

Update for CIO

(VAIQ# N/A)  
(28 March 2013/ 4:00pm)

Weekly update on Virtual Lifetime Electronic Record (VLER)

Department of Veterans Affairs (VA) employees at 1800 G St. NW, Washington DC; Seattle Disability Rating Activity Site (DRAS); Providence DRAS; and through VA's Virtual Private Network (VPN) are experiencing latency issues. Over the course of two weeks, Virtual Lifetime Electronic Record (VLER) worked with Department of Defense (DoD), Veterans Benefits Administration (VBA), Defense Information Systems Agency (DISA), National Security Operations Center (NSOC), National Guard Bureau (NGB), ASM Research (ASMR), and other external partners to determine the cause of latency problems experienced when VA employees download electronic Case File Transfer (eCFT) files for Rating Veterans Service Representatives (RVSRs) and VSRs.

The team performing tracing tests revealed that the one-gigabyte capacity for network traffic within the VA Gateway bottlenecks download speeds. This limited capacity affects the ability of all locations within the VA network to efficiently run the eCFT application. Network teams continue to work to find a solution to this problem.

APPROVED BY:

  
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For: Joe Paiva, Executive Director,  
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