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FACT SHEET

STATEMENT OF PURPOSE AND FUNCTION OF THE INFORMATION AND TECHNOLOGY DEPARTMENT

The Information Technology Department provides technological leadership in the management and distribution of information by providing high quality and high availability cost effective products, services and solutions to support the Strategic Plan of The Disabled American Veterans Organization.

Director of Information Technology – David Costello

The structure Information Technology Department consists of three primary functional areas.

- **Application Development & Program Management**
- **Database Services & Business Intelligence**
- **Operations & Infrastructure Support**

Application Development & Program Management: Manager – Shasta Wehrle

The application development and program management sector of IT assists in the acquisition or development of software to support business initiatives. Utilizing the best practices in business analysis and project management for IT projects, we work to deliver high quality solutions for our users by leveraging technology to streamline business processes. Led by the Application Development Manager Stephanie Simon, our team of software engineers builds, implements, and supports all custom built applications and integrations. The development team creates and enables online services through the internet, intranet, and mobile applications.

Database Services & Business Intelligence: Manager – Tony Spaulding

The Database Services & Business Intelligence team is responsible for managing and maintaining all DAV data. Utilizing top of the industry monitoring tools and best practices our group works to maintain a high performing, highly available backend infrastructure to support all of our applications. In addition to being stewards of DAV data we are developing a universal reporting structure that will support a Business Intelligence operation within the DAV. By utilizing Business Intelligence we are working towards providing the DAV executives with summarized data across all of our applications. This will provide unprecedented visibility from an executive summary level as well as an everyday view into the performance of our efforts to support disabled veterans.

Operations & Infrastructure Support: Manager – David Wilson

The IT Operations Staff consists of Network and Infrastructure engineer team, Service Desk team and asset management. The Operations team administers and maintains MS Exchange, VMWare, telecommunications equipment, laptop/desktop hardware and software, license compliance, mobile devices, LAN/WAN management and wireless access across 3 locations. Operations is also responsible for providing direct support to our user community, maintaining the security of the network, and follow best practices for business continuity planning and PCI regulatory compliance requirements.

In addition to standard programs, the Software Engineers and Programmers of the Information Technology Department custom build and continually support many internal programs and applications to meet the business needs of DAV.

The **Case Management System** (CMS) is a web-based application custom-made for the National Service Program. This system was designed to allow users to perform daily activities more efficiently. More importantly, the system assists users with providing the highest possible quality representation and advocacy services to veterans, their families and their survivors.

The **Fundraising Application** is primarily a marketing database and contact management tool used by the Fundraising Department to facilitate direct mail campaigns which are the DAV's primary means of financial support. The core functionality of this application is to store contributor name and address information, contribution details and history, and campaign details which provide metrics for tracking donation trends.

The **Membership System** is designed to give Chapter and Department leaders and members all the tools they need right at their fingertips; the DAV Membership System is online for quick access and information. Members may update personal information, request transfers and make payment toward membership. Chapter and Department leaders may access population summaries, membership lists, and other useful reports and information online at <https://www.davmembers.org>

The **Convention Web Application** (CWA) was created to support our annual DAV convention activities including the convention registration, committee voting, reports and statistics, and donation thermometer. In its third year of use at DAV's National Convention, the early registration feature in CWA was expanded to dramatically improve the member experience.

Current DAV Information Technology Large Initiatives – Fall 2013

- Custom built Case Management System (CMS) to replace the existing CMS, providing better technology support for the DAV Service program and working toward a paperless claims process in conjunction with VA initiatives.
- Implementation of iMIS, an organizational Customer Relationship Management (CRM) and engagement application across more than 12 DAV business units to replace the existing Membership, Fundraising, Voluntary Services, and many other business systems.
- Continued research and analysis of a replacement Production Scheduler Application to support DAV fundraising direct mail campaigns.
- Continued updates and improvements to our Convention Web Application (CWA).
- ERP Upgrade
- Network redesign to build a fully redundant and secure network by leveraging today's bandwidth capabilities and virtual server environments.