

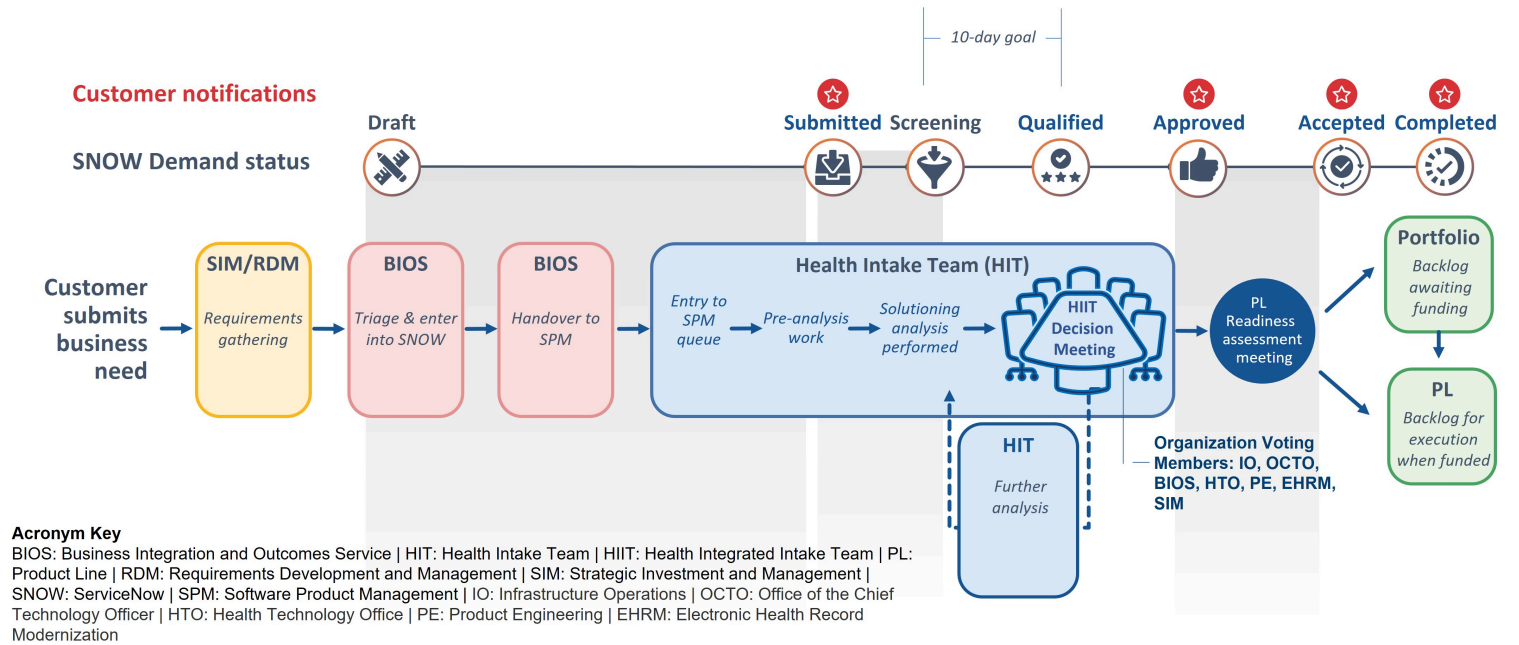


Intake Process High Level Summary

In this new intake process, the Veteran's Health Administration (VHA) and Business Integration Outcome Services (BIOS) works together to identify software needs and send requests either for new systems or updates to SPM using System Now (SNOW). Upon receiving a request, the HIT reviews the submission and completes a technical analysis and cost estimation. This analysis is reviewed by the Office of Information Technology (OIT) and then sent to decision makers for a vote for approval and funding.

AES is one of the key contributors in this analysis phase of the Health Intake project. The AES Health System Architecture team is providing essential support for the Health Integrated Intake Team (HIIT), Software Product Management (SPM), and the Transformation Project Team (TPT) by working with and training AES architects to support the HIIT with their analysis and to provide responses using defined templates. This project also includes analyzing existing VA systems and functions as well as doing some preliminary Commercial of the Shelf (COTS) / Government of the Shelf (GOTS) market research.

The AES Health Team plays an integral role in the initial review and assessment of the SPM Health Intake Demands provided by SNOW. AES architects provided the Health Services Portfolio (HSP) product line with matrixed resource mapping. This newly created AES architecture is a key step in the process to confirm whether an existing technology system can be reused (either by meeting the need or by being expanded). The duplication analysis that AES provides for the purpose of identifying and reusing existing capabilities typically translates into huge cost savings for VA. AES architecture also helps envision how to build future Veterans Health Administration (VHA) Demand Management Division (DMD) request solutions that rely on informed technical decisions. AES is excited to provide SPM HIIT with System Solution Architecture oversight and governance with an Enterprise perspective. AES's feedback has been well received and has helped draft decisions for proposed solutions.



End-to-end simplified demand journey for software requests in Q2 2023

For more information on AES and VA EA and the ways that they can support you and your team, please email ea@va.gov.

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