

CAE-349: OFFICE OF SERVICE DELIVERY AND ENGINEERING (005OP)



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Abstract

The VA application is being developed and maintained by the Office of Service Delivery and Engineering (005OP).

Explanation

The Office of Service Delivery and Engineering (SDE) directs all operational and maintenance activities associated with VA's IT environment on behalf of the AS/IT. SDE oversees and manages the VA regional data centers, the IT network and telecommunications; monitors production for all information systems and production services; delivers operations services (including deployment, maintenance, monitoring and support) to all VA geographic locations, and conducts all private branch exchange management and maintenance.

References

1. [VA Functional Organization Manual](#) Version 3.0a, section "Office of Service Delivery and Engineering (005OP)".