

VANotify Amazon Web Services (AWS) Cloud Credit Purchase Standard Operating Procedure

For Internal Use Only

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OFFICE OF INFORMATION AND TECHNOLOGY

IT Operations and Services

Revision History

Date	Version	Description	Author
03/2021	1.1	Initial draft	Beverly Nelson
04/2021	1.2	Updates for Strip, 2237 and FITARA	Beverly Nelson
05/2021	1.3	Additional info on FITARA and 2237	Beverly Nelson

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VANotify Amazon Web Services (AWS) Cloud Credit Purchase Standard Operating Procedure

1 Purpose

VANotify is a digital notifications platform whose mission is to facilitate an excellent communications experience from VA business lines/products (i.e., Office of Veterans Access to Care, VA.gov, VBA Compensation & Pension, etc.) to veterans across any digital channel (text message, email, etc.). VANotify is a centralized (and self-service) digital notifications platform built using modern digital technology which VA business lines and development/product teams can send digital notifications to veterans.

The Office of the VA Chief Technology Officer (OCTO) is responsible for the funding of the development and maintenance of VANotify. Also, OCTO will fund ongoing AWS infrastructure (i.e., VA Enterprise Cloud, AWS products, etc.) and operational costs.

VA business lines and product teams -outside of OCTO - are responsible for funding digital notifications (email, SMS, or mobile push notifications) required for their use case. VA business lines and product teams must procure AWS cloud credits to fund their digital notifications. **Example Use Case:** Due to an increase number of inbound phone calls from Veterans regarding the status of their mail order prescription, staff at VA Asheville would like to send a text message (including the tracking link) to Veterans once their mail order prescription has been shipped. For this use case, the team at VA Asheville would be responsible for funding their text messages.

For more information about VANotify and pricing, please visit: https://github.com/department-of-veterans-affairs/va.gov-team/tree/master/products/va-notify.

2 Policy

The procedures in this SOP are applicable to all VA business lines and product teams outside of the Office of the VA CTO (OCTO).

3 Process Overview

To assign credits to VANotify, please follow these steps:

a. Follow this link - https://wfm.vaec.va.gov/servicedesk/customer/portal/5



Welcome! You can raise a ECSO Credit Purchase Request request from the options provided.

What do you need help with?

Search



Search help



New Application/System Credit Request

Create a Cloud Credit Request to obtain FITARA Approval to procure cloud credits for a system/application that is migrating to the VAEC. Note: Use this type of request if this is the first time procuring cloud credits for this system/application. A new CSP account will be setup for this system/application.



Sustainment/Operation Credit Request

Create a Cloud Credit Request to obtain FITARA Approval to procure cloud credits for a production system/application that is currently hosted in the VAEC. Note: Use this type of request if cloud credits have been previously purchased for this system/application. Cloud credits will be applied to an existing CSP account for this system/application.



Cloud Migration and Sustainment Request

Create a Request to obtain FITARA Approval for non-core services.



ECSO Credit Request

Create a Cloud Credit Request to obtain FITARA Approval to procure cloud credits to operate and maintain VAEC. This type of request is for internal ECSO use only.

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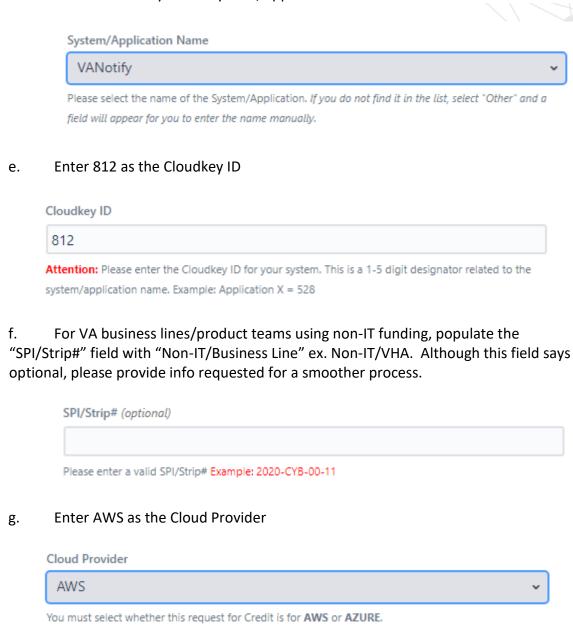
- b. Select Sustainment/Operation Credit link
- c. Please enter your VA Business Line ex. "VBA Comp & Pen"

Program/Project Name (optional)

Please enter the name of the Program/Project



Choose VANotify under System/Application Name d.



h. Enter the dollar amount



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Dollar Amount

IMPORTANT: Read help text related to this field

ATTENTION: Enter the dollar amount as a number value. Do <u>not</u> include \$ or , symbols. **Important:** If you need to change/update the amount delete the contents of the field and re-enter. **You must also** do this if you change the Cloud Provider after entering a Dollar Amount.

i. Enter your Project Manager and Business Owner

Project Manager Select record(s) Attention: Please enter the name of the Project Manager using the following format: LastName, FirstName. This field searches all of Active Directory so responsiveness can be slow. For best results type the name slowly and watch as options begin to appear. Business Owner Select record(s)

Attention: Please enter the name of the Business Owner using the following format: LastName,

FirstName. This field searches all of Active Directory so responsiveness can be slow. For best results type the name slowly and watch as options begin to appear.

Next Steps:

- VAEC Enterprise Cloud Solution Office (ECSO), will contact the requestor to facilitate obtaining a signed CIO FITARA memo.
- Once complete, an OSS (Office of Strategic Sourcing) Procurement Coordinator will reach out to you to create the 2237 and ARM.
- Note* Separate CIO Brief is not needed.

4 Payment Schedule

AWS Credits are applied quarterly around the 3rd week of January, March, June and September.



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The above process should be completed at least 3 weeks prior of the beginning of the next quarter, so the funds can be applied in a timely fashion.

If you have any questions, feel free to contact Beverly Nelson (beverly.nelson@va.gov) or Paras Shah (paras.shah3@va.gov)