

LETTER TO STAKEHOLDERS



Helen Tierney,
Executive in
Charge, Office of
Management, and
Chief Financial
Officer

On behalf of the Franchise Fund, I invite you to examine our FY 2013 Annual Report outlining the VA Enterprise Centers' accomplishments and plans for next year, and the Franchise Fund's audited financial statements. This report documents the Franchise Fund's progress in the delivery of world class support services to VA and other government agencies (OGA). We ended FY 2013 with total revenue of \$498 million, which is a significant increase from FY 2012 revenue.

The Franchise Fund's progress resulted in many noteworthy accomplishments. They include:

- ◆ Attaining an unqualified audit opinion of our financial statements for the 16th consecutive year.
- ◆ The VA deployed the Enterprise Management Framework (EMF), which enables enterprise-wide reporting of IT service management information including release, configuration, change, and incident management (EO).
- ◆ Exceeding FY 2013 performance goal of 95 percent of Veterans or beneficiaries who contacted DMC without receiving a busy signal by increasing the number of toll-free phone lines and financial specialist phone agents (DMC).
- ◆ Continuing to make improvements to reduce reconciliation differences between VA and its trading partners, the VA's Intragovernmental Accounting section processed over \$575 million in corrections during FY 2013 (FSC).
- ◆ Continuing the Mobile Training Team (MTT) concept in FY 2013. This enabled LETC to export specific training to field locations, saving our customers over \$170 thousand in travel and tuition (LETC).
- ◆ Clearing the background investigation backlog and adjudicating investigations within 20 days, which resulted in the total number of investigative actions exceeding 22,000 for the first time in history (SIC).
- ◆ Improving the VA's current Records Retrieval System (RRS). RRS is the online application used by VA RCV and its VA customers to record and monitor incoming VA records, temporary file withdrawals and returns, and permanent file recalls (RCV).

These successful endeavors are examples of the Franchise Fund **providing world class support services to our Federal customers**. The success of the Franchise Fund would not have been possible without the support of its customers. We thank all of our customers for their continuing support.

I am pleased to submit the Department of Veterans Affairs Franchise Fund FY 2013 Annual Report. We look forward to the coming year and are confident that we will continue to demonstrate sound business practices.

Helen Tierney