
Subject: Department of Veterans Affairs Response #21-01352-F
Date: Wednesday, December 16, 2020 at 8:11:40 AM Pacific Standard Time
From: VACO FOIA Service Inbox
To: FOIA
CC: VACO FOIA Service Inbox
Attachments: image001.png, (12-2-20) OIT Referral Records from 20-08472-F 7th Interim.pdf

EXTERNAL SENDER

Dear Mr. Austin Evers:

On July 28, 2020, you filed a Freedom of Information Act (FOIA) request to the Department of Veterans Affairs (VA) requesting:

“All calendars and calendar entries for the agency officials listed below, including any calendars maintained on their behalf, reflecting events that took place from January 1, 2020 to the date the search is conducted.

For calendar entries created in Outlook or similar programs, the documents should be produced in “memo” form to include all invitees, any notes, and all attachments. Please do not limit your search to Outlook calendars—we request the production of any calendar—paper or electronic, whether on government-issued or personal devices —used to track or coordinate how these individuals allocate their time on agency business.

The search should include any calendars associated with an agency official’s individual email account, as well as any official calendars maintained for the official, including by his or her administrative assistant or scheduler.”

- a. Secretary Robert Wilkie
- b. Acting Deputy Secretary Pamela J. Powers
- c. Acting Chief of Staff Brooks D. Tucker

On August 7, 2020, your request was referred to the Office of the Secretary (OSVA) (20-08472-F) for response. While searching for records responsive to your request, OSVA located six (6) pages that originated with, or, pertains to the Office of Information and Technology (OIT) and referred these records to OIT, under FOIA tracking number **21-01352-F**, for a release determination and direct response to you.

The FOIA Service received this referral on December 2, 2020.

We have reviewed the six (6) pages that OSVA referred to OIT and have determined that they are releasable, and, we are providing them to you in their entirety.

No fees are associated with the processing of this request.

This concludes the FOIA Service's response to your request.

We appreciate your interest in the VA. If you have any questions about this email, please do not hesitate in contacting me.

Sincerely,

Diane M. Cooke

Department of Veterans Affairs
VACO FOIA Service (005R1C)
Quality, Performance, and Risk (QPR)
Office of Information and Technology (OIT)
Phone: 202-632-7419
E-Fax: 202-632-7581
FOIA Hotline: 1-877-750-3642



QPR's Mission Statement:

"To lead a culture of quality and accountability to drive an exceptional Veteran and customer experience."

Department of Veteran Affairs
Office of Information Technology (OIT)
FY2020 COVID-19 IT Response Plan
Supplemental Funding Spend Plan

4/20/2020

Account/Project	APR	MAY	JUN	JUL	AUG	SEP	Total
DEVELOPMENT	\$0	\$0	\$15,675,796	\$6,200,000	\$0	\$0	\$21,875,796
Data Integration and Management	\$0	\$0	\$15,675,796	\$0	\$0	\$0	\$15,675,796
Healthcare Administration Systems	\$0	\$0	\$0	\$6,200,000	\$0	\$0	\$6,200,000
OPERATIONS & MAINTENANCE	\$444,604,470	\$140,800,723	\$431,285,566	\$510,559,301	\$7,607,712	\$185,021,532	\$1,759,580,405
Activations	\$247,678,556	\$126,592,811	\$162,707,985	\$36,113,332	\$6,718,847	\$0	\$579,811,531
Community Care	\$0	\$0	\$9,393,000	\$24,777,410	\$0	\$0	\$34,170,410
Connected Health/Mobile Apps	\$0	\$0	\$0	\$9,500,000	\$0	\$0	\$9,500,000
Cyber Security	\$4,717,440	\$0	\$0	\$0	\$0	\$30,282,560	\$35,000,000
Data Integration and Management	\$0	\$0	\$53,997,616	\$305,024,593	\$0	\$0	\$359,022,209
Education Benefits	\$0	\$0	\$1,975,782	\$0	\$0	\$0	\$1,975,782
Hardware Maintenance	\$11,407,869	\$0	\$23,968,510	\$5,000,000	\$0	\$3,000,000	\$43,376,379
Health Data Interoperability	\$0	\$0	\$14,500,000	\$0	\$0	\$0	\$14,500,000
Healthcare Administration Systems	\$0	\$0	\$0	\$32,287,120	\$0	\$0	\$32,287,120
Human Resources	\$0	\$0	\$0	\$3,000,000	\$0	\$0	\$3,000,000
Infrastructure Readiness Program (IRP)	\$19,998	\$0	\$104,977,134	\$0	\$0	\$0	\$104,997,132
IT Support Contracts	\$11,047,050	\$1,674,400	\$0	\$32,700,000	\$0	\$1,871,400	\$47,292,850
My HealtheVet	\$0	\$0	\$2,900,000	\$0	\$0	\$0	\$2,900,000
Pharmacy	\$0	\$0	\$3,400,000	\$0	\$0	\$0	\$3,400,000
Purchased Care	\$0	\$0	\$0	\$7,300,308	\$0	\$0	\$7,300,308
Scheduling	\$0	\$0	\$7,315,448	\$0	\$0	\$0	\$7,315,448
Software Maintenance	\$70,172,233	\$12,533,513	\$32,067,960	\$12,092,593	\$888,865	\$0	\$163,518,664
TAC Fees	\$0	\$0	\$0	\$0	\$0	\$55,500,000	\$55,500,000
Telecommunications	\$93,794,896	\$0	\$0	\$16,950,000	\$0	\$94,367,572	\$209,050,068
Telehealth Services	\$0	\$0	\$0	\$1,566,833	\$0	\$0	\$1,566,833
Veterans Benefits Management	\$0	\$0	\$14,082,131	\$0	\$0	\$0	\$14,082,131
Veterans Customer Experience - VCE	\$5,766,428	\$0	\$0	\$24,247,112	\$0	\$0	\$30,013,540
SALARIES & ADMINISTRATION	\$32,673,073	\$61,023,040	\$20,405,795	\$19,374,795	\$19,374,795	\$215,692,301	\$368,543,799
IT Support Contracts	\$32,673,073	\$61,023,040	\$1,031,000	\$0	\$0	\$0	\$94,727,113
Staffing (Pay) ⁽¹⁾	\$0	\$0	\$19,374,795	\$19,374,795	\$19,374,795	\$215,692,301	\$273,816,686
Grand Total	\$477,277,543	\$201,823,763	\$467,367,157	\$536,134,096	\$26,982,507	\$400,713,833	\$2,150,000,000

⁽¹⁾ Anticipated FY21 carry-forward ~\$195M in salaries to support monthly burn-rate on all hired positions

Department of Veteran Affairs
Office of Information Technology (OIT)
FY2020 COVID-19 IT Response Plan
Supplemental Funding Spend Plan

4/20/2020

Account/Project	APR	MAY	JUN	JUL	AUG	SEP	Total
DEVELOPMENT	\$0	\$0	\$15,675,796	\$6,200,000	\$0	\$0	\$21,875,796
Data Integration and Management	\$0	\$0	\$15,675,796	\$0	\$0	\$0	\$15,675,796
Healthcare Administration Systems	\$0	\$0	\$0	\$6,200,000	\$0	\$0	\$6,200,000
OPERATIONS & MAINTENANCE	\$444,604,470	\$140,800,723	\$431,285,566	\$510,559,301	\$7,607,712	\$185,021,532	\$1,759,580,405
Activations	\$247,678,556	\$126,592,811	\$162,707,985	\$36,113,332	\$6,718,847	\$0	\$579,811,531
Community Care	\$0	\$0	\$9,393,000	\$24,777,410	\$0	\$0	\$34,170,410
Connected Health/Mobile Apps	\$0	\$0	\$0	\$9,500,000	\$0	\$0	\$9,500,000
Cyber Security	\$4,717,440	\$0	\$0	\$0	\$0	\$30,282,560	\$35,000,000
Data Integration and Management	\$0	\$0	\$53,997,616	\$305,024,593	\$0	\$0	\$359,022,209
Education Benefits	\$0	\$0	\$1,975,782	\$0	\$0	\$0	\$1,975,782
Hardware Maintenance	\$11,407,869	\$0	\$23,968,510	\$5,000,000	\$0	\$3,000,000	\$43,376,379
Health Data Interoperability	\$0	\$0	\$14,500,000	\$0	\$0	\$0	\$14,500,000
Healthcare Administration Systems	\$0	\$0	\$0	\$32,287,120	\$0	\$0	\$32,287,120
Human Resources	\$0	\$0	\$0	\$3,000,000	\$0	\$0	\$3,000,000
Infrastructure Readiness Program (IRP)	\$19,998	\$0	\$104,977,134	\$0	\$0	\$0	\$104,997,132
IT Support Contracts	\$11,047,050	\$1,674,400	\$0	\$32,700,000	\$0	\$1,871,400	\$47,292,850
My HealtheVet	\$0	\$0	\$2,900,000	\$0	\$0	\$0	\$2,900,000
Pharmacy	\$0	\$0	\$3,400,000	\$0	\$0	\$0	\$3,400,000
Purchased Care	\$0	\$0	\$0	\$7,300,308	\$0	\$0	\$7,300,308
Scheduling	\$0	\$0	\$7,315,448	\$0	\$0	\$0	\$7,315,448
Software Maintenance	\$70,172,233	\$12,533,513	\$32,067,960	\$12,092,593	\$888,865	\$0	\$163,518,664
TAC Fees	\$0	\$0	\$0	\$0	\$0	\$55,500,000	\$55,500,000
Telecommunications	\$93,794,896	\$0	\$0	\$16,950,000	\$0	\$94,367,572	\$209,050,068
Telehealth Services	\$0	\$0	\$0	\$1,566,833	\$0	\$0	\$1,566,833
Veterans Benefits Management	\$0	\$0	\$14,082,131	\$0	\$0	\$0	\$14,082,131
Veterans Customer Experience - VCE	\$5,766,428	\$0	\$0	\$24,247,112	\$0	\$0	\$30,013,540
SALARIES & ADMINISTRATION	\$32,673,073	\$61,023,040	\$20,405,795	\$19,374,795	\$19,374,795	\$215,692,301	\$368,543,799
IT Support Contracts	\$32,673,073	\$61,023,040	\$1,031,000	\$0	\$0	\$0	\$94,727,113
Staffing (Pay) ⁽¹⁾	\$0	\$0	\$19,374,795	\$19,374,795	\$19,374,795	\$215,692,301	\$273,816,686
Grand Total	\$477,277,543	\$201,823,763	\$467,367,157	\$536,134,096	\$26,982,507	\$400,713,833	\$2,150,000,000

⁽¹⁾ Anticipated FY21 carry-forward ~\$195M in salaries to support monthly burn-rate on all hired positions

Department of Veteran Affairs
Office of Information Technology (OIT)
FY2020 COVID-19 IT Response Plan
Supplemental Funding Spend Plan

4/20/2020

Account/Project	APR	MAY	JUN	JUL	AUG	SEP	Total
DEVELOPMENT	\$0	\$0	\$15,675,796	\$6,200,000	\$0	\$0	\$21,875,796
Data Integration and Management	\$0	\$0	\$15,675,796	\$0	\$0	\$0	\$15,675,796
Healthcare Administration Systems	\$0	\$0	\$0	\$6,200,000	\$0	\$0	\$6,200,000
OPERATIONS & MAINTENANCE	\$444,604,470	\$140,800,723	\$431,285,566	\$510,559,301	\$7,607,712	\$185,021,532	\$1,759,580,405
Activations	\$247,678,556	\$126,592,811	\$162,707,985	\$36,113,332	\$6,718,847	\$0	\$579,811,531
Community Care	\$0	\$0	\$9,393,000	\$24,777,410	\$0	\$0	\$34,170,410
Connected Health/Mobile Apps	\$0	\$0	\$0	\$9,500,000	\$0	\$0	\$9,500,000
Cyber Security	\$4,717,440	\$0	\$0	\$0	\$0	\$30,282,560	\$35,000,000
Data Integration and Management	\$0	\$0	\$53,997,616	\$305,024,593	\$0	\$0	\$359,022,209
Education Benefits	\$0	\$0	\$1,975,782	\$0	\$0	\$0	\$1,975,782
Hardware Maintenance	\$11,407,869	\$0	\$23,968,510	\$5,000,000	\$0	\$3,000,000	\$43,376,379
Health Data Interoperability	\$0	\$0	\$14,500,000	\$0	\$0	\$0	\$14,500,000
Healthcare Administration Systems	\$0	\$0	\$0	\$32,287,120	\$0	\$0	\$32,287,120
Human Resources	\$0	\$0	\$0	\$3,000,000	\$0	\$0	\$3,000,000
Infrastructure Readiness Program (IRP)	\$19,998	\$0	\$104,977,134	\$0	\$0	\$0	\$104,997,132
IT Support Contracts	\$11,047,050	\$1,674,400	\$0	\$32,700,000	\$0	\$1,871,400	\$47,292,850
My HealtheVet	\$0	\$0	\$2,900,000	\$0	\$0	\$0	\$2,900,000
Pharmacy	\$0	\$0	\$3,400,000	\$0	\$0	\$0	\$3,400,000
Purchased Care	\$0	\$0	\$0	\$7,300,308	\$0	\$0	\$7,300,308
Scheduling	\$0	\$0	\$7,315,448	\$0	\$0	\$0	\$7,315,448
Software Maintenance	\$70,172,233	\$12,533,513	\$32,067,960	\$12,092,593	\$888,865	\$0	\$163,518,664
TAC Fees	\$0	\$0	\$0	\$0	\$0	\$55,500,000	\$55,500,000
Telecommunications	\$93,794,896	\$0	\$0	\$16,950,000	\$0	\$94,367,572	\$209,050,068
Telehealth Services	\$0	\$0	\$0	\$1,566,833	\$0	\$0	\$1,566,833
Veterans Benefits Management	\$0	\$0	\$14,082,131	\$0	\$0	\$0	\$14,082,131
Veterans Customer Experience - VCE	\$5,766,428	\$0	\$0	\$24,247,112	\$0	\$0	\$30,013,540
SALARIES & ADMINISTRATION	\$32,673,073	\$61,023,040	\$20,405,795	\$19,374,795	\$19,374,795	\$215,692,301	\$368,543,799
IT Support Contracts	\$32,673,073	\$61,023,040	\$1,031,000	\$0	\$0	\$0	\$94,727,113
Staffing (Pay) ⁽¹⁾	\$0	\$0	\$19,374,795	\$19,374,795	\$19,374,795	\$215,692,301	\$273,816,686
Grand Total	\$477,277,543	\$201,823,763	\$467,367,157	\$536,134,096	\$26,982,507	\$400,713,833	\$2,150,000,000

⁽¹⁾ Anticipated FY21 carry-forward ~\$195M in salaries to support monthly burn-rate on all hired positions

8 Corners & OIT CIO Bi-Weekly COVID-19 Update

May 21, 2020

COVID-19 Support

Veteran-Facing Actions

- » ***Business value: leveraging technology to communicate with and help our Veterans.***
- » VA/IRS data sharing agreement led to 396K Veterans receiving stimulus checks from the IRS
 - VA.gov FAQ page and our VEText message resulted in 43,000 clicks from the FAQ page to the IRS form for Veterans to register dependents
- » Our Access to Care COVID-19 National Summary received 30,000 page views between 5/1—5/8 and 20,700 views between 5/8—5/15
- » Veterans continue to use the Annie app
 - Allows Veterans to monitor symptoms, advise when they should contact their care team
 - 75% of veterans surveyed said they enjoyed Annie messages and found it helpful
 - 60% of veterans surveyed say they feel more supported by VA because of the Annie protocols
- » Our four VEText messages to roughly 8 million Veterans throughout COVID-19 had a 13 percent engagement rate, higher than the industry average. Topics included:
 1. What to know, what to do, and how VA is responding
 2. Stay home, stay safe, stay connected. VA has online tools for your appointments, prescriptions, and more
 3. VA has mental health info and resources online
 4. If you have eligible dependents and did not file 2018 or 2019 tax returns, you must act by May 5 to get the full amount of your Economic Impact Payment. Learn about VA debt & copay relief options

Telehealth

- » ***Business value: providing stable, reliable telehealth services that meet needs and can rapidly expand***
- » Care2 Cloud is now live as of May 14
 - Currently routing 15% of conferences to Care2 Cloud and closely monitoring for any issues
 - Monitoring and evaluating on-premises VA Video Connect (VVC) System to ensure stable performance
- » Beginning configuration of 100 further priority tele-ICU sites
 - VA OIT has teamed up with VHA, Office of Healthcare Technology Management (HTM), to expand Tele-ICU capabilities to at least one Tele-ICU cart to every 10 ICU beds
 - As of May 19, 86 tele-ICU carts are connected at 38 priority sites

Telework

- » ***Business value: keeping VHA and VA remote workforce productive and engaged through network and service upgrades***

FOR INTERNAL USE ONLY

AMERICAN
OVERSIGHT

VA



U.S. Department of Veterans Affairs
Office of Information and Technology

MULTI-VA-20-1916-N-000054

- » Web Vista Remote Access Management (WebVRAM) priority completed May 7: Streamlined logging into multiple clinical systems through WebVRAM with a 96% user increase since March 23
 - Improving remote access to Computerized Patient Record System (CPRS)—capability testing underway
- » Supported an increase from 43,900 unique remote users at the end of February to 102,800 users in April, an increase of 134%

Critical Systems Update

- » ***Business value: maintaining reliability of mission-critical applications and clinician access to patients***
- » OIT continues monitoring critical systems to anticipate and mitigate any IT issues
 - A preventative analysis of VVC identified 5 potential issues in the past 4 weeks; OIT was able to mitigate the issues and avoid quality degradation
 - Predictive modeling to determine the best load balance, allows OIT to eliminate call failures during peak times

Field Support

- » ***Business value: providing optimal equipment performance to VHA and all end users***
- » As of May 15, OIT has shipped 13,779 laptops and 7,612 iPhones
 - OIT continues to push delivery time to the left

Hiring

- » OIT's 24/7 account creation teams continue to accelerate onboarding for new hires so employees are ready for work on day one
 - Over 13,000 new accounts created since April 1 for VHA
 - Average new account established in just under 3 days from receiving the request
- » OIT hiring data and Tentative Job Offers (TJO) as of May 15:

PILLAR	TJO OFFERED	TJO ACCEPTED	# OF DECLINATION	FINAL OFFERS ACCEPTED	ONBOARDS
DevSecOPs	13	10	5	3	2
AMO	0	0	0	0	0
ITRM	0	0	0	0	0
SS	0	0	0	0	0
OIS	0	0	0	0	0
ITOPS	127	43	13	23	17
EPMO	40	19	13	10	4
TOTALS	180	72	31	36	23

Department of Veteran Affairs
Office of Information Technology (OIT)
FY2020 COVID-19 IT Response Plan
Supplemental Funding Spend Plan

4/20/2020

Account/Project	APR	MAY	JUN	JUL	AUG	SEP	Total
DEVELOPMENT	\$0	\$0	\$15,675,796	\$6,200,000	\$0	\$0	\$21,875,796
Data Integration and Management	\$0	\$0	\$15,675,796	\$0	\$0	\$0	\$15,675,796
Healthcare Administration Systems	\$0	\$0	\$0	\$6,200,000	\$0	\$0	\$6,200,000
OPERATIONS & MAINTENANCE	\$444,604,470	\$140,800,723	\$431,285,566	\$510,559,301	\$7,607,712	\$185,021,532	\$1,759,580,405
Activations	\$247,678,556	\$126,592,811	\$162,707,985	\$36,113,332	\$6,718,847	\$0	\$579,811,531
Community Care	\$0	\$0	\$9,393,000	\$24,777,410	\$0	\$0	\$34,170,410
Connected Health/Mobile Apps	\$0	\$0	\$0	\$9,500,000	\$0	\$0	\$9,500,000
Cyber Security	\$4,717,440	\$0	\$0	\$0	\$0	\$30,282,560	\$35,000,000
Data Integration and Management	\$0	\$0	\$53,997,616	\$305,024,593	\$0	\$0	\$359,022,209
Education Benefits	\$0	\$0	\$1,975,782	\$0	\$0	\$0	\$1,975,782
Hardware Maintenance	\$11,407,869	\$0	\$23,968,510	\$5,000,000	\$0	\$3,000,000	\$43,376,379
Health Data Interoperability	\$0	\$0	\$14,500,000	\$0	\$0	\$0	\$14,500,000
Healthcare Administration Systems	\$0	\$0	\$0	\$32,287,120	\$0	\$0	\$32,287,120
Human Resources	\$0	\$0	\$0	\$3,000,000	\$0	\$0	\$3,000,000
Infrastructure Readiness Program (IRP)	\$19,998	\$0	\$104,977,134	\$0	\$0	\$0	\$104,997,132
IT Support Contracts	\$11,047,050	\$1,674,400	\$0	\$32,700,000	\$0	\$1,871,400	\$47,292,850
My HealtheVet	\$0	\$0	\$2,900,000	\$0	\$0	\$0	\$2,900,000
Pharmacy	\$0	\$0	\$3,400,000	\$0	\$0	\$0	\$3,400,000
Purchased Care	\$0	\$0	\$0	\$7,300,308	\$0	\$0	\$7,300,308
Scheduling	\$0	\$0	\$7,315,448	\$0	\$0	\$0	\$7,315,448
Software Maintenance	\$70,172,233	\$12,533,513	\$32,067,960	\$12,092,593	\$888,865	\$0	\$163,518,664
TAC Fees	\$0	\$0	\$0	\$0	\$0	\$55,500,000	\$55,500,000
Telecommunications	\$93,794,896	\$0	\$0	\$16,950,000	\$0	\$94,367,572	\$209,050,068
Telehealth Services	\$0	\$0	\$0	\$1,566,833	\$0	\$0	\$1,566,833
Veterans Benefits Management	\$0	\$0	\$14,082,131	\$0	\$0	\$0	\$14,082,131
Veterans Customer Experience - VCE	\$5,766,428	\$0	\$0	\$24,247,112	\$0	\$0	\$30,013,540
SALARIES & ADMINISTRATION	\$32,673,073	\$61,023,040	\$20,405,795	\$19,374,795	\$19,374,795	\$215,692,301	\$368,543,799
IT Support Contracts	\$32,673,073	\$61,023,040	\$1,031,000	\$0	\$0	\$0	\$94,727,113
Staffing (Pay) ⁽¹⁾	\$0	\$0	\$19,374,795	\$19,374,795	\$19,374,795	\$215,692,301	\$273,816,686
Grand Total	\$477,277,543	\$201,823,763	\$467,367,157	\$536,134,096	\$26,982,507	\$400,713,833	\$2,150,000,000

⁽¹⁾ Anticipated FY21 carry-forward ~\$195M in salaries to support monthly burn-rate on all hired positions