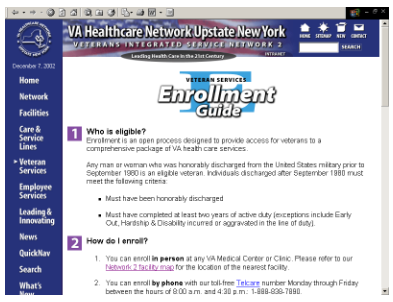
NETWORK 2 WEBSITE

Serving Multiple Customers Online

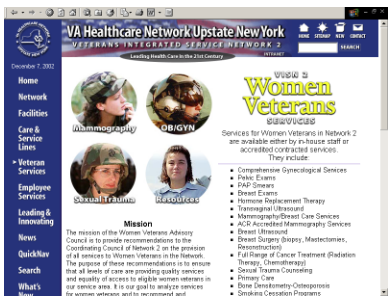
Veterans

Veteran Services
This portal organizes content for easy access. Veterans can find most-requested information on enrollment, wellness, and veteran interests.



Enrollment Guide
Culled from inquiries coming through the Website, the Enrollment Guide is one of many online content resources derived from direct user input.

Care & Service Lines
Veteran programs and services listed online offer visitors a comprehensive overview of health options and what patients can expect from VA care.



Special Programs
Veteran populations targeted for special services have their own content areas to provide expanded information and serve specific needs.

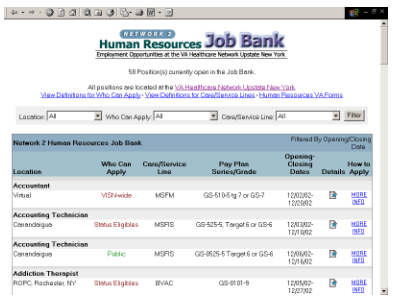
Formulary
A new database-driven version of this top requested page on the Internet site is more convenient to search than the previous 70+ page document.

Health Education
Health education resources online put information into patients' hands and enable them to become personally involved in their own care.

Employees

Employee Services
Centralized portal for employee resources on HPDM, Customer Service, Safety, Health, News, Labor, and Education.

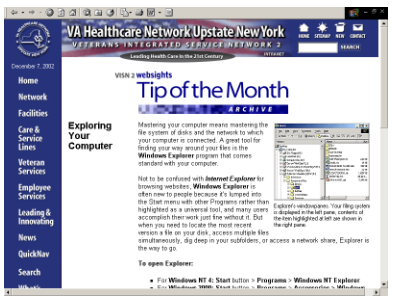
Calendars
Online calendaring provides shared scheduling for a wide audience. Calendars exist for educational events, Care Line meetings, and community events.



HR Job Bank
One of the most popular destinations on the Website, the Job Bank lists open positions for all sites and provides details on how to apply for VA positions.

Provider Homeport
Clinical staff has at their fingertips a gateway to external and internally-developed tools to aid diagnosis and treatment, sorted by specialty.

TempoTrack
Enabling tasks to be completed online provides a valuable service to employees. The TempoTrack application allows staff to monitor their training hours.



Online Training
The Web is an ideal medium for offering education and staff training. Computer tips are a start to the courses being made available online.

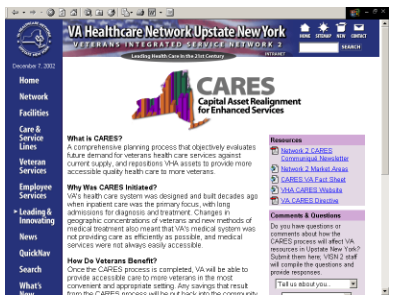
VA Organization

Network 2
The Network page offers a description of VISN structure, with links to Network policies, programs, and performance measures for open information sharing.

Facilities
Veterans, employees, and others interested in contacting the VA in their area find easy access to facility information, with contact information for key leaders.

Customer Service
Network 2's Customer Service Council shares initiatives and goals online as best practices in the VA for delighting veterans with Network 2's focus on service.

Strategic Planning
Involving veterans, employees, and other stakeholders in the process of planning future services brings true participation and enfranchisement to all parties.



CARES
Network 2 is an active participant in VA's Capital Asset Realignment for Enhanced Services initiative and solicits stakeholder feedback through the Internet.

Leading & Innovating
Network 2 shares its best practices and innovative programs to demonstrate VA's commitment to quality, and promote excellence in the health care industry.