

VA Mobile Discussion Series



VA Mobile
mobilehealth.va.gov

Mary Lou Glazer

Change Manager

Office of Informatics and Analytics

Veterans Health Administration

September 19, 2014



A Quick Introduction

If you are listening through your computer, please make sure your volume is all the way up, so you can hear the presentation.



For best results...

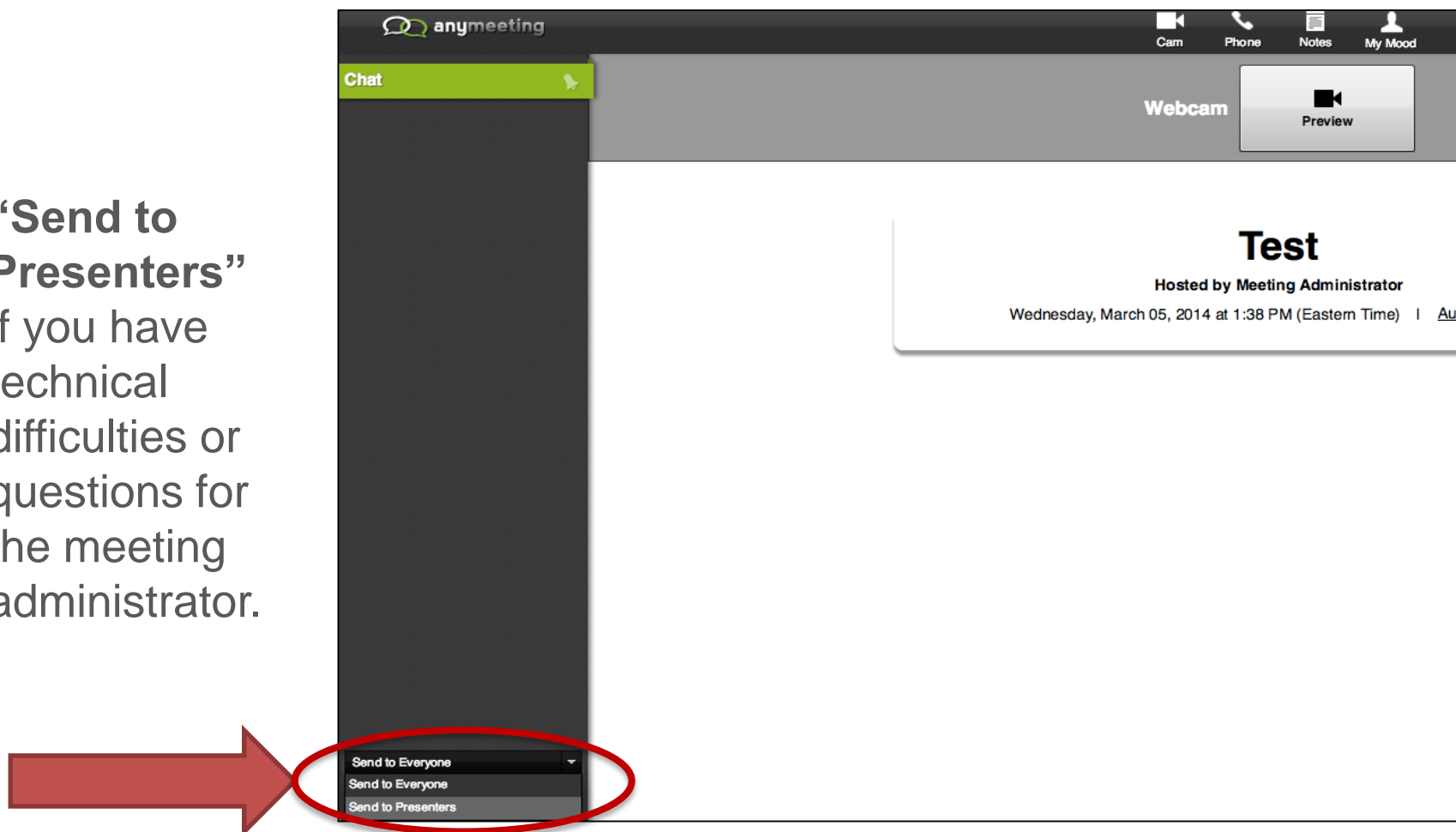
1. Make sure you're not also on the conference call. Hang up now if you are.
2. Using a headset or earbuds will give you the best experience and eliminate echo.
3. If you don't have a headset, your speakers and microphone should be far apart to reduce echo.

Your lines will be muted for the duration of the webinar

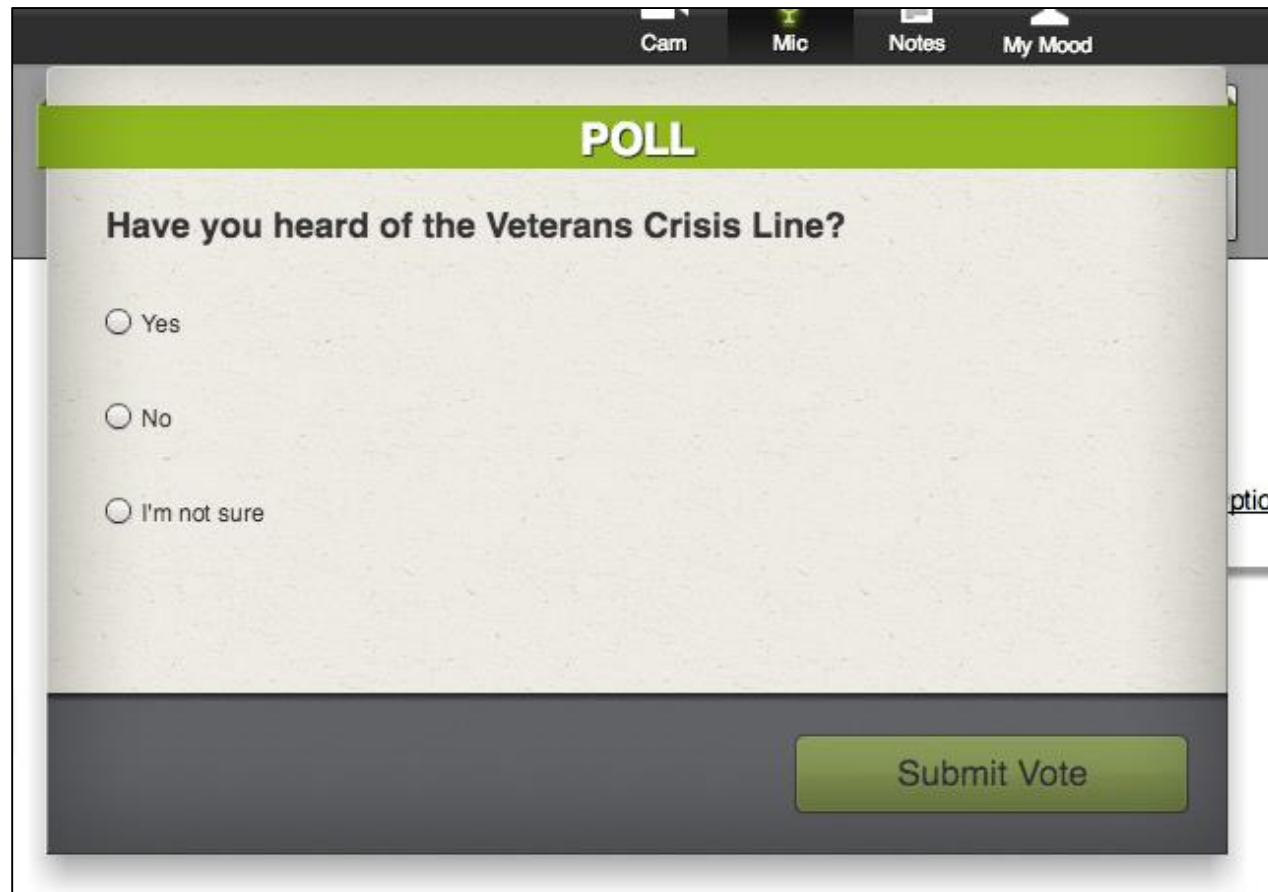


If you are experiencing technical difficulties, or have a question, use the chat feature on the left of your screen.

“Send to Presenters”
if you have technical difficulties or questions for the meeting administrator.



Please participate in polls as they appear on your screen.



The image shows a screenshot of a mobile application interface. At the top, there is a dark navigation bar with four icons: a camera icon labeled 'Cam', a microphone icon labeled 'Mic', a notepad icon labeled 'Notes', and a mood icon labeled 'My Mood'. Below this bar is a large, light-colored rectangular area with a green header bar at the top that says 'POLL' in white capital letters. The main text of the poll is 'Have you heard of the Veterans Crisis Line?'. Below this text are three radio button options: 'Yes', 'No', and 'I'm not sure'. At the bottom right of the poll area is a green button with the text 'Submit Vote' in white. The entire poll interface is set against a dark background.

Cam Mic Notes My Mood

POLL

Have you heard of the Veterans Crisis Line?

☐ Yes

☐ No

☐ I'm not sure

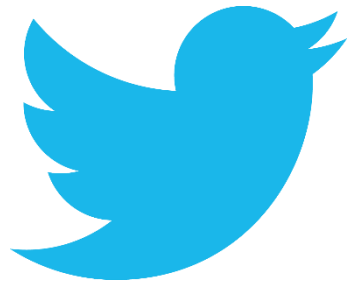
Submit Vote

We won't be using the “Notes” or video conferencing features, so please don't touch those buttons, and don't turn on your webcam.



Thanks, and let's get started!

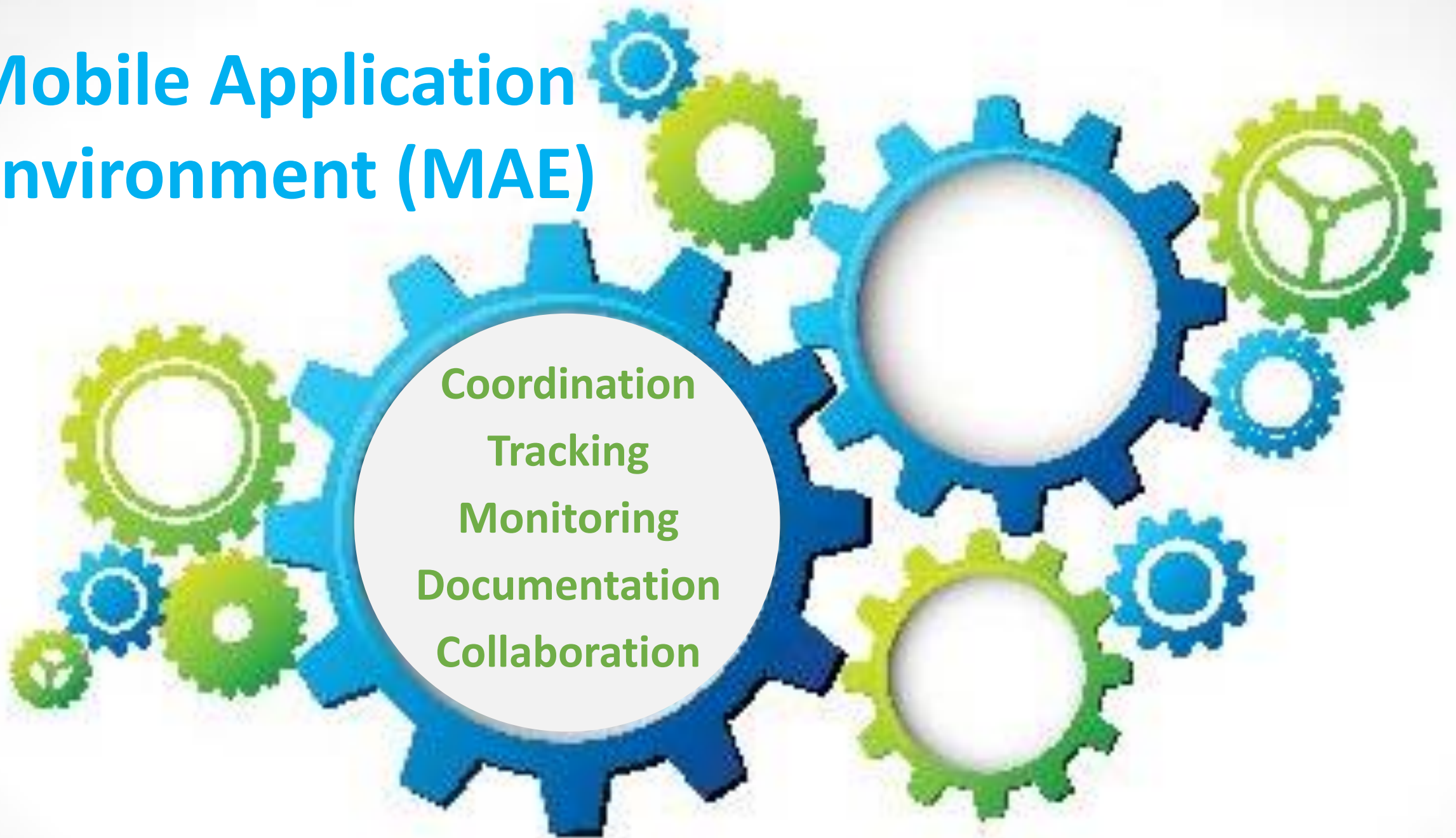
Remember to chat to “Presenters” with any technical difficulties.



Tweet with us using #VAMobileHealth!



Mobile Application Environment (MAE)



7 Stages

to VA's App Life Cycle



Poll Question

- Why are you joining today's session? Select which best describes you.

PLANNING



**Need
Defined**

Discovery

Request

Project Initiation

Does this App
address a need?



PLANNING
Discovery



**Does it
already
exist in
the MAE**

PLANNING
Discovery

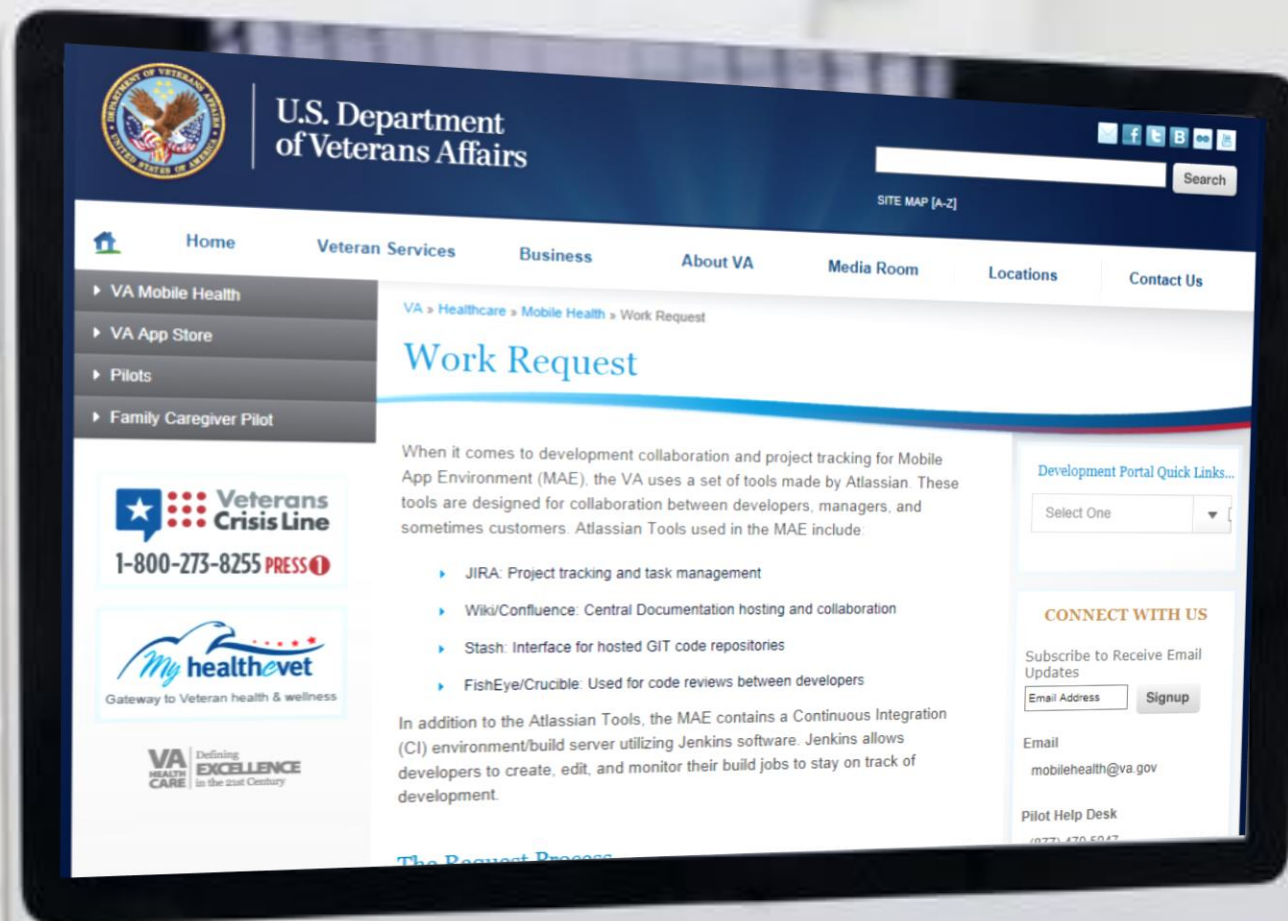
Gather the details...
Decide on a platform
Consider funding and
resources



...



PLANNING
Discovery



PLANNING
Request

Get Organized FIRST



PLANNING
Request

Summarize *your idea*

Name the App

Identify the job for which the App is a tool

Identify the VA App's primary function

Identify Subject Matter Experts

Identify a Product Owner

Identify Sustainment resources



SUBMIT *a* *request...*

...by completing one of
the **Web forms** on the
WMS Initiation Page

PLANNING
Request

The screenshot shows the U.S. Department of Veterans Affairs website. At the top is the VA logo and the text "U.S. Department of Veterans Affairs". Below this is a navigation bar with links: Home, Veteran Services, Business, About VA, Media Room, Locations, and Contact Us. A search bar is located on the right. The main content area is titled "Work Request" and includes a breadcrumb trail: "VA » Healthcare » Mobile Health » Work Request". The text explains that the VA uses Atlassian tools for development collaboration and project tracking in the Mobile App Environment (MAE). It lists the tools used: JIRA, Wiki/Confluence, Stash, and FishEye/Crucible. It also mentions a Continuous Integration (CI) environment using Jenkins. A section titled "The Request Process" lists five steps: 1. User Registration, 2. Have the VA build an app, 3. Certify an app you have already built to carry the VA brand, 4. Start building a VA-branded app for which you have funds and resources, and 5. Request a VA Mobile App Environment (MAE) for Development. The final step is "Request server resources for your VA mobile app development project". The page also features a sidebar with links to "VA Mobile Health", "VA App Store", "Pilots", and "Family Caregiver Pilot". At the bottom of the sidebar are logos for "Veterans Crisis Line", "My healthvet", and "VA Health Care". On the right side of the page, there are sections for "Development Portal Quick Links...", "CONNECT WITH US" (with a "Subscribe to Receive Email Updates" form), "Pilot Help Desk", "Correspondence Address", "Website Feedback", and "Media Request/Speaking Opportunities". At the very bottom right, there is a "VA SHARE" section with links to Facebook and YouTube.

U.S. Department of Veterans Affairs

Home Veteran Services Business About VA Media Room Locations Contact Us

VA » Healthcare » Mobile Health » Work Request

Work Request

When it comes to development collaboration and project tracking for Mobile App Environment (MAE), the VA uses a set of tools made by Atlassian. These tools are designed for collaboration between developers, managers, and sometimes customers. Atlassian Tools used in the MAE include:

- ▶ JIRA: Project tracking and task management
- ▶ Wiki/Confluence: Central Documentation hosting and collaboration
- ▶ Stash: Interface for hosted GIT code repositories
- ▶ FishEye/Crucible: Used for code reviews between developers

In addition to the Atlassian Tools, the MAE contains a Continuous Integration (CI) environment/build server utilizing Jenkins software. Jenkins allows developers to create, edit, and monitor their build jobs to stay on track of development.

The Request Process

To develop a Veteran or clinical provider mobile app, using VA resources, you must first register with VA by completing the forms that are specific to your request. The form request options are listed below:

- ▶ User Registration
- ▶ Have the VA build an app
- ▶ Certify an app you have already built to carry the VA brand
- ▶ Start building a VA-branded app for which you have funds and resources
- ▶ Request a VA Mobile App Environment (MAE) for Development
- ▶ Request server resources for your VA mobile app development project

The forms you submit with this process will automatically be forwarded to VA Web and Mobile Solutions (WMS) team for review. You will be contacted by a member of the WMS team to review your request, and will be given further instructions regarding your request.

Veterans Crisis Line
1-800-273-8255 PRESS 1

My healthvet
Gateway to Veteran health & wellness

VA Health Care | Defining EXCELLENCE in the 21st Century

Development Portal Quick Links...
Select One

CONNECT WITH US

Subscribe to Receive Email Updates
Email Address

Email
mobilehealth@va.gov

Pilot Help Desk
(877) 470 5947
Weekdays 7 a.m.-7 p.m. (CT)

Correspondence Address
VA Mobile Health
VHA OIA 10P2, 375H
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

Website Feedback

Media Request/Speaking Opportunities

VA SHARE
Facebook YouTube



The Request Process

To develop a Veteran or clinical provider mobile app, using VA resources, you must first register with VA by completing the forms that are specific to your request. The form request options are listed below:

Gateway to Veteran health & wellness



► **FileMaker/CloudBe**: Used for code reviews between developers

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Work Request

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and task management

al Documentation hosting and collaboration

ed Git code repositories

Development Portal Quick Links...

Select One

CONNECT WITH US

Subscribe to Receive Email Updates

Email Address

Signup

Email

mobilehealth@va.gov

Pilot Help Desk

(877) 470 5947

Weekdays 7 a.m.-7 p.m. (CT)

Correspondence Address

VA Mobile Health
VHA OIA 10P2, 375H
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

Website Feedback

Media Request/Speaking Opportunities

VA SHARE



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- ▶ Request server resources for your VA mobile app development project

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Development Portal Quick Links...

Select One

CONNECT WITH US

Subscribe to Receive Email Updates

Email Address

Signup

Email

mobilehealth@va.gov

Pilot Help Desk

(877) 470 5947

Weekdays 7 a.m.-7 p.m. (CT)

Correspondence Address

VA Mobile Health
VHA OIA 10P2, 375H
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

Website Feedback

Media Request/Speaking Opportunities

VA SHARE



Facebook



YouTube

Initiation

PLANNING

A person wearing a white shirt is shown from the side, holding a magnifying glass over a document on a dark desk. The document has a white label that says "App Request". The person's hands are visible, and they are looking intently at the document through the magnifying glass.

App Request

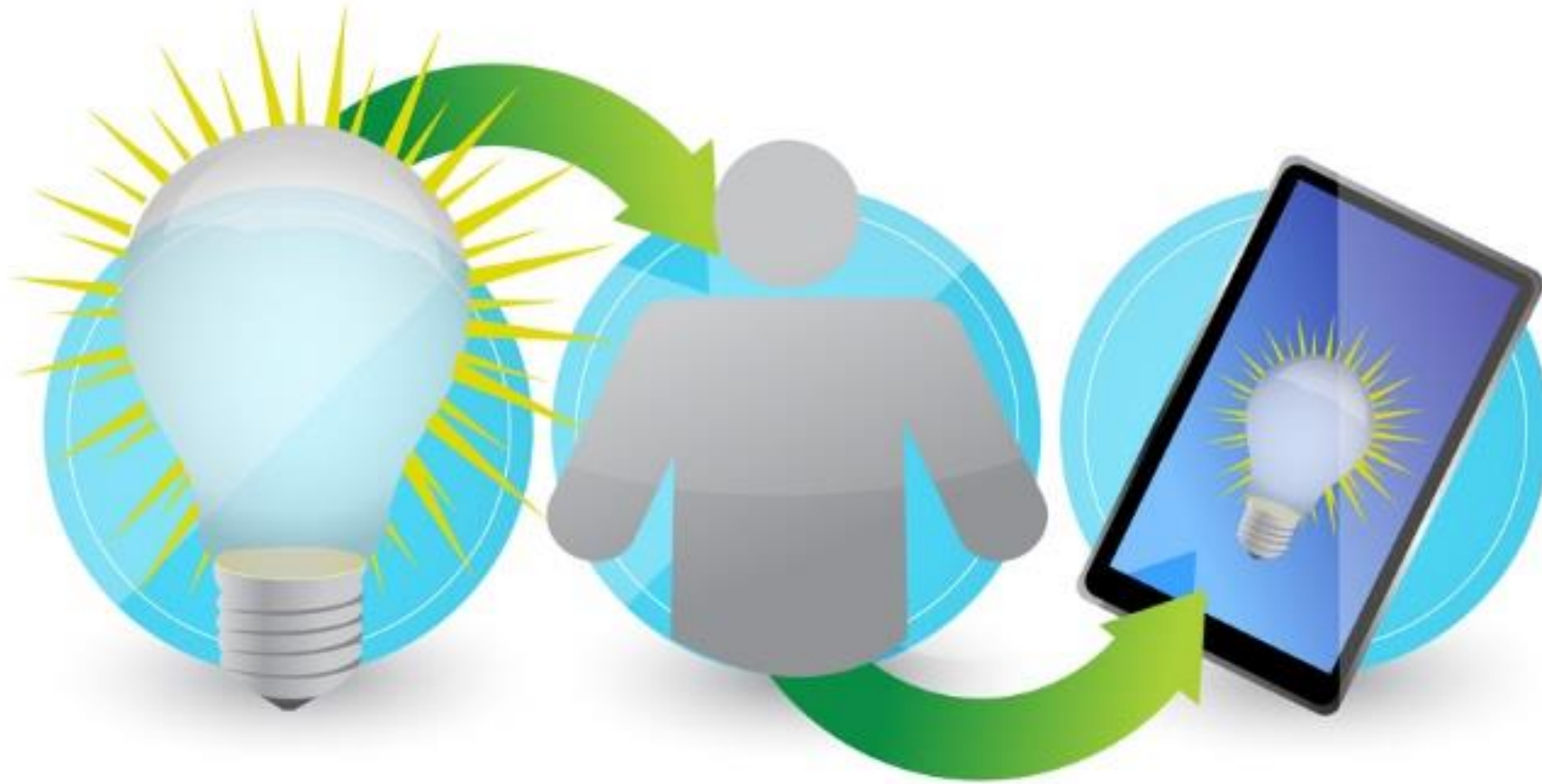
**Web and Mobile Solutions
(WMS) screens the request**

A close-up photograph of a person wearing a white lab coat, holding a blue and white pen and signing a document. The person's right hand is writing, while their left hand holds the document steady. The background is blurred, showing what appears to be a laboratory or office setting.

Requestor completes the
Business Sponsor Agreement

Initiation
PLANNING

APP APPROVAL PROCESS



Initiation
PLANNING

- **Who is the Business Sponsor?**
- **Does this App align with the VA Mission?**
- **What is the sustainment plan?**
- **How is the app distinct from other VA IT apps/systems and are there any overlaps in functionality?:**





**Does this App
qualify for
Medical Care
Funding?**

VAMF Architecture Team Review



- We now have established an architectural working group.
- VAMF Architecture Team will review design proposals of the application to include usage of VAMF services and to ensure that the technology fits with overall VA Strategy.

Mobile Applications Governance Board (MAGB) *Review and Approval*



“Approved App Pool”



Contract

In-house



TRACK



Enable dev and IT teams to capture issues,
plan work, and resolve service requests.





Vet Kiosk Wiki App - Android

Key: VKWA · Lead:  Harold Bonds · Category: App Development

Overview Administration

Summary

Issues

Agile

Reports

Popular Issues

Labels

Source

Reviews

Summary

Vet Kiosk - Original Request/Profile

[Vet Kiosk Wiki App Android - Wiki](#)

Main Certification/Compliance

Issues: 30 Day Summary

3





Vet Kiosk Wiki App - Android

Key: VKWA · Lead:  Harold Bonds · Category: App Development

Overview

Administration

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Popular Issues

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Source

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Vet Kiosk Wiki App

Key: VKWA · Lead: 

Issues: 30 Day Summary

3



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[Vet Kiosk - Original Request/Profile](#)

[Vet Kiosk Wiki App Android - Wiki](#)

[Main Certification/Compliance](#)

Issues: 30 Day Summary

3





Vet Kiosk Wiki App - Android

Created by Cynthia Amaya, last modified by Mary Lou Glazer yesterday at 3:13 PM

Key App Information

Business Owner and POCs

Name (Email)

Project Manager

Name (Email)_

VHA POC

Name (Email)

Contract Vehicle

Enter contract vehicle here

Sustainment Commitment

Enter sustainment commitment here

Number of outstanding software changes:

X defects and Y required enhancements

Summary

The Vet Kiosk Wiki is a collaborative platform for gathering information regarding the information and design for the VetLink Kiosk program. This wiki is located within the VA firewall on the VHA OIA Training Strategy Clinical Wiki. The Vet Kiosk Wiki - Android mobile app will provide this information in a mobile format for everyone to review and make suggestions for future enhancements to the VetLink Kiosk in adherence with the Open Source Initiative. The content is pulled from the current wiki page and placed into a database that is part of the mobile app. The mobile app will be updated monthly with a copy of the current wiki for sustainment and will be monitored and maintained by the VHA OIA Training Strategy Office.

Project Coordination Lifecycle Timeline

Phase	Planned End Date	Actual End Date

PMAS Documentation

Artifact	Actual Completion Date
SSD	

-
- Search
- Concept Papers
 - › Meeting notes
 - Overview
 - › PMAS
 - › Project Plans
 - › Technical Documentation
 - Test Scripts
 - Training Materials



Vet Kiosk Wiki App - Android

Vet Kiosk Wiki App - Android

- Concept Papers
- › Meeting notes
- Overview
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e page
go
rs access

Space contributors

- Harold Bonds (11 days ago)
- Tim Martin (15 days ago)
- Carol Cahall (34 days ago)
- Mary Lou Glazer (57 days ago)
- Cynthia Amaya (126 days ago)

Select space

VA PTSD Coach App

Parent: VA PTSD Coach HTML

**MA Concept/Scope Paper Template ver. 1.0**

Provides a framework for communicating the intended scope and purpose of the application

**MA Defect and Enhancement Form Templa...**

Log defects, enhancements or questions based on your use and review of a Mobile Application

**MA Program Lessons Learned Template v...**

This report enables an organization to document a project's challenges and successes

**MA Required Artifacts Template ver. 1.0****MA Requirements Specification Document...**

Records the results of the specification gathering process carried out during the

**MA Sustainment Addendum ver. 1.0**

Provides application-specific details regarding Mobile Applications that are planned for release

**MA System Security Plan (SSP) Template v...**

Provides application-specific details regarding

**MA User Guide Template ver. 1.0**

Quick Search

Basic Search

Advanced Search



Searching
in JIRA

Vet Kiosk Wiki App - Android

Key: VKWA · Lead: Harold Bonds · Category: App Development

- Summary
- Issues
- Agile
- Reports
- Popular Issues
- Labels

Issues

- All issues
- Unresolved
- Added recently
- Resolved recently
- Updated recently
- Assigned to me
- Reported by me
- Unscheduled
- Outstanding

Quick Search

?

Unresolved: By Assignee

Assignee	Issues	Percentage
	1	<div></div> 7%
	1	<div></div> 7%
	1	<div></div> 7%
	1	<div></div> 7%
	2	<div></div> 14%
	1	<div></div> 7%
	7	<div></div> 50%

Planning

1

5%

View Issues

Unresolved: By Component

Component	Issues
No Component	14

View Issues

Unresolved: By Issue Type

Quick Search

 U.S. Department of Veterans Affairs

Dashboards ▾ Projects ▾ Issues ▾ Agile ▾ [Create issue](#)

WMS-Intake / WMSIN-1048

Women's Health Diary Phase 2

it [Comment](#) [Assign](#) [More ▾](#) [Reconsider](#) [Has Been Assigned](#) [Admin ▾](#)

[Request: Have VA Build App](#) Status: [Approved App Pool \(View Workflow\)](#) Assignee: [Unassigned](#)

 **WMSIN-1048** 

Quick Search

 **Vet Kiosk Wiki App - Android**
Key: VKWA · Lead:  Harold Bonds · Catego...

- Summary
- Issues
- Agile
- Reports
- Popular Issues
- Labels

Issues

All issues
Unresolved

Unresolved: By F

Priority	Issues	Percentage
↑ Major	12	
↓ Minor	2	14%

[View Issues](#)

Unresolved: By Assignee

Assignee	Issues	Percentage
	1	7%
	1	7%
	1	7%
	1	7%
	2	14%
	1	7%
	7	

Current Filter

Unsaved filter (11 issues)

Search for Issues

Create issue Start a new search.

Recent Issues

☒ VKWA-18 UI Design Reivew

☒ VKWA-22 test issue to wiki lin...

Filters

My Open Issues

Reported by Me

Manage Filters

Current Filter

Unsaved filter (11 issues)

Search for Issues

Create issue Start a new search.

Recent Issues

- ☒ VKWA-18 UI Design Reivew
- ☒ VKWA-22 test issue to wiki lin...

Filters

- My Open Issues
- Reported by Me
- Manage Filters

Basic Search

FILTERS



New filter

Find filters

My Open Issues

Reported by Me

Search

Save as

Project: All ▾

Type: All ▾

Status: All ▾

Assignee: All ▾

Contains text

More ▾



Advanced

Order by ▾

✓ VKWA-22



Vet Kiosk Wiki App - Android / VKWA-22

test issue to wiki link

Search

Save as

Project: All ▾

Type: All ▾

Status: All ▾

Assignee: All ▾

Contains text

More ▾



Advanced

✓ VKWA-18

UI Design Reivew

✓ VKWA-17

Labels:

None

Compliance Type:

Patient Safety

Activity

All

Comments

Work Log

History

Activity

There are no comments yet on this issue.

Basic Search

FILTERS



New filter

Find filters

My Open Issues

Reported by Me

Recently Viewed

All Issues

FAVORITE FILTERS

You don't have any favorite filters.

Search

Save as

Project: All ▾

Type: All ▾

Status: All ▾

Assignee: All ▾

Contains text

More ▾



Advanced

Order by ▾

✓ VKWA-22

test issue to wiki link

💡 VKWA-21

Create Jenkins build job for iOS

☑ VKWA-20

VA Branding Form

☑ VKWA-19

Send TestFairy to UI Design POC

☑ VKWA-18

UI Design Reivew

☑ VKWA-17

Run preliminary fortify scan for native android.

☑ VKWA-16

Create TestFairy instance

☑ VKWA-15

Configure Jenkins build for Native Android/Ki



Vet Kiosk Wiki App - Android / VKWA-22

test issue to w

💬 Comment

Agile Board

Details

Type:



Certifica
e

Priority:

↑ Major

Resolution:

Unresolved

Labels:

None

Compliance Type:

Patient Safety

Activity

All

Comments

Work Log

History

Activity

There are no comments yet on this issue.



Advanced

saved searches of issues in JIRA

Filters





VA



U.S. Department of Veterans Affairs

Dashboards ▾

Projects ▾

Issues ▾

Agile ▾

Create issue



Vet Kiosk Wiki App - Android

Key: VKWA · Lead: Harold Bonds · Category:

Summary

Issues

Agile

Reports

Popular Issues

Labels

Summary

Vet Kiosk - Original P

Vet Kiosk Wiki App A

Main Certification/Co

Issues: 30 Day S

3

Current Filter

508 Status (1 issue)

Search for Issues

Create issue

Start a new search.

Recent Issues

- VKWA-13 508
- VKWA-22 test issue to wiki lin...
- VKWA-18 UI Design Reivew

Filters

My Open Issues

Reported by Me

508 Status

All Requests to Have Apps Buil...

Approved App Pool

FILTERS <<

New filter

Find filters

My Open Issues

Reported by Me

Recently Viewed

All Issues

FAVORITE FILTERS

508 Status


All Requests to Have...

Approved App Pool

Apps List by Project...

Business Owners - AI...

Search

Project: All ▼ Type: All ▼ Status: All ▼ Assignee: All ▼ More ▼  Advanced

Order by ▼

☒ VKWA-22
test issue to wiki link

☒ VKWA-20
VA Branding Form

☒ VKWA-19
Send TestFairy to UI Design POC

☒ VKWA-18
UI Design Reiew

☒ VKWA-17
Run preliminary fortify scan for native a

☒ VKWA-16
Create TestFairy instance

☒ VKWA-15
Configure Jenkins build for NativeAndr

☒ VKWA-14
Fetch Native Android project from Gith

☒ VKWA-13
508

☒ VKWA-12
Clinical Review

☒ VKWA-11
Data and Terminology


☒ VKWA-10
IV&V


☒ VKWA-9
Patient Safety

☒ VKWA-8

Vet Kiosk Wiki App - Android / VKWA-22

1 of 21 ▲ ▼

 Unassigned

 Mary Lou Glazer

0

1


13/Jun/14 12:42 PM

13/Jun/14 12:42 PM

Type: All ▼

Assignee: Unassigned

original request

☒  Original Request

FILTERS

New filter

Find filters

My Open Issues

Reported by Me

Recently Viewed

All Issues

FAVORITE FILTERS

508 Status

All Requests to Have...

Approved App Pool

Apps List by Project...

Business Owners - AI...

Search

Save as

Share

Export

Tools

Project: All

Original Request

Status: All

Assignee: All

Contains text

More

Advanced

Order by

VKWA-1

PROFILE - Vet Kiosk Wiki App - Android

1 of 1

More

project manager name

All Criteria

☐ IT Project Manager Name

☒ Project Manager Name

Details

Type:

Priority:

Labels:

General

Reporter Name

Reporter Job

Reporter Phone

Reporter Email

Organization

for:

Business S

Business S

Prog./VISN

Business O

(name):

Contractor

Contract::

Internal Contract

Organization Assigned

Training Strategy

To::

Primary Contact

Harold D. Bonds

Name:

Primary Contact Email:

Harold.bonds@va.gov

- FILTERS <<
- New filter
- Find filters
- My Open Issues
- Reported by Me
- Recently Viewed
- All Issues

- FAVORITE FILTERS
- 508 Status
- All Requests to Have...
- Approved App Pool
- Apps List by Project...
- Business Owners - AI...

Search Save as

Share Export Tools

Project: All Original Request Status: All Assignee: All Contains text More Advanced

Project Manager Name: All

Update Close

Vet Kiosk Wiki App - Android / VKWA-1

PROFILE - Vet Kiosk Wiki App - Android

1 of 1

Comment Agile Board More Basic Development On Hold Workflow

Planning (View Workflow) Unresolved

People

Assignee: Harold Bonds

Reporter: Issue Collector

Votes: 0 Vote for this issue

Watchers: 1 Start watching this issue

Created: 21/Oct/13 4:51 PM

Updated: 08/Jul/14 9:00 AM

Requested Start Date:: 01/May/13

Requested End Date:: 30/Sep/14

Agile

View on Board

Contract:: Internal Contract

Organization Assigned To:: Training Strategy

Primary Contact Name: Harold D. Bonds

Project: All Original Request

Project Manager Name: All

Update Close



Harold Bonds Project Manager

Save as



Share

Export

Tools



Project: All Original Request Status: All Assignee: All Contains text More Advanced


Project Manager Name: bonds


1-11 of 11



Columns

Key	Summary	Description	Status	Mobile App Classification
MVCG-1	PROFILE - IOS - MyVeHUCampus Virtual Conference Guide	This app will provide a mobile platform for the My VeHU Campus virtual training events. Users will be able to view list of events, register for these events and view the events on the mobile device. This will expand the functionality for virtual training both within and outside the VA. Reporter: 423-979-4394	Planning	2Low
PDICWA-1	PROFILE - Post Deployment Integrated Care Wiki App - Android	This app will provide a read only copy of the Post Deployment Integrated Care Wiki that is currently available only within the VA Network making it available to VA and Community Providers providing care to the Post Deployment Veterans and Service members. The PDIC Wiki App will provide resources and contact information for providing this care.	Planning	1Very Low
CACWA-1	PROFILE - CAC wiki mobile app - Android	GPS on set up and troubleshooting the various Clinical Applications used to care for the Veterans. App will provide easy access quickly and timely for informatics staff to provide assistance to the end-user.	Planning	1Very Low
RNMA-1	PROFILE - Radiology and Nuclear Medicine Wiki- Android	Android version of Radiology and Nuclear Medicine Wiki to assist Informatics staff with the Radiology and Nuclear Medicine package support and setup.	Planning	1Very Low
CPRSTTA-1	PROFILE - CPRS Tips and Tricks - Android	Mobile app Android version of CPRS Tips and Tricks Wiki	Planning	1Very Low

Project: All ▾ Original Request ▾ Status: All ▾ Assignee: All ▾ Contains text More ▾  Advanced 

Project Manager Name: bonds ▾ 

1-11 of 11 

Key	Summary	Classification
MVCG-1	PROFILE - Conference	
PDICWA-1	PROFILE - Wiki App	
CACWA-1	PROFILE - Applications used to care for the Veterans. App will provide easy access quickly and timely for informatics staff to provide assistance to the end-user.	
RNMA-1	PROFILE - Radiology and Nuclear Medicine Wiki- Android	Android version of Radiology and Nuclear Medicine Wiki to assist Informatics staff with the Radiology and Nuclear Medicine package support and setup.  Planning 1Very Low
CPRSTTA-1	PROFILE - CPRS Tips and Tricks - Android	Mobile app Android version of CPRS Tips and Tricks Wiki  Planning 1Very Low

Save Filter

Save Filter

Filter Name*

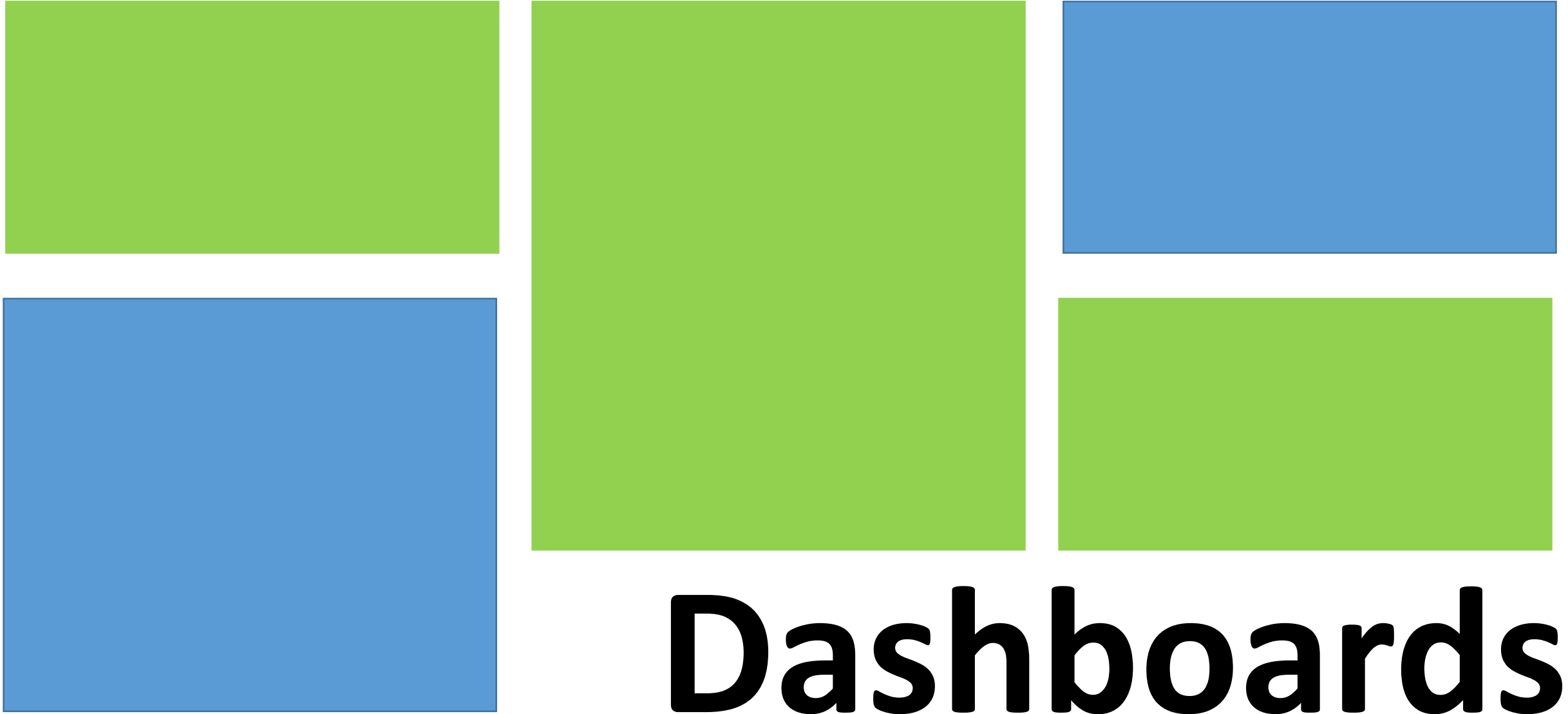
Harold Bonds Project Manager

Enter a name for this Filter

Submit

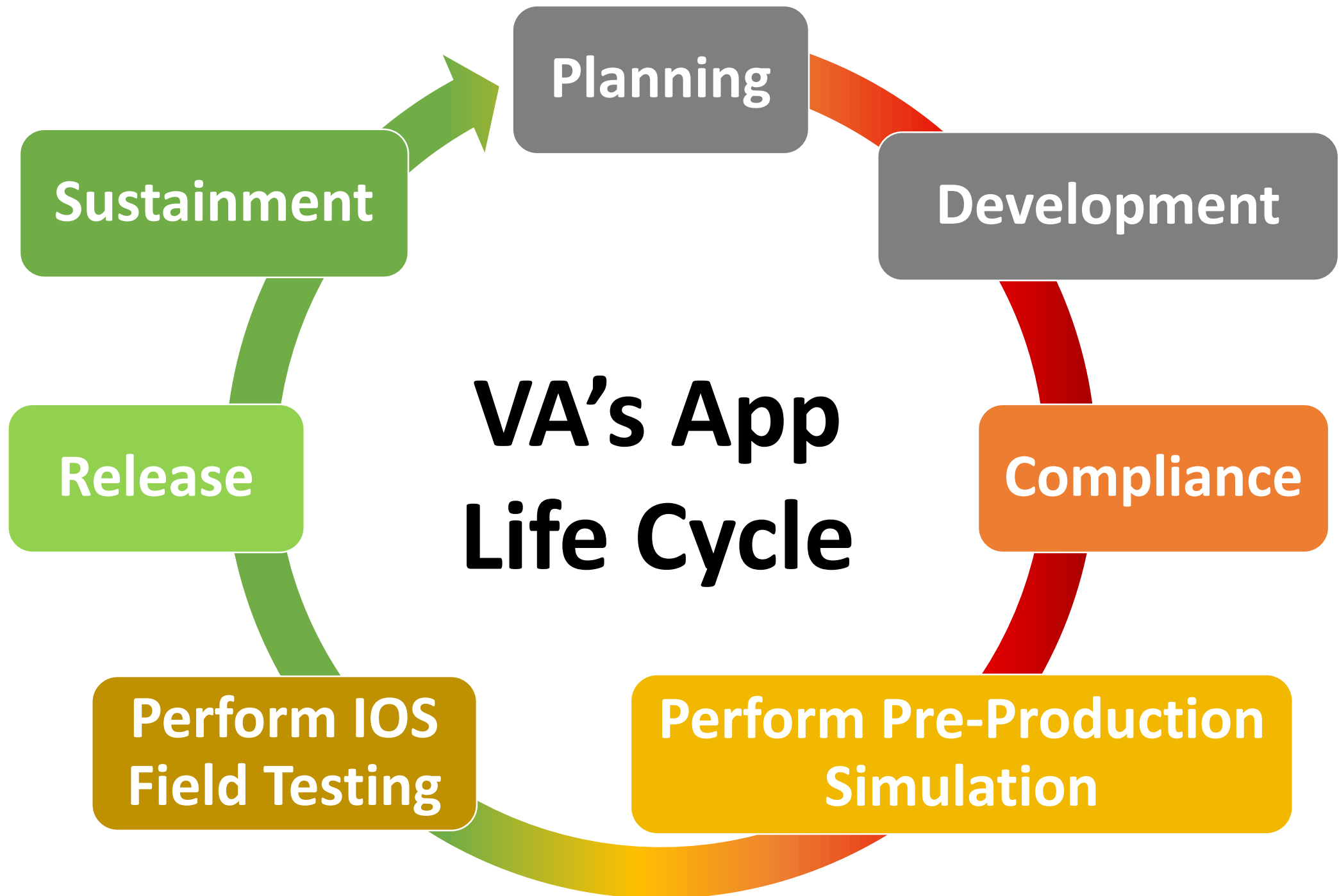
Cancel



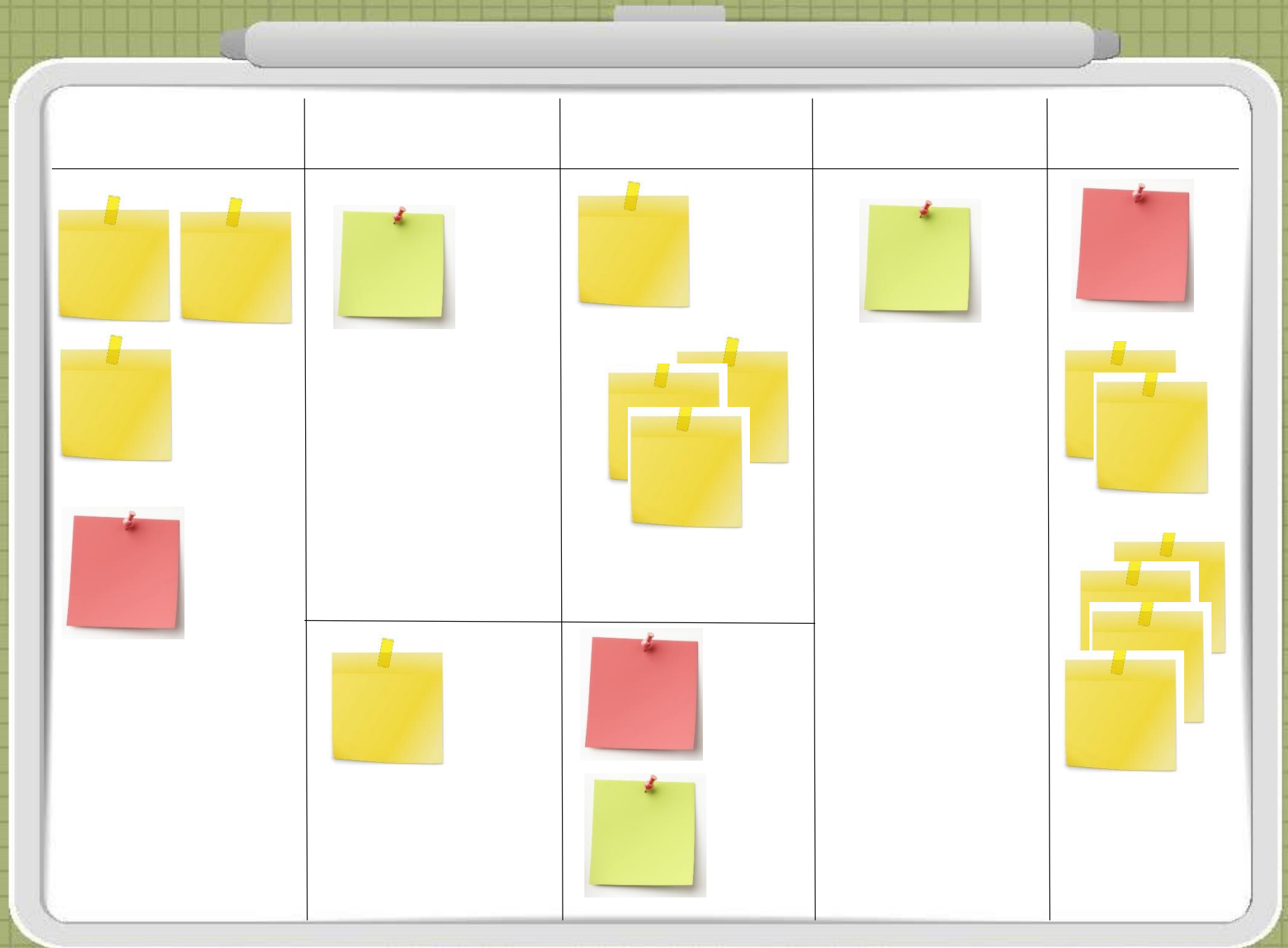


Dashboards

Customizable pages of chosen filters



Populate the JIRA Project **DEVELOPMENT**



Develop the App







Verification and Validation (V&V)

Perform Pre-Production Simulation

Kick off User Functionality Test Meeting



Install or Download Product



Test Product



Document and Submit Findings



Review and Prioritize Findings



Provide Concurrence



Perform
**Initial Operating
Capability
(IOC)**
Field Testing

Review



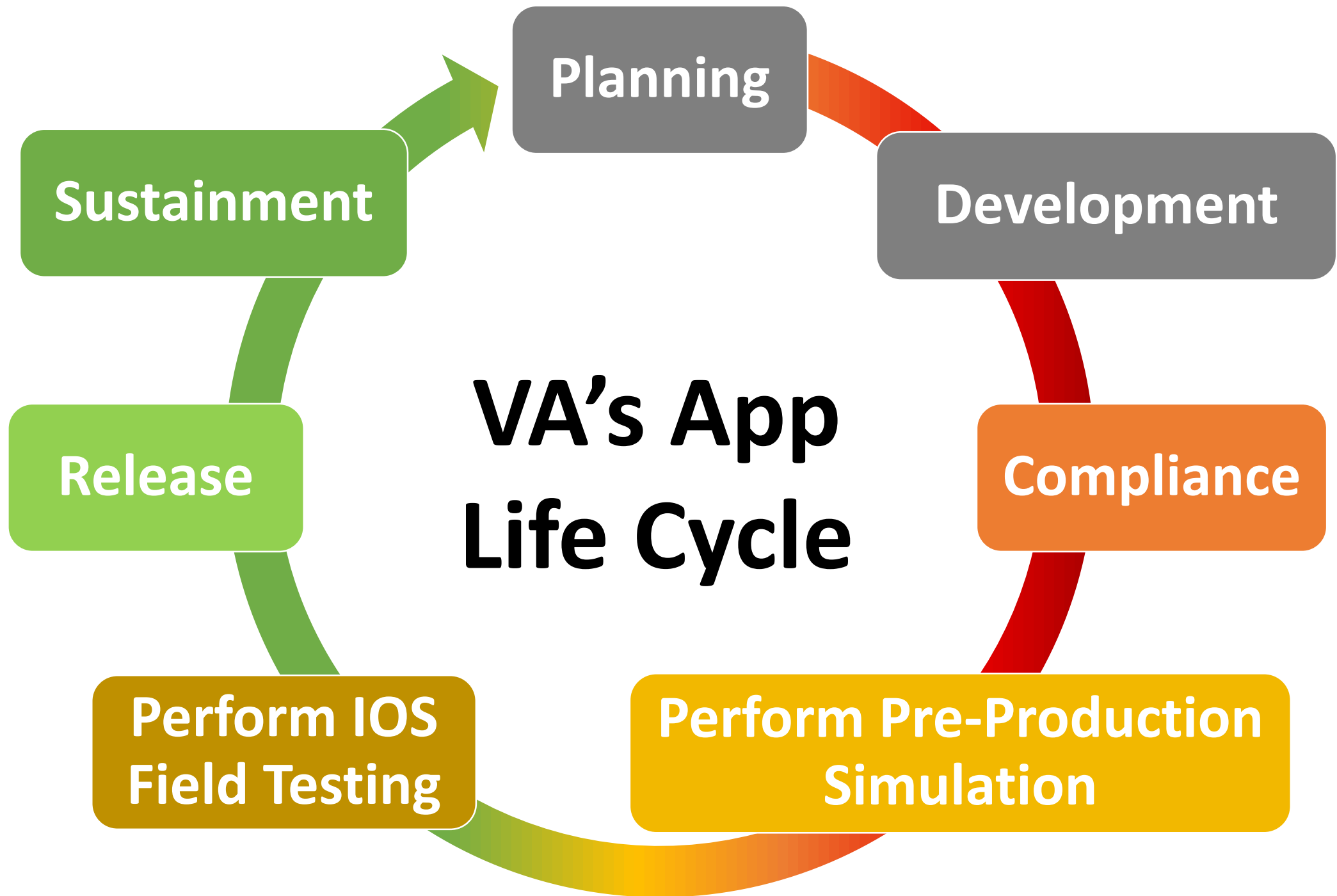
Deploy



Sustain



Releasing and Sustaining a VA App



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Developing VA Apps

Do you have an idea for a Mobile Application (App) that would benefit Veterans, Caregivers or the Department of Veterans Affairs (VA) care teams and staff? Are you already developing an App that VA could use?

The Veterans Health Administration (VHA) Office of Informatics and Analytics' (OIA) Connected Health Office partners with VA's Office of Information and Technology (OI&T) and other VA offices to manage VA-approved Apps. We evaluate ideas for Apps and can provide funding and resources for approved ideas. Connected Health tracks all VA App development projects and coordinates the development activities between the different VA branches involved with App development.

We want to see your idea. If approved, we can provide the tools, processes, and resources to develop and release it. All Apps that carry VA's brand undergo a thorough review to ensure it meets VA and Federal guidelines and standards. If approved, we can provide the tools, processes and resources to develop and release your App.

This site describes all of the requirements and processes in the following sections:

▶ **Getting Started** introduces VA's App development process, its tools and

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Pilot Help Desk

(877) 470 5947
Weekdays 7 a.m.-7 p.m. (CT)

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Washington, DC 20420

Q&A

Ask the Presenter!



Mary Lou Glazer

Change Manager
Office of Informatics and Analytics
Veterans Health Administration

VA Mobile

**What future topics would you like to discuss?
Let us know by answering our survey below!**

<https://www.surveymonkey.com/s/JBJN7NP>

We hope you join us for our next presentation in October