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Veteran Experience Services (VES) Portfolio

The Veteran Experience Services (VES) Portfolio encompasses the work done by VA Enterprise Architecture (EA) in supporting IT solutions and process that simplify, streamline, and improve these services. For more information on the VES Portfolio and Veteran Experience Services (VES) Dashboards, please click the link below.



Veteran Experience Services (VES) Portfolio

AES focuses on the current state (PL CS) and target state (PL TS) of the VES Portfolio.



Digital Experience



Data and Analytics



Veteran Relationship Management



Eligibility and Enrollment



Customer Master Data Management

PL CS Dashboard

VES Dashboard

Introduction:

The Architecture and Engineering Service (AES) team supports the Veteran Experience Services (VES) Portfolio by providing architecture and technical expertise used to describe the current state, target state, and transition plans for VA product line areas. VES includes the following five PLs: Digital Experience, Data and Analytics, Veteran Relationship Management, Eligibility and Enrollment, and Customer Master Data Management. Major initiatives within these PLs include the *E-Benefits Portal*, the *Master Person Index*, the *Digital Veterans Platform*, and the *Veterans Identification Card*.

The following AES Product Line Architecture content supports VES:

- **Digital Experience:** IT products for managing digital interaction with Veterans on mobile/web platforms, including self-service systems.
- **Data and Analytics:** IT products for managing knowledge capture and distribution, and for enabling data analytics. This includes products for inspecting, cleansing, transforming, and modeling raw data to support decision-making.

- **Veteran Relationship Management:** IT products for managing contact with Veterans, including case management systems, call/Veteran Relationship Management platforms, and customer relationship management systems.
- **Eligibility and Enrollment:** IT products for determining Veterans’ eligibility for allowable services and for enrolling them for the services. This also includes products for developing benefits claims, validating claims, and managing claims.
- **Customer Master Data Management:** IT products for managing Veterans claimant data, health records, and data for determining allowable services.

The following AES Product Line Architecture content supports VES:

Resources

Product Line Architecture (PLA)

Product Line Architecture (PLA)

- Product Line Portfolios
- VES Product Lines
- VA EA Dashboards
- Resources



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