DEPARTMENT OF VETERANS AFFAIRS
OFFICE OF INSPECTOR GENERAL
WASHINGTON, DC 20420

**Department of Veterans Affairs (VA) Office of Inspector General (OIG)
Artificial Intelligence (AI) Strategies for Office of Management and Budget (OMB)
Memorandum M-25-21 – September 2025**

Issued by Kate Doyle Feingold, Acting Assistant Inspector General

1. VA OIG AI Use Cases

The VA OIG currently utilizes AI in meaningful ways that enhance the office's mission of conducting independent oversight that improves the health and welfare of veterans and their families, caregivers, and survivors by strengthening VA programs and operations. One current use case involves AI tools that transcribe and summarize recorded meetings and interviews. These are used for quality assurance and other support for operations, audits, reviews, inspections, and investigations. Another example of an AI use case in development is an internal-facing chatbot that will allow employees to ask questions about and locate relevant directives, guidance, and mandates more efficiently.

2. VA OIG AI Maturity Goals

AI-Enabling Infrastructure

Leaders and subject matter experts have developed AI guidance and a framework that allows OIG employee developers to test AI use cases using public data. The framework outlines an approval process that engages stakeholders and experts from across the office. This process includes the development of testing and monitoring that is tailored to each use case.

Data

The OIG has access to reliable VA data sources. The AI guidance and approval process requires transparency with respect to OIG personnel's use of data. In addition, AI use cases are developed and tested on public data sources before authorized personnel use VA data. Although the VA OIG has shared its AI guidance and framework with other OIGs in the federal government, personnel do not share VA data with other agencies due to privacy mandates and the sensitivity of the information.

AI Ready-Workforce

Employee developers have attended AI-related training to enhance their skills. VA OIG leaders also continue to look for appropriate workforce trainings related to AI.

Research and Development

AI guidance and the framework is regularly updated, to include allowing skilled developer employees to conduct research and development related to AI that draws on public data sources.

Governance and Risk Management

The detailed framework and governance process are used to approve and monitor AI use within the VA OIG. The governance includes a subcommittee made up of stakeholders from across the office to address concerns related to risks to privacy, IT security, and data quality.

Resource-Tracking and Planning

The VA OIG AI subcommittee monitors AI use cases and facilitates planning discussions on future AI investment in coordination with OIG senior leaders to support appropriate procurement and monitoring.