

Cherri Waters

Acting Deputy Chief Information Officer, Product Delivery Service, and Executive Director, Health Services Portfolio

Cherri Waters was appointed Acting Deputy Chief Information Officer for the Office of Information and Technology's Product Delivery Service on June 2, 2025. She is the Executive Director for the Office of Information and Technology Health Portfolio. She is responsible for the end-to-end product software lifecycle and IT software development activities that support the delivery of health care services across the Department. Ms. Waters brings more than 25 years of experience in leadership, organizational change management, strategic planning, integration, and engineering from both the private and public sectors.



In her past position as the Director of Service, Quality and Support for End User Operations, Ms. Waters was instrumental working with partners in the Office of Strategic Sourcing and at the Technical Acquisition Center to craft several innovative contract vehicles improving the deployment of endpoint devices to VA. As a result, in 2022 and 2023 over 250,000 desktop and laptop computers were received pre-configured specific to the site and user type, improving efficiency of system delivery.

In 2020, during VA's COVID-19 rapid response mobilization, Ms. Waters led deployment of critical IT resources. This included over one million pieces of IT equipment procured and delivered over a short number of months. These devices were critical to VA's ability to provide services both onsite and the rapid transition to remote work. In 2020 Ms. Waters was honored by Fed Health IT receiving an award for "2020 Leading for Impact, Women in Leadership."

Ms. Waters lives in Connecticut and has two adult children, Austin and Meredyth. They are both Eagle Scouts and Meredyth was one of the first female Eagle Scouts.

CAREER CHRONOLOGY:

U.S. Department of Veterans Affairs

- 2025-Present: Acting Deputy CIO, Product Deliver Service, Office of Information and Technology
- 2024-Present: Executive Director, Portfolio Management (Health), Office of Information and Technology
- 2018–2024: Director, Service, Quality and Support, End User Operations
- 2017–2018: Director, Continuous Service Improvement
- 2016–2017: Network CIO, VISN 1
- 2010–2016: Facility CIO, VA Connecticut Healthcare System
- 2009–2010: VistA Application Manager, VA Connecticut Healthcare System

Pre-VA:

- 2006–2009: Director, eHealth, ACS Healthcare Solutions / Central Maine Healthcare System
- 2005–2006: IT Manager, Laboratory Information Systems – NorDX Laboratories
- 2002–2005: IT Site Manager, Brunswick NAS, Portsmouth Naval Shipyard, DoD Naval Healthcare New England
- 1999–2007: Adjunct Faculty, Central Maine Community College
- 1993–2002: Progressive Positions incl. Loan Specialist, Public Affairs Officer, Congressional Liaison and IT Specialist

Education Experience:

- MBA, Southern NH University
- BS, Husson University
- Federal Executive Institute, Leadership for a Democratic Society, 2021
- Leadership VA, 2012