of testing progress to Program Management and Development Management. | - Program Executive Officer  
- Program Manager  
- Project Manager  
- Software Quality Assurance Analyst  
- Test Analyst                                                                 |
| VA Enterprise Architecture Customer Support | The VA Enterprise Architecture (EA) Customer Support Management process provides Customers with the ability to submit questions, offer feedback, suggest changes VA EA content, and request support. The first goal is to ensure all VA EA customer feedback and support request submissions are captured, managed, and addressed. | The goal of VA Enterprise Architecture Customer Management Support (EACF) process is to: - Ensure all VA EA customer feedback and support request submissions are captured, managed, and addressed - Ensure responses are communicated back to the customer and the customer understands the response - Provide a method for VA leaders and other VA EA customers to improve the VA EA - Increase VA EA usage and customer satisfaction | - Chief Architect  
- Customer  
- Customer Support Coordinator                                                                 |
| Vendor Access Management            | Vendor Access Management's purpose is to ensure that vendor requests for access to the VA are managed, controlled, and coordinated. Vendor specific information is properly inventor and a portion are retained by the VA to be reinvested for the development of additional technologies that can meet other veteran health needs. | Vendor Access Management ensures: - All vendor inputs are captured and vendor files updated - Each vendor meeting attended                                                                                                                                                                                                                   | - Deputy Assistant Secretary, IT Resource Management  
- Director, Vendor Management Office  
- Executive Director                                                                 |
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<td>captured and stored in the vendor file. All vendor inputs are received, acknowledged, and appropriate actions taken to provide timely and accurate responses to schedule appropriate meetings based upon vendor input and existing vendor file information.</td>
<td>request is addressed - Appropriate meetings are scheduled - Actions taken are communicated back to the vendor - Adequate government preparation for vendor meetings</td>
<td>- Director, Enterprise Testing Service - Enterprise Testing Service (ETS) Analyst - IT Resource Manager - Product Engineer - Product Manager - Program Manager - Project Manager - Project Team - Release Agent - Release Manager - Requestor - Stakeholder(s)</td>
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<td>Enterprise Testing Service (ETS), an organization within Enterprise Program Management Office (EPMO), works hand-in-hand with Enterprise Project Management (EPMD) to provide an independent risk-based evaluation of development artifacts and product software. The evaluation helps the Office of Information and Technology (OI&amp;T) management minimize risk of schedule delays, cost overrun, poor quality, and software failure. ETS provides: - Test environments on which software products can be tested - Independent evaluations of project artifacts and project software Services falling under the category of Test Environments include: - New test database in the ETS Test Center (ETSTC) - Miscellaneous issue for help with an ETSTC testing environment problem - Database refresh - Database backup/restore - User access request to add/reset/modify/deactivate user access to an existing ETSTC environment Test environment services are requested with an ETSTC Service Request.</td>
<td>Mitigate risk and provide feedback throughout the lifecycle - Ensure that products meet acceptable quality levels before promotion - Provide feedback for continuous improvement for process improvement - Continuously improve the likelihood that a quality product which meets user requirements is deployed on time and on budget - Ensure consistency in the testing methodologies and practices during Agile development - Validate that products are technically ready for incorporation into the VA infrastructure</td>
<td>- Vendor Management Office Staff - Vendor Management Office Staff Lead</td>
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<td>Services falling under the category of Independent Evaluations include:</td>
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<td>- Work product reviews of project artifacts</td>
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<td>- Test observation and validation of the operation and use of the software product</td>
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<td>- Various types of testing including legacy Patient Safety Issue (PSI) testing, risk-based independent testing, performance testing, and system integration testing</td>
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