



ARCHITECTURE DECISION RECORD (ADR)

Decision Summary: Establish a new Communications category within the Software Factory (SWF) Utility framework and designate VA Notify as the Enterprise Standard utility for this category

Approved by the VA Chief Architect (OIT/OCTO) on March 2024

Context

VA Notify is fully hosted in the VA Enterprise Cloud (VAEC) and is available to teams with an Authority to Operate (ATO). It offers dedicated support and a detailed onboarding playbook. As of June 2025, there is no cost to partner teams. Ongoing roadmap enhancements will further increase its capabilities and value.

Decision

Establish a new Communications category within the Software Factory (SWF) Utility framework and designate VA Notify as the Enterprise Standard utility for this category.

This decision supports the enterprise notification platform for the Department of Veterans Affairs, enabling secure, actionable, and timely digital communications to Veterans via email, SMS, and push notification channels. It is hosted in VA Enterprise Cloud (AWS GovCloud West) and provides a modern, REST-based API and self-service portal for VA business lines and application teams.

Rationale

VA Notify aligns with the VA's mission to deliver world-class digital services to Veterans. Its privacy-centric architecture, ease of integration, and proven operational value make it essential for any team seeking to improve outreach and engagement. The current model, with no partner cost and robust governance, reduces adoption friction and risk.



Impact(s)

- Update TRM to add a new product category 'Communications' and add "VA Notify" as a utility.
- Inform relevant teams of this recommendation to ensure necessary changes to pages are made upon approval.
- No direct technical or system-level impacts are anticipated aside from TRM updates.

For questions or further clarification, contact the Enterprise Architecture team at ea@va.gov.

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**Disclaimer: The Architecture and Engineering Services (AES) team's recommendation in this ADR is provided solely as architectural guidance. It does not imply AES ownership of operational support, licensing, or cost responsibilities for a recommended tool. These responsibilities remain with a designated operational owner(s) within VA.*

This ADR does not establish a recommended tool as the sole solution for the defined use case. Other tools that meet VA requirements may continue to be used or evaluated as part of VA's enterprise technology strategy.