Mail Management Procedures

1. The purpose of this notice is to amend VA Directive 6340 and Handbook 6340, Mail Management Procedures to include the establishment of the Office of Enterprise Mail Management (EMM). The establishment of this office is to address the recommendations in the Government Accountability Office Report (GAO-17-800T). The primary purpose of this office is to: (1) Modernize VA’s mail management by identifying, assessing and eliminating outdated practices; and (2) Improve mail management reporting with the goal of providing better service to Veterans and their families and a better return on investment.

2. This office will be established within the Office of Information and Technology (OI&T), Office of Information Technology Resource Management (ITRM). The goal of establishing this office is to improve the management and oversight of agency Mail Managers.

3. Modernize mail management. Identify best practices across VA to reduce costs, streamline processes, and improve efficiencies; develop a roadmap for maturing enterprise mail management across VA; and standardize functionality, software and hardware for reporting mail management data across VA.

4. Improve mail management reporting. Measure enterprise mail management processes, performance and reporting; establish a reporting schedule for capturing mail management operations metrics. This report will identify areas to better manage costs and leverage industry discounts; and utilize a comprehensive program to educate, facilitate, and enable standardized reporting.

5. VA Mail Rooms Facilities require a Security Plan that is updated annually. Security Plans must have site-specific risk assessments conducted by the Federal Protective Service (FPS) or by the Department of Veterans Affairs Security and Law Enforcement (OSL&E) and be inclusive in the Occupant Emergency Plan (OEP) and Continuity of Operations Plan (COOP). A sample Security Plan is posted on the Quality, Privacy and Risk (QPR) Integrated SharePoint Portal.

6. Effective immediately, all VA Mail Room Facilities must use the Standard Operation Procedures (SOP) format which can be found on the QPR Integrated SharePoint Portal.

7. The Federal Management Regulations (FMR) (102-192 Mail Management) recommends all VA Mail Room employees and contractors receive appropriate training to successfully perform their duties. Effective immediately, a training plan will outline mail management training requirements and curriculum. The training manual is located on the QPR Integrated SharePoint Portal. Additionally, all training courses are posted on the Talent Management System (TMS). Additional training efforts will be supplemented through the Enterprise Mail management VA Pulse Forum.
8. Effective immediately, all VA Mail Room Facilities must use the following document for reporting agency-wide goals and performance measures monthly, quarterly and annually to VA’s Enterprise Mail Management Office (EMM). This data tool can be found on the QPR Integrated SharePoint Portal at: https://vaww.vashare.oit.va.gov/sites/QPR/QPR%20Documents/Forms/Document%20View.aspx.

9. If you have any questions about this notice, please contact Enterprise Mail Management (005R) at vaenterprisemailmgmt@va.gov, Alexis Keim, at (913) 758-4703, or Alexis.Keim@va.gov or Brian Mozingo, at (202) 590-1632, or Brian.Mozingo@va.gov.

10. RESCISSION: This notice will be rescinded within one year after the date of publication, however, the guidance contained within this notice will remain in effect until it is formally incorporated in the revised VA Directive and Handbook 6340.

CERTIFIED BY:

/s/ Melissa S. Glynn, Ph.D.
Assistant Secretary for Enterprise Integration

BY DIRECTION OF THE SECRETARY OF VETERANS AFFAIRS:

/s/ James P. Gfrerer
Assistant Secretary for Information and Technology and Chief Information Officer

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