

OneVA Technology Strategy

Aquilent partnered with the VA to create a single, simplified web presence allowing end users to access personalized content and a simplified benefits enrollment process.

the objective_

“OneVA” is a term originally coined to signify the effort to break down organizational barriers within the Department of Veterans Affairs (VA), particularly among the three administrations that make up the core of VA’s benefits delivery: the Veterans Benefits Administration (VBA), the Veterans Health Administration (VHA), and the National Cemeteries Administration (NCA).

A cornerstone of this effort was veteran-focused—rather than organization-centric—delivery of comprehensive benefits information, particularly the establishment of a central OneVA website for access to all VA benefits and services irrespective of which organization delivers those benefits.

the solution_

Aquilent was a key player in the broader OneVA initiative, as evidenced by our role on projects such as the OneVA Portal Content Strategy Framework, the OneVA Portal Pilot, My HealthVet, and the Veteran’s Online Application (VOA).

The OneVA Portal is a single VA web presence that allows veterans, employees, service organizations, lenders, and other benefits-related communities to access personalized VA content and benefits lifecycle services. It was designed to simplify access to this information by integrating existing VA web content while eliminating inaccuracies and inconsistencies.

The OneVA Portal was developed with a user-centric information architecture and site design. The solution makes personalized content available to users through an adaptive scenario engine that captures user preferences, a federated identity and access management solution, and a content management system that applies metadata to tag content. Each of these mechanisms plays a part in delivering content



that is personalized based on the end user's particular military and medical history.

Aquilent's OneVA Portal website design was tested by veterans to ensure that the site was easy to navigate, and that it helped them locate descriptions of benefits and work through the benefits lifecycle processes.

the payoff_

Aquilent's involvement in the OneVA Portal pilot effort resulted in numerous work products and a detailed plan for incremental implementation of the full OneVA Portal. The project established a solid foundation for implementation, particularly for integration of existing VA benefits service and information websites such as My Health@Vet, the Veterans Information Portal (VIP), the Veterans Benefits Reference System (VBRS), Army Knowledge Online (AKO), and numerous other sources of information and services.

One of the most significant outcomes of Aquilent's effort was the specification of end-to-end benefits lifecycles for all seven VA lines of business: health care, loan guaranty, compensation and pension, educational services, vocational rehabilitation, life insurance, and interment. These benefits lifecycles lead veterans step by step through the benefits-enrollment process, with references to information, documentation, and services already provided by existing websites.

HIGHLIGHTS

- > Employs user-centric information architecture and site design.
- > Simplifies access to VA-related content.
- > Eliminates inaccuracies and inconsistencies.
- > Personalizes content for individual users.
- > Specifies benefits lifecycle services.

