

# Agency IT Operations Plan

2017-2019

## Department of Veterans Affairs

Line of Business: Health and Human Services  
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Agency Number: 3210

### 2015-2017 Accomplishments

- Obtained access to electronic DD214's from Department of Defense.
- Complete a few more sections of website. Federal legislative bills concerning veterans is being developed and we anticipate this to be completed by end of this biennium.

### 2017-2019 Technology Strategy Information

#### **Goal**

ND DVA's strategic plan includes building awareness of services available to North Dakota Veterans

#### **Strategy**

Through e-mail correspondence, Face Book and PSA's with veteran service officers and organizations (public and private) on benefits available and changes to those benefits as well as information on our website.

### 2017-2019 Planned Activity Information

- Continue to add content and keep website information up to date and relevant. Will be accomplished with current staff.
- Seamless and paperless transfer of electronic DD214 and DD215 from DOD database to NDDVA document storage programs.
- New State Approving Agency data access regulations and programs being implemented across USA. NDDVA will need to prepare for obtaining access to these systems and storage of

### 2017-2019 Technology Being Investigated or Considered

None

Nothing additional being considered.

### New Projects

- None identified

## Technical Infrastructure Information

Number of Computers/Workstations	11
Number of Portable Devices	3
Number of Network Printers	3
Number of Servers	0
Number of public-facing web sites	1
Number of internally facing web sites	0

## Application Information

*Department of Veterans Affairs Agency website* Public information

*Social Media* Public information

*The Grant Hardship Program* Tracks approved / disapproved applicants along with vendor payments

*Nortridge Loan System (NLS)* Tracks approved / disapproved Veterans Aid Loan applicants. It processes loan payments, provides ACH capabilities, calculates late payment fees, and adjusts for collection and charge off accounts

*CBC Innovis* Provides the ability to access credit bureau reports for loan eligibility and skip tracing for delinquent accounts

*VetraSpec* A secure, online Veteran claims management software built for veteran service officers and state departments to track federal claims, complete forms and capture forms electronically It will provide "paperless" submission of claims to the U.S. Dept VA

*FileNet* Document mgmt