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

For Internal Use Only

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U.S. Department of Veterans Affairs
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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
06/2021	1.4	Updates for form changes	Beverly Nelson

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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

b.   Select - Sustainment/Operation Credit link

c.   Please enter your VA Business Line ex. "VBA Comp & Pen"

d.   Enter VANotify under System/Application Name

System/Application Name

VANotify

Type the name of the System/Application

e.   Enter 812 as the Cloudkey ID

Cloudkey ID

812

Attention: Please enter the Cloudkey ID for your system. This is a 1-5 digit designator related to the system/application name. Example: Application X = 528

f.   For VA business lines/product teams using non-IT funding, populate the "SPI/Strip#" field with "Non-IT/Business Line" ex. Non-IT/VHA. Although this field says optional, please provide info requested for a smoother process.

SPI/Strip# *(optional)*

Please enter a valid SPI/Strip# Example: 2020-CYB-00-11

g.   Select AWS / AWS Cloud Credits as the Cloud Credit Type

Cloud Credit Type *(optional)*

AWS ⌄	AWS Cloud Credits ⌄

This field is used to specify the particular type of credit being requested for either AWS or Azure.

h.   Enter the dollar amount

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.

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)