



Wisconsin Department of Veterans Affairs

Information Technology Plan

Fiscal Year 2017

Updated March 2016

I. Top Five IT Goals

Identify your agency's top five goals/objectives for utilizing information technology in FY17, and how they serve your agency's business needs.

Mission

The Department's mission is to work on behalf of Wisconsin's veterans community - veterans, their families and their survivors - in recognition of their service and sacrifice to our state and nation.

Goals

Our goals are broad intentions that enable the Department to accomplish its mission. Remaining vigilant to these four goals will stand the test of time in accomplishing that mission.

OUTCOMES – Optimize deliverables for veterans

OUTREACH – Connect veterans and their families to earned benefits, programs and services

INFRASTRUCTURE – Ensure strong infrastructure now and for the long term

PUBLIC AWARENESS – Raise the public's knowledge of veterans issues

Top Five IT Goals

- Assist in the conversion to PointClickCare Electronic Health Records (EHR) system for our Veterans Homes. PointClickCare is a Software-as-a-Service platform, hosted by the vendor. We are migrating from Electronic Charting System EHR at our King and Union Grove sites. Our Veterans Home at Chippewa Falls has already implemented PointClickCare. The system will interface with local hospitals, radiology, pharmacy and therapy providers.
- Implement Office 365, which will include migration of our current on-premises Exchange environment at Central Office and the Veterans Home at King to Exchange Online.
- Participate in the Voice over Internet Protocol (VoIP) rollout for Central Office and our Veterans Homes at Chippewa Falls and Union Grove. Our Veterans Home at King recently implemented VoIP in October 2015.
- Reduce the WDVA's vulnerability to safety and security risks by implementation of the new DET selected IT-related security training with 95% compliance each year.
- Utilizing our Electronic Record Management Policy, work with program areas to reduce the amount of paper handling and physical routing of documents and convert the processes to using electronic documents and leveraging the use of workflow for processing, routing and approvals.

Information technology is managed as an asset and an investment with the goal of accelerating implementation of information technology for service delivery. WDVA management recognizes and understands the importance of these assets and the opportunities that information technology offers.

II. Agency Projects

List all of your agency's IT projects expected to cost \$1 million or more.

The Department of Veterans Affairs is not currently working on any IT projects that are expected to cost over \$1 million or more.

III. Potential Agency Projects

List all potential FY17 agency IT projects that could meet the \$1 million or more cost threshold.

The Department of Veterans Affairs is not currently planning any IT projects that are expected to cost \$1 million or more.

IV. IT Infrastructure Projects or Expenditures

Describe any projects or anticipated expenditures over \$100,000 related to augmenting IT infrastructure (e.g., hardware, servers, storage, networking components, security, backup and disaster recovery), if these projects have not already been described in sections IV or V above.

The Department of Veterans Affairs is not currently working on or planning any IT Infrastructure related projects that are expected to cost over \$100,000.

V. Migration to Office 365

Please describe your agency's plans to migrate to Office 365.

The Department of Veterans Affairs plans to migrate to Office 365 when we migrate our current Microsoft Exchange on-premises environment to Exchange Online. We're hoping to implement near the beginning of FY17 once DET has established the mechanism to broker this subscription through them.

VI. Participation in the VoIP Rollout

Please describe your agency's plans to participate in the Voice over Internet Protocol (VoIP) rollout.

The Department of Veterans Affairs plans to participate in the VoIP rollout.

VII. Increase Security Posture

Please describe how your agency plans to increase its security posture, including the expected approximate timelines for any specific measures or initiatives your agency is taking.

The Department of Veterans Affairs will implement the procured Cyber Security training that DET selects for FY17 once it becomes available.

VIII. Additional Issues/Activities

Identify and explain issues or other activities not described already that are influencing, or could influence, successful execution of your agency's IT plan and about which DOA/DET should be aware.

IT Funding

As we continue to automate and streamline business processes to make service delivery of veterans' benefits more efficient and the use of health care information systems and their capabilities continues to emerge, the Department of Veterans Affairs must be proactive and continue to leverage its investment in technology. Moving to ongoing subscription models such as those used for DET service offerings, Office 365 and PointClickCare, will lead to increased annual costs which will require our IT budgets to be increased accordingly. If budgets are reduced and/or rates, costs or assessment for services supported by DOA/DET and other vendors increase, it will impact the ability to execute the Department's IT Plan.