



Strategic Program Management Office

Veterans Benefits Administration

Our Vision

SPMO is VBA's essential partner for enabling enterprise results for Veterans.

Our Mission

Enhance VBA's delivery of services to Veterans by evolving the way VBA strategically manages projects and the customer experience.

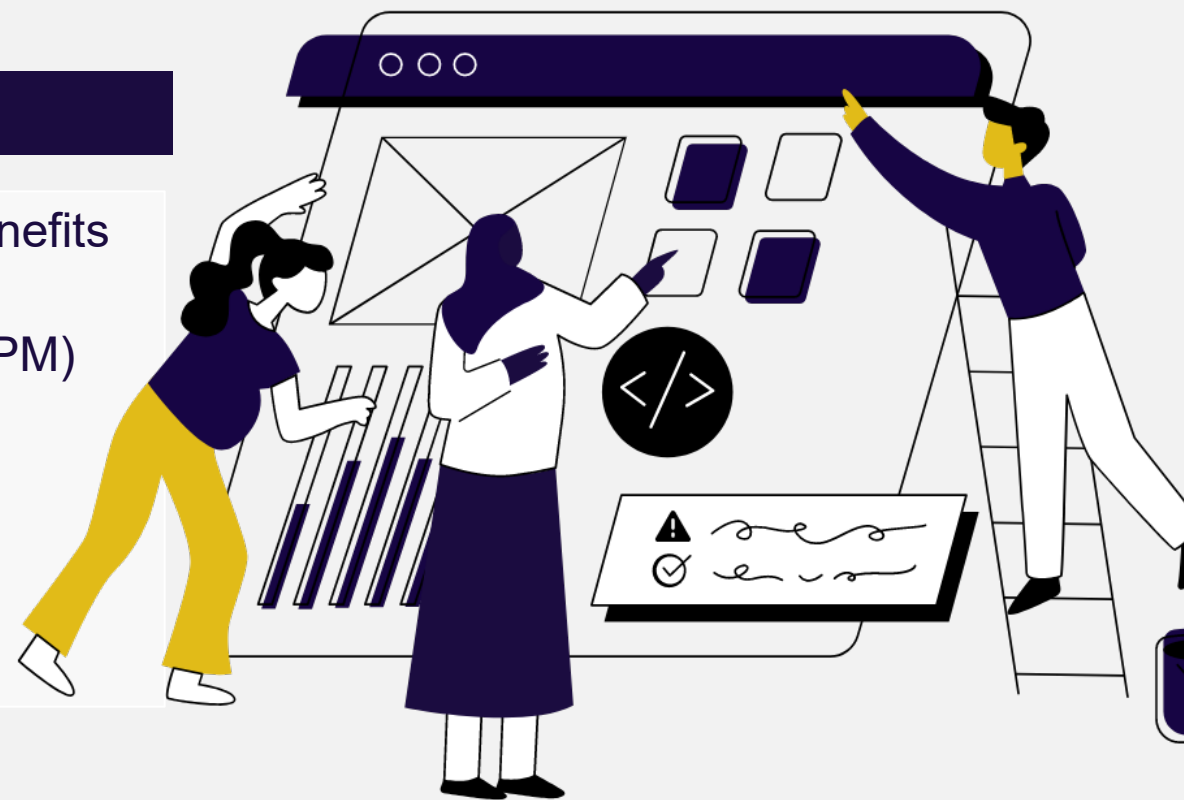
Our Services

Our services are aligned to accelerate our business partners' success with the skills, experience, and tools necessary to manage complex, enterprise-wide projects efficiently and effectively. We have processes and tools in place to deliver consistently excellent products and services in support of our Veterans, while focusing relentlessly on customer experience.

Program and Project Management (PPM)

VBA projects and programs are the driving force behind the benefits and value delivered to Veterans and their beneficiaries. SPMO enables results through comprehensive project management (PM) support.

- Align effective, cross-functional teams to a common goal
- Proactively identify and mitigate risks to mission success
- Deliver products and services on time and on budget



Customer Experience (CX)

How Veterans experience VBA across every interaction in their benefits journey builds trust in the organization. We support our business partners in their mission to connect Veterans with benefits by enabling VBA to turn customer insights into action and by making VBA correspondence more easily understood. In tandem, these efforts improve a Veteran's access to benefits. The goal of SPMO is to embed CX into the business of VBA.

- Gain customer insights through surveys, analysis, and journey maps
- Continuously improve CX via feedback sessions with internal and external customers
- Increase understanding and adoption of benefits via Veteran-focused correspondence

SPMO looks forward to collaborating with you. For project support, please fill out our intake form or contact us at vbaco_spmo@va.gov.



U.S. Department of Veterans Affairs

Program and Project Management

PACT Act Hiring

VBA is expanding its claims processing capacity to address the predicted increase in claims resulting from the PACT Act. SPMO enables VBA to hire the positions outlined in the PACT Spend Plan, drives additional Rating Veterans Service Representative capacity to meet increased production needs and completes the internal Military Environmental Exposure hiring plans.

Executive Order 14050

SPMO is enabling VBA to maximize educational and employment opportunities for Veterans and their families. SPMO represents VBA in an interagency workgroup tasked with identifying opportunities to improve educational, economic and employment equity for Black Americans through a Presidential Executive Order.

Training Optimization Project

SPMO is guiding a project to increase VBA's VIP training capacity, specifically in compensation claims processing due to the passage of the PACT Act. SPMO's work will help to manage increases in demand on the VBA workforce.

Customer Experience

CX Gallery Walk

SPMO's second Virtual CX Gallery Walk showcased CX projects from across VBA Regional Offices and Lines of Business. The Virtual CX Gallery Walk showcased leading practices across VBA, demonstrated creativity and variety of CX projects and highlighted the hard work of the CX Community of Practice. SPMO received over 1,000 site visits to the Virtual CX Gallery Walk in 2022.

VSignals and Service Recovery

SPMO drives VSignals standardization across VBA, advising Business Lines on survey content and functionality, managing Service Recovery and sharing best practices. SPMO develops templates, streamlines processes and applies change management principles to help integrate the Veteran's voice into a cycle of continuous improvement. VBA culture is transforming into a forward-thinking, action-oriented and empowered organization with Business Line employees proactively addressing CX challenges.

