



Department of Veterans Affairs
Austin Automation Center
www.va.gov

Industry:
 Government

Products & Services:
 Oracle Primavera Enterprise
 Project Portfolio Management

Oracle Partner:
 Innovative Management
 Solutions (IMS)
www.ims-web.com

About the Department of Veterans Affairs

Established in 1989, the Department of Veterans Affairs (VA) provides federal benefits to US military veterans and their families. The agency is the second largest of the 15 cabinet departments and offers health-care, financial assistance, and burial benefits programs. More than 60 million people -- veterans, their family members, and survivors of veterans -- are eligible for the VA's benefits. The VA's annual budget is more than \$126 billion, but the agency is seeking some \$132 billion for 2012. That includes about \$41 billion for health benefits and the rest for disability and pensions. Other benefits include education assistance, home loans, life insurance, and vocational rehabilitation.

The VA's Chief Information Officer determined that Primavera's TeamPlay would be the standard for managing VA's Information Technology (IT) investment projects. Primavera's TeamPlay was implemented in the VA's VHA and VBA organization. TeamPlay also implements many of the best practices of the Project Management Institute and is consistent with the project management certification training being undertaken by the Austin Automation Center (AAC) project managers.

Business Challenge

VAAAC had a need to upgrade its labor hour accounting package and a need to support multiple customers overseeing VA IT investment projects. Several significant differences necessary to support the VAAAC's franchised services and special security requirements were addressed. VAAAC also required that an interface be developed and implemented between TeamPlay version 3.5 and their billing system.

Solution

IMS provided an effective solution along with a structured implementation approach in accordance with a proven methodology. IMS guided VAAAC through the implementation process, applying its project management expertise and consulting experience to configure TeamPlay and the associated business processes to a detailed specification that addressed the VAAAC's exacting requirements. IMS followed through with team training, coaching and mentoring to ensure the most efficient solutions for the VAAAC's project environment.

Impact

The implementation was scheduled to take six months actually took five and a half months and came in under budget while not sacrificing any scope. Stakeholders were involved from the beginning and were constantly kept up to date on the status of the Project, allowing for informed decision making. The VAAAC is currently planning an upgrade to version 5.0