

Major Initiative (MI) Eleven:

This initiative will develop an enhanced management infrastructure and integrated operating model (IOM) to improve integration and management within and across VA's five key corporate management functions. Service delivery, accountability, and innovation are maintained at the local level, while a corporate center ensures consistency of performance standards and seamless fulfillment of service and information requests. VA will support local field locations by providing forums for sharing best practices; improving communications among and between sites and headquarters; reaping economies of scale; better allocating resources; and consistently developing and deploying talent.

Description: This is a view of the systems, services, and organizations that support MI 11. The primary systems and services with respect to the scope of MI 11 are internal systems, all other non-VA agencies, systems and services are considered external.

Portfolio/Division: Corporate

