# VHA Information Systems & Technology Strategy Project Definition
## *S A M P L E   D R A F T*                                               11/2/21

## OBJECTIVE /GOAL:

- The Web/Cloud-based VHA Business Systems implemented in 2021 and modified in 2022 will have matured and will provide a competitive advantage for the VHA
- The Customer facing Web Page and Social Media are "Best in Class" for volunteer organization and driving value-oriented communications with our Members / Residents every day.
- The integrated back office provides VHA Leadership personnel with the information, processes, policies, procedures and efficiencies for seamless access whenever and however they need it.
- VHA Operations have been streamlined and cost of operations reduced. VHA Operations

## BACKGROUND / CURRENT STATE

- In the past the former VHA Treasurer with his background coordinated and spearheaded the IT activities of the organization.  While he did an admiral job, the solutions evolved over many years and were fragmented and limited in functionality.  There is a great need to get others involved.
- In 2019 an overall assessment resulted in the decision to create a web-based system that would serve as the interface to the community as well as provide functionality for many of the VHA internal processes.
- A major focus was on easier tools and process to communicate electronically to members and all levels of the organization as well as the public.   Integrity and ease of maintenance of the organization's information assets was also critical.
- An outside consultant / contractor was engaged to develop this system.

## SCOPE - GENERAL DESCRIPTION

- Confirm completion of all committed deliverables in Phase 1 VHA Public-facing Website
- Complete implementation of Phase 2 Back office Member-Management, Document Repository
- Define Future needs many of which will be identified by the other Strategic Plan Priority Initiatives.
- Determine gap between new website / back office and future defined needs
- Define specifications for Phase 3 and possibly Phase 4 of VHA Business System
- Design, Programming, Testing, Implementation of Functional capability added to the VHA Web-based Business System.

## BENEFITS

- Enable VHA to restore its reputation as the "Widely recognized, largest Residency Advocacy group in the Community"
- Boost Productivity and Revenue
- Meet evolving customer / member requirements
- Ensure the security of VHA and personal data

## PERSONNEL / RESOURCES REQUIRED

Project Leader
Technologists

Marketing Strategist (Until in-house person assigned, Tangent might assist to fill this role)
Membership Chair
Media Representatives - Editor The VHA Voice, Social Media Content Coordinator.
Treasurer
Secretary
VHA Board Policies & Procedures Representative

Additional Consultation to verify info needs being met:  Board Representative, Area VP,  Program Committee Chair, Merchants to Members, Helping Hands, VHA Community Foundation Committee Chair


## "BALL PARK" ROUGH ESTIMATE TO IMPLEMENT

Technology  (Changes for Incremental needs above what was delivered in current initial implementations need to be defined)                 xxx? Hours            yyy? Dollars
Hardware and Software
Functionality
Document Repository
Protection of Assets
Reporting including Key Performance Indicators

Training Content Providers                    xxx? Hours           yyy? Dollars
Membership
Procedures
News Articles

Education for Self Service                     xxx? Hours           yyy? Dollars
What: Creation, Maintenance, Access Control
Who:  VHA Leadership
        Members
        General Public

Administration                                  xxx? Hours           yyy? Dollars
Project Leadership
Roles & Responsibilities
Compliance


## PROPOSED TIMING

December 2021 through July 2022


## POTENTIAL BARRIERS / CONCERNS / PRE-REQUISITES

- Assignment of VHA Project Leader
- Resource availability
- Required additional funding
- Generating ongoing new content to entice viewers
- Content and Approval Coordination
- VHA ability to complete implementation of a project and sustain its existence.