VAMC system

Supporting Veteran-centered content about 1200 VHA facilities across 142 health care systems

SERVICES AND LOCATIONS
Health services
Locations

NEWS AND EVENTS
Events
News releases
Stories

ABOUT VA PITTSBURGH
About us
Work with us
Programs
Research
Policies
Contact us

VA Pittsburgh health care

Make an appointment   View all health services   Register for care

At VA Pittsburgh Healthcare System, our health care teams are deeply experienced and guided by the needs of Veterans, their families, and caregivers. Find a health facility near you, and manage your health online. Sign up for community events and updates.

Locations

Pittsburgh VA Medical Center-University Drive
University Drive C
Pittsburgh, PA 15240-1003
Directions
Main phone: 866-482-7488
Mental health clinic: 412-360-6600

H. John Heinz III Department of Veterans Affairs Medical Center
1010 Delafield Road
Pittsburgh, PA 15240-1005
Directions
Main phone: 412-360-6000
Mental health clinic: 412-360-6600

DEPO Product team

Facilities

First launched on VA.gov

October 2019

Product documentation

https://github.com/department-of-

Product backlog

https://github.com/department-of-veterans-affairs/va.gov-team/labels/VAMC%20system
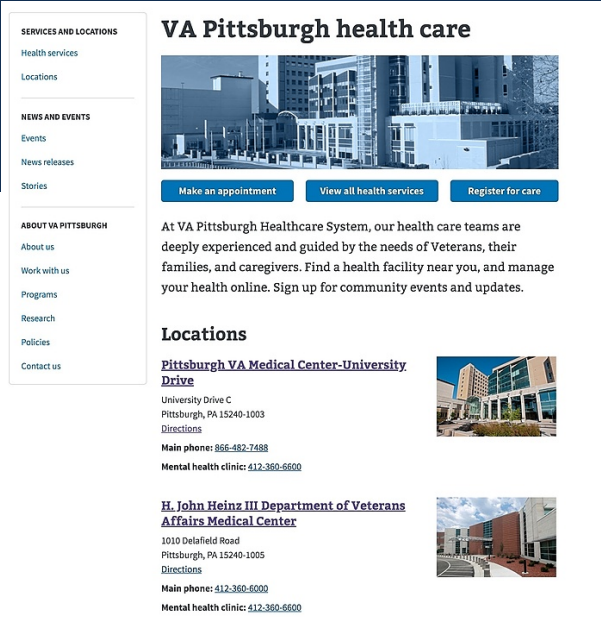
DEPO product owner

Dave Conlon

Content design lead

Dave Conlon

VA stakeholders & SMEs

VHA Digital Media, PAOs at VAMCs

www.va.gov/pittsburgh-health-care

142
Instance(s)

45K
Pieces of content

10
Current editors

200
Future editors

CMS team point of contact
Kevin Walsh

CMS backlog
https://github.com/department-of-veterans-

Content types
- Detail Page
- Event
- Event listing
- Health services listing
- Leadership listing
- Locations listing
- News release
- News releases listing
- Staff profile
- Story
- Story listing
- VAMC facility health service
- VAMC system
- VAMC system banner alert with situation updates
- VAMC system health service
- VAMC system operating status

Content governance

User administration
VAMC upgrade team provides a list of users per VAMC, who get added to respective Section. Accounts are activated once certain criteria (Training, etc) are met.

This policy is under active development in November 2020.

Sections determining edit access
For every VAMC system, there is a Section. Most content in the VAMC product is owned by its respective Section, with a parent VISN section. However, some standardized VAMC system content is owned by a VHA Section, such as the nationalized Health Service content.

Editorial workflow
Most VAMC editors receive **Content Publisher** role, because they are often the only editor in their VAMC, and require the ability to move content through to publication

Content lifecycle
Users with **Content creator - VAMC** role can create certain VAMC content, such as stories, events, facility health services. Certain VAMC content types are created only during migration or the spinning up of a new VAMC site, and for that, **Content admin** is required. Facility content is migrated from VAST

Last updated December 2, 2020

VHA Health service taxonomy

Single source of truth for nationalized health service content

DEPO Product team

Facilities

DEPO product owner

Dave Conlon

First launched on VA.gov

October 2019

Content design lead

?

Product documentation

https://github.com/department-of-

VA stakeholders & SMEs

Jenny HL (VHA) and Jessica Scheiffer (Vet Centers)

Product backlog

https://github.com/department-of-veterans-affairs/va.gov-team/issues?q=is%3Aopen+is%3Aissue+label%3Avsa-facilities

prod.cms.va.gov/vha-healthcare-services

1	**90**	**2-5**	**2-5**
Instance(s)	Pieces of content	Current editors	Future editors

CMS team point of contact

Kevin Walsh

CMS backlog

N/A

Content types

Content governance

User administration

This is under active development as of December 2020.

Sections determining edit access

Editors must be members of the **VHA > health services taxonomy**

Editorial workflow

Editors must have **Content Publisher** role to edit services. There is no editorial workflow associated with these edits.

Content lifecycle

Editors must be members of the **VHA > health services taxonomy** and have **Content Publisher** role to create new terms.

Last updated December 2, 2020

Live on VA.gov

Tier 1

Facility status

Provides the source of truth for the status of services across 2500 VHA, VBA, and NCA facilities.

https://www.va.gov/find-locations

DEPO Product team

Facilities

DEPO product owner

Dave Conlon

First launched on VA.gov

March 2020

Content design lead

Dave Conlon

Product documentation

N/A

VA stakeholders & SMEs

Various

Product backlog

⚫ None

1	2500	<5	TBD
Instance(s)	Pieces of content	Current editors	Future editors
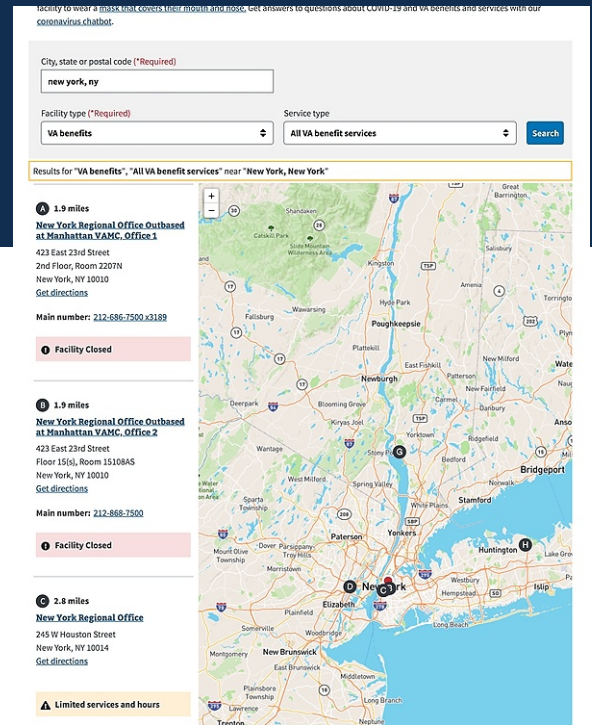
CMS team point of contact

Oksana Cyrwus

CMS backlog

⚫ N/A

Content types
- NCA facility
- VAMC facility
- VBA facility
- Vet Center

Content governance

User administration

Facilities team PO requests new users to be added and decides on their editorial workflow roles

Sections determining edit access

Individual VAMC facilities are tied to a VAMC system if it already exists in the Sections hierarchy. Otherwise, facility nodes are currently owned by the following sections: "VBA facilities", "NCA facilities", and "Vet Centers". This will evolve as various facility products are built.

Editorial workflow

Current editors of facility status content have **Content Publisher** or above.

Content lifecycle

Facilities are migrated from a VAST database on a nightly basis, facility status is migrated from Teamsite

Last updated December 2, 2020

Live on VA.gov

Tier 1

VA.gov megamenu

Provides Veterans with quick access to the most important Tier 1 content (Benefits Hubs), as well as quick access to the most popular Tier 2 and 3 content (under About VA)

DEPO Product team

Public websites

First launched on VA.gov

Summer 2019

Product documentation

https://github.com/department-of-

Product backlog

⬤ ?

DEPO product owner

John Hashimoto

Content design lead

?

VA stakeholders & SMEs

Mikki Northuis

www.va.gov

1	**1**	**<5**	**<5**
Instance(s)	Pieces of content	Current editors	Future editors

CMS team point of contact

Kevin Walsh

CMS backlog

⬤ https://github.com/department-of-veterans-

Content types

Content governance

User administration

Public websites POs request new users to be added, and decides on their editorial workflow roles

Sections determining edit access

TBD

Editorial workflow

N/A. Only **Content Admins** can edit this.

Content lifecycle

N/A

Last updated December 2, 2020

VA.gov homepage

The featured content on the VA.gov homepage

DEPO Product team

Public websites

First launched on VA.gov

Summer 2019

Product documentation

https://github.com/department-of-

DEPO product owner

John Hashimoto

Content design lead

?

VA stakeholders & SMEs

DEPO

Product backlog

https://app.zenhub.com/workspaces/vft-59c95ae5fda7577a9b3184f8/board?
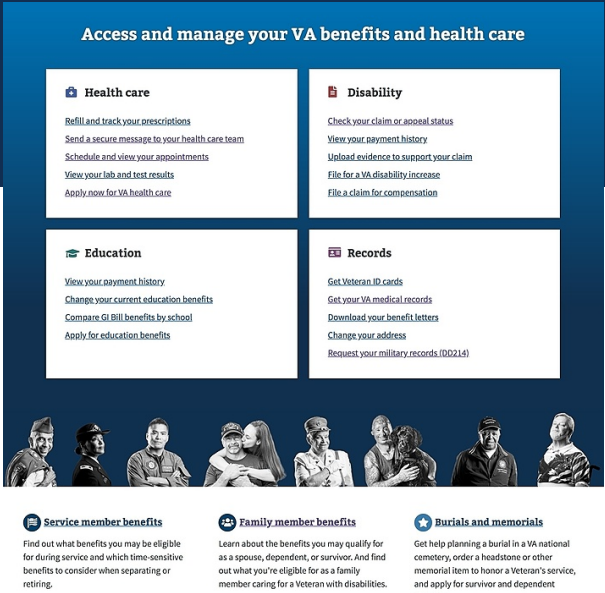
1
Instance(s)

1
Pieces of content

<5
Current editors

<5
Future editors

CMS team point of contact

Kevin Walsh

CMS backlog

https://github.com/department-of-veterans-

Content types

Content governance

User administration

Public websites POs request new users to be added, and decides on their editorial workflow roles

Sections determining edit access

TBD

Editorial workflow

N/A. Only **Content Admins** can edit this.

Content lifecycle

N/A

Last updated December 2, 2020

Benefits hubs

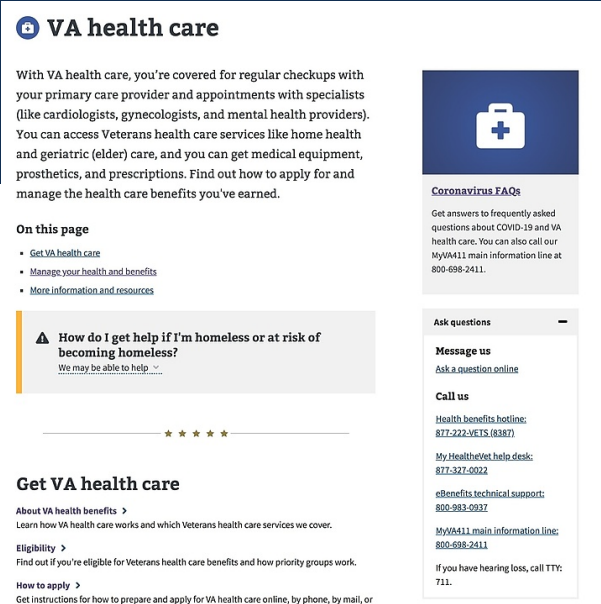Provides Veterans with critical information about accessing and managing benefits.

VA health care

With VA health care, you're covered for regular checkups with your primary care provider and appointments with specialists (like cardiologists, gynecologists, and mental health providers). You can access Veterans health care services like home health and geriatric (elder) care, and you can get medical equipment, prosthetics, and prescriptions. Find out how to apply for and manage the health care benefits you've earned.

DEPO Product team

Public websites

First launched on VA.gov

March-September 2019

Product documentation

https://github.com/department-of-

DEPO product owner

Beth Potts and Danielle

Content design lead

Beth Potts and Danielle

VA stakeholders & SMEs

Some stakeholders from NCA, VBA, VHA have CMS access to edit, but not publish

Product backlog

https://app.zenhub.com/workspaces/vft-59c95ae5fda7577a9b3184f8/board?repos=133843125

www.va.gov/health-care

11	500	15	25
Instance(s)	Pieces of content	Current editors	Future editors

CMS team point of contact

Kevin Walsh

CMS backlog

https://github.com/department-of-veterans-

Content types

- Benefits detail page
- Benefits hub landing page
- Support Service

Content governance

User administration

Public websites POs request new users to be added, and decides on their editorial workflow roles

Sections determining edit access

Sections containing benefits hubs content are scattered across the Sections hierarchy, generally living near the top of each administration's hierarchy.

Editorial workflow

Many editors have **Content Publisher** (or **Content Admin**) role, but some users (generally, stakeholders from various administrations) are **Content Editor** or **Content Reviewer**, and require a content publisher to publish their edits.

Content lifecycle

Only editors with **Content creator - Benefits hubs** can create this content.

Last updated December 2, 2020

Tier 2

Outreach hub

Promotional events and multimedia about Veteran benefits.

Outreach materials

Use our outreach materials to help Veterans manage their journey with VA and learn about their benefits.

DEPO Product team

Public websites

First launched on VA.gov

Summer 2019

Product documentation

https://github.com/department-of-

Product backlog

 ?

DEPO product owner

John Hashimoto

Content design lead

?

VA stakeholders & SMEs

Veterans Experience Office / VACO
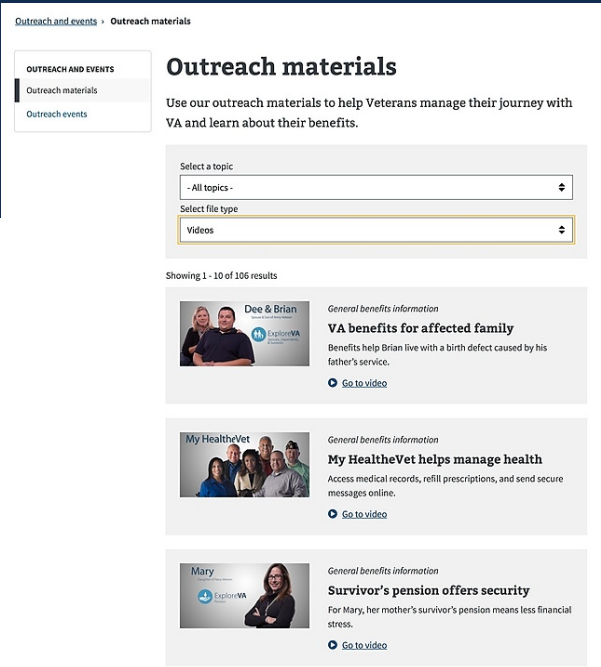
www.va.gov/outreach-and-events

1	**100**	**5-10**	**5-10**
Instance(s)	Pieces of content	Current editors	Future editors

CMS team point of contact
Kevin Walsh

CMS backlog
 https://github.com/department-of-veterans-

Content types
- Event
- Event listing
- Office
- Publication
- Publication listing

Content governance

User administration
Public websites POs request new users to be added, and decides on their editorial workflow roles

Sections determining edit access
Content is owned by **VACO > OPIA > Outreach Hub**

Editorial workflow
Most editors have **Content Publisher** role and empowered to publish their own content.

Content lifecycle
Users need **Content creator - Office** to create Publications and Events, the two content types.

Last updated December 2, 2020

Live on VA.gov   Ongoing CMS development

Tier 2

Resources and support

Incorporates benefit-adjacent tier 2 content into the new VA.gov

Resources and support

You can find FAQs about VA benefits and services, step-by-step instructions for using VA.gov tools, and other helpful articles. If you have questions about how COVID-19 may affect your VA benefits and services, read our coronavirus FAQs.

Search resources and support articles or all of VA.gov
○ Resources and support   ○ All VA.gov
Enter a keyword, phrase, or question

[   ] Q Search

ⓘ **We're currently in beta testing**
Welcome to resources and support, a new part of VA.gov. We'll be adding more articles and topics in the weeks and months ahead, so please check back often.

Find articles by topic

VA account and profile
Signing in to VA.gov
Change your address on file with VA
Direct deposit for your VA benefit payments
How to change direct deposit information for VA education benefits
How to change direct deposit information for VA disability or pension
Go to all articles ›

Other topics and questions
What your claim status means
Commissary and exchange privileges for Veterans
Veteran identification Card (VIC) FAQs
Helpful VA phone numbers
What if I'm having trouble opening a PDF?
Go to all articles ›

www.va.gov/resources

DEPO Product team

Public websites

DEPO product owner

John Hashimoto

First launched on VA.gov

October 2020

Content design lead

?

Product documentation

https://github.com/department-of-

VA stakeholders & SMEs

Various SMEs at administrations contribute content to content team

Product backlog

https://app.zenhub.com/workspaces/vft-59c95ae5fda7577a9b3184f8/board?repos=133843125

1
Instance(s)

25+
Pieces of content

5-10
Current editors

TBD
Future editors

CMS team point of contact
Oksana Cyrwus

CMS backlog
https://github.com/department-of-veterans-

Content types

- Basic landing page
- Checklist
- FAQ - multiple Q&As
- Media list - Images
- Media list - Videos
- Q&A
- Q&A
- Resources & Support Detail Page
- Step-by-Step

Content governance

User administration
Public websites POs request new users to be added, and decides on their editorial workflow roles

Sections determining edit access
As of Nov 2020 editors must be members of the **DEPO > Public Websites** section to edit Resource & support content, but in 2021 new governance will be designed.

Editorial workflow
For MVP: Many editors have **Content Publisher** (or **Content Admin**) role, but some users (generally, stakeholders from various administrations) are **Content Editor** or **Content Reviewer**, and require a content publisher to publish their edits.

Content lifecycle
A CMS user must have **Content creator - Resource & Support** to create content with content types specific to this product.

Last updated December 2, 2020

Ongoing CMS development

Tier 2   Tier 3

Campaign Landing Page

Supports VA campaigns with content and CTAs that drive specific campaign goals

URL TBD

DEPO Product team

Public websites

First launched on VA.gov

Estimate: Q1 2021

Product documentation

https://github.com/department-of-

Product backlog

There's an epic but no backlog

DEPO product owner

John Hashimoto

Content design lead

?

VA stakeholders & SMEs

Various
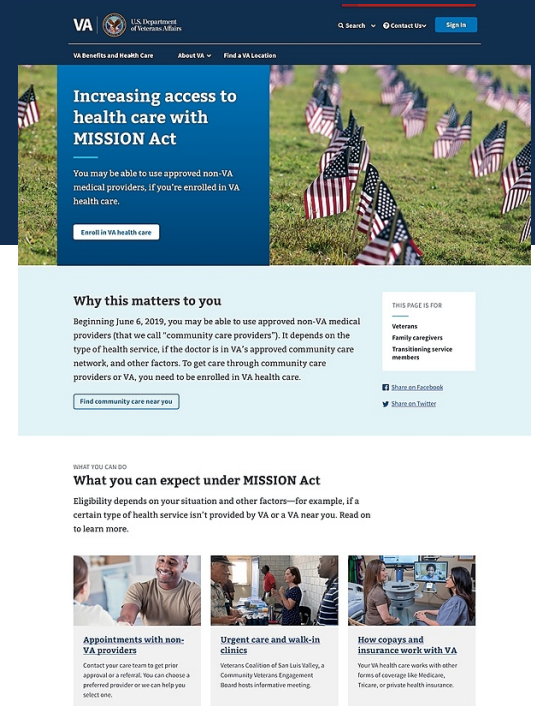
TBD
Instance(s)

TBD
Pieces of content

TBD
Current editors

TBD
Future editors

CMS team point of contact
Kevin Walsh

CMS backlog
https://github.com/department-of-veterans-

Content types
- Campaign Landing Page

Content governance

User administration
Public websites POs request new users to be added, and decides on their editorial workflow roles

Sections determining edit access
For MVP, content may live in **DEPO > Public Websites > CLPs** child of Public Websites, or some equivalent.

Editorial workflow
For MVP, most editors will be **Content Admin**. Other users TBD.

Content lifecycle
Only **Content Admin** will be allowed to create new campaign landing pages, but the process for trigger this is TBD.

Last updated December 2, 2020

Live on VA.gov

Tier 1 Tier 2 Tier 3

VA forms

Enhance existing forms content with new VA.gov experience, adding helpful contextual information, links to the matching online tool or application when one is available, and analytics tracking to all links and downloads.

DEPO Product team

Decision Tools

First launched on VA.gov

July 2020

DEPO product owner

John Hashimoto

Content design lead

?

Product documentation

https://github.com/department-of-

VA stakeholders & SMEs

Kevin Reid/Diane Huber, lVA forms database VA forms managers for VA, VBA, VHA, and NCA - various

Product backlog

https://github.com/department-of-veterans-affairs/va.gov-team/labels/dt-find-va-form

www.va.gov/find-forms/about-form-21-526ez/

1

Instance(s)

500

Pieces of content

5

Current editors

TBD

Future editors

CMS team point of contact

Steve Wirt

CMS backlog

https://github.com/department-of-veterans-

Content types

- VA Form

Content governance

User administration

Public websites POs request new users to be added, and decides on their editorial workflow roles

Sections determining edit access

As of Nov 2020 editors must be members of the **DEPO > Public Websites > Forms** section but in 2021 new governance will be designed.

Editorial workflow

Current Editors include **Content Reviewer,** and **Content Publisher,** and **Content Admin.**

Content lifecycle

Content can only be created "upstream" in the VA forms database, and is migrated nightly to Drupal.

Last updated December 2, 2020

Live on VA.gov

Tier 1

Banners and alerts

A reusable library of alert blocks for use across VA.gov products

DEPO Product team

Public websites

First launched on VA.gov

March 2019

Product documentation

N/A

Product backlog

DEPO product owner

TBD

Content design lead

?

VA stakeholders & SMEs

DEPO

prod.cms.va.gov/admin/content/alerts

1	**80+**	**All**	**All**
Instance(s)	Pieces of content	Current editors	Future editors

CMS team point of contact
Kevin Walsh

CMS backlog
https://github.com/department-of-veterans-

Content types

Content governance

User administration
N/A, based on access to other products

Sections determining edit access
Media can be owned by any section on the site, it is up to the editor to decide on ownership. But editors can only assign ownership to sections they belong to.

Editorial workflow
Roles are determined by their role in whatever product drives their CMS account.

Content lifecycle
A user with one of the three **Content creator** roles can create alerts.

Last updated December 2, 2020

Live on VA.gov   Ongoing CMS development

Tier 1   Tier 2   Tier 3

Media library

A catalog of videos, images, and PDFs that can be reused across CMS

DEPO Product team

CMS Core Application team

First launched on VA.gov

March 2019

Product documentation
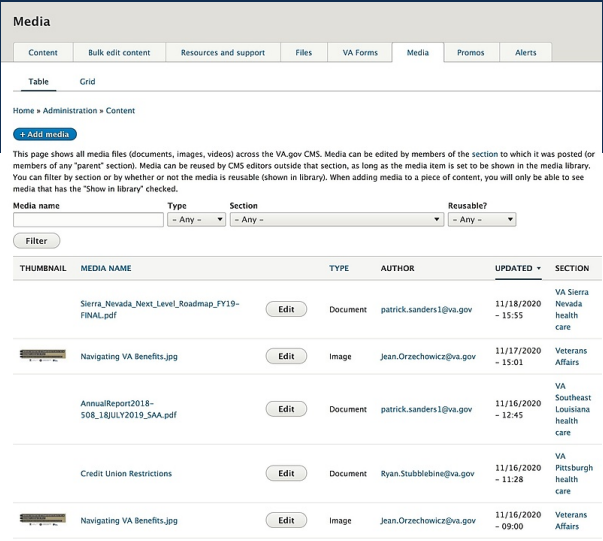
N/A

Product backlog

DEPO product owner

TBD

Content design lead

?

VA stakeholders & SMEs

DEPO

prod.cms.va.gov/admin/content/media

1	0	All	All
Instance(s)	Pieces of content	Current editors	Future editors

CMS team point of contact

Oksana Cyrwus

CMS backlog

https://github.com/department-of-veterans-

Content types

Content governance

User administration
N/A, since all editors have access.

Sections determining edit access
Media can be owned by any section on the site, it is up to the editor to decide on ownership. But editors can only assign ownership to sections they belong to.

Editorial workflow
There is no editorial workflow roles associated with media.

Content lifecycle
Any **Content editor** can add media to the media library.

Last updated December 2, 2020

In discovery

Tier 1   Tier 2

Vet Center

Research in progress, build in 2021

DEPO Product team

Facilities

DEPO product owner

Dave Conlon

First launched on VA.gov

Q2 2021?

Content design lead

?

Product documentation

https://github.com/department-of-

VA stakeholders & SMEs

Jessica Scheiffer, Vet Centers Comms

Product backlog

https://github.com/department-of-veterans-affairs/va.gov-team/labels/vet-center

URLs TBD

300s
Instance(s)

TBD
Pieces of content

0
Current editors

~300
Future editors

CMS team point of contact

Kevin Walsh

CMS backlog

https://github.com/department-of-veterans-

Content types

- Vet Center

Content governance

User administration

TBD

Sections determining edit access

Vet Centers are owned by the "Vet Center" Section in VHA

Editorial workflow

TBD

Content lifecycle

TBD

Last updated December 2, 2020

Live on VA.gov

Tier 1   Tier 2   Tier 3

Q&A library

A catalog of Frequently Asked Questions that can be embedded across products

DEPO Product team

Public websites

First launched on VA.gov

October 2020

Product documentation

N/A

Product backlog

DEPO product owner

John Hashimoto

Content design lead

?

VA stakeholders & SMEs

Various

Various

1	**65**	**< 10**	**TBD**
Instance(s)	Pieces of content	Current editors	Future editors

CMS team point of contact

Kevin Walsh

CMS backlog

Content types

- Q&A

Content governance

User administration

Public websites POs request new users to be added, and decides on their editorial workflow roles

Sections determining edit access

As of January 2020, all Q&As are owned by **DEPO > Public Websites** section

Editorial workflow

Currently, most Q&A editors have **Content Publisher** (or **Content Admin**).

Content lifecycle

A CMS user must have **Content creator - Resource & Support** to create content with content types specific to this product.

Last updated December 2, 2020