



# Department of Veterans Affairs

## Senior Executive Biography

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### **John J. "Jack" Galvin**

#### **Associate Deputy Assistant Secretary OI&T Information Technology Operations and Services**

Mr. Galvin was appointed to the position of Associate Deputy Assistant Secretary, Office of Information and Technology, Information Technology Operations and Services of the Department of Veterans Affairs (VA) on August 19, 2018. Jack directs the operations of information systems, technology and telecommunications at all VA facilities, including VHA Medical Centers, VBA Regional Offices, and VA Field-Based Program Offices. He is responsible for IT Operations and Services encompassing all levels and on-site customer service support to over 140 VA Medical Centers, over 1200 VA community points of veterans care and services, and 56 regional offices and leads a team of nearly 7,000 staff located throughout the nation.



Jack brought with him over 31 years of Veterans Affairs institutional knowledge. He began his career as a Biomedical Engineer at the Providence VAMC. Prior to this appointment, he has held positions of increasing responsibility from facility, to regional to national levels, supporting technology for the betterment of Veterans services. For the past two years, Jack has focused on continuous service improvement of the end user experience, delivering innovation and advancement in IT Service Delivery including introducing the concepts of DevSecOps to IT Operations and Services, leading customer service improvements to all administrations and developing and implementing OIT's continuous Infrastructure Readiness Program. His focus remains on establishing a unified accountability structure for delivering customer support across all administrations within VA.

#### **CAREER CHRONOLOGY:**

2018 – Present	OI&T, ITOPS Associate Deputy Assistant Secretary
2016 – 2018	OI&T, ITOPS Executive Director, End User Operations
2008 – 2016	OI&T Regional Director, Field Operations, Northeast
2003 - 2008	OI&T VISN CIO, VISN 2, Upstate NY VA Healthcare System
2000 - 2003	OI&T Facility CIO, Providence VA Medical Center, Providence RI
1989 - 2000	Chief Biomedical Engineer, Providence VA Medical Center, Providence, RI

#### **EDUCATION:**

- 1988 Masters of Science in Biomedical Engineering, Worcester Polytechnic Institute, Worcester, Ma
- 1986 Bachelor of Science in Physics, Siena College, Loudonville, NY