

# VA Enterprise Architecture Customer Support



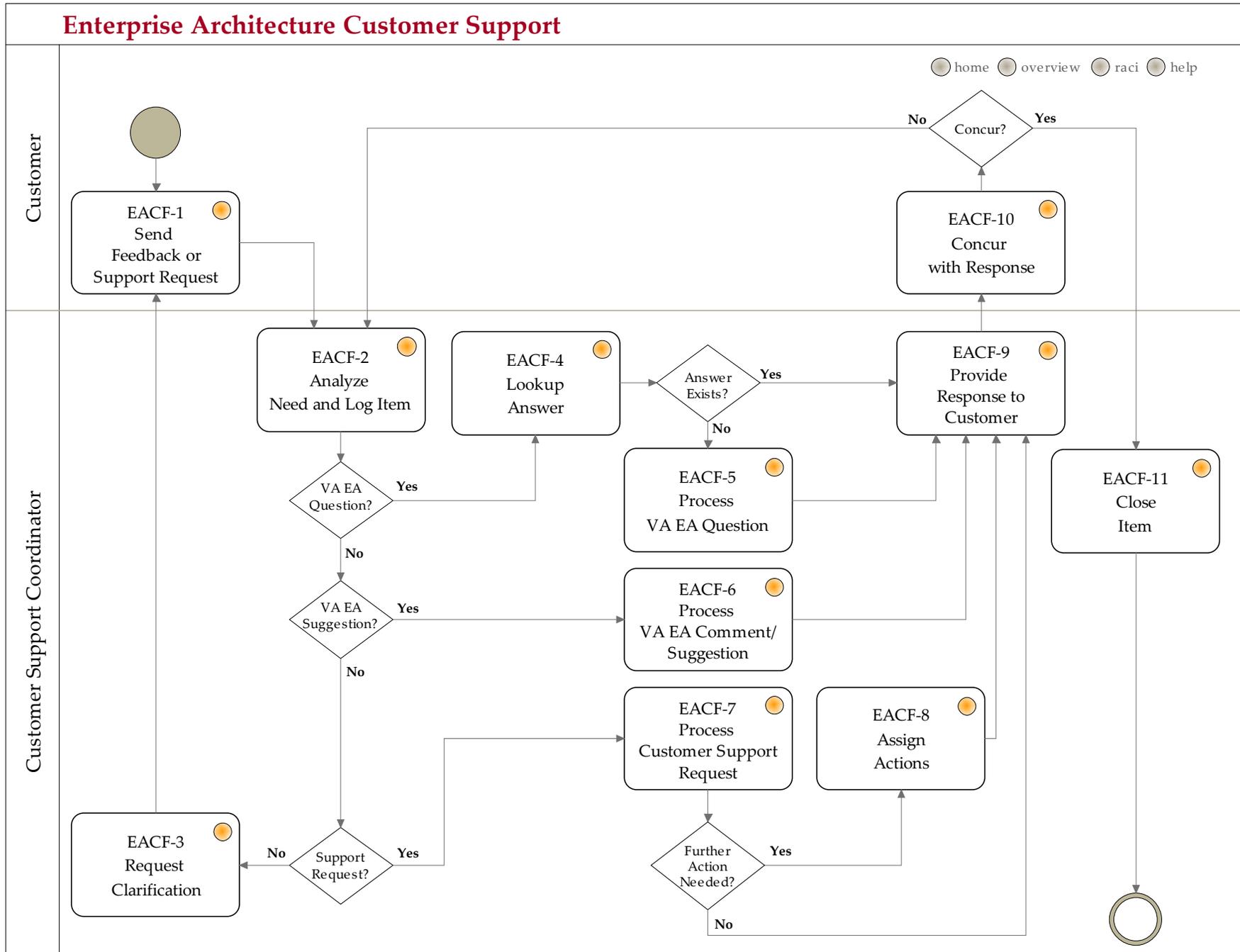
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# VA Enterprise Architecture Customer Support Process Map



# **Process: VA Enterprise Architecture Customer Support**

Overview: The process map for VA Enterprise Architecture Customer Support cycles through the following process and review activities:

- EACF-1 Send Feedback or Support Request
- EACF-2 Analyze Need and Log Item
- EACF-2-DEC01 VA EA Question?
- EACF-2-DEC02 VA EA Suggestion?
- EACF-2-DEC03 Support Request?
- EACF-3 Request Clarification
- EACF-4 Lookup Answer
- EACF-4-DEC01 Answer Exists?
- EACF-5 Process VA EA Question
- EACF-6 Process VA EA Comment/Suggestion
- EACF-7 Process VA EA Customer Support Request
- EACF-7-DEC01 Further Action Needed?
- EACF-8 Assign Actions
- EACF-9 Provide Response to Customer
- EACF-10 Concur with Response
- EACF-10-DEC01 Concur?
- EACF-11 Close Item

# **VA Enterprise Architecture Customer Support Description and Goals**

## **Description**

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.

## **Goals**

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

## **VA Enterprise Architecture Customer Support RACI Information**

The following describes the RACI information for this process:

### **EACF-1 Send Feedback or Support Request**

Responsible Role: Customer

Accountable Role: Customer

### **EACF-2 Analyze Need and Log Item**

Responsible Role: Customer Support Coordinator

Accountable Role: Chief Architect

### **EACF-3 Request Clarification**

Responsible Role: Customer Support Coordinator

Accountable Role: Chief Architect

### **EACF-4 Lookup Answer**

Responsible Role: Customer Support Coordinator

Accountable Role: Chief Architect

### **EACF-5 Process VA EA Question**

Responsible Role: Customer Support Coordinator

Accountable Role: Chief Architect

### **EACF-6 Process VA EA Comment/Suggestion**

Responsible Role: Customer Support Coordinator

Accountable Role: Chief Architect

### **EACF-7 Process VA EA Customer Support Request**

Responsible Role: Customer Support Coordinator

Accountable Role: Chief Architect

### **EACF-8 Assign Actions**

Responsible Role: Customer Support Coordinator

Accountable Role: Chief Architect

**EACF-9 Provide Response to Customer**

Responsible Role: Customer Support Coordinator

Accountable Role: Chief Architect

**EACF-10 Concur with Response**

Responsible Role: Customer

Accountable Role: Customer

**EACF-11 Close Item**

Responsible Role: Customer Support Coordinator

Accountable Role: Chief Architect

# **VA Enterprise Architecture Customer Support Process**

## **Process Activity Name: EACF-1 Send Feedback or Support Request**

### **Previous Process Activity**

None

### **Next Process Activity**

EACF-2 Analyze Need and Log Item

### **Description**

The Customer uses the Feedback section of the VA Enterprise Architecture (EA) Home web site to submit a content question, provide feedback, recommend a change to VA EA content, or request VA EA support.

### **Artifacts Used**

Customer Question, Feedback or Support Request

### **Artifacts Created**

VA EA Customer Support Request

### **Responsible Role**

Customer

### **Tools and Websites**

One-VA Technical Reference Model

Technology Strategies (TS) Documents: Design Patterns

VA EA Enterprise Technical Architecture

VA EA Home

### **Standards**

None Listed

### **More Info**

Use the Feedback Section at the lower corner of the VA EA Home page to select the appropriate linked email or discussion page for submission of feedback, comments, discussion items, suggested enhancements or support request.

## **Process Activity Name: EACF-2 Analyze Need and Log Item**

### **Previous Process Activity**

EACF-1 Send Feedback or Support Request

Or

EACF-10-DEC01 Concur?

**Next Process Activity**

EACF-2-DEC01 VA EA Question?

**Description**

The Customer Support Coordinator reviews the submission and enters it into the VA EA Customer Feedback Tracking System. When the Customer did not concur with the response acknowledgement, Customer Support Coordinator reviews the clarification from the Customer. The Customer Support Coordinator determines if the submission is a clearly stated.

**Artifacts Used**

VA EA Customer Response Acknowledgement  
VA EA Customer Support Request

**Artifacts Created**

VA EA Customer Feedback Tracking System Item

**Responsible Role**

Customer Support Coordinator

**Tools and Websites**

VA EA Customer Feedback Tracking System

**Standards**

None Listed

**More Info**

The VA EA Customer Feedback Tracking System is not a customer facing tool.

**Process Activity Name: EACF-2-DEC01 VA EA Question?**

**Previous Process Activity**

EACF-2 Analyze Need and Log Item

**Next Process Activity**

Note: There is a decision dependency that determines the next activity to be performed.

If Yes, EACF-4 Lookup Answer

If No, EACF-2-DEC02 VA EA Suggestion?

**Description**

The Customer Support Coordinator determines if the type of request is a question.

**Responsible Role**

Customer Support Coordinator

**Process Activity Name: EACF-2-DEC02 VA EA Suggestion?****Previous Process Activity**

EACF-2-DEC01 VA EA Question?

**Next Process Activity**

Note: There is a decision dependency that determines the next activity to be performed.

If Yes, EACF-6 Process VA EA Comment/Suggestion

If No, EACF-2-DEC03 Support Request?

**Description**

The Customer Support Coordinator determines if the type of request is a suggestion.

**Responsible Role**

Customer Support Coordinator

**Process Activity Name: EACF-2-DEC03 Support Request?****Previous Process Activity**

EACF-2-DEC02 EA Suggestion?

**Next Process Activity**

Note: There is a decision dependency that determines the next activity to be performed.

If Yes, EACF-7 Process VA Customer Support Request

If No, EACF-3 Request Clarification

**Description**

The Customer Support Coordinator determines if the request is for an architecture staff support.

**Responsible Role**

Customer Support Coordinator

## **Process Activity Name: EACF-3 Request Clarification**

### **Previous Process Activity**

EACF-2-DEC03 Support Request?

### **Next Process Activity**

EACF-1 Send Feedback or Support Request

### **Description**

The Customer Support Coordinator requests a clarification from the VA Enterprise Architecture (EA) Customer on the submitted customer question, suggestion, or support request.

### **Artifacts Used**

VA EA Customer Feedback Tracking System Item  
VA EA Customer Support Request

### **Artifacts Created**

Updated VA EA Customer Feedback Tracking System Item  
Updated VA EA Customer Support Request

### **Responsible Role**

Customer Support Coordinator

### **Tools and Websites**

VA EA Customer Feedback Tracking System

### **Standards**

None Listed

### **More Info**

None Listed

## **Process Activity Name: EACF-4 Lookup Answer**

### **Previous Process Activity**

EACF-2-DEC01 VA EA Question?

### **Next Process Activity**

EACF-4-DEC01 Answer Exists?

### **Description**

The Customer Support Coordinator reviews published content from the VA Enterprise Architecture (EA) Home web site and other VA EA repositories for an answer to the question in

the Customer Support Request. If an answer is found, a response containing the answer is prepared for the Customer. If an answer does not currently exist, the Customer Support Coordinator proceeds to research the correct response.

### **Artifacts Used**

VA EA Customer Feedback Tracking System Item  
VA EA Customer Support Request

### **Artifacts Created**

Updated VA EA Customer Feedback Tracking System Item  
VA EA Customer Question Answer

### **Responsible Role**

Customer Support Coordinator

### **Tools and Websites**

VA EA Customer Feedback Tracking System  
VA EA Enterprise Technical Architecture

### **Standards**

None Listed

### **More Info**

None Listed

## **Process Activity Name: EACF-4-DEC01 Answer Exists?**

### **Previous Process Activity**

EACF-4 Lookup Answer

### **Next Process Activity**

Note: There is a decision dependency that determines the next activity to be performed.

If Yes, EACF-9 Provide Response to Customer

If No, EACF-5 Process VA EA Question

### **Description**

If an answer is found, the answer is provided in a Response to the Customer.

If an answer is not in existing documentation, the Customer Support Coordinator proceeds to research a response for the Customer.

### **Responsible Role**

Customer Support Coordinator

### **Process Activity Name: EACF-5 Process VA EA Question**

#### **Previous Process Activity**

EACF-4-DEC01 Answer Exists?

#### **Next Process Activity**

EACF-9 Provide Response to Customer

#### **Description**

The Customer Support Coordinator assigns the Customer Support Request question to the appropriate VA Enterprise Architecture (EA) Team member or Subject Matter Expert (SME). The VA EA Team member or SME researches the question, develops an answer, enters the answer in the VA EA Customer Feedback Tracking System, and notifies the Customer Support Coordinator. The Customer Support Coordinator updates the VA EA Content based on the question and answer.

#### **Artifacts Used**

VA EA Content  
VA EA Customer Feedback Tracking System Item  
VA EA Customer Support Request

#### **Artifacts Created**

Updated VA EA Content  
Updated VA EA Customer Feedback Tracking System Item  
VA EA Customer Question Answer

#### **Responsible Role**

Customer Support Coordinator

#### **Tools and Websites**

VA EA Customer Feedback Tracking System

#### **Standards**

None Listed

## **More Info**

None Listed

## **Process Activity Name: EACF-6 Process VA EA Comment/Suggestion**

### **Previous Process Activity**

EACF-2-DEC02 VA EA Suggestion?

### **Next Process Activity**

EACF-9 Provide Response to Customer

### **Description**

The Customer Support Coordinator assigns the suggestion from the Customer Support Request to the appropriate VA Enterprise Architecture (EA) Team member or Subject Matter Expert (SME). The VA EA Team member or SME analyzes the suggestion and determines if the suggestion can be implemented immediately, the suggestion should be considered for a future VA EA release, or the suggestion is not appropriate for the VA EA. The VA EA Team member or SME updates the VA EA Customer Feedback Tracking System Item with the resulting decision, and notifies the Customer Support Coordinator. The Customer Support Coordinator prepares an EA Customer Suggestion Response to the Customer.

### **Artifacts Used**

Customer Support Request  
VA EA Content  
VA EA Customer Feedback Tracking System Item  
VA EA Customer Question Answer  
VA EA Release Package

### **Artifacts Created**

Customer Suggestion Response  
Updated VA EA Content  
Updated VA EA Customer Feedback Tracking System Item  
Updated VA EA Release Package  
VA EA Customer Question Answer

### **Responsible Role**

Customer Support Coordinator

### **Tools and Websites**

VA EA Customer Feedback Tracking System

**Standards**

None Listed

**More Info**

None Listed

**Process Activity Name: EACF-7 Process VA EA Customer Support Request****Previous Process Activity**

EACF-2-DEC03 Support Request?

**Next Process Activity**

EACF-7-DEC01 Further Action Needed?

**Description**

The Customer Support Coordinator works with the appropriate VA Enterprise Architecture (EA) Team member or Subject Matter Expert to determine if the Customer Support Request can be satisfied, determines the action needed, and prepares a response to the Customer Support Request.

**Artifacts Used**

VA EA Customer Feedback Tracking System Item  
VA EA Customer Support Request

**Artifacts Created**

Updated VA EA Customer Feedback Tracking System Item  
VA EA Customer Support Request Response

**Responsible Role**

Customer Support Coordinator

**Tools and Websites**

VA EA Customer Feedback Tracking System

**Standards**

None Listed

**More Info**

None Listed

## **Process Activity Name: EACF-7-DEC01 Further Action Needed?**

### **Previous Process Activity**

EACF-7 Process VA Customer Support Request

### **Next Process Activity**

Note: There is a decision dependency that determines the next activity to be performed.

If Yes, EACF-8 Assign Actions

If No, EACF-9 Provide Response to Customer

### **Description**

If further action is required to satisfy the Customer Support Request, actions are assigned to complete the request.

If no further action is required to satisfy the Customer Support Request, a response is prepared.

### **Responsible Role**

Customer Support Coordinator

## **Process Activity Name: EACF-8 Assign Actions**

### **Previous Process Activity**

EACF-7-DEC01 Further Action Needed?

### **Next Process Activity**

EACF-9 Provide Response to Customer

### **Description**

The Customer Support Coordinator assigns the actions for further VA EA content development to the appropriate Architecture, Design, and Strategy Team member or Subject Matter Expert and coordinates the completion of any needed enhancements to the VA EA content.

### **Artifacts Used**

VA EA Content  
VA EA Customer Feedback Tracking System Item  
VA EA Customer Support Request Response

### **Artifacts Created**

Enhanced VA EA Content  
Updated VA EA Customer Feedback Tracking System Item

**Responsible Role**

Customer Support Coordinator

**Tools and Websites**

One-VA Technical Reference Model

Technology Strategies (TS) Documents: Design Patterns

VA EA Customer Feedback Tracking System

VA EA Enterprise Technical Architecture

**Standards**

None Listed

**More Info**

None Listed

**Process Activity Name: EACF-9 Provide Response to Customer****Previous Process Activity**

EACF-4-DEC01 Answer Exists?

Or

EACF-5 Process VA EA Question

Or

EACF-6 Process VA EA Comment/Suggestion

Or

EACF-8 Assign Actions

Or

EACF-7-DEC01 Further Action Needed?

**Next Process Activity**

EACF-10 Concur with Response

**Description**

The Customer Support Coordinator uses the information compiled in the VA Enterprise Architecture (EA) Customer Feedback Tracking System to compose a response and send the response to the Customer.

**Artifacts Used**

VA EA Content

VA EA Customer Feedback Tracking System Item

VA EA Customer Question Answer

VA EA Customer Suggestion Response  
VA EA Customer Support Request Response

### **Artifacts Created**

Sent VA EA Customer Question Answer  
Sent VA EA Customer Suggestion Response  
Sent VA EA Customer Support Request Response  
Updated VA EA Customer Feedback Tracking System Item

### **Responsible Role**

Customer Support Coordinator

### **Tools and Websites**

VA EA Customer Feedback Tracking System

### **Standards**

None Listed

### **More Info**

None Listed

## **Process Activity Name: EACF-10 Concur with Response**

### **Previous Process Activity**

EACF-9 Provide Response to Customer

### **Next Process Activity**

EACF-10-DEC01 Concur?

### **Description**

The Customer reviews the response and either concurs or provides clarification to the Customer Support Coordinator in a Customer Response Acknowledgement email.

### **Artifacts Used**

VA EA Customer Question Response  
VA EA Customer Suggestion Response  
VA EA Customer Support Request Response

### **Artifacts Created**

VA EA Customer Response Acknowledgement

**Responsible Role**

Customer

**Tools and Websites**

None Listed

**Standards**

None Listed

**More Info**

None Listed

**Process Activity Name: EACF-10-DEC01 Concur?****Previous Process Activity**

EACF-10 Concur with Response

**Next Process Activity**

Note: There is a decision dependency that determines the next activity to be performed.

If Yes, EACF-11 Close Item

If No, EACF-2 Analyze Need and Log Item

**Description**

If the Customer concurs with the response, the customer support request is closed.

If the Customer concurs with the response, is returned to analyze the need.

**Responsible Role**

Customer

**Process Activity Name: EACF-11 Close Item****Previous Process Activity**

EACF-10-DEC01 Concur?

**Next Process Activity**

None

**Description**

The Customer Support Coordinator closes the Customer question, suggestion, content, or support request in the VA Enterprise Architecture (EA) Customer Feedback Tracking System when Customer concurrence has been obtained.

**Artifacts Used**

VA EA Customer Feedback Tracking System Item  
VA EA Customer Response Acknowledgement

**Artifacts Created**

Closed VA EA Customer Feedback Tracking System Item

**Responsible Role**

Customer Support Coordinator

**Tools and Websites**

VA EA Customer Feedback Tracking System  
VA EA Home

**Standards**

None Listed

**More Info**

None Listed

END OF PROCESS