

Introduction:

The Architecture and Engineering Service (AES) team supports Technology and Platform Services Portfolio (TPS) by providing architecture and technical expertise used to describe the current state, target state, and transition plans for VA Product Line areas. These Product Lines and their specific systems and capabilities support the Technology and Platform Services Portfolio.

The Technology and Platform Services (TPS) Portfolio's primary role is to provide support to all the Portfolios. The Portfolio is responsible for several Product Lines:

- **IT Infrastructure Operations and Services:** The IT Infrastructure Operations and Services Product Line includes IT products for providing and maintaining IT infrastructure and for performing IT operations. This includes planning, design, and maintenance of IT infrastructure and managing VA's IT enterprise and its associated facilities, assets, programs, and projects.
- **Cyber Security:** The Cyber Security Product Line contains IT products for protecting the integrity of networks, information systems, applications, and data from unauthorized access, disruptions, modifications, or destruction. It also includes products for creating and implementing information security policies, procedures, and controls to ensure the confidentiality, integrity and availability of Veteran and Department data.

- **Enterprise Service Management:** Enterprise Service Management provides enterprise service management services through the primary service management tools, software, and associated applications.
- **Identify Access Management:** The IAM Product Line is composed of the Access Service and Identity Service stacks. The following reside within the Access Service stack: Authorization Management Service (AMS), Single Sign-On External (SSOe), Single Sign-On Internal (SSOi), Electronic Signature (eSig), Provisioning, Credential Service Provider (CSP), and Compliance Audit and Reporting (CAR). The following reside within the Identity Service stack: Provisioning, Master Person Index (MPI), and the Veterans Health Identification Card (VHIC). The scope of the IAM Product Line is of interest to all persons within the VA Enterprise , to include Veterans and Veteran's families.
- **End User Operations:** The End User Operations Product Line includes IT products for supporting end user operations, including tracking and resolving end user requests, incidents, problems, and change orders. It also includes IT products for support for IT configuration and asset management.
- **Platform Management:** The Platform Management Product Line is based upon platform technologies built upon a platform architecture that distributes the system through

different levels of abstraction. This is done to differentiate the core platform functions and the application layer, which uses underlying common services.

- **Enterprise Cloud Solutions:** The Enterprise Cloud Solutions Product Line provides solutions to enable the development and deployment of VA cloud applications via the VA Enterprise Cloud (VAEC). This includes a set of common, general support services (GSS), such as authentication and performance monitoring, that each application can leverage, speeding and simplifying the development of new applications or the migration of existing applications to the cloud. This Product Line also implements the concept's security inheritance, which leverages many of the security controls that the National Institute Of Standards And Technology (NIST), Federal Risk and Authorization Management Program (FedRAMP) and VA require, thus reducing the time each application should take to obtain a VA Authority to Operate (ATO). The Cloud Product Line also provides cloud subject matter expertise regarding the VAEC and cloud technology.
- **Unified Communications:** IT products for providing telephony, contact center and conferencing infrastructure hardware, software and services through a mix of on-premise and cloud offerings (i.e., IP Phone Systems, web conferencing systems). The Unified

Communications Product Line does not include commercial carrier voice or data telecommunications services.

- **Core Network Services:** Products associated with maintaining LAN/WAN equipment and services, data networks, domain services, internet connectivity, VPN services, satellite services, remote access, load balancing, Wi-Fi network design and management, cellular data networks, software defined networking, mobile device management, instant messaging services, firewall services, routing and switching network services, and network design and architecture.