Government Accountability Office

Process Asset Library

Office of Information and Technology
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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 QPO
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 QPO
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 Oversight GAO Liaison
- **Accountable Role:** Office of Congressional and Legislative Affairs
- **Consulted Role:** Executive Leadership Team Liaison/Subject Matter Expert
- **Informed Role:** None Listed

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

- **Responsible Role:** Quality, Performance and Oversight GAO Liaison
- **Accountable Role:** Quality, Performance and Oversight GAO Liaison
- **Consulted Role:** None Listed
- **Informed Role:** None Listed

**GAO-03 Conduct Prep Meeting?**

- **Responsible Role:** Quality, Performance and Oversight GAO Liaison
- **Accountable Role:** None Listed
- **Consulted Role:** None Listed
- **Informed Role:** None Listed

**GAO-04 Conduct Preparation Meeting**

- **Responsible Role:** Quality, Performance and Oversight GAO Liaison
- **Accountable Role:** Quality, Performance and Oversight GAO Liaison
- **Consulted Role:** Executive Leadership Team Liaison/Subject Matter Expert
- **Informed Role:** None Listed

**GAO-05 Conduct Entrance Conference**

- **Responsible Role:** Office of Congressional and Legislative Affairs
Accountable Role: Quality, Performance and Oversight GAO Liaison
Consulted Role: Executive Leadership Team Liaison/Subject Matter Expert
Informed Role: None Listed

**GAO-06 Conduct after Entrance Briefing**

Responsible Role: Executive Leadership Team Liaison/Subject Matter Expert
Accountable Role: Executive Leadership Team Liaison/Subject Matter Expert
Consulted Role: None Listed
Informed Role: None Listed

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

Responsible Role: Office of Congressional and Legislative Affairs
Accountable Role: Government Accountability Office Representative
Consulted Role: None Listed
Informed Role: Executive Leadership Team Liaison/Subject Matter Expert; Quality, Performance and Oversight GAO Liaison

**GAO-08 Issue Data Call**

Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: Quality, Performance and Oversight GAO Liaison
Consulted Role: None Listed
Informed Role: Executive Leadership Team Liaison/Subject Matter Expert

**GAO-09 Collaborative Meeting?**

Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: None Listed
Consulted Role: None Listed
Informed Role: None Listed
GAO-10 Facilitate Collaborative Meeting

Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: Quality, Performance and Oversight GAO Liaison
Consulted Role: None Listed
Informed Role: None Listed

GAO-11 Respond to Data Call

Responsible Role: Executive Leadership Team Liaison/Subject Matter Expert
Accountable Role: Quality, Performance and Oversight GAO Liaison
Consulted Role: None Listed
Informed Role: None Listed

GAO-12 Submit Information Request to GAO

Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: Executive Leadership Team Liaison/Subject Matter Expert
Consulted Role: None Listed
Informed Role: None Listed

GAO-13 Request Additional Info?

Responsible Role: Government Accountability Office Representative
Accountable Role: None Listed
Consulted Role: None Listed
Informed Role: None Listed

GAO-14 Conduct Exit Conference

Responsible Role: Office of Congressional and Legislative Affairs
Accountable Role: Government Accountability Office Representative
Consulted Role: Executive Leadership Team Liaison/Subject Matter Expert
Informed Role: Quality, Performance and Oversight GAO Liaison
**GAO-15 Conduct after Exit Briefing**

Responsible Role: Executive Leadership Team Liaison/Subject Matter Expert  
Accountable Role: Executive Leadership Team Liaison/Subject Matter Expert  
Consulted Role: None Listed  
Informed Role: None Listed

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

Responsible Role: Government Accountability Office Representative  
Accountable Role: Government Accountability Office Representative  
Consulted Role: None Listed  
Informed Role: Office of Congressional and Legislative Affairs; Executive Leadership Team Liaison/Subject Matter Expert; Quality, Performance and Oversight 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  
Consulted Role: None Listed  
Informed Role: Executive Leadership Team Liaison/Subject Matter Expert; Quality, Performance and Oversight GAO Liaison

**GAO-18 Task ELT/SME**

Responsible Role: Quality, Performance and Oversight GAO Liaison  
Accountable Role: Quality, Performance and Oversight GAO Liaison  
Consulted Role: None Listed  
Informed Role: Executive Leadership Team Liaison/Subject Matter Expert

**GAO-19 Prepare Comments and Submit to QPO**

Responsible Role: Executive Leadership Team Liaison/Subject Matter Expert  
Accountable Role: Executive Leadership Team Liaison/Subject Matter Expert
Consulted Role: None Listed
Informed Role: None Listed

**GAO-20 Multiple ELT?**
Responsible Role: Executive Leadership Team Liaison/Subject Matter Expert
Accountable Role: None Listed
Consulted Role: None Listed
Informed Role: None Listed

**GAO-21 Compile Comments**
Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: Executive Leadership Team Liaison/Subject Matter Expert
Consulted Role: None Listed
Informed Role: None Listed

**GAO-22 Conduct Quality Review of Comments**
Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: Quality, Performance and Oversight GAO Liaison
Consulted Role: None Listed
Informed Role: None Listed

**GAO-23 Clarification from ELT?**
Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: None Listed
Consulted Role: None Listed
Informed Role: None Listed

**GAO-24 Obtain Signature on OIT Response**
Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: Quality, Performance and Oversight GAO Liaison
Consulted Role: None Listed
Informed Role: None Listed

**GAO-25 Approved?**

Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: None Listed
Consulted Role: None Listed
Informed Role: None Listed

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

Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: Executive Leadership Team Liaison/Subject Matter Expert
Consulted Role: None Listed
Informed Role: None Listed

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

Responsible Role: Office of Congressional and Legislative Affairs
Accountable Role: Office of Congressional and Legislative Affairs
Consulted Role: None Listed
Informed Role: None Listed

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

Responsible Role: Government Accountability Office Representative
Accountable Role: Government Accountability Office Representative
Consulted Role: None Listed
Informed Role: Office of Congressional and Legislative Affairs; Executive Leadership Team Liaison/Subject Matter Expert; Quality, Performance and Oversight 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  
Consulted Role: None Listed  
Informed Role: Executive Leadership Team Liaison/Subject Matter Expert; Quality, Performance and Oversight GAO Liaison

**GAO-30 Task ELT/SME**

Responsible Role: Quality, Performance and Oversight GAO Liaison  
Accountable Role: Quality, Performance and Oversight GAO Liaison  
Consulted Role: None Listed  
Informed Role: Executive Leadership Team Liaison/Subject Matter Expert

**GAO-31 Prepare and Submit Comments to QPO**

Responsible Role: Executive Leadership Team Liaison/Subject Matter Expert  
Accountable Role: Executive Leadership Team Liaison/Subject Matter Expert  
Consulted Role: None Listed  
Informed Role: None Listed

**GAO-32 Multiple ELT?**

Responsible Role: Executive Leadership Team Liaison/Subject Matter Expert  
Accountable Role: None Listed  
Consulted Role: None Listed  
Informed Role: None Listed

**GAO-33 Compile Comments**

Responsible Role: Quality, Performance and Oversight GAO Liaison  
Accountable Role: Quality, Performance and Oversight GAO Liaison  
Consulted Role: None Listed
Informed Role: None Listed

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

Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: Quality, Performance and Oversight GAO Liaison
Consulted Role: None Listed
Informed Role: None Listed

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

Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: None Listed
Consulted Role: None Listed
Informed Role: None Listed

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

Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: Quality, Performance and Oversight GAO Liaison
Consulted Role: None Listed
Informed Role: None Listed

**GAO-37 Approved?**

Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: None Listed
Consulted Role: None Listed
Informed Role: None Listed

**GAO-38 Submit Response to OCLA**

Responsible Role: Quality, Performance and Oversight GAO Liaison
Accountable Role: Executive Leadership Team Liaison/Subject Matter Expert
Consulted Role: None Listed
Informed Role: None Listed

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

Responsible Role: Office of Congressional and Legislative Affairs
Accountable Role: Office of Congressional and Legislative Affairs
Consulted Role: None Listed
Informed Role: None Listed

**GAO-40 Update Request?**

Responsible Role: Government Accountability Office Representative
Accountable Role: None Listed
Consulted Role: None Listed
Informed Role: None Listed

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

Responsible Role: Government Accountability Office Representative
Accountable Role: Government Accountability Office Representative
Consulted Role: None Listed
Informed Role: Office of Congressional and Legislative Affairs; Executive Leadership Team Liaison/Subject Matter Expert; Quality, Performance and Oversight 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:
Veterans Affairs Intranet Quorum (VAIQ)

Government Accountability Office Standards Information

Standards associated with this process (including hyperlinks) include:
There are no standards associated with this process.
Government Accountability Office Process

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 Oversight (QPO) 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 Oversight (QPO) 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

Associated Artifacts
None Listed

Responsible Role
Quality, Performance and Oversight GAO Liaison

Accountable Role
Office of Congressional and Legislative Affairs

Consulted Role
Executive Leadership Team Liaison/Subject Matter Expert
Informed Role
None Listed

Tools and Websites
None Listed

Standards
None Listed

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.

Process 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 Oversight (QPO) creates a Shared Drive folder for the engagement that serves as a central repository for the related artifacts. QPO also determines if a preparatory meeting needs to be conducted. If so, QPO schedules and facilities the preparatory meeting, otherwise QPO 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

Associated Artifacts
None Listed

Responsible Role
Quality, Performance and Oversight GAO Liaison

Accountable Role
Quality, Performance and Oversight GAO Liaison

Consulted Role
None Listed
Informed Role
None Listed

Tools and Websites
None Listed

Standards
None Listed

More Info
None Listed

Process 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 Oversight GAO Liaison determines if a preparatory meeting is required (YES) or not required (NO).

Responsible Role
Quality, Performance and Oversight GAO Liaison

Accountable Role
None Listed

Consulted Role
None Listed

Informed Role
None Listed

Process Activity Name: GAO-04 Conduct Preparation Meeting

Previous Activities
GAO-03 Conduct Prep Meeting?

Next Activities
GAO-05 Conduct Entrance Conference
Description
Quality, Performance and Oversight 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

Associated Artifacts
None Listed

Responsible Role
Quality, Performance and Oversight GAO Liaison

Accountable Role
Quality, Performance and Oversight GAO Liaison

Consulted Role
Executive Leadership Team Liaison/Subject Matter Expert

Informed Role
None Listed

Tools and Websites
None Listed

Standards
None Listed

More Info
None Listed

Process 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

Associated Artifacts
None Listed

Responsible Role
Office of Congressional and Legislative Affairs

Accountable Role
Quality, Performance and Oversight GAO Liaison

Consulted Role
Executive Leadership Team Liaison/Subject Matter Expert

Informed Role
None Listed

Tools and Websites
None Listed

Standards
None Listed
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.

Process 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

Associated Artifacts
None Listed

Responsible Role
Executive Leadership Team Liaison/Subject Matter Expert

Accountable Role
Executive Leadership Team Liaison/Subject Matter Expert

Consulted Role
None Listed

Informed Role
None Listed

Tools and Websites
None Listed

Standards
None Listed
More Info
None Listed

Process 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 Oversight 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

Associated Artifacts
None Listed

Responsible Role
Office of Congressional and Legislative Affairs

Accountable Role
Government Accountability Office Representative

Consulted Role
None Listed

Informed Role
Executive Leadership Team Liaison/Subject Matter Expert; Quality, Performance and Oversight GAO Liaison

Tools and Websites
None Listed

Standards
None Listed
More Info
None Listed

**Process 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 Oversight 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 Oversight Data Request

**Associated Artifacts**
None Listed

**Responsible Role**
Quality, Performance and Oversight GAO Liaison

**Accountable Role**
Quality, Performance and Oversight GAO Liaison

**Consulted Role**
None Listed

**Informed Role**
Executive Leadership Team Liaison/Subject Matter Expert

**Tools and Websites**
None Listed

**Standards**
None Listed
More Info
None Listed

Process 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 Oversight GAO Liaison determines if a collaborative meeting is required (YES) or not required (NO).

Responsible Role
Quality, Performance and Oversight GAO Liaison

Accountable Role
None Listed

Consulted Role
None Listed

Informed Role
None Listed

Process 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 Oversight 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

Associated Artifacts
None Listed

Responsible Role
Quality, Performance and Oversight GAO Liaison

Accountable Role
Quality, Performance and Oversight GAO Liaison

Consulted Role
None Listed

Informed Role
None Listed

Tools and Websites
None Listed

Standards
None Listed

More Info
None Listed

Process 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 Oversight.

**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

**Associated Artifacts**

None Listed

**Responsible Role**

Executive Leadership Team Liaison/Subject Matter Expert

**Accountable Role**

Quality, Performance and Oversight GAO Liaison

**Consulted Role**

None Listed

**Informed Role**

None Listed

**Tools and Websites**

None Listed

**Standards**

None Listed

**More Info**

None Listed

**Process 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 Oversight GAO Liaison submits the information request to Government Accountability Office (GAO). Prior to submission, QPO 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 QPO 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

**Associated Artifacts**
None Listed

**Responsible Role**
Quality, Performance and Oversight GAO Liaison

**Accountable Role**
Executive Leadership Team Liaison/Subject Matter Expert

**Consulted Role**
None Listed

**Informed Role**
None Listed

**Tools and Websites**
None Listed

**Standards**
None Listed

**More Info**
None Listed

**Process 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

**Accountable Role**

None Listed

**Consulted Role**

None Listed

**Informed Role**

None Listed

**Process 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 Oversight (QPO) 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

Associated Artifacts
None Listed

Responsible Role
Office of Congressional and Legislative Affairs

Accountable Role
Government Accountability Office Representative

Consulted Role
Executive Leadership Team Liaison/Subject Matter Expert

Informed Role
Quality, Performance and Oversight GAO Liaison

Tools and Websites
None Listed

Standards
None Listed

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.

Process 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

Associated Artifacts
None Listed

Responsible Role
Executive Leadership Team Liaison/Subject Matter Expert

Accountable Role
Executive Leadership Team Liaison/Subject Matter Expert

Consulted Role
None Listed

Informed Role
None Listed

Tools and Websites
None Listed

Standards
None Listed

More Info
None Listed

Process 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

**Associated Artifacts**
None Listed

**Responsible Role**
Government Accountability Office Representative

**Accountable Role**
Government Accountability Office Representative

**Consulted Role**
None Listed

**Informed Role**
Office of Congressional and Legislative Affairs; Executive Leadership Team Liaison/Subject Matter Expert; Quality, Performance and Oversight GAO Liaison

**Tools and Websites**
None Listed

**Standards**
None Listed

**More Info**
None Listed

**Process 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 Veterans Affairs Internet Quorum (VAIQ) 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
Veterans Affairs Internet Quorum Assignment
Veterans Affairs Internet Quorum Folder

Associated Artifacts
None Listed

Responsible Role
Office of Congressional and Legislative Affairs

Accountable Role
Office of Congressional and Legislative Affairs

Consulted Role
None Listed

Informed Role
Executive Leadership Team Liaison/Subject Matter Expert; Quality, Performance and Oversight GAO Liaison

Tools and Websites
Veterans Affairs Intranet Quorum (VAIQ)

Standards
None Listed

More Info
None Listed

Process 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 QPO

**Description**

Office of Congressional and Legislative Affairs (OCLA) makes the assignment to Quality, Performance and Oversight (QPO) by sending the assignment to the Office of Information and Technology (OIT) Veterans Affairs Internet Quorum (VAIQ) inbox. The Quality, Performance and Oversight GAO Liaison accordingly creates the assignments to the Executive Leadership Team Liaison/Subject Matter Expert (ELTL/SME) in their respective VAIQ inboxes.

**Input**

Draft Report
Veterans Affairs Internet Quorum Assignment

**Output**

Veterans Affairs Internet Quorum Assignment(s)

**Associated Artifacts**

None Listed

**Responsible Role**

Quality, Performance and Oversight GAO Liaison

**Accountable Role**

Quality, Performance and Oversight GAO Liaison

**Consulted Role**

None Listed

**Informed Role**

Executive Leadership Team Liaison/Subject Matter Expert

**Tools and Websites**

Veterans Affairs Intranet Quorum (VAIQ)

**Standards**

None Listed

**More Info**

None Listed

**Process Activity Name:** GAO-19 Prepare Comments and Submit to QPO

**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
Veterans Affairs Internet Quorum Assignment

**Output**
Briefing Notes
Cover Letter
Response to Draft Report
Veterans Affairs Internet Quorum Assignment

**Associated Artifacts**
None Listed

**Responsible Role**
Executive Leadership Team Liaison/Subject Matter Expert

**Accountable Role**
Executive Leadership Team Liaison/Subject Matter Expert

**Consulted Role**
None Listed

**Informed Role**
None Listed

**Tools and Websites**
Veterans Affairs Intranet Quorum (VAIQ)

**Standards**
None Listed

**More Info**
None Listed
**Process Activity Name: GAO-20 Multiple ELT?**

**Previous Activities**
GAO-19 Prepare Comments and Submit to QPO

**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 Liaison/Subject Matter Expert

**Accountable Role**
None Listed

**Consulted Role**
None Listed

**Informed Role**
None Listed

**Process 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 Oversight Government Accountability Office (GAO) Liaison consolidates the response into one document that is submitted for quality review.

**Input**
Draft Report
Veterans Affairs Internet Quorum Assignment
Output
Consolidated Executive Leadership Team Liaison/Subject Matter Expert Responses

Associated Artifacts
None Listed

Responsible Role
Quality, Performance and Oversight GAO Liaison

Accountable Role
Executive Leadership Team Liaison/Subject Matter Expert

Consulted Role
None Listed

Informed Role
None Listed

Tools and Websites
Veterans Affairs Intranet Quorum (VAIQ)

Standards
None Listed

More Info
None Listed

Process 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
Quality, Performance and Oversight 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 QPO 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

**Associated Artifacts**
None Listed

**Responsible Role**
Quality, Performance and Oversight GAO Liaison

**Accountable Role**
Quality, Performance and Oversight GAO Liaison

**Consulted Role**
None Listed

**Informed Role**
None Listed

**Tools and Websites**
None Listed

**Standards**
None Listed

**More Info**
None Listed

**Process 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 QPO
Or
If "No":
GAO-24 Obtain Signature on OIT Response

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

**Responsible Role**
Quality, Performance and Oversight GAO Liaison
Accountable Role
None Listed

Consulted Role
None Listed

Informed Role
None Listed

Process 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 Oversight (QPO) 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

Associated Artifacts
None Listed

Responsible Role
Quality, Performance and Oversight GAO Liaison

Accountable Role
Quality, Performance and Oversight GAO Liaison

Consulted Role
None Listed
Informed Role
None Listed

Tools and Websites
None Listed

Standards
None Listed

More Info
None Listed

Process 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 QPO

Description
Quality, Performance and Oversight GAO Liaison approves the OI&T response (YES) or disapproves the OI&T response (NO).

Responsible Role
Quality, Performance and Oversight GAO Liaison

Accountable Role
None Listed

Consulted Role
None Listed

Informed Role
None Listed

Process 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 Oversight (QPO) Office submits OIT's response to the Office of Congressional and Legislative Affairs (OCLA). QPO also electronically submits the response into the Veterans Affairs Information Quorum (VAIQ) system.

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

Output
Veterans Affairs Internet Quorum Assignment

Associated Artifacts
None Listed

Responsible Role
Quality, Performance and Oversight GAO Liaison

Accountable Role
Executive Leadership Team Liaison/Subject Matter Expert

Consulted Role
None Listed

Informed Role
None Listed

Tools and Websites
Veterans Affairs Intranet Quorum (VAIQ)

Standards
None Listed

More Info
None Listed

Process 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
Veterans Affairs Internet Quorum Assignment

Output
Updated Veterans Affairs Internet Quorum Assignment
VA Comments to Government Accountability Office Draft Report

Associated Artifacts
None Listed

Responsible Role
Office of Congressional and Legislative Affairs

Accountable Role
Office of Congressional and Legislative Affairs

Consulted Role
None Listed

Informed Role
None Listed

Tools and Websites
Veterans Affairs Intranet Quorum (VAIQ)

Standards
None Listed

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.
Process 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

Associated Artifacts
None Listed

Responsible Role
Government Accountability Office Representative

Accountable Role
Government Accountability Office Representative

Consulted Role
None Listed

Informed Role
Office of Congressional and Legislative Affairs; Executive Leadership Team Liaison/Subject Matter Expert; Quality, Performance and Oversight GAO Liaison

Tools and Websites
None Listed
Standards
None Listed
More Info
None Listed

Process 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 Veterans Affairs Internet Quorum (VAIQ) 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
Veterans Affairs Internet Quorum Assignment
Veterans Affairs Internet Quorum Folder

Associated Artifacts
None Listed

Responsible Role
Office of Congressional and Legislative Affairs

Accountable Role
Office of Congressional and Legislative Affairs

Consulted Role
None Listed
Informed Role
Executive Leadership Team Liaison/Subject Matter Expert; Quality, Performance and Oversight GAO Liaison

Tools and Websites
Veterans Affairs Intranet Quorum (VAIQ)

Standards
None Listed

More Info
None Listed

Process 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 QPO

Description
The Quality Performance and Oversight (QPO) Government Accountability Office (GAO) Liaison logs the Office of Congressional and Legislative Affairs (OCLA) assignment into the Office of Information and Technology (OIT) Veterans Affairs Internet Quorum (VAIQ) inbox. The QPO then logs the Executive Leadership Team Liaison/Subject Matter Expert assignments into their respective VAIQ inboxes.

Input
Final Report
VAIQ Assignment

Output
Additional Veterans Affairs Internet Quorum Assignment(s)

Associated Artifacts
None Listed

Responsible Role
Quality, Performance and Oversight GAO Liaison

Accountable Role
Quality, Performance and Oversight GAO Liaison

Consulted Role
None Listed
Informed Role
Executive Leadership Team Liaison/Subject Matter Expert

Tools and Websites
Veterans Affairs Intranet Quorum (VAIQ)

Standards
None Listed

More Info
None Listed

Process Activity Name: GAO-31 Prepare and Submit Comments to QPO

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

Input
Final Report
Veterans Affairs Internet Quorum Assignment

Output
Briefing Notes
Cover Memo
Response to Final Report
Veterans Affairs Internet Quorum Assignment
**Associated Artifacts**
None Listed

**Responsible Role**
Executive Leadership Team Liaison/Subject Matter Expert

**Accountable Role**
Executive Leadership Team Liaison/Subject Matter Expert

**Consulted Role**
None Listed

**Informed Role**
None Listed

**Tools and Websites**
Veterans Affairs Intranet Quorum (VAIQ)

**Standards**
None Listed

**More Info**
None Listed

**Process Activity Name: GAO-32 Multiple ELT?**

**Previous Activities**
GAO-31 Prepare and Submit Comments to QPO

**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).
**Process Activity Name: GAO-33 Compile Comments**

**Description**
If the final report is submitted to multiple Executive Leadership Team Liaison/Subject Matter Experts (ELTL/SME), the Quality, Performance and Oversight 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

**Associated Artifacts**
None Listed

**Responsibilities**

- **Responsible Role**
  Quality, Performance and Oversight GAO Liaison

- **Accountable Role**
  Quality, Performance and Oversight GAO Liaison

- **Consulted Role**
  None Listed

- **Informed Role**
  None Listed

**Tools and Websites**
None Listed

**Standards**
None Listed
More Info
None Listed

**Process 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 Oversight (QPO) 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, QPO 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

**Associated Artifacts**
None Listed

**Responsible Role**
Quality, Performance and Oversight GAO Liaison

**Accountable Role**
Quality, Performance and Oversight GAO Liaison

**Consulted Role**
None Listed

**Informed Role**
None Listed

**Tools and Websites**
None Listed
Standards
None Listed

More Info
None Listed

Process 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 QPO
Or
If "No":
GAO-36 Obtain Signature on OIT Response

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

Responsible Role
Quality, Performance and Oversight GAO Liaison

Accountable Role
None Listed

Consulted Role
None Listed

Informed Role
None Listed

Process 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 Oversight (QPO) Government Accountability Office (GAO) Liaison forwards the correspondence package to the Office of Information and Technology
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

**Associated Artifacts**

None Listed

**Responsible Role**

Quality, Performance and Oversight GAO Liaison

**Accountable Role**

Quality, Performance and Oversight GAO Liaison

**Consulted Role**

None Listed

**Informed Role**

None Listed

**Tools and Websites**

Veterans Affairs Intranet Quorum (VAIQ)

**Standards**

None Listed

**More Info**

None Listed

**Process 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 QPO

Description
The Quality, Performance and Oversight GAO Liaison approves the OI&T response (YES) or does not approve the response (NO).

Responsible Role
Quality, Performance and Oversight GAO Liaison

Accountable Role
None Listed

Consulted Role
None Listed

Informed Role
None Listed

Process 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 Veterans Affairs Internet Quorum (VAIQ).

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

Output
Veterans Affairs Internet Quorum Assignment

Associated Artifacts
None Listed
**Responsible Role**
Quality, Performance and Oversight GAO Liaison

**Accountable Role**
Executive Leadership Team Liaison/Subject Matter Expert

**Consulted Role**
None Listed

**Informed Role**
None Listed

**Tools and Websites**
Veterans Affairs Intranet Quorum (VAIQ)

**Standards**
None Listed

**More Info**
None Listed

**Process 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 Veterans Affairs Internet Quorum (VAIQ) 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)

**Associated Artifacts**
None Listed

**Responsible Role**
Office of Congressional and Legislative Affairs

**Accountable Role**
Office of Congressional and Legislative Affairs
Consulted Role
None Listed

Informed Role
None Listed

Tools and Websites
None Listed

Standards
None Listed

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 VAIQ. 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.

Process 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

Accountable Role
None Listed
**Consulted Role**
None Listed

**Informed Role**
None Listed

**Process 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

**Associated Artifacts**
None Listed

**Responsible Role**
Government Accountability Office Representative

**Accountable Role**
Government Accountability Office Representative

**Consulted Role**
None Listed

**Informed Role**
Office of Congressional and Legislative Affairs; Executive Leadership Team Liaison/Subject Matter Expert; Quality, Performance and Oversight GAO Liaison

**Tools and Websites**
None Listed
Standards
None Listed

More Info
None Listed

END OF PROCESS