

Federal Portfolio

Organizational Transformation for Cross-Functional Teams

Introduced a new MS Teams file organizing system while working with cross-functional teams under VHA-IVC Communications, customized and aimed at enhancing team workflow, time management, and ensuring government RCS compliance. Processes were reconfigured across all teams, supported by multi-team training, and change management communications.

[CLICK TO VIEW VIDEO] →

PRPP System Built-in solution for collaborative records management

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Integrated Veteran Care

Case Study

The VA-VHA Office of Integrated Veteran Care (IVC) 16-person communications team produces hundreds of internal and external-facing communication products for dozens of IVC offices and VA/VHA stakeholders. This requires reviewing numerous documents to create new deliverables. In 2022, the IVC comms director requested a re-organization of the team's file system which had the following problems hindering the team's work:

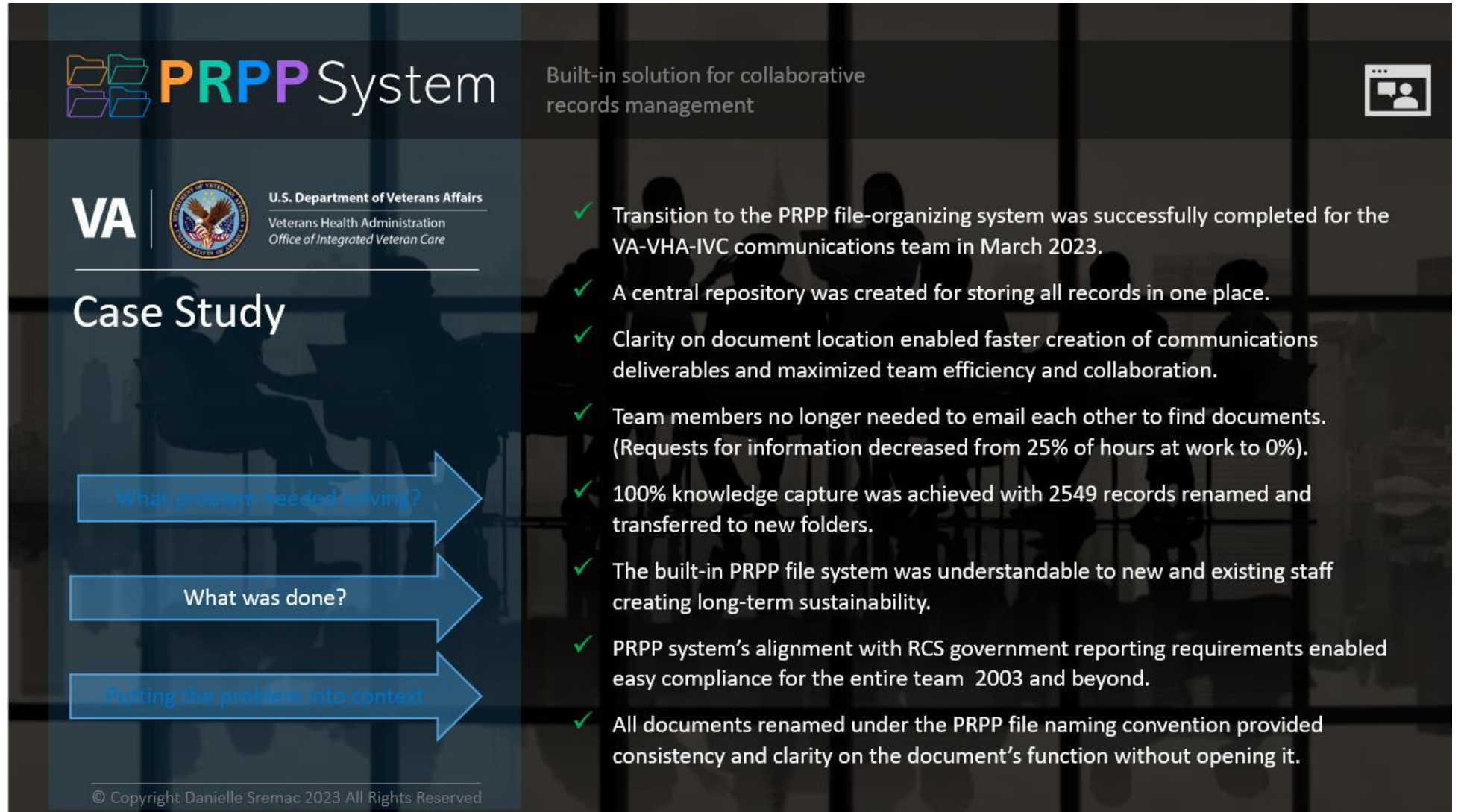
- The team had no clarity on where to locate and store specific documents.
- Valuable information produced by team members was lost or difficult to locate leading to repetition of work and inadequate knowledge capture.
- Without an effective records capture system, documents were not categorized for RCS government reporting, risking non-compliance.
- Team members reporting their deliverables were unable to place links on Smartsheet because they did not know where to store them on MS teams.

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The image shows a presentation slide for the PRPP System. At the top left, there is a logo for the PRPP System consisting of four colored folders (orange, purple, blue, green) and the text 'PRPP System'. To the right of this logo, it says 'Built-in solution for collaborative records management'. In the top right corner, there is a small icon of a person with a speech bubble. Below the logo, there is the VA logo and the U.S. Department of Veterans Affairs logo, with the text 'U.S. Department of Veterans Affairs', 'Veterans Health Administration', and 'Office of Integrated Veteran Care'. The main title of the slide is 'Case Study'. Below the title, there are three blue arrows pointing to the right, each containing a question: 'What problem needed solving?', 'What was done?', and 'Putting the problem into context'. To the right of these arrows, there is a list of seven bullet points, each starting with a green checkmark. At the bottom left, there is a copyright notice: '© Copyright Danielle Sremac 2023 All Rights Reserved'.

PRPP System

Built-in solution for collaborative records management

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Integrated Veteran Care

Case Study

- What problem needed solving?
- What was done?
- Putting the problem into context

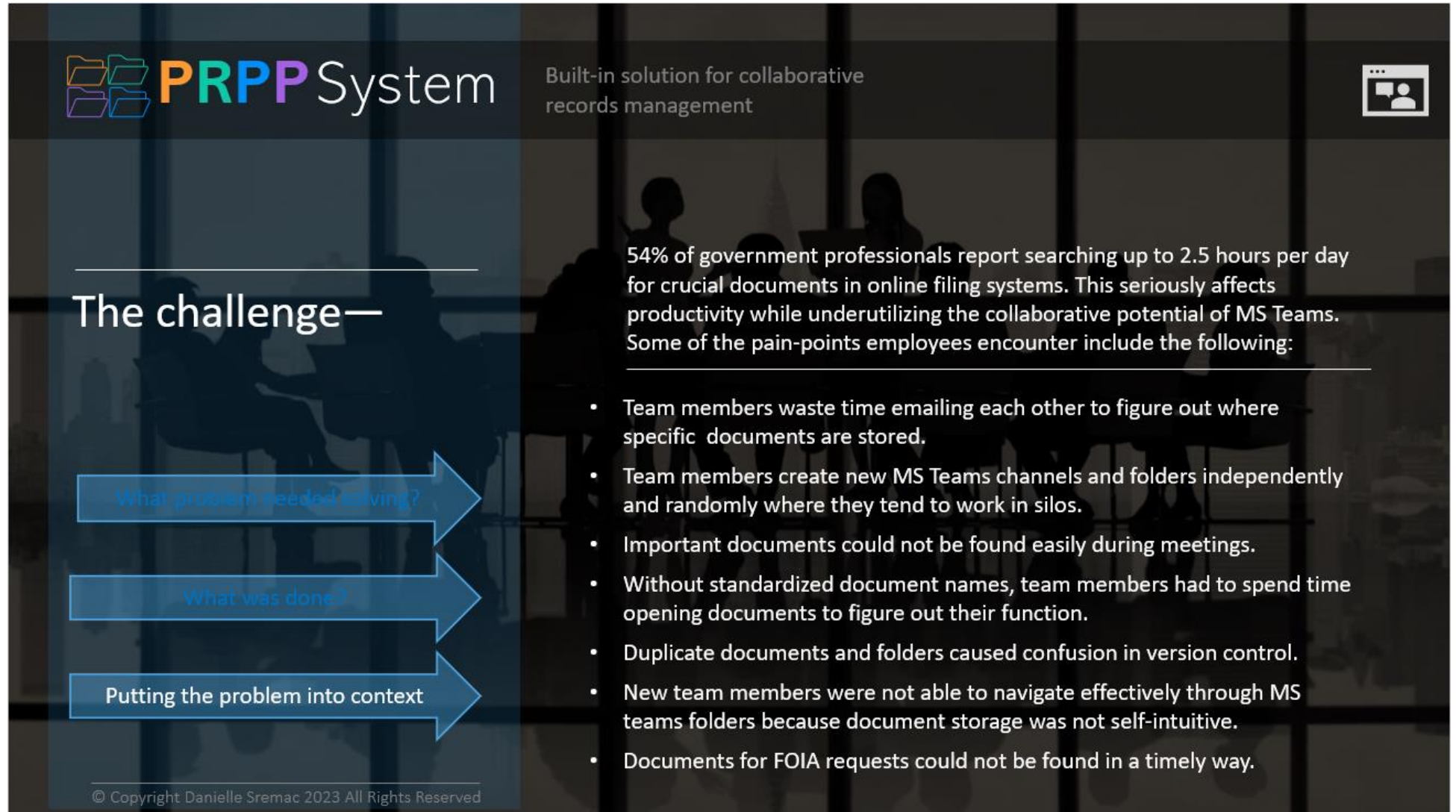
- ✓ Transition to the PRPP file-organizing system was successfully completed for the VA-VHA-IVC communications team in March 2023.
- ✓ A central repository was created for storing all records in one place.
- ✓ Clarity on document location enabled faster creation of communications deliverables and maximized team efficiency and collaboration.
- ✓ Team members no longer needed to email each other to find documents. (Requests for information decreased from 25% of hours at work to 0%).
- ✓ 100% knowledge capture was achieved with 2549 records renamed and transferred to new folders.
- ✓ The built-in PRPP file system was understandable to new and existing staff creating long-term sustainability.
- ✓ PRPP system's alignment with RCS government reporting requirements enabled easy compliance for the entire team 2003 and beyond.
- ✓ All documents renamed under the PRPP file naming convention provided consistency and clarity on the document's function without opening it.

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The slide features a dark background with silhouettes of people in a meeting. At the top left, there is a logo for 'PRPP System' consisting of four colored folders (orange, green, blue, purple) and the text 'PRPP System'. To the right of the logo, it says 'Built-in solution for collaborative records management'. In the top right corner, there is a small icon of a person in a speech bubble. The main content is divided into two columns. The left column has a heading 'The challenge—' followed by three blue arrows pointing right, each containing a question: 'What problem needed solving?', 'What was done?', and 'Putting the problem into context'. The right column contains a paragraph of text and a bulleted list of pain points.

PRPP System
Built-in solution for collaborative records management

The challenge—

54% of government professionals report searching up to 2.5 hours per day for crucial documents in online filing systems. This seriously affects productivity while underutilizing the collaborative potential of MS Teams. Some of the pain-points employees encounter include the following:

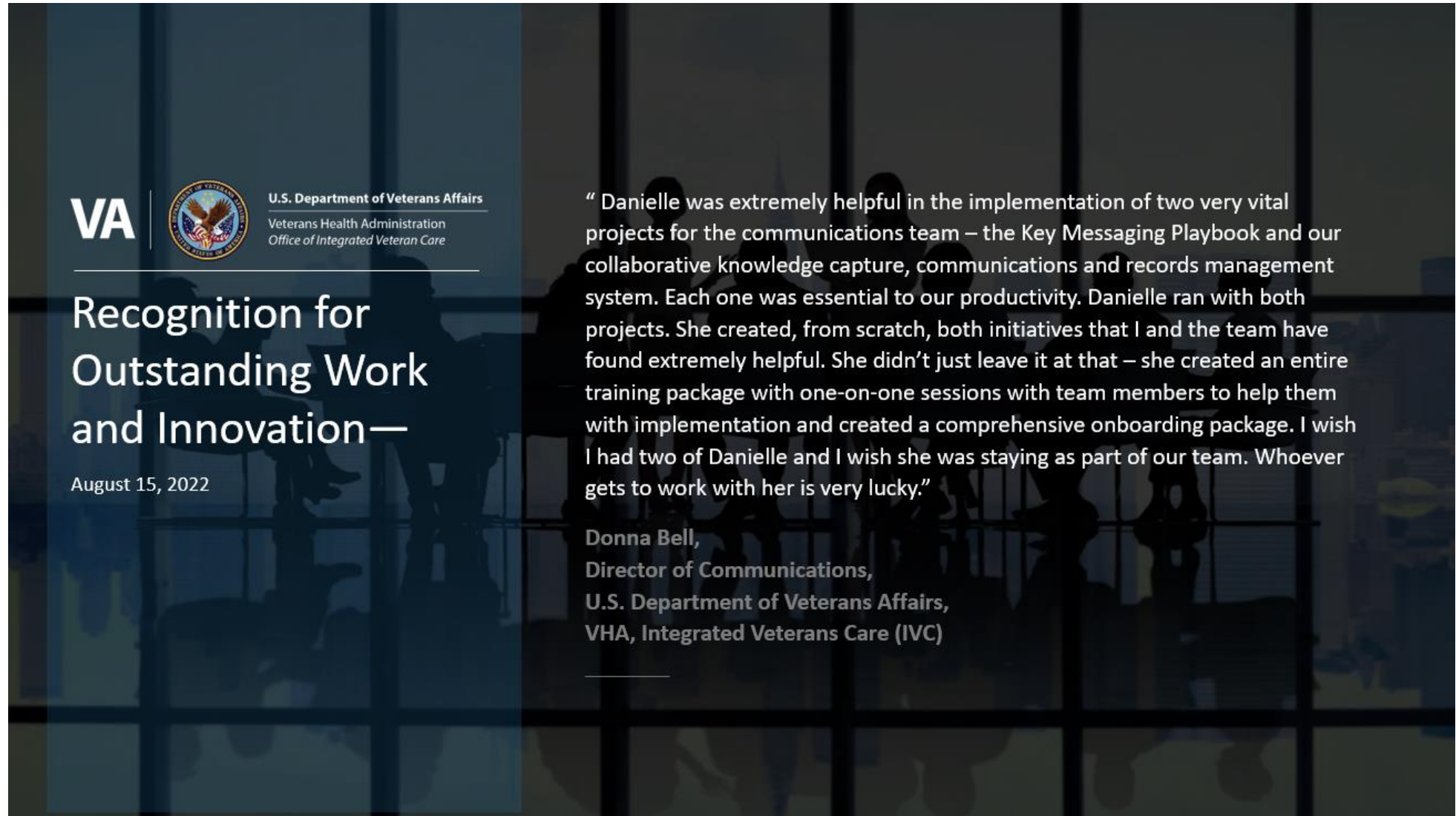
- Team members waste time emailing each other to figure out where specific documents are stored.
- Team members create new MS Teams channels and folders independently and randomly where they tend to work in silos.
- Important documents could not be found easily during meetings.
- Without standardized document names, team members had to spend time opening documents to figure out their function.
- Duplicate documents and folders caused confusion in version control.
- New team members were not able to navigate effectively through MS teams folders because document storage was not self-intuitive.
- Documents for FOIA requests could not be found in a timely way.


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VA |  **U.S. Department of Veterans Affairs**
Veterans Health Administration
Office of Integrated Veteran Care

Recognition for Outstanding Work and Innovation—

August 15, 2022

“ Danielle was extremely helpful in the implementation of two very vital projects for the communications team – the Key Messaging Playbook and our collaborative knowledge capture, communications and records management system. Each one was essential to our productivity. Danielle ran with both projects. She created, from scratch, both initiatives that I and the team have found extremely helpful. She didn’t just leave it at that – she created an entire training package with one-on-one sessions with team members to help them with implementation and created a comprehensive onboarding package. I wish I had two of Danielle and I wish she was staying as part of our team. Whoever gets to work with her is very lucky.”

Donna Bell,
Director of Communications,
U.S. Department of Veterans Affairs,
VHA, Integrated Veterans Care (IVC)

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Planning for Change

Phases of the change management plan included crafting a solution and vision for the transformation, presenting it to all teams to encourage leadership and team buy-in, preparing for organizational change, initiating team-building and motivation workshops by creating training videos, managing change implementation, and sustaining transformation outcomes with continued one-on-one training sessions.

Change Management Plan

Organization for transformation implementation: VA-VHA-IVC Communications Team

Description of the transformation: Transitioning the 16-member team to a new Collaborative File Organizing System on MS Teams

PHASES		Month 1	Month 2	Month 3	Month 4	Month 5
1	Crafting a Vision and Plan for Change	Leadership Alignment and Buy-in <ul style="list-style-type: none"> Presenting vision of change to Director (PRPP presentation) What problem will the change solve? How does it work? How will it be implemented? 				
2	Preparing the Organization for Change	Cultural Preparation helping employees recognize and understand the need for change				
3	Team Building and Employee Motivation	Individual One-on-One Meetings with Team Members <ul style="list-style-type: none"> Identifying pain-points relating to document search Feedback 		Face-to-Face Team-Building Meetings in Colorado <ul style="list-style-type: none"> Lego Challenge SOP Slides (team exchange) Change Presentation - PRPP 		
4	Manage Change Implementation			Initiate Training Presentations for Team Members <ul style="list-style-type: none"> 5 presentations and individuals meetings with team members Office hours for questions 		
5	Sustain Outcomes		Embedding Changes Within Company Culture and Practices with training and renaming documents, plus guidance on where to store in new MS Teams system		<ul style="list-style-type: none"> Upload all training materials to MS Teams Reconfigure all files and folders on MS Teams Workshops with staff on where to locate documents Roadmap to File Categories 	

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Change Management Training

Preparing the team for organizational change with 5 Transformational Training Presentations describing the system and how it works. Presentations were given during MS Teams meetings and in one-on-one sessions. The entire 16-person team received an estimated 4 weeks of training.

PRPP System Comprehensive Built-in Solution for Collaborative File Management

How does the method work?

Planning Resources and Process folders contain all documents needed by the team in order to create the final communications products stored in Products.

1 Communications Planning
2 Communications Resources
3 Communications Process
4 Communications Products

PRPP System Comprehensive Built-in Solution for Collaborative File Management

2

The second benefit is that it enables easier team collaboration by:

- Storing all files in one Place — as a central repository
- Increasing Productivity — team finds files faster
- Saving time and maximizing efficiency
- Supporting Govt Compliance — by aligning with RCS

PRPP System Comprehensive Built-in Solution for Collaborative File Management

PROCESS

The management of all human and other resources needed in order to achieve the team's goals and creation of their final outputs.

Teams

03_PROCESS - Communications

NOTE: SOPs are in the Communications Process folder because they do not manage the "administration" of the team itself, but rather the "creation" of what the team produces.

PRPP System Comprehensive Built-in Solution for Collaborative File Management

The Knowledge Capture Cycle ensures that content on any subject needed by the team is:

- extracted from the source,
- placed by subject in the KMP Subject Matter Reference folder
- regularly updated with additional information and documents,
- and the resource folder linked to from the KMP sections.

Products Resources

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Key Messaging Playbook

Developed a new, comprehensive 100-page guidebook capturing knowledge on key topics for VA-VHA-wide access, including new human-centered design visual and functional enhancements capturing all categories of content with links to more information on a special MS Teams channel.



INTEGRATED VETERAN CARE (IVC)

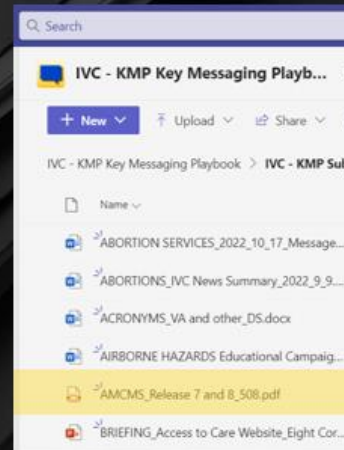
IVC Key Messaging Playbook

June 2022
Veterans Health Administration (VHA)
Department of Veterans Affairs (VA)



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Integrated Veteran Care

1

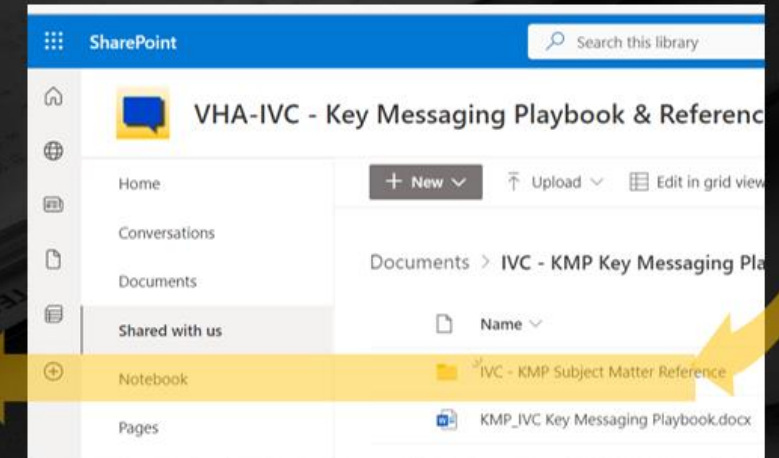


Advanced Medical Cost Management Solution (AMCMS)

COMMS POC	SME (Subject Matter Expert)	SME Functional Area	SME Sub-Functional Area	SECTION UPDATED
DINA VAN-PELT RAMON				7/5/2022
SOURCE / MORE INFO	ADVANCED MEDICAL COST MANAGEMENT SOLUTION - HOME (SHAREPOINT.COM)			
ONLINE	AMCMS - VA.GOV			

What is it?

- The Advanced Medical Cost Management Solution (AMCMS) integrates financial management, medical management and data analytics to accurately forecast, monitor and control the cost of community care medical services for stakeholders. The system is an interactive model that provides an actionable and sustainable solution to calculate and



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Collaborative Strategic Communications Plan Template

Designed and developed a new Strategic Communications Plan Template for easier collaboration among VA-VEO-MCT teams, designed to capture all strategic goals, methods of delivery, and mission support objectives.



Strategic Communications Plan Template COLLABORATIVE MANAGEMENT TEMPLATE

Strategic Communications Plan and Tracker for all Internal and External, Multimedia Communications and Continual Improvement Ideas
MCT-Veterans Experience Office (VEO)
MCT Communications Team
Document Author: Daniele Sremac
Sr. Strategic Communications Specialist
Date of Creation: June 30, 2021
Version 1.0

Strategic Objectives						How We hope to Achieve them via these Communications					
Innovative Ideas <small>SUGGESTED IDEAS AIMED AT ADDING VALUE & PROVIDING SOLUTIONS</small>	Strategic Objectives <small>WHAT OVERARCHING GOALS DO WE HOPE TO ACHIEVE WITH COMMUNICATIONS?</small>	Strategic Branding <small>WHAT DO WE DO?</small>	Target Audience <small>TO WHOM DO WE COMMUNICATE?</small>	Objective <small>ON A SPECIFIC COMMUNICATION, MEETING, OR TRACKER</small>	Key Messages <small>WHAT DO WE NEED TO COMMUNICATE?</small>	Deliverables <small>EXISTING & PROPOSED, & METHOD OF DELIVERY</small>	C <small>CONTENT SUPPORTS</small>	Trackers <small>HOW WE KEEP TRACK OF COMMUNICATIONS</small>	Meetings <small>INTERNAL COMMUNICATIONS</small>	When? <small>WHEN?</small>	Frequency
<p>NEW, SUGGESTED DELIVERABLES:</p> <ul style="list-style-type: none"> Strategic Communications Plan & Tracker New MCT logo New, "MCT Week in Review" with "Note from the Director" segment — a one-page, weekly template combining and reporting MCT's headlines and interagency support work that adds value to VEO. 	<p>Strategic Objective: To brand MCT as the driving force behind technology and innovations that enhance veterans' experiences at VEO by expanding VEO awareness regarding MCT's role in these service areas:</p> <ol style="list-style-type: none"> Digital Modernization Contact Center Modernization Service Recovery Modernization Customer Data Management <p>Objectives for Specific Communications:</p> <p>MCTeam Talks Objectives:</p> <ul style="list-style-type: none"> Facilitate productive, positive working relationships. Generate engaged, participatory discussion from all team members. Expand knowledge of MCT's role within VEO and VA 	<p>Brand Messaging: Regularly communicating a short phrase that emphasizes the value that MCT brings, for example: <i>"MCT is the technological backbone that enables the VEO mission to provide the best possible customer service to veterans while addressing all their needs."</i></p> <p>Brand Recognitions: Recognizable Logo to Promote Brand Development with 4 segments of MCT's work, be included in presentations and communications. Logo:</p>	MCT government and contractors	<p>TO— encourage communication between MCT teams and leadership and promote a feeling of inclusion</p> <p>TO — build awareness of MCT's success stories</p>	<p>Components:</p> <ul style="list-style-type: none"> MCT Leadership Updates Welcome, New MCT Team Members Team Member of the Month & Service Awards How MCT supports priorities of the directorates <p>Demonstrable success for this FY in the following areas of MCT work:</p> <ul style="list-style-type: none"> Digital Modernization Contact Center Modernization Service Recovery Modernization Customer Data Management 	<p>MCTeam Talks</p> <ul style="list-style-type: none"> PowerPoint Presentation 	Content		MCTeam Talks	3 rd Wednesday of each month <ul style="list-style-type: none"> July 21, 2021 August 18, 2021 September 15, 2021 	Monthly
			MCT government and contractors, all VEO departments	Promote the MCT brand, weekly achievements and offer a platform for leadership in the "Director's Notes" section	MCT is responsible for 6-7 projects in these metrics	"Weekly" with Note from the Director Word Document / PDF / email embedded	Content	1. Weekly Headlines & Accomplishments Report	Due Tuesdays @ 12:00	Weekly	
				MCT runs these projects and the data is provided to VEO (how MCT is doing on a weekly basis) Project leads submit data to VEO		"Weekly"	Content	2. Interagency Support Document (Interagency Cross-Walk)	Due Wednesdays @12:00	Weekly	
						"Weekly"	Content	3. Headlines email — reporting relevant content from Headlines	Due ?	Weekly	
								4. Communications Tracker	Wednesdays	Weekly	
								5. VEO Upcoming Events Tracker	Due ?	Weekly?	
					So that MCT and all of VEO is aware of events or talks that might benefit them				Due Thursdays @COB	Weekly	
			VEO, MCT and other directorate leaderships, and staff Attendees: Comms team (K,D,L,A)						VEO All Hands Meeting	3 rd Thursday of the month	Monthly
									Communications Team Weekly Preparation	Mondays @12:00	Weekly



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Integrated Veteran Care

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Annual Accomplishments Reports

Created Annual Accomplishment Reports for VA Veterans Experience Office capturing the work of all strategic teams, including new human-centered design document enhancements, links, alignment tables, infographics, summaries capturing impact, value, and accomplishments for Veterans, visual cohesiveness, and clarity.



Digital Modernization

Supporting development and delivery of self-service tools for best online experience in the federal government

MCT's strategic goal of digital modernization provides Veterans, families, caregivers, survivors and employees with vital services and information while delivering intuitive online self-service tools to provide the best online digital experience in the federal government and achieve the highest level of customer satisfaction. MCT's Digital Modernization initiative delivers data where, when, and how it is needed, with self-service tools that are on par with top private sector companies. By utilizing Human-Centered Design (HCD) tools to develop user-friendly tools, MCT helps Veterans and their beneficiaries more easily navigate VA information and obtain all available benefits, services, and healthcare.

Projects Supporting Digital Modernization

- Digital Experiences (VA.gov)
- Enterprise Veteran Self-Service (EVSS) / (eBenefits)
- Digits-to-Digits (D2D)
- Veteran Identification Cards (VIC)

Service Areas

Veterans Health Administration (VHA)
Veterans Benefits Administration (VBA)
Office of Information and Technology (OIT)

Customers

V Veterans
F Families
C Caregivers
S Survivors
E Employees

Key FY21 Accomplishments

- ✓ Provide
- ✓ Central
- ✓ One-Stop
- ✓ Support
- ✓ Improve
- ✓ Expand
- ✓ Resource
- ✓ Provide
- ✓ Support
- ✓ Support
- ✓ Identify
- ✓ Respond

Impact to Veterans

Accomplishment and Impact Goals for Digital Modernization

- Digital Experiences (DX)** aims to enable communication between Veterans and the VA, integrating customer self-service applications and information for use by Veterans into one modernized platform, primarily through VA.gov.
- Enterprise Veteran Self-Service (EVSS)** works to enable convenient, seamless interactions and transactions for Veterans and their representatives to apply for VA benefits through a self-service, paperless environment, primarily through eBenefits and the Stakeholder Enterprise Portal (SEP).
- Digits-to-Digits (D2D)** aims to improve the disability benefit claims process by utilizing a Veteran Service Organizations (VSO) Claim Management System (CMS), reducing the time required to submit, establish, and upload claim documentation for a claim to the VA's Veterans Benefits Management System (VBMS).
- Veteran Identification Cards (VIC)** are offered to Veterans with the goal of eliminating the need for Veterans to carry military discharge papers or other photo identification cards or to share sensitive personal information when seeking to obtain discounted goods and services.

ACCOMPLISHMENTS	PROJECTS			
	Digital Experiences (VA.gov)	Enterprise Veteran Self-Service (EVSS)	Digits-to-Digits (D2D)	Veteran Identification Cards (VIC)
Providing Veteran-Centered Mobile Access	X			
Centralizing Information on VA.gov / Improving One-Step Access to VA	X			

Accomplishments Table for Operations and Projects Supporting Contact Center Modernization

ACCOMPLISHMENTS	OPERATIONS AND PROJECTS												
	Omnichannel	Voice Access Modernization (VAM) Infrastructure	Member Services CRM	Enterprise Telephony	CRM Unified Desktop Optimization	VA Enterprise Knowledge Management	Education Call Centers, CRM ECC	VEO Contact Center Tier 1	Community Care Enterprise	Contact Center Business Intelligence	White House/VA Hotline CRM Software (Phase 3)	ECCM Continued Customer and Employee Input (Measurement & Insights) - V-Signals	Enterprise Contact Center Council
Improving One-Stop Access to VA													X
Supporting and Safeguarding Veterans' Identities													
Expanding Veteran Omnichannel Experience	X												
Supporting Veteran Caregivers													
Improving Employee Efficiency and CX		X			X		X	X	X				X
Improving Understanding of Customer Feedback										X	X	X	X
Improving Automated Customer Resources	X	X											X
Supporting Veteran Care Recovery		X								X	X		
Supporting Veteran Benefit Recovery					X		X						
Responding to COVID-19	X		X	X	X								
Providing Direct Customer Support								X					

Customer Data Management

Delivering an enterprise data management solution that provides reliable customer data when, where and how it is needed.

MCT's Data Management (DM) ensures that Veteran customers can easily access, navigate, and obtain their benefits and services through simplified access and intuitive navigation—designed to reduce the burden on VA customers to provide the same information multiple times to VA, and to help VA employees provide more efficient and customized service.

Priorities and aimed accomplishments for Customer Data Management include supporting Healthcare Transformation (Center and Health Information Exchange implementation, Health Benefits redesign), incorporating Military Personnel Record data from VADIR in combination with VA administrative data to determine eligibility for VA benefits, improving data quality management by implementing and enforcing data specifications and quality standards for VEO's assigned data subject areas, implementing a VEO Data Quality Strategy and establish a VEO Data Quality Governance Structure, finalizing data quality plans and directives for the Contact Information and Identity data domains, obtaining VA Data Governance Council (DGC) approval for VA Profile as the Authoritative Data Source for Contact Information, and operationalizing the Customer Experience Data Warehouse version 2.0 to incorporate Telephony, CRM, social media, survey, and other customer-related data to enable prescriptive analytics.

Projects Supporting Customer Data Management

- VA Profile
- Authoritative Data Sources (ADS) and Data Stewardship
- CIS Program Governance and Master Data Management
- ECCM: Customer Data Management
- Data Quality Management and Governance
- Identity & Access Management (IAM)
- Veteran Information System (VIS)/VA/DoD Identity Repository (VADIR) Support
- Customer Experience Data Warehouse (CxDW)
- Registration, Eligibility, and Enrollment (REE/ES)

Service Areas

Veterans Health Administration (VHA)
Veterans Benefits Administration (VBA)
Office of Information and Technology (OIT)

Customers

V Veterans
F Families
C Caregivers
S Survivors
E Employees

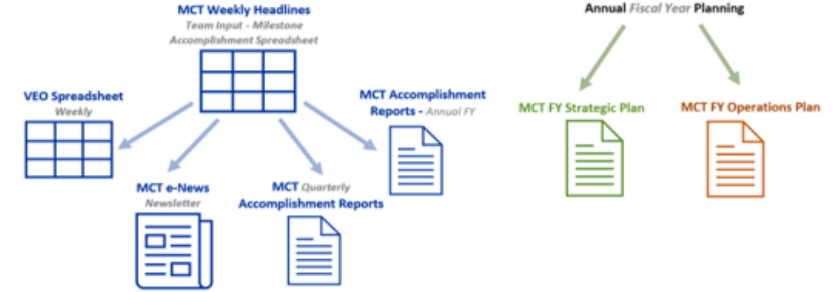
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Digital Fliers & Overviews

Created a new MCT Digital 2-Page Flier for VA-VEO-MCT Communications Team, used in leadership presentations and Congressional inquiries, featuring the work and impact to Veterans of each of the 4 strategic directorate areas, summarizing all projects and operations, and providing a visual map of all MCT communications products.



Communications & Planning




Projects & Operations

DIGITAL MODERNIZATION	CONTACT CENTER MODERNIZATION	CUSTOMER DATA MANAGEMENT	SERVICE RECOVERY
<ul style="list-style-type: none"> Digital Experiences (VA.gov) Enterprise Veteran Self-Service (EVSS) Digits-to-Digits (D2D) Veteran Identification Cards (VIC) 	<ul style="list-style-type: none"> VEO Contact Center Operations VEO Contact Center – Tier 1 Enterprise Contact Center Business Intelligence Service Omnichannel (Chat) Omnichannel (Chatbot) Omnichannel (AskVA) Customer Data Management (ECCM-VA Profile) Customer Data Management (Interaction History) Research and Discovery Team VSignals Implementation VA Enterprise Knowledge Management (KM) Enterprise Telephony/Quality Management & Workforce Management (QM & WFM) Member Services CRM CRM Unified Desktop Optimization (CRM-UDO) Education Call Center CRM Community Care CRM (CommCare CRM) White House VA Hotline (Phase 3) 	<ul style="list-style-type: none"> Office of Client Relations, Office of the Secretary (OSVA OCR) VEO Contact Center – White House VA Hotline Patient Advocacy Tracking System Replacement (PATS-R) 	<ul style="list-style-type: none"> VA Profile Authoritative Data Sources (ADS) and Data Stewardship CIS Program Governance and Master Data Management (MDM) Data Quality Management & Governance Data Quality Operations Identity and Access Management (IAM) Veteran Information System (VIS)/VA/DoD Identity Repository (VADIR) Individual Longitudinal Exposure Record (ILER) Veterans Information/Eligibility Reporting System (VIERS) Customer Experience Data Warehouse (CEDW) / Summit Data Platform Registration, Eligibility, and Enrollment (REE) / Enrollment System (ES) / Authoritative Data Repository (ADR) / Electronic Health Record Modernization (EHRM)

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Newsletters

Created a newsletters providing an overview of federal agency work, mission statement from the new Director, summary of achievements, and value brought to Veterans and stakeholders. Target audience included members of Congress, government, and the public.



MCT e-News
Veterans Experience Office
Multi-Channel Technology (MCT)

SPECIAL EDITION


November 2021

IN THIS ISSUE

- MCT AT A GLANCE
STRATEGIC AREAS
AND IMPACTS
- WORDS FROM THE
DIRECTOR
- A SUMMARY REVIEW
OF LAST YEAR'S
ACHIEVEMENTS
- PROJECTS AND
OPERATIONS

MCT AT A GLANCE
STRATEGIC AREAS AND IMPACT TO VETERANS, VA, AND EMPLOYEES

MCT drives VEO's Modernization and data-driven decision-making objectives, helping VA to deliver a consistent, world-class customer experience and lead the way in innovative technological solutions to meet Veterans' most pressing needs.



DIGITAL MODERNIZATION
Improved user experience, faster, easier access to benefits, simplified and secure Veteran identity confirmation, COVID-19 support. Serving as the VA's online front door, all-in-one place access for users.


CUSTOMER DATA MANAGEMENT
Accurate, timely information, smooth transition from active military to Veteran status. Faster update of information over multiple systems. Synchronized data to reduce VA costs.

SERVICE RECOVERY
Creating a VA environment that recognizes and quickly responds to Veterans' needs. Working across all VA stakeholder groups to develop a sophisticated responsive environment critical to service recovery.

CONTACT CENTER MODERNIZATION
Improving tools for employees, bringing seamless management of cases between systems. Providing Veterans with consistent, prompt service when contacting VA, saving time, avoiding multiple data entries, providing one number to call for benefits.

VA | U.S. Department of Veterans Affairs

WORDS FROM THE DIRECTOR



Nathan T. Sanfilippo
Director, MCT, VEO

MCT teams have implemented an impressive number of projects and operations in fiscal year 2021 that directly support the VEO's mission to enable the VA to be the leading customer service organization in government—with solutions that greatly enhance the experience of our Veterans, their families, caregivers, survivors, and VA employees.



"We are proud to deliver the best customer experience for veterans, their families, caregivers, survivors, and VA employees."

A SUMMARY REVIEW OF LAST YEAR'S ACHIEVEMENTS

We are proud of MCT's work for fiscal year 2021 which greatly enhances the VA's customer experience through the deployment of new technologies and digital capabilities. Some of our achievements include the operation of two contact centers (the VA's "front door" and 24-hour hotline), as well as innovations in service recovery, performance improvements, and enhancements in customer data management. This enables the VA to offer an effective delivery of services based on an understanding of customer needs, easy access to customer VA information and navigation of VA benefits and services through an integrated digital experience, personalized responses to Veteran concerns with clear and consistent information, employee ability to direct customers to the help they need, and seamless transition from active military to Veteran status along with access to VA benefits and services.

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Newsletters

Created regular monthly publications / digital newsletters for NIH-OD-OIT (Office of Information Technology) and worked with OIT website designers to provide the online format.

Newsletters included important security and technical information of importance to the NIH scientific community for over 2500 NIH customers.

NIH National Institutes of Health
Office of the Director, Executive Office
OIT Office of Information Technology
January 2020

OIT Tech-News 2020

Happy New Year
From all of us at your OIT Customer Care Team — OITCustomerFeedback@nih.gov

Upcoming OIT Customer Outreach Meetings with OD Program Areas	Tips for Running WebEx Meetings	Excel Tips & Tricks
<p>In an ongoing effort to provide excellent customer service for all your technical needs, we are initiating an outreach program where we would like to meet all OD Program Area customer representatives and provide them our OIT Customer Services packet along with a brief 20 minute overview of OIT services so that any of your future computer technology needs are taken care of in a timely manner and run smoothly. Our brief presentation of all OIT services for NIH Office of the Director program areas would including the following:</p> <ul style="list-style-type: none"> OIT – Network Operations OIT – Desktop Support OIT – Web Design Services OIT – Web Design and Graphic Services <p>We will be contacting program areas to schedule a meeting, or please feel free to reach out to us.</p>	<p>Preparing for your meeting Before you start a meeting, ensure that your computer and network are working properly to avoid any unexpected problems during the meeting.</p> <ul style="list-style-type: none"> Place all the files that you intend to share in a single folder, so you can quickly locate them during the meeting. Start your meeting early, and practice sharing the documents and applications that you intend to share with attendees. Ensure that you have the URL for your backup meeting site handy, in case your primary site is unavailable. If you do not know the URL for your backup site, ask your Meeting Center site administrator. Once you start a meeting, write down the meeting number, host key, and, if you are using the integrated teleconferencing service, the teleconference number. These numbers appear on the info tab in the content viewer. <p>Run applications before a meeting starts To save time during a meeting, begin run any applications that you intend to share before the meeting's starting time, and then minimize their windows. At the appropriate time during the meeting, you can quickly begin sharing an application, without waiting for the application to start.</p>	<p>Spent less time typing with Flash Fill. Just start typing in a column to the right of your data. In this example, we typed Smith, then North. Excel then did its magic and gave suggestions for the rest of the cells. To accept the suggestions, press Enter, and you're good to go.</p> <p>Get your total by going formula free Here's a handy tip for tables: Add a Total Row without writing a formula. Just click anywhere inside an Excel table. Then press Ctrl-Shift-T and Excel will add the Total Row to the bottom.</p> <p>Tables make your data pop Want to turn ordinary data cells into a full-fledged Excel table? Just click anywhere inside your data and press Ctrl-T. A table provides all sorts of handy conveniences, like alternating colored rows and adding AutoFilter buttons. Plus, it just looks better, too.</p> <p>Chart your data: it's as easy as ALT+F1 Select any cell in your data range and press ALT+F1. And you have an instant chart.</p>

NIH National Institutes of Health
Office of the Director, Executive Office
OIT Office of Information Technology
December 2019

OIT Tech-News

TEAM COLLABORATION	IMPROVEMENTS	UPGRADES	POLICY	YOUR ARCHIVES	FROM FACTS
<p>Team Collaboration Software Microsoft Teams is now available for use by the Office of the Director (OD). Microsoft Teams is a cloud-based team collaboration software that is part of the Office 365 suite which enables easy communication using chat, video, and voice. This tool also adopts the Green IT initiative and helps in OD compliance with the Federal Data Center Consolidation Initiative. Click below for more information about Microsoft Teams →</p>	<p>Printer Logic — Easier, Faster Way to Print OIT has been providing all OD Program Offices with PrinterLogic Software. This solution provides a faster printing response time, simple installation procedures, and a web portal to provide easier access to printers. What do users need to do? Nothing. The software has already been installed on OD workstations, just look for the symbol. OIT Desktop support technicians will visit individual program offices to ensure a smooth transition of services. The visitation schedule will be communicated to OD Staff by the OIT Customer Relations Management team (CRM) a week before the scheduled visit. This system will adopt a new printer naming convention which will include the OD Program area, printer number, building number, and the room number.</p>	<p>Upgrading to Windows 10 Have you Upgraded Yet? In the past month, OIT has been upgrading OD workstations to the Windows 10 operating system. Microsoft will stop supporting the Windows 7 platform as of January 1, 2020. Users who have workstations that have the hardware capabilities for Windows 10 but still have Windows 7, please submit a ticket to OIT requesting an upgrade. (Click on the Customer Support Tool to obtain information about individual workstations).</p>	<p>Section 508 Compliance Ensures Accessibility for All Section 508 of the Rehabilitation Act requires that all electronic and information technology is accessible to people with disabilities. All web designs, documents, and other content data must be fully compliant with section 508 standards. When creating files (such as Word, Excel, PDF, or PowerPoint), please ensure that a proper 508 assessment has been conducted. To register for step by step training on how to create 508 compliant files, please click on Training-OIT-NIH. To reference the FHS 508 governing policies, please click on → Training-OIT-NIH to reference the FHS 508 governing policies, please click on the following → FHS 508 governing policies</p>	<p>Outlook PST Migration Update OIT is coordinating efforts to move Microsoft Outlook Personal Storage Table (PST) files for OD users to an online archive. The Personal Storage Table (PST) is a file format used by Outlook to store copies of messages, calendar events, and other items in an archive file. How Does This Affect You? Once the move begins, users will not be able to add data or automatically archive mail to Outlook data files but rather, use the Online Archive, accessed using Outlook on their computer desktop or webmail (cloudmail.nih.gov). All new mail will automatically move to the user's Online Archive after one year. Users can locate their Outlook Data Files under a new folder named "Imported PST Files." PST files will be deleted 30 days after the transition takes place. For more information contact OITCustomerFeedback@nih.gov</p> <p>USEFUL TIPS Migration — Data migration is the transfer of data between data storage systems. Push — refers to a system in which data is "pushed" to a user's device rather than "pulled" by the user. In other words, the data transfer is initiated by the server rather than the client.</p>	<p>First Internet Search Engine — Archive, 1990 The first Internet search engine was known as Archive—even before the Internet was invented. It was created by a McGill University computer science student, Alan Emtage, and launched on September 10, 1990 to make it easier to find files by indexing File Transfer Protocol (FTP) archives.</p>
<p>NEW TECHNOLOGY</p> <p>OIT is Offering PIV-2—a new technology for Personal Identification Verification which allows users to perform PIV related features on a mobile device without having to use NIH computers and PIV cards, including the following:</p> <ul style="list-style-type: none"> Accessing PIV protected websites Unlinking NIH network accounts Resetting NIH network account passwords Managing IT Service Desk tickets Using applications Coming Soon: Sending and receiving encrypted emails Signing PDF documents Connecting to NIH-Wireless and VPN without a password 	<p>TECH-PERKS</p> <p>Microsoft Home Use — Employee Discounts</p> <p>Take Advantage of Employee benefits with the Microsoft Home Use Program (HUP). This program which allows employees to purchase Office 365 subscriptions or the latest versions of Office, Visio, and Project software to use at home for a significantly lower rate. Employees may continue to use the discounted Microsoft Office 365 subscription upon leaving NIH as long as the subscription remains active without lapse.</p>				

Federal Portfolio

Process Improvement, Workflow, and Data Call Templates

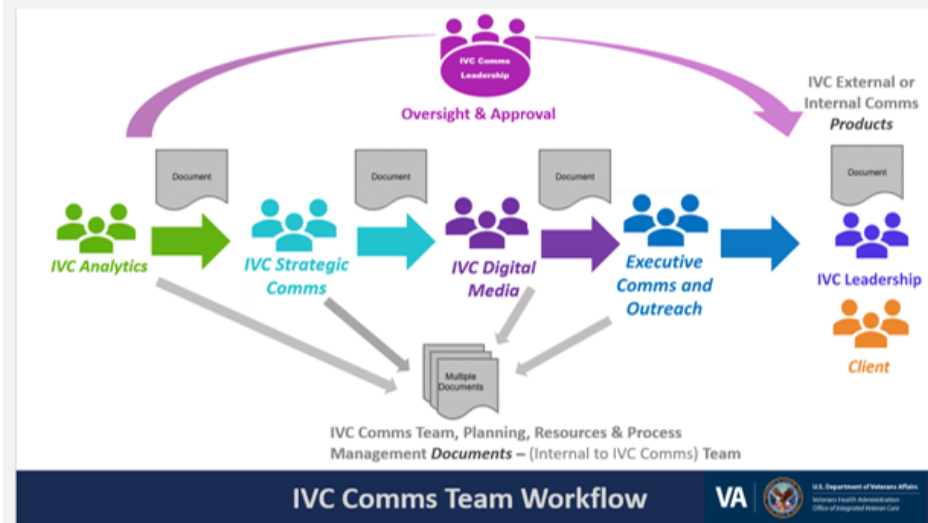
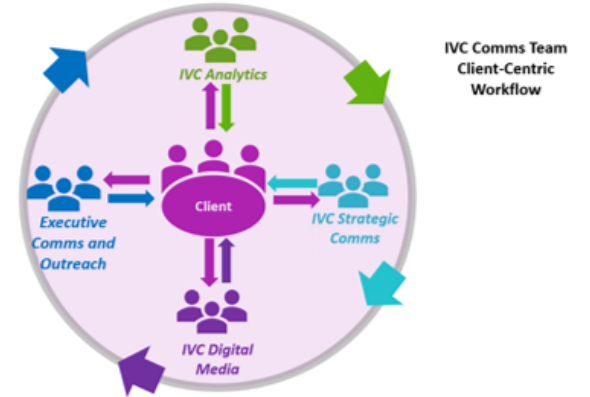
Developed a new human-centered design SOP presentation created for VA-VHA-IVC

Communications Team capturing workflows and responsibilities of all 4 directorate areas and supporting the 16-member team.



At the beginning of a campaign, the entire team comes together and collaborates on the single project. Later in the campaign, the team works individually, coming together again at the end of the process to assess.

Example:



Sample SOP—

IVC Comms Requests Workflow



UNIFIED TEAM

Steps when we work together as a team

INDIVIDUAL TEAM-WORK

Steps when we go off to do our part

1. Client requests support
2. Communications team assigned (1 person from each of the 4 functional areas)
3. Meeting with client – **Creative Brief** created
4. Team debrief meeting – everyone brings to the table what they have.
5. **Campaign Proposal** created
6. Client presented **Campaign Proposal**
7. Revision of **Campaign Proposal**
8. Messaging and written products created—**Strat Comms**
9. Approval process—**Strat Comms**
10. Products graphically designed—**Digital Media**
11. Approval process—**Digital Media**
12. Marketing and outreach—**Executive Comms & Outreach**
13. Analytics gathered—**Analytics Team**
14. Action Report (entire team comes together to assess) **Unified Team**

Integrated Veteran Care (IVC)

VA U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Integrated Veterans Care

Federal Portfolio

Process Improvement, Workflow, and Data Call Templates

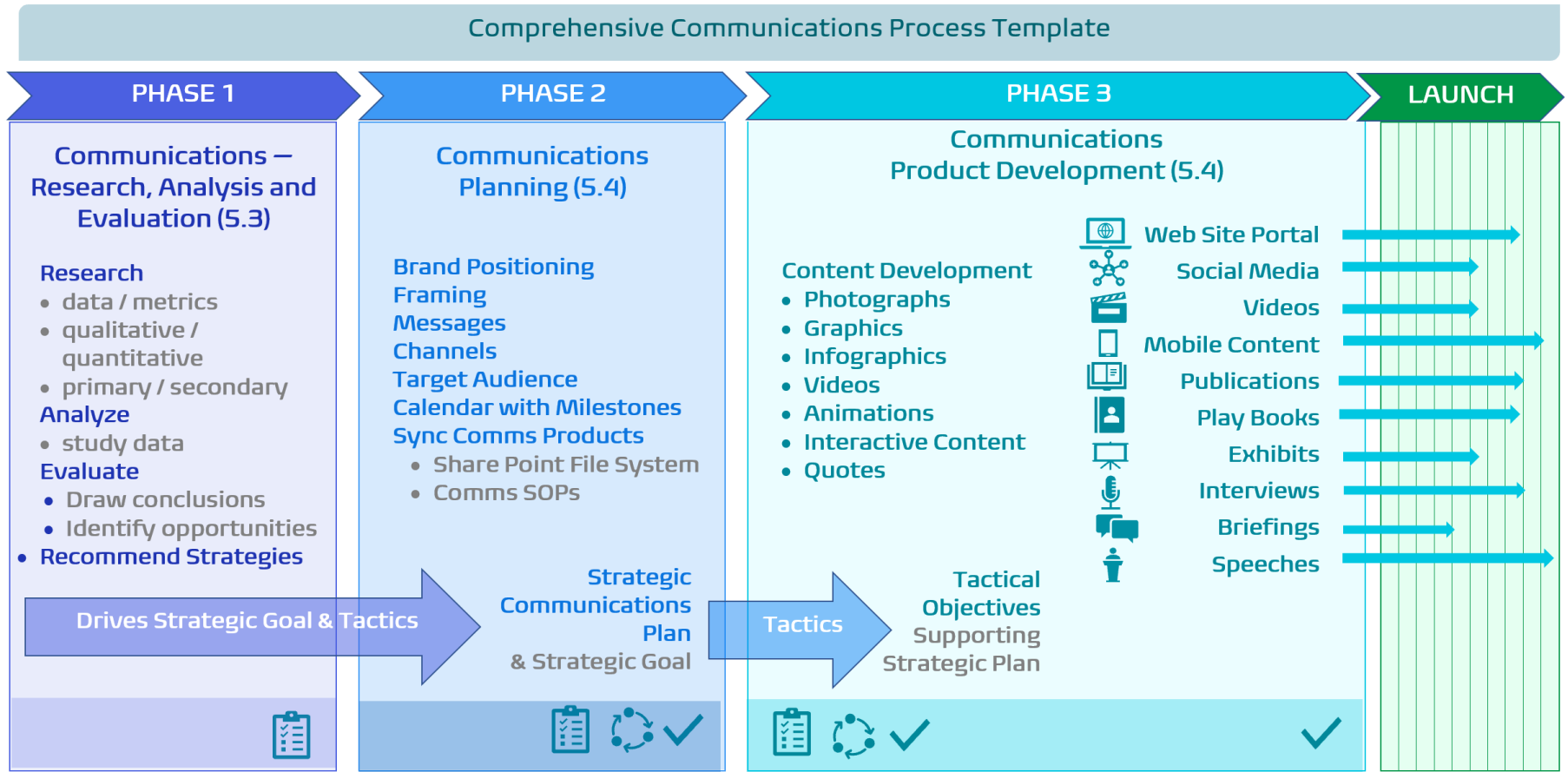
Created a custom-designed Excel spreadsheet with 334 lines capturing all four directorates and project names along with weekly and monthly accomplishments by VA-VEO-MCT technical teams, including value brought to Veterans.

MCT — FY22 Weekly Headlines										Customers = V,F,C,S,E Veterans / Families / Caregivers / Survivors / Employees					
Quarter to complete	Accomplishment involves work relating to achieving which milestone?	Place "x" for milestone	Supporting this Office:				Project Lead/POC (backup)	Accomplishment	# Customers impacted	Accomplishment	# Customers impacted	Accomplishment	# Customers impacted	Accomplishment	# Customers impacted
Milestones (FY22)							Project Lead: Melissa Rebstock	Quarter 1 - October 2021		Quarter 1 - October 2021		Quarter 1 - October 2021		Quarter 1 - October 2021	
Q4	Fully migrate front-end features from eBenefits to VA.gov														
Q4	Work on HCD efforts and site improvement surround LEP		VIC/VA Profile												
Q4	Work on web brand consolidation around Tier 3 content		Milestones (FY22)												
Q4	Begin migration of eBenefits back-end services to VA.gov		Q1	Implement coaching program for front line staff											
Q1	Comms/Marketing efforts surrounding the mobile app		Q1	Review and update White House VA Hotline/OCR SOP & Business Rules											
Q1	Chat MVP deployment		Q1	Implement Other Category program improvement											
Q1	Automated dependency questionnaire		Q1	Conduct quality assurance											
Q1	Begin modernization of MHV site		Q1	Complete annual effectiveness											
Q1	Sunset Legacy Debt Man page		Q1	Write Statewide contract and d				Q1	Store & share person level attributes to help identify homeless Veterans						
Q1	SSO across sites from VA.gov		Q1	Finalize CRM S				Q1	Integrate API to Lighthouse						
Q1	VA Profile (on VA.gov) updates to account for LGBTQ+ work		Q1	Develop new certification p				Q1	AHA Ph2						
Q2	Conducting HCD efforts for mobile applnd/ low vision Veterans		Q1	Develop a Sec				Q1	Deceased Indicator						
Q2	Migration of legacy VAMC sites		Q1	Build retention				Q1	Improve VAPRO Response to Contact						
Q4	Add VHA debt to portal		Q1	Complete PAT				Q1-Q3	Expand use of Veterans communication preferences allowing Veterans to specify the way they want to be contacted.						
Q1	Work on back-end service migration		Q2	improvement				Q1-Q4	EHR Data Migration						
Q1	Work on SEP migration efforts		Q2	Development				Q1-Q4	Import of Military Personnel Data Domains (VADIR)						
Q1	Turn off dependency application submission in eBenefits		Q2	Complete qua				Q2	CRM Integrations: Member Services, CommCare						
Q1 - Oct	Update landing page with information about		Q2	Build plan for Translation co				Q2	Improve VAPRO Response to Contact Universal address module						
Q1 - Nov			Q2	Build supervi development				Q2	Onboard new partners (e.g. Loan Guaranty, Education Service etc.)						
Q1 - Dec			Q2	Implement ne certification p				Q2-Q3	Include Demographics API (Race, Religion, Ethnicity, Marital Status, and LBTQ) use.						
Q1 - Jan			Q2	Establish ECCO				Q2-Q4	Ratings and Awards						
Q1 - Feb			Q2	Plan for full in				Q3	CRM Integrations: VEOCC (Write), ECC Integrate USVETS data source.						
Q1 - Mar			Q3-Q4					Q3-Q4	Onboard of new consumers (e.g. MPI, Lighthouse)						
Q1 - Apr			Q4					Q4	CRM Integrations: UDO, PATS-R, AVA						
Q1 - May			Q4					Q4	Update demographics in VA Profile						
Q1 - Jun			Q4					Q4	Include the ability to add Intl phone numbers as Contact Info						

Federal Portfolio

Infographic enhancements for Federal RFP Responses

Comprehensive Communications Process Infographic best practices tailored to government needs— developed and created for the Government Proposal Team.



- Government Approval ✓
- Report to Government 📋
- Government Input / Revision 🔄

Federal Portfolio

Onboarding Packets and Presentations

Created for the VA VHA-IVC Communications Team, including everything that new team members need to know about the team, mission, procedures and important links to documents, SharePoint, Smartsheet and other content.

Our structure

Our team has four main functional areas:

- Strategic Communications (prepares content)
- Executive Communications & Outreach (prepares and markets content)
- Digital Media (distributes content)
- Analytics (reports and assesses effectiveness)

We use our collective knowledge, skills and abilities to support hundreds of communication requests per year. Projects vary widely by size, scope, complexity, timeline and priority, from immediate SecVA tasks to multi-year projects.

U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Integrated Veteran Care

Our team members

Analytics

- C. Barbara Planti, Health Systems Specialist
- Carleigh Murphy, Contract Communications Specialist

Strategic Communications

- Chick Cox, Chief, Strategic Communications
- [Vacant], Public Affairs Specialist/Team Lead
- Alyse Mengason, Public Affairs Specialist/Team Lead
- Wafa Shuhid, Contract Communications Specialist
- Olivia Van Pelt-Ramon, Contract Communications Specialist
- Marilyn Whitelock, Translator

Digital Media

- Danae Bell, Director of Communications
- Joe Schneider, Chief, Health Care Media
- [Vacant], Top Visual Info. Specialist
- Barbie Kay, Hallenberger Visual Info. Specialist
- Jodi Hambleth, Contract Communications Specialist
- Julie James-Griego, Visual Info. Specialist
- Lois Mervig, Visual Info. Specialist
- Kathy Timone, ASL Interpreter, SOB Compliance
- Mike Vang, Visual Info. Specialist
- Sherry Wilcox, Printing Services Specialist

Executive Communications & Outreach

- Jonathan Leubig, Sr. Communications Specialist
- Rick Fox, Chief, Executive Communications and Outreach

Floating Contract Support

- Genelle Swann, Contract Program Consultant/Sr. Strategic Communications
- Esther Yun, Lead Contract Communications Specialist

U.S. Department of Veterans Affairs
Veterans Health Administration
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Our workflow

We follow this workflow to achieve the best customer service and communications results.

- 1. Plan**
First, we receive a request for communications support. We then engage with the client to find out what to say, the best way to say it, and the desired timeline.
- 2. Write Messaging**
Next, we translate information provided to us into high-quality, consistent key messages for use across multiple product types.
- 3. Develop Products**
We then use the key messages to prepare selected product types. These are reviewed internally before being prepared for final review and approval.
- 4. Edit and Approve**
Clients review final drafts of products and provide feedback. We make final edits to them, then circulate them for any required final approvals.
- 5. Distribute Products**
Once approved, we coordinate distributing products through available channels according to the communication timeline.
- 6. Assess Results**
After the products are released, we monitor usage and feedback. We analyze and report these results to support improved communications.

U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Integrated Veteran Care

Federal Portfolio

Facilitating Team Building

Devising a Lego Challenge team building exercise to establish familiarity with team members' work styles, generating better communication as well as collaborating and sharing ideas in preparation for change implementation and team buy-in for a major organizational transformation.

IVC Comms – Team Building LEGO Challenge

Round

1



Building house models



IVC Comms – Team Building LEGO Challenge



OBJECTIVES:

- Get to know each other better.
- Build familiarity with members' work styles.
- Generate communication.
- Collaborate and share ideas.



IVC Comms – Team Building LEGO Challenge

Round

2



Building a spaceship without a model

Winning teams!



	Round 1		Round 2	
	Speed	Accuracy	Speed	Accuracy
Team 1				
Team 2				
Team 3				
Team 4				