

VA Integrated Enterprise Workflow Solution (VIEWS) Salesforce Development

U.S. Department of Veterans Affairs (VA), Office of the Secretary of the VA (OSVA) Secretariat

The Department of Veterans Affairs (VA) correspondence management is under the authority of the VA Chief of Staff. Operationally, correspondence management falls under the Office of the Secretary of the VA (OSVA) Secretariat (ExecSec). VA's primary correspondence customers include Veterans, their families, members of Congress, state and local officials, Veterans service organizations, the White House, government agencies, and other stakeholders. VA must be able to respond to correspondence consistently and quickly to provide VA's legislated services. To improve VA's performance in responding to correspondence, the Department validated and developed new correspondence processes to become more efficient. To support the new processes, VA turned to Liberty IT Solutions to implement a modernized Correspondence Management solution in Salesforce.

Challenge

The legacy VA system was inflexible, costly, and overburdened with disparate processes across numerous pathways, further complicated by the many lines of business within and interactions among each end-user organization. The legacy system required manual processes, and its implementation was not user-friendly. Previous attempts to replace the system had proven unsuccessful, largely due to both technical and logistical difficulties with migrating a substantial amount of legacy data. Advances in digital capabilities have recently opened pathways to improvements.

How Liberty Helps

Liberty completed data migration and went live on March 12th, 2018. The legacy system was formally decommissioned on June 28th, 2018. To help successfully meet the milestones of this aggressive schedule, Liberty and its partners embraced an Agile approach and lead with a management team that proactively engaged with VA stakeholders with the transparency, communication, training, and follow-through to encourage user adoption across the enterprise. Additional workflows to be moved to the new VIEWS platform over the coming months include Investigations and Audits, which handle equal employment opportunity complaints, settlements, and reporting.

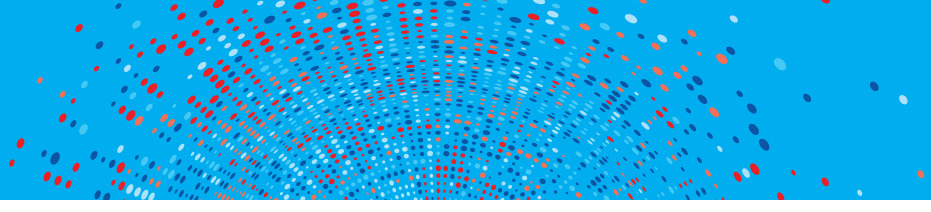
Features and Benefits

VIEWS offers some of the same features as the Veterans Affairs Internet Quorum (VAIQ) and other legacy systems, but with modernized interfaces and functions. It also has new, more user-friendly features, such as:

- 360-degree integrated workflow view that tracks correspondence actions and relationships between members of Congress, staffers, Veterans, and VA facilities
- Automated status notifications and daily intake reporting, including case origination
- Real-time reporting on cases by status and workflow type

"The VIEWS project enabled the success of the highly visible White House Hotline by integrating the Salesforce technology for the White House VA Hotline Contact Center. The team started work on July 28, 2017 and the system went live October 15th. Deploying a fully functional call center solution in only 45 days is truly a remarkable accomplishment."

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- Visibility of current assignments within program offices
 - The ability to create cases directly from an email as opposed to manual data entry
 - Ability of White House Hotline Call Center agents to enter cases into the system at the time of a call

In addition, the VIEWS solution provides the VA with the following benefits:

- Compliant with Section 508
- System of Record (SORN) underway
- National Archive (NARA) Scheduled record
- Cloud Based

Why This Matters

This digital transformation effort utilizes Salesforce to radically improve the performance and reach of the VA enterprise. Regardless of whether communication is initiated by a phone call, email, fax, or an in-person visit, a single pathway will handle communication and information as they relate to Veteran correspondence and complaints. This capability will further enable the VA to respond quickly and efficiently to all correspondence. As always, the end goal for both Liberty and the VA is to provide excellence in Veteran care.