Description of document:	Department of Veterans Affairs (VA) internal agency records which discuss the merits of iPads and/or similar pad/tablet computer devices for agency employee use, 2011
Requested date:	23-August-2011
Released date:	06-September-2011
Posted date:	17-October-2011
Source of document:	FOIA Request Director, FOIA Service/FOIA Public Liaison/E-Discovery 810 Vermont Avenue, NW (005R1C) VACO Washington, DC 20420
Fax:	(202) 273-0487

DEPARTMENT OF VETERANS AFFAIRS
Washington DC 20420

September 6, 2011

This is in response to your Freedom of Information Act (FOIA) request dated August 14, 2011, in which you requested copies of internal agency memos or other correspondence or documents that review or discuss the merits and/or disadvantages of iPads and/or similar pad/tablet computer devices for employee use.

With respect to your request:

The FOIA Service received your request on August 23, 2011, and assigned it FOIA number 11-08254-F. Please refer to this number when communicating with this office about your request.

Enclosed are records provided by the Office of Information and Technology Executive Director of Enterprise Systems Engineering as well as the VA Chief Information Officer.

This concludes the FOIA Service's response to your request.

We appreciate your interest in the Department of Veterans Affairs. Customer service is very important to us. If you have questions about this letter, please contact Dillon Friedman of my staff at 202-461-6705 and refer to case number 11-08254-F.

Sincerely,

James P. Horan
Director, FOIA Service

From: Office of the Assistant Secretary for Information and Technology
Sent: Friday, August 12, 2011 9:47 AM
To: OIT Product Development All Staff; VACO Information Security
Subject: Message from the CIO - Citrix Access Gateway

OFFICE OF INFORMATION AND TECHNOLOGY

CIO Message

August 12, 2011

Citrix Access Gateway

This year OIT made a significant change to VA's remote access strategy with the introduction of the Citrix Access Gateway (CAG). CAG was quickly adopted and is on track to become the remote access method of choice with over 38,000 users enabled today. This was possible through the efforts of OIT staff committed to building the CAG solution to support many business remote access needs. Most importantly, via regular communication with our customers, our staff continues to provide business intelligence into further improvements needed to increase the value of the CAG solution.

CAG supports operating systems and platforms, such as Apple iPads, that are not currently well supported by our traditional remote access solutions. We have not yet reached the full potential of CAG, and we can look forward to future improvements including increased mobile device support, support for two-factor authentication methods including PIV cards, and increased availability of virtual desktops. The goal is to allow remote access users to work with the devices that best meet their particular needs without putting Veterans' private information or the VA network at risk.

An example of how CAG is being leveraged uniquely and successfully is happening right now. In July, VBA began hosting an eight-week Challenge Training class at five contracted locations across the nation. There are more than 700 employees simultaneously connecting through CAG to virtual desktops hosted in Hines, Illinois and Philadelphia, Pennsylvania. Feedback from the training locations has been very positive. Collaborative developments like this allow us to achieve technological transformation that improves the work environment of 21st century, tech-savvy VA employees who touch Veterans' lives for the better on a daily basis.

Roger W. Baker
Assistant Secretary for Information and Technology
Department of Veterans Affairs

DEPARTMENT OF VETERANS AFFAIRS

Memorandum

Date: August 22, 2011

From: Executive Director, Enterprise Systems Engineering (005OP2)

Subj: Prohibition to Purchase iPhones and iPads in VA

To: Executive Director, Field Operations (005OP1), Director, Information Protection and Risk Management

1. The Department of Veterans Affairs (VA) has embarked on a pilot program to determine the viability of the iOS (Apple iPad/iPhone) in VA in regards to management, security, and policy of the Operating System (OS). VA has partnered with Agilex to determine if Mobile Device Management (MDM) software will be able to provide management and security of the iOS devices.

2. The pilot is currently scheduled to end October 1st, 2011. Until that time, no additional iOS devices may be purchased. VA currently has enough pilot users to determine viability of the MDM software and its ability to mitigate risk of exposure to VA sensitive information, primarily Veteran Personally Identifiable Information (PII)

3. All current iOS devices must be secured per VA policy and should take part in the current pilot to ensure that user feedback is incorporated into future configurations. If you currently have a VA iPad, or iPhone, please contact Donald Kachman (DJ).

4. Any questions can be referred to Donald.Kachman@va.gov (DJ) via email, or at 269-317-5481.

Charles De Sanno

DEPARTMENT OF VETERANS AFFAIRS

Memorandum

Date: August 22, 2011

From: Executive Director, Enterprise Systems Engineering (005OP2)

Subj: Prohibition of Apple Lion

To: Executive Director, Field Operations (005OP1), Director, Information Protection and Risk Management

1. Apple has released their latest Operating System (OS), Lion, on July 20th, 2011. Due to changes in configurations, Office of Information and Technology (OIT), Service Delivery and Engineering (SDE), Enterprise Systems Engineering (ESE) is prohibiting the use of Lion on the Department of Veteran Affairs (VA) network, or government furnished equipment, until VA owned management, security, and configuration software and settings can be put in place. Only users participating in the ESE Pilot will be permitted to run Lion to assist in the proper configuration of the OS.

2. ESE Client Services, in collaboration with other OIT staff, is looking at Apple's Lion to determine what type of configuration changes has taken place in the operating system. These configurations changes must be documented and then researched as to impact on management and security of the OS.

3. VA owns several different solutions for securing and managing the Macintosh devices. Currently none of these products are fully compatible with Lion. These components must be fully functional on the new OS before VA will be able to move forward.

4. Apple will also begin to sell new equipment that runs on only Lion. VA must ensure that any equipment purchased is compatible with the current approved release, Snow Leopard.

5. Any questions can be referred to Donald.Kachman@va.gov via email, or at 269-317-5481.

Charles De Sanno

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