

EDUCATION AND LEARNING DELIVERY SYSTEM

1. REASON FOR ISSUE. This directive strengthens VA's ability to more accurately track training and reduce the risk of non-compliance with the Federal Information Security Management Act (FISMA) of 2002, requirement for security awareness training for Department personnel, including contractors and other users of VA information systems. This directive also supports VA's Continuous Readiness in Information Security Program (CRISP) by establishing the VA TMS as the official system for completing, recording and reporting VA mandatory annual FISMA compliance training.

2. SUMMARY OF CONTENTS/MAJOR CHANGES. This Directive establishes one Talent Management System (TMS) within VA as the official education, leadership development, learning and training record for all persons required by the VA to complete training. This Directive:

a. Consolidates all VA learning management activities into the official TMS for all audiences (VA employees, without compensation employees (WOC), contractors, volunteers and Veteran Service Organization (VSO) representatives, residents, and trainees)

b. Identifies the responsible office for this policy and the TMS; and

c. Provides guidance for discontinuing other national, regional, and/or local VA education tracking systems used within the VA.

3. RESPONSIBLE OFFICE. Office of the Assistant Secretary for Human Resources and Administration (006), VA Learning University (006V).

4. RELATED DIRECTIVE. VA Directive 0003, *Technical Specifications and Design Standards for Learning* (2009).

5. RELATED HANDBOOK. VA Handbook 5015/1, *Employee Learning and Professional Development*.

6. RESCISSION: None

CERTIFIED BY:

/s/
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**BY DIRECTION OF THE SECRETARY
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EDUCATION AND LEARNING DELIVERY SYSTEM**1. PURPOSE and SCOPE.**

a. This Directive establishes the Department of Veterans Affairs (VA), Human Resources and Administration (HR&A), Veterans Affairs Learning University (VALU) as the managing and responsible organization for VA's education, leadership development, learning and training records. This Directive mandates the consolidation of all VA staff learning and training records and activities into a single TMS and eliminates duplicative national, regional, and/or local VA systems performing similar functions. "VA staff" includes VA employees and non-VA employees with justifiable business requirements to access VA training, specifically including, but not limited to, without compensation employees (WOC), contractors, volunteers and Veteran Service Organization (VSO) representatives, residents, and trainees. Through HR&A VALU, VA delivers education, leadership development, learning and training consistent with building a talented and diverse workforce. The TMS provides VA with the capability to deliver, sustain and evolve the Human Capital Investment Plan (HCIP), the ADVANCE initiative, as well as future efforts to transform potential into performance and provides the appropriate mechanism to record, track and report the return on investment (ROI) across the VA enterprise. TMS is currently the only fully functional and operational system within VA that supports the short-term, mid-term and long-term objectives of CRISP.

b. The E-Government Act of 2002 was enacted in part to promote use of the Internet and other information technologies to provide increased opportunities for citizen participation in Government; promote interagency collaboration in providing electronic Government services, where this collaboration would improve the service to citizens by integrating related functions and in the use of internal electronic Government processes, where this collaboration would improve the efficiency and effectiveness of the processes; improve the ability of the Government to achieve agency missions and program performance goals; promote the use of the Internet and emerging technologies within and across Government agencies to provide citizen-centric Government information and services; reduce costs and burdens for businesses and other Government entities; promote better informed decision-making by policy makers; promote access to high quality Government information and services across multiple channels; make the Federal Government more transparent and accountable; transform agency operations by utilizing, where appropriate, best practices from public and private sector organizations ; and provide enhanced access to Government information and services in a manner consistent with laws regarding protection of personal privacy, national security, records retention, access for persons with disabilities, and other relevant laws.

c. In addition, the Federal Information Security Management Act (FISMA) of 2002 requires security awareness training for all personnel. VA Directive 6500, *Information Security Program*, requires mandatory periodic training in computer security awareness and accepted computer security practices for all VA employees, contractors, and all other users of VA sensitive information and VA information systems. All member of the

workforce are required to complete computer security training annually and must complete computer security awareness training before they can be authorized to access any VA computer system.

d. These regulations and VA Policy support the establishment of a central system that manages and tracks training required by all those who access VA information systems.

e. This Directive also improves VA's security posture to further the goals of the Continuous Readiness in Information Security Program (CRISP), which ensures VA personnel who access VA information systems receive consistent security and privacy awareness training annually that is traceable and audit ready.

2. POLICY. The TMS plays an essential role in assuring VA employees, without compensation employees (WOC), contractors, volunteers and Veteran Service Organization (VSO), residents, and trainees have access and are able to complete training that supports, enterprise-wide security, mandatory training requirements, as well as individual and organizational development training. The TMS also plays a critical role in assuring traceability, effectiveness and efficiency of said training across the VA enterprise. To that end:

a. All VA owners of systems tracking VA employee and staff education and training records shall provide HR&A the following within 30 days of the signing of this Directive:

(1) The operating architecture & interfaces of current and proposed systems related to education, leadership development, learning and training.

(2) VA user groups tracked and the data contained in those system profiles.

(3) The educational content delivered and/or tracked through the system (delivery modalities included, quantity of offerings in each modality, process for adding/reviewing/removing content, method for tracking content ownership, information on licenses for Commercial off-the-Shelf (COTS) products and methods used to control access to those products).

(4) The status of all learning management or e-Learning system budgets, including Total Cost of Ownership (TCO) and System Development Life Cycle (SDLC) documentation.

(5) All VA owners of any learning and/or talent management systems other than the TMS used to track and manage records of training for VA staff along with a migration and retirement plan within 60 days of the signing of this Directive.

b. All VA facilities and offices will ensure inclusion, validation and management of user account records in the TMS for all individuals for whom they have professional responsibility/oversight.

3. RESPONSIBILITIES.

a. Assistant Secretary Human Resources and Administration (HR&A) delegates responsibility to the Dean, VALU

(1) The coordination of technical infrastructure requirements between HR&A and OIT (e.g., standard software suite, computer settings, network capacity and settings, etc.);

(2) The development and revision of all TMS technical specifications and all design standards pertaining to the development and operation of e-learning in context with VA infrastructure and TMS;

(3) Defining the requirements for all TMS content integration;

(4) The evaluation of the technical and design aspects of education and learning materials available from the TMS; and

(5) The management and operation of the TMS.

b. Assistant Secretary Information and Technology (OIT) delegates responsibility to Deputy Chief Information Officer, System Development and Engineering

(1) The identification and implementation of VA technical infrastructure requirements supporting seamless use of the TMS (e.g., standard software suite, computer settings, network capacity and settings, etc.); and

(2) The definition of reporting requirements in support of the Department's compliance with federal Privacy and Security Training mandates.

c. Under Secretaries, Assistant Secretaries and Other Key Officials. These officials are responsible for ensuring:

(1) TMS is utilized as the single official leadership development, learning and training record for all persons required to complete VA training and

(2) All persons requiring VA training have validated user profiles in the TMS.

d. VA National, Regional, or Local Talent or Learning Management System owners:

(1) The individuals (responsible for the funding; management; and ownership of VA leadership development, learning and training systems with narrowly defined target audiences, e.g., national, regional, or local systems such as "TEMPO," "Synquest," "Element K" and Librix) shall brief HR&A on the operating architecture, user groups and their account data, and educational deliverables and information,

and supporting costs regarding their systems within 30 days of the signing of this Directive.

(2) The individuals are responsible for developing and submitting system data migration plans and system retirement plans to HR&A within 60 days of the signing of this Directive.

4. REFERENCES.

- a. E-Government Act of 2002, Pub. L. 107-347, Stat. 2899
- b. Federal Information Security Management Act of 2002, Pub. L. 107-347, 116 Stat. 2946, codified at 44 U.S.C §§ 3541-3549.
- c. Section 508 of the Rehabilitation Act as amended (Title 29 United States Code 794d)
- d. VA Directive 0003, Technical Specifications and Design Standards for Learning
- e. VA Directive 6102, VA Internet/Intranet Services
- f. VA Handbook 5015/1, Employee Learning and Professional Development

5. DEFINITIONS.

- a. **E-Learning.** Any education or learning content that is delivered using the VALU Learning Infrastructure, any other web-based delivery methodology using electronic user interfaces.
- b. **Learning Management System (LMS).** An enterprise-level software application designed to plan, deliver and manage all learning events across the organization. It is a web-based application that serves as a single point of access and record for all training activities for VA employees and staff.
- c. **Talent Management System (TMS).** Enterprise-level software application designed to support performance management; education and learning management; and career and succession planning processes to retain and foster continuing development of skills and competencies needed to achieve the VA goals and long-term strategic objectives. It is a web-based application that serves as a single point of access and record for VA employees and others who access VA information or information systems. TMS users are captured in one or more SORN under the Privacy Act.