

Support Delivery of Services (Explorer), READ ONLY  
 System Architect  
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 Comment

The Support Delivery of Services view provides strategic context and establishes the correlation between VA Category 2 business capabilities and the associated VAECM Category 2 functions.

**Provide Controls and Oversight**

- Administer Corrective Action**  
Number of Related Systems: 1
- Conduct Program Evaluation**  
Number of Related Systems: 0
- Conduct Program Monitoring**  
Number of Related Systems: 0
- Provide Legal Guidance and Representation**  
Number of Related Systems: 2
- Conduct Audits and Investigations**  
Number of Related Systems: 0

**Conduct Internal Risk Management and Mitigation**

- Manage Contingency Planning**  
Number of Related Systems: 0
- Manage Continuity of Operations**  
Number of Related Systems: 2
- Manage Service Recovery**  
Number of Related Systems: 0

**Conduct Congressional and Legislative Affairs**

- Track Legislation**  
Number of Related Systems: 0
- Provide Legislation Testimony**  
Number of Related Systems: 0
- Develop Legislative Proposals**  
Number of Related Systems: 0
- Conduct Congressional Liaison Operations**  
Number of Related Systems: 0

**Conduct Regulatory Development**

- Develop Policy and Guidance**  
Number of Related Systems: 0
- Track Public Comments**  
Number of Related Systems: 0
- Manage Human Resource Policy and Programs**
- Create Regulations**  
Number of Related Systems: 0
- Publish Rules**  
Number of Related Systems: 0

**Conduct Planning, Programming and Budgeting**

- Conduct Planning**  
Number of Related Systems: 0
  - Develop IT Strategy and Innovation
  - Perform IT Research
- Manage Enterprise Architecture**  
Number of Related Systems: 1
  - Perform Stakeholder Requirements Management
  - Enable Enterprise Search
  - Perform Information Mapping and Taxonomy Categorization
  - Perform Business Process Mapping and Reengineering
- Conduct Capital Planning**  
Number of Related Systems: 2
- Conduct Workforce Planning**  
Number of Related Systems: 8
  - Plan The Workforce
  - Manage Classifications and Positions
  - Manage Workforce Diversity
- Coordinate Budget and Program Performance**  
Number of Related Systems: 3
- Manage Enterprise Governance**  
Number of Related Systems: 0
- Conduct Programming**  
Number of Related Systems: 0
- Develop Budget**  
Number of Related Systems: 2
- Manage Budget**  
Number of Related Systems: 3

**Conduct Public Affairs**

- Manage Customer Services**  
Number of Related Systems: 6
- Manage Official Information Dissemination**  
Number of Related Systems: 3
- Manage Product and Services Outreach**  
Number of Related Systems: 0
- Conduct Public Relations**  
Number of Related Systems: 0
- Manage Partnerships**  
Number of Related Systems: 0

