

Office of Information and Technology

Executive Biography

*Ms. Marcy Jacobs, Executive Director, Digital Services,
Department of Veterans Affairs*



Ms. Marcy Jacobs

Biography

Ms. Marcy Jacobs joined the Department of Veterans Affairs (VA) Office of Information and Technology (OIT) as the Executive Director of Digital Services in January 2018.

The main inspiration behind Ms. Jacobs' decision to join VA was her dedication to VA's mission to support service members, Veterans, caregivers, and dependents. One of her goals in her role is realizing VA's potential for transformation of critical digital transactions. She strongly believes in the importance of understanding the needs of the population one serves as it is the driving force behind creating beneficial systems and tools.

Ms. Jacobs has used her leadership and problem-solving skills to create intuitive digital experiences. She has nurtured her strengths in user-centered design and technology modernization with her experiences at SRA International and at the United States Digital



U.S. Department of Veterans Affairs
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Service (USDS). During her time at the USDS, she managed work at the Department of Justice, the Internal Revenue Service, and supported efforts at the Department of State, Department of Defense, and the Centers for Medicare & Medicaid Services.

Originally from Baltimore, Ms. Jacobs decided to remain in the DMV area and attend George Washington University in Washington, D.C. to complete bachelor's degrees in both post-traumatic psychology and visual communication & graphic design. Ms. Jacobs received her Master of Arts in Clinical Psychology at Drexel University in 1999.

In her free time, Ms. Jacobs gives back to the community by volunteering at the Children's Inn at the National Institutes of Health. She also loves to create art, spend time with her family and play with her puppy.

Career Chronology

Present – Executive Director, Digital Service at Department of Veterans Affairs, Office of Information and Technology

2016 to 2017 – Design Practice Director at United States Digital Service

2001 to 2016 – Senior Director – User Experience and Design, at SRA International

1999 to 2001 – Web Designer for Digital Focus

Education

1999 – M.A. Clinical Psychology from Drexel University

1996 – B.S. Post-Traumatic Psychology from the George Washington University

1996 – B.A. Visual Communication & Graphic Design from the George Washington University