



UNITED STATES  
**DEPARTMENT OF VETERANS AFFAIRS**

## VA Privacy Service

### Privacy in Action Speaker Series Event Resource Guide

On behalf of the U.S. Department of Veterans Affairs (VA) Privacy Service, thank you for participating in the *Privacy in Action* Speaker Series event, “From Active Duty to Veteran: How VA Safeguards Data.” We hope you found the information presented by our panelists insightful and meaningful to your daily work.

### Veterans Benefits Administration

The Veterans Benefits Administration (VBA) provides a variety of benefits and services to Servicemembers, Veterans, and their families. Below are some of the major program offices within VBA.

- **Compensation Service**: Oversees the delivery of disability compensation paid to Veterans with disabilities that are the result of a disease or injury incurred or aggravated during active military service.
- **Pension and Fiduciary Service**: Provides program oversight that helps wartime Veterans, their families, and survivors with financial challenges by providing supplemental income through Veterans Pension, Death Pension, and Dependency and Indemnity Compensation.
- **Insurance Service**: Maintains life insurance programs that give financial security and peace of mind for Servicemembers, Veterans, and their families.
- **Education Service**: Administers VA's education programs that provide education and training benefits to eligible Active Duty, National Guard, and Reserve Service members, Veterans, and dependents.
- **Loan Guaranty Service**: Provides oversight of the VA Guaranteed Home Loan Program that guarantees home loans in varying amounts.
- **Office of Transition and Economic Development**: Partners within and outside of VA and with numerous federal agencies to support a seamless transition from military service to civilian life.
- **Vocational Rehabilitation & Employment (VR&E) Service**: Assists Servicemembers and Veterans with service-connected disabilities to prepare for, obtain, and maintain suitable employment; start their own business; or receive independent-living services.

VBA's privacy officers and security professionals utilize established policies and initiatives to protect Veteran and beneficiary information.

- Social Security Number (SSN) Reduction
  - The SSN Reduction Tool was created to reduce or eliminate SSN usage in the VA SSN inventory database.
  - VA implemented the Integrated Control Number (ICN), which is a unique identifier for Veterans, dependents and beneficiaries instead of using SSN's.



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- VA implements the National Institute of Standards and Technology (NIST) Cybersecurity Framework (CSF) through the Department's Enterprise Cybersecurity Program (ECSP).
  - ECSP creates a program that allows a prioritized focus on cybersecurity activities, clear ownership and accountability of stakeholders, and sustainable security of VA systems.

### More information

- **Threat Assessment & Analysis Portal**
  - <https://esm.vansoc.va.gov/Pages/Default.aspx>
- **Chat with a live agent about VA/DoD eBenefits Log In or Registration**  
Monday - Friday, 10 am to 6 pm ET. Chats are limited to registration and login assistance for VA/DoD eBenefits. Specific details about your claim cannot be discussed.
  - <https://tinyurl.com/VABenefitsChat>
- **Ask Questions, Send Comments**  
Questions or comments about VA/DoD eBenefits? Use VA's Inquiry Routing & Information System.
  - <https://iris.custhelp.va.gov/app/ask/>
- **Help Us Improve VA/DoD eBenefits**  
Sign up to be a testing participant and give us your feedback.
  - [ebensuggest.vbaaus@va.gov](mailto:ebensuggest.vbaaus@va.gov)
- **VA Privacy Hub:**
  - <https://vaww.vashare.oit.va.gov/sites/PrivacyHub/SitePages/PTA.aspx>
- **VA Privacy Service:**
  - [https://www.oprm.va.gov/privacy/resources\\_privacy.aspx](https://www.oprm.va.gov/privacy/resources_privacy.aspx)

### Videos

- **Tap Curriculum Introductory Video**
  - <https://www.youtube.com/watch?v=v1ybHS-Zmlg>
- **Tips to Prepare for Your VA Claim Exam**
  - <https://www.youtube.com/watch?v=0C7gS7ik0oE>
- **VA Appeals Modernization**
  - <https://www.youtube.com/watch?v=thLQaaGqqVI>
- **VA Benefits Progress and Results Webcast | Jan. 31, 2019**
  - <https://www.youtube.com/watch?v=N8awczmPj7M>

### Podcast

- **#105 Benefits Breakdown – Veterans Legacy Program**
  - <http://thisweek.deptvetaffairs.libsynpro.com/105-benefits-breakdown-veterans-legacy-program>



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