

## Case Study

### Data Management & Technology

## Using the Power of Data to Improve Veterans' Experience & Outcomes

Using technology and data management to reduce duplicate data submission requirements, while improving Veteran data quality and completeness across government systems, platforms, and organizations

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## The Challenge

The US Department of Veterans Affairs (VA) provides critical healthcare services to our nation's Veterans in addition to benefits related to education, employment, finance, housing, and insurance. Effective delivery of these benefits requires access to data sources that represent a vast network of systems and platforms across the US government. These disparate data sources contain information related to Veterans' contact information, demographics, military history, health history, disability ratings, compensation and pension awards, and more. Organizations created these data sources without a consistent approach to data formats, structure, or supporting technology, meaning that it has traditionally been challenging for the VA to easily produce a 360° view of a Veteran's profile.

## Approach

To meet these challenges head-on, National Consulting Partners (NCP) is part of the team developing and implementing a Master Data Management (MDM) solution known as VA Profile, which supplies a cleansed, singular, authoritative set of information comprising all applicable data subject areas shared among multiple VA business lines. Our team is currently developing capabilities that will allow data updates to cascade to relevant interrelated systems across the VA enterprise. After customers make changes to Veteran contact, demographic, or socio-economic information, these changes will then be updated across VA systems, reducing the need for duplicate data entry the reducing the risks of data inconsistencies.

To implement VA Profile, NCP leverages key resources that previously supported the Veterans Experience Office (VEO), bringing data governance and management expertise to drive the design and implementation of data services that align with the guidance and policies of the VA Data Governance Council (DGC).

Our team members manage requirements, support agile project management, test features, and develop training documentation that guides the usage of VA Profile's APIs and integration standards, as well as the business process standardization required to capture, store, share, and use the data from authoritative data sources.

## Results

To date, VA Profile serves over 23M Veterans and is adding nearly 2,000 new Veterans every day. Our team has been instrumental in working with the VA Office of Information Technology (OIT), Veterans Experience Services (VES), and Data Analytics Product Line (DAPL) leaders to set strategic visions and develop a roadmap that outlines the major initiatives and modernization priorities in the 1-, 3-, and 5-year planning horizons. We have developed more than 30 discrete reports and dashboards that provide analysis, analytics, and monitoring of key data points for VEO and IT stakeholders. Additionally, we have developed and implemented numerous data governance SOPs and standards based on the VA Data Strategy (VADS) processes that enhance interoperability, promote accountability, and drive data quality.

## NCP Available Contract Vehicles

### GSA MAS

541611  
54151HEAL  
54151S

### Subcontractor to Vendors with Prime access to:

Alliant 2  
VETS 2  
VECTOR  
IHT  
T4NG / T4NG2

### SDVOSB SOLE SOURCE

An acquisition can be established as a sole source award for an SDVOSB by the Department of Veterans Affairs and other Agencies through VAAR Part 819.7008 Sole source awards to a verified service-disabled Veteran-owned small business.



## Contact Information

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