

31st VistA Community Meeting

Paul Tibbits, MD

DCIO Architecture, Strategy, and Design

Department of Veterans Affairs

VA



U.S. Department of Veterans Affairs

Office of Information and Technology
Product Development

DISCLAIMER: The views and opinions expressed in this presentation are those of the author and do not necessarily represent official policy or position of VA.

*my*VA is about...



Putting **the Veterans'** interest first.

Empowering employees and helping them deliver excellent customer service to improve the Veteran experience.

Improving or eliminating processes that impede good customer service.

Rethinking our internal structures and processes to become more Veteran-centric and productive.

MyVA Vision

- 1) Put the Veterans in control of how, when, and where they wish to be served
- 2) Measure success by the ultimate outcome for the Veterans
- 3) Integrate across programs and organizations to optimize productivity and efficiency

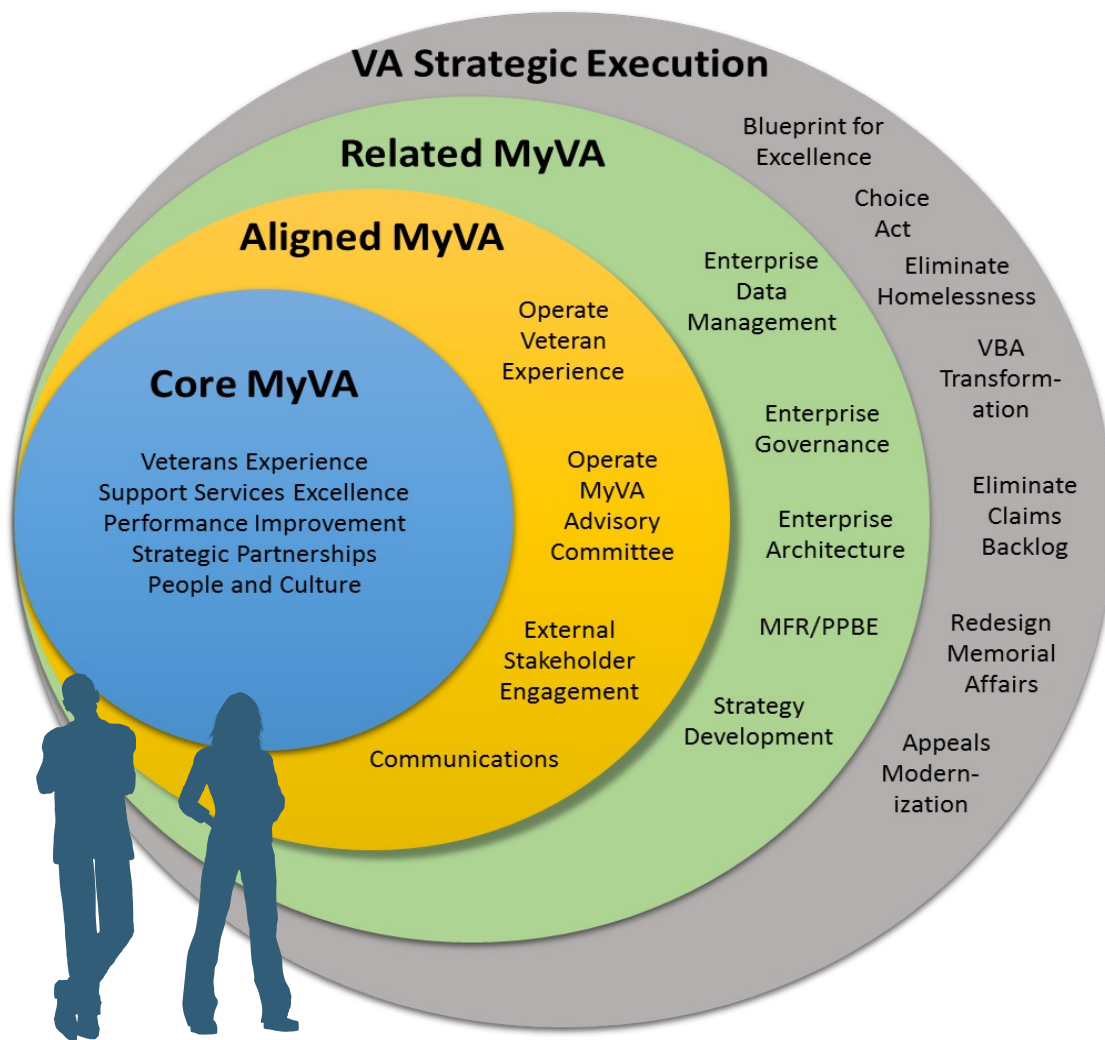
MyVA Guiding Principles

- Consider change through lens of Veteran to enhance effectiveness and efficiency from his or her perspective
- Optimize VA's unique competencies in health care, benefits delivery, and memorial affairs, while enhancing external partnerships to support service delivery where VA is less well postured to directly deliver service
- Integrate operations to improve service delivery and realize efficiencies
- Recognize the central role of VA employees in identifying challenges, crafting solutions, and ultimately delivering world-class services to Veterans
- Focus on the future in terms of Veteran needs and demographics “skate to where the puck is going to be”

To Achieve The Myva Vision, We Are Focusing On Five Primary Areas

1. **Improving the Veterans experience** by examining our Veteran-facing processes and organizations from the Veteran's perspective to enable every Veteran to have a seamless, integrated, and responsive VA customer service experience every time.
2. **Achieving support services excellence** by identifying common services that are performed in support of VA mission components, and seeking to optimize these services to increase efficiency and eliminate duplication. These services include: Human Resources, Legal Services, Information Technology, Acquisitions & Logistics, Real Property Facilities Management, Public Affairs, Congressional Affairs, Budget & Finance, and Security & Preparedness.
3. **Establishing a culture of continuous performance improvement**, so conditions are set at the local level for issues to be raised, addressed, and solutions replicated across as many facilities as needed to achieve enterprise level results.
4. **Enhancing strategic partnerships** by making better “matches” and formal partnerships between community, nonprofit, and other organizations and the work being done for Veterans at VA facilities across the country.
5. **Improving the employee experience by focusing on our people and culture** so employees are empowered to better serve Veterans.

MyVA is about much more than these five themes. It's a mindset and a cultural shift that places the Veteran at the center of everything we do



GAO Report

- **Government Accountability Office (GAO) Report: Agencies Need to Establish and Implement Incremental Development Policies**
- GAO recognized that:
 - **Only VA met all of the incremental development policies** that GAO and Office of Management and Budget outlined
 - **Only VA delivered functionality every 6 months** on all of its remaining investments

Table 1: Assessment of Selected Agencies' Incremental Development Policies

Component	Agency				
	Defense	HHS	DHS	Transportation	VA
Require delivery of functionality every 6 months	○	○	○	○	●
Define functionality	◐	○	○	○	●
Define a process for enforcing compliance	◐	◐	○	○	●

Key:

●=Fully met—the agency provided evidence that addressed the component.

◐=Partially met—the agency provided evidence that addressed about half or a large portion of the component.

○=Not met—the agency did not provide evidence that addressed the component or provided evidence that minimally addressed the component.

Source: GAO analysis of agency documentation.

Table 3: Number and Percentage of Remaining Selected Investments That Planned to Deliver Functionality Every 6 Months, by Agency, for Fiscal Years 2013 and 2014

Agency	Total number of remaining investments	Number of remaining investments that planned to deliver functionality every 6 months	Percentage of remaining investments that planned to deliver functionality every 6 months
Defense	14	0	0%
HHS	8	7	88%
DHS	9	2	22%
Transportation	12	5	42%
VA	6	6	100%
Totals	49	20	41%

Source: GAO analysis of agency data.

Systems and Mobile Applications

- **Systems**

- VBMS
- VRM, Federal Case Management Tool
- MyHealtheVet
- Program Integrity Tools
- JLV and eHMP

- **Mobile Apps**

- Product Development Mobile App efforts
- VA Mobile Health
- VA's app store now has 17 apps available
- Among the most popular are the Move! Coach and PTSD Coach apps

- **Other**

- ICD-10
- Registry Products
- Computerized Patient Record System (CPRS)
- Identify and Access Management (IAM)
- CAPRI (Compensation and Pension Record Interchange)
- eering (PRE)



Analyzing Past Delivery Performance (cont.)

PMAS Metrics Snapshot—On-Time Performance FYs 14 and 15 To Date

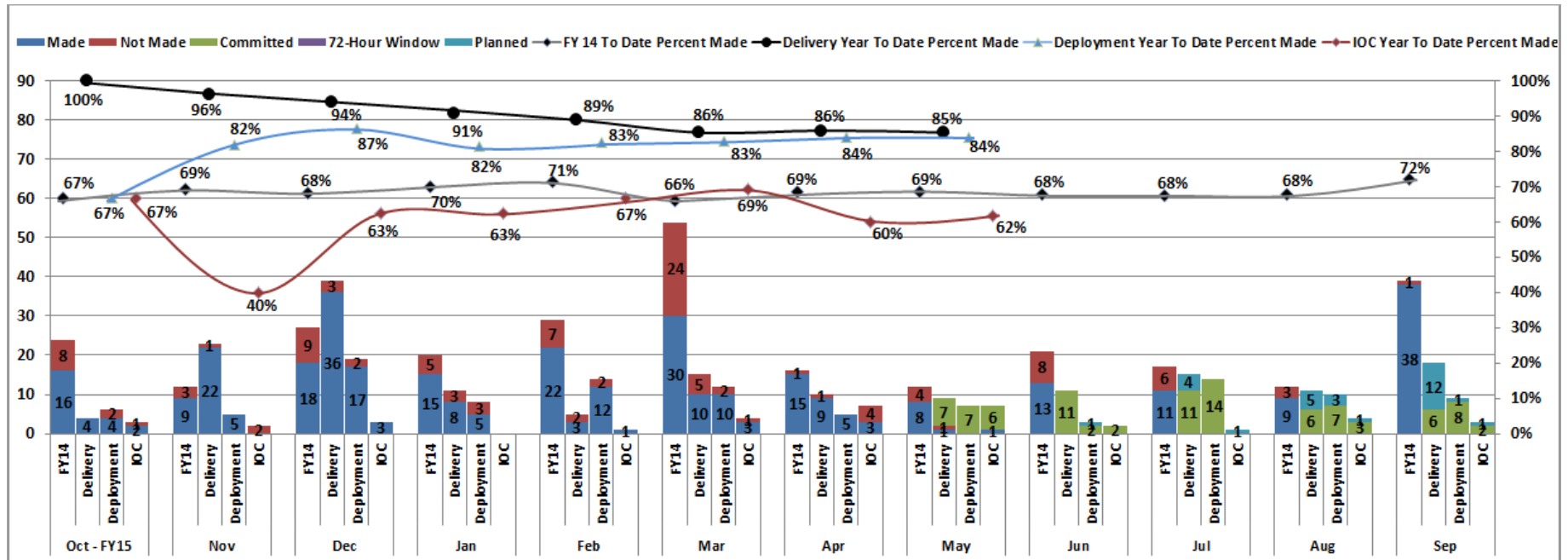


Figure 1: FY14 and 15 To Date On-Time Performance

Current Agile Landscape

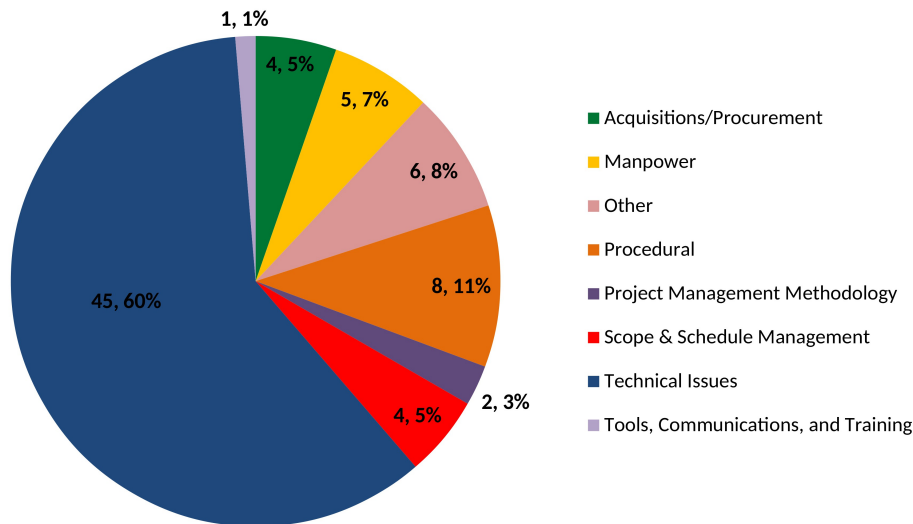
- VA is ahead of many federal agencies as an early adopter
- FY15 to date overall average actual increment length has declined
- Enterprise encouraging PMs to deliver capabilities in shorter increments
- Evidence suggests our technical performance exceeds expectations

FY15 To-Date Average Increment Length in Months*		
Increment Type	Average Planned Length	Average Actual Length
Delivery	5.3	5.0
Deployment	4.0	3.2
IOC	4.2	4.3
Overall	4.7	4.3

Analyzing Past Delivery Performance (cont.)

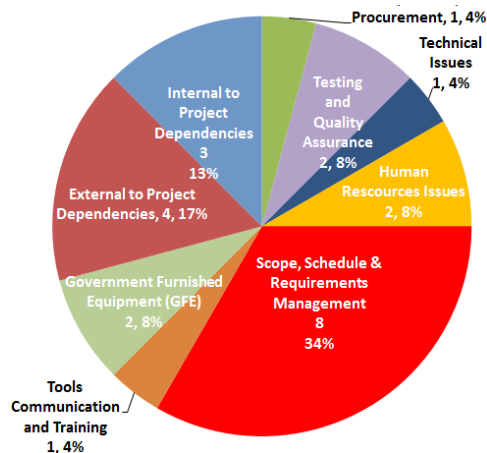
FY14 TechStat Issue Categories

Increments that Missed Initial Committed Date (75)



Characteristics of Risk on Projects

- FY14 data from TechStats shows over half of the time technical reasons (primarily testing/QA activities and dependency work) accounted for missed commitment dates.



FY15 TechStat Issue Areas

- FY15 data from TechStats held to date indicates a more even distribution of technical reasons and also project management activities

Potential Changes

- **Smaller, strategically staffed teams = better chance for successful delivery**
 - E.g., QA testers don't need to be active members of the IPT until at least 4-5 months in, can we limit hours at the beginning?
- **Better defined project requirements**
 - Well-defined projects with little to no requirements volatility (i.e. $\leq 33\%$) can deliver velocities approaching 2 FP/work day
 - More analysis and QA = Less churn/change in development
- **Integration within OI&T**
 - Rob Thomas II of PD will be OI&T's "integrator"
 - Goals of Integration:
 - On-time delivery
 - Collaboration from the very inception
- **Continue to follow the Agile Methodology**

Making Development More Agile

- License to innovate
- Two PMAS lockdowns
 - Harvest Conclusions
- Focus on outcomes
- Take on architecture
- Design pattern development
- Etc.

Open Source

Official Policy

- Effective January 1, 2015, VA is required to consider open source solutions alongside traditional enterprise solutions in acquisitions AND development
 - Same controls, Q&A testing, security, and technical reviews as any other software

Vista Open Source

- Completed Vista Standardization Inspection and Certification Process at all 130 VA sites for the 74 Core Vista Products completed 12/23/2014
- Will complete Vista Standardization Inspection and Certification Process at all 130 VA sites for the remaining 45 Non-Core Vista Products by 8/31/15

GitHub

- Web-based repository where VA can store code, maintain version control, and share all of our open source products
- New GitHub VA organization page: <http://usdeptveteransaffairs.github.io>
- For VA code that should be added, please email Ricardo.Ovilo@va.gov and Julie.Harvey@va.gov



Digital Service Team



Summary

- Open source is a consideration for all VA development projects
- Open source community must provide on-going support for OS products, not dependent on government support
- VA is open to suggestions/ideas from those who have succeeded, to more effectively incorporate OS SW into VA IT projects