

**PART I - A**

**PART I: SUMMARY INFORMATION AND JUSTIFICATION**

In Part I, complete Sections A, B, C, and D for all capital assets (IT and non-IT). Complete Sections E and F for IT capital assets.

OMB Text Limitations - SHORT ANSWER(250 Characters), MEDIUM ANSWER(500 Characters) and LONG ANSWER(2500 Characters)

**Section A: Overview (All Capital Assets)**

I.A.1) Date of Submission (mm/dd/yyyy)

Sep 10, 2007

I.A.2) Agency

029 - Department of Veterans Affairs

I.A.3) Bureau

00 - Agency Wide Initiatives

I.A.4) Name of this Investment:(SHORT ANSWER)

VETSNET-2009

I.A.5) Unique Project(Investment) Identifier: Update the UPI using the Exhibit 53 tab.

029-00-01-13-01-1264-00

I.A.6) What kind of investment will this be in FY2009? (Please NOTE: Investments moving to O&M in FY2009, with Planning/Acquisition activities prior to FY2009 should not select O&M. These investments should indicate their current status.)

Planning

I.A.7) What was the first budget year this investment was submitted to OMB?

FY2009

I.A.8) Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap: (LONG ANSWER)

VETSNET Compensation and Pension (C&P) is a suite of applications that facilitates the entire C&P claims process. Within the suite, the end user can establish and develop veterans' claims; the rating decision, award and notification letter are documented, and payment information is transmitted to Treasury, accomplishing the necessary accounting. Throughout these activities, data are shared and passed between the applications to support end-to-end claims processing, customer service and notification.

This investment effectively contribute towards VA's Strategic Goal 1 - Restore the capability of veterans with disabilities to the greatest extent possible and improve the quality of their lives and that of their families, and Goal 3 - Honor and serve veterans in life, and memorialize them in death for their sacrifices on behalf of the Nation.

Currently, VA's mission is being supported by the Benefits Delivery Network (BDN). VETSNET C&P is targeted to replace the C&P functions of the BDN, currently in maintenance phase. BDN has passed its system's lifecycle and minimal tools are available to support it. Additionally, various material weaknesses have been identified related to BDN's lack of compliance with the government-wide Standard General Ledger, lack of automated audit trail, and other shortcomings such as over payment errors.

Oversight for the VETSNET investment is provided by the VETSNET Executive Team. The Executive Team is an interdisciplinary team led by a Senior Executive well-versed in C&P processes. The team is responsible for the day to day execution of the project. Strategic direction is provided by the VETSNET Executive Board (VEB). The VEB meets on a regular basis to monitor and control investment progress. VETSNET is a fundamental component of VA's Enterprise Architecture in providing critical C&P informational support to its customers through an integrated and technologically sound environment.

I.A.9) Did the Agency's Executive/Investment Committee approve this request?

Yes

I.A.9.a) If "yes," what was the date of this approval?

Jun 28, 2007

I.A.10) Did the Project Manager review this Exhibit?

Yes

I.A.11) Project Managers Contact Information

	<b>Project Managers Names (SHORT ANSWER)</b>	<b>PM Phone</b>	<b>E-mail (SHORT ANSWER)</b>
<b>Primary in-house</b>	Dianne Thompson, VA Level III PM	202-461-9214	Dianne.thompson1@va.gov

I.A.11.a) What is the current FAC-P/PM certification level of the project/program manager?

DAWIA-Level-2

I.A.12) Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project.

Yes

I.A.12.a) Will this investment include electronic assets (including computers)?

Yes

I.A.12.b) Is this investment for construction or retrofit of a federal building or facility? (Answer applicable to non-IT assets only)

No

I.A.12.b.1) If "yes," is an ESPC or UESC being used to help fund this investment?

I.A.12.b.2) If "yes," will this investment meet sustainable design principles?

I.A.12.b.3) If "yes," is it designed to be 30% more energy efficient than relevant code? (Answer applicable to non-IT assets only)

I.A.13) Does this investment directly support one of the PMA initiatives?

Yes

I.A.13.a) If "yes," check all that apply:

	<b>PMA Initiatives for XML Submission</b>	<b>PMA Initiatives</b>
		- Human Capital
		- Budget Performance Integration
Yes	Financial Performance	- Financial Performance
Yes	Expanded E-Government	- Expanded E-Government
		- Competitive Sourcing
		- Faith Based and Community
		- Real Property Asset Management
		- Eliminating Improper Payments
		- Privatization of Military Housing
		- Research & Development Investment Criteria
		- Housing & Urban Development Management & Performance
		- Broadening Health Insurance Coverage through State Initiatives
		- "Right Sized" Overseas Presence
Yes	Coordination of VA and DoD Programs and Systems	- Coordination of VA & DoD Programs and Systems

I.A.13.b) Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?)(MEDIUM ANSWER)

Supports Financial Performance through compliance with federal financial management regulations. Provides automated support for adequate control over payment processing, and supports critical customer service needs such as immediate response to payment inquiries and immediate feedback regarding processing errors.  
Supports expanded E-Gov and coordination of VA & DoD programs and systems through C&P applications that are accessible by business partners, veteran service organizations.

I.A.14) Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit [www.whitehouse.gov/omb/part](http://www.whitehouse.gov/omb/part).)

No

I.A.14.a) If "yes," does this investment address a weakness found during a PART review?

I.A.14.b) If "yes," what is the name of the PARTed program? (SHORT ANSWER)

I.A.14.c) If "yes," what rating did the PART receive?

I.A.15) Is this investment information technology? (See section 53.8 for definition)

Yes

I.A.16) What is the level of the IT Project? (per CIO Council PM Guidance)

Level 1

I.A.17) What project management qualifications does the Project Manager have? (per CIO Council PM Guidance)

Qualification Status	Qualification Status for XML Submission	Description
1	(1) Project manager has been validated as qualified for this investment	(1) - Project manager has been validated as qualified for this investment.
		(2) - Project manager qualification is under review for this investment.
		(3) - Project manager assigned to investment, but does not meet requirements.
		(4) - Project manager assigned but qualification status review has not yet started.
		(5) - No Project manager has yet been assigned to this investment.

I.A.18) Is this investment or any project(s) within this investment identified as "high risk" on the Q4-FY 2007 agency high risk report (per OMB Memorandum M-05-23)

No

I.A.19) Is this project (investment) a Financial Management System? (see section 53.3 for definition)

Yes

I.A.19.a) If so, does this project (investment) address a FFMA (Federal Financial Managers Integrity Act) compliance area?

Yes

I.A.19.a.1) If yes, which compliance area?

US Standard General Ledger

I.A.19.a.2) If "no," what does it address? (MEDIUM ANSWER)

I.A.19.b) If "yes," please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A-11 section 52 (LONG ANSWER)

Needs comment.

I.A.20) What is the percentage breakout for the total FY2008 funding request for the following? (This should total 100%)

Percentage of Total Investment	
% Hardware	0.00
% Software	1.00
% Services	83.00
% Others	16.00

I.A.21) If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities?

NA

I.A.22) Contact information of individual responsible for privacy related questions:

<b>Contact Name: (SHORT ANSWER)</b>	Chi Yu
<b>Phone Number:</b>	(202) 565-8928
<b>Title: (SHORT ANSWER)</b>	IT Specialist
<b>E-mail: (SHORT ANSWER)</b>	Chi.yu@va.gov

I.A.23) Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?

Yes

I.A.24) Does this investment directly support one of the GAO High Risk Areas?

Yes

## PART I - B

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### Section B: Summary of Funding (All Capital Assets)

I.B.1) FILL IN TABLE IN CURRENT VALUES (in millions)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated "Government FTE Cost," and should be EXCLUDED from the amounts shown for "Planning," "Full Acquisition," and "Operation/Maintenance." The total estimated annual cost of the investment is the sum of costs for "Planning," "Full Acquisition," and "Operation/Maintenance." For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

Category of Funds	PY-1 and Earlier	PY 2007	CY 2008	BY 2009
Planning				

<b>Budgetary Resources</b>	8.910	1.655	1.655	1.655
<b>Acquisition</b>				
<b>Budgetary Resources</b>	80.230	17.973	22.751	22.185
<b>Total, Sum of Stages</b>				
<b>Total, Resources (Plan &amp; Acq)</b>	89.140	19.628	24.406	23.840
<b>Operations &amp; Maintenance</b>				
<b>Budgetary Resources</b>	0.000	0.000	0.000	0.000
<b>Total, All Stages Resources</b>	89.140	19.628	24.406	23.840
<b>Government FTE Costs</b>	0.000	6.090	5.896	6.584
<b>Govt. FTE Numbers</b>	0	52	58	64
<b>Total, All Stages Resources + FTE</b>	89.140	25.718	30.302	30.424

Government FTE Costs SHOULD NOT be INCLUDED as part of the TOTAL, All Stages Resources represented.

Note: 1) For the cross-agency investments, this table should include all funding (both managing partner and partner agencies). 2) Total, All Stages Resources should equal Total, All Stages Outlays.

I.B.2) Will this project require the agency to hire additional FTE's?

No

I.B.2.a) If Yes, How many and in what year? (MEDIUM ANSWER)

I.B.3) If the summary of spending has changed from the FY2007 President's budget request, briefly explain those changes. (LONG ANSWER)

The project was increased because leadership reprioritized the scope of the project.

## PART I - C

### PART I: SUMMARY INFORMATION AND JUSTIFICATION

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### Section C: Acquisition/Contract Strategy (All Capital Assets)

I.C.1) If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why? (LONG ANSWER)

All related development tasks incorporate EVM as part of the project management structure. A portion of budgeting for this investment goes toward payment of an interagency franchise fee for infrastructure support. Infrastructure support is managed under an external managed services contract, which does monitor cost and schedule performance in conformance with ANSI 748 guidelines. This investment does not require EVM tracking for firm fixed price task orders.

I.C.2) Do the contracts ensure Section 508 compliance?

Yes

I.C.2.a) If the Contracts WILL NOT ensure Section 508 Compliance, explain why:

Contracts provide for 508 compliance by requiring that all software and infrastructure is evaluated in the planning and implementation stages of the project. This allows VA to act proactively to identify software and hardware, which does not meet the standards for 508 compliance and allows us to specify with the vendors what remedies are required to accept their software or hardware.

I.C.3) Is there an acquisition plan which has been approved in accordance with agency requirements?

Yes

I.C.3.a) If "yes," what is the date?

Feb 27, 2007

I.C.3.b) If "no," will an acquisition plan be developed?

I.C.3.b.1) If "no," briefly explain why: (MEDIUM ANSWER)

**PART I - D**

**PART I: SUMMARY INFORMATION AND JUSTIFICATION**

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**Section D: Performance Information (All Capital Assets)**

I.D.1) In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures must be provided. These goals need to map to the gap in the agency's strategic goals and objectives that this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60%, increase citizen participation by 300% a year to achieve an overall citizen participation rate of 75% by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestone, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.

For Existing IT projects that have previously submitted Exhibit 300s:

--> If you completed Table 1 last year, please use Table 1 to report for fiscal year 2005 and Table 2 for fiscal years 2006 through at least 2009.

--> If you completed only Table 2 last year, please use Table 2 to report for fiscal years 2006 through at least 2009.

For projects that are submitting Exhibit 300s for the first time:

--> Use Table 2.

--> Report on Performance Measures for at least two years, i.e., FY 2008 and 2009, FY 2009 and 2010.

--> If the project will have data for 2007 that you wish to include, add extra lines in Table 2 and complete all information in this single table.

--> At least one performance goal should be met by BY+1.

**PERFORMANCE INFORMATION TABLE 2:**

Please use Table 2 and the FEA Performance Reference Model (PRM) to identify the performance information pertaining to this major IT Investment. Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for at least four different Measurement Areas (for each fiscal year).

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvements to the Baseline	Actual Results
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**Section F: Enterprise Architecture (EA) (IT Capital Assets only)**

In order to successfully address this area of the business case and capital asset plan you must ensure the investment is included in the agency's EA and Capital Planning and Investment Control (CPIC) process, and is mapped to and supports the FEA. You must also ensure the business case demonstrates the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

I.F.1) Is this investment included in your agency's target enterprise architecture?

Yes

I.F.1.a) If "no," please explain why? (LONG ANSWER)

I.F.2) Is this investment included in the agency's EA Transition Strategy?

Yes

I.F.2.a) If "yes," provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment. (MEDIUM ANSWER)

One VA Target Architecture

I.F.2.b) If "no," please explain why? (LONG ANSWER)

I.F.3) Is this investment identified in a completed (contains a target architecture) and approved segment architecture?

Yes

I.F.3.a) If "yes," provide the name of the segment architecture as provided in the agency's most recent annual EA Assessment.(MEDIUM ANSWER)

Benefits Business Segment which is under development.

**I.F.3) FEA SERVICE REFERENCE MODEL:**

I.F.3) Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.whitehouse.gov/omb/egov/>.

**SERVICE COMPONENT TABLE:**

	Agency Component Name(SHORT ANSWER)	Agency Component Description (MEDIUM ANSWER)	FEA SRM Service Type	FEA SRM Component (a*)	FEA Service Component Reused : Component Name (b*)	FEA Service Component Reused : UPI (b*)	Internal or External Reuse? (c*)	BY Funding Percentage (d*)
1	Sales and Marketing (veteran outreach)	Proactively provide information on available veteran and dependent benefits	Customer Relationship Management	Sales and Marketing			No Reuse	5.000
2	Customer Account Management	Create and Maintain each veteran's account information for life and beyond.	Customer Relationship Management	Customer / Account Management			No Reuse	25.000
3	Call Center Management	Provide access to veteran service representatives by phone or in person	Customer Relationship Management	Call Center Management			No Reuse	15.000



<b>4</b>	Process Tracking	Manage the workflow processes associated with claim development and adjudication	Tracking and Workflow	Process Tracking			No Reuse	10.000
<b>5</b>	Case Management	Maintain a complete history of all interaction with each veteran and ensure all requests are responded to	Tracking and Workflow	Case Management			No Reuse	5.000
<b>6</b>	Self Service	Provide WEB enabled access to claim eligibility information and application forms and instructions	Customer Initiated Assistance	Self-Service			No Reuse	10.000
<b>7</b>	Configuration Management	Documenting and managing IT components to ensure they support the business objectives	Management of Processes	Configuration Management			No Reuse	6.000
<b>8</b>	Information Sharing	Access DOD and SSA information for the purposes of claims processing	Knowledge Management	Information Sharing			External	6.000
<b>9</b>	Financial Management	Financial and Accounting services to record benefits paid	Financial Management	Payment / Settlement			No Reuse	10.000
<b>10</b>	Debt Collection	Reconcile past benefit payment to actual entitlements to discover overpayments	Financial Management	Debt Collection			No Reuse	3.000
<b>11</b>	Standardized / Canned Reports	Extract and create both required and optional reports	Reporting	Standardized / Canned			No Reuse	4.000
<b>12</b>	Certification and Accreditation	Provide secure access to benefits records	Security Management	Certification and Accreditation			No Reuse	0.500
<b>13</b>	Identification and Authentication	Validate user credentials	Security Management	Identification and Authentication			No Reuse	0.500
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NOTE:

(a\*) - Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM.

(b\*) - A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

(c\*) - 'Internal' reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. 'External' reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

(d\*) - Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the funding level transferred to another agency to pay for the service.

**I.F.4) FEA TECHNICAL REFERENCE MODEL:**

I.F.4) To demonstrate how this major IT investment aligns with Reference Model (TRM), please list the Service Areas, Service Specifications supporting this IT investment.

**TECHNICAL REFERENCE MODEL TABLE:**

	<b>FEA SRM Component (a*)</b>	<b>FEA TRM Service Area</b>	<b>FEA TRM Service Category</b>	<b>FEA TRM Service Standard</b>
<b>1</b>	Sales and Marketing	Service Platform and Infrastructure	Delivery Servers	Application Servers
<b>2</b>	Customer / Account Management	Service Platform and Infrastructure	Delivery Servers	Web Servers
<b>3</b>	Call Center Management	Service Access and Delivery	Access Channels	Collaboration / Communications
<b>4</b>	Process Tracking	Service Access and Delivery	Delivery Channels	Intranet
<b>5</b>	Case Management	Component Framework	Data Management	Reporting and Analysis
<b>6</b>	Self-Service	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on
<b>7</b>	Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
<b>8</b>	Information Sharing	Component Framework	Data Interchange	Data Exchange
<b>9</b>	Payment / Settlement	Service Interface and Integration	Integration	Middleware
<b>10</b>	Debt Collection	Service Platform and Infrastructure	Database / Storage	Database
<b>11</b>	Standardized / Canned	Component Framework	Presentation / Interface	Static Display
<b>12</b>	Certification and Accreditation	Component Framework	Security	Supporting Security Services
<b>13</b>	Identification and Authentication	Component Framework	Security	Supporting Security Services
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NOTE:

(a\*) - Service Components identified in the previous question(I.F.3) should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications

(b\*) - In the Service Specification field, Agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

I.F.5) Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)?

No

I.F.5.a) If "yes," please describe. (LONG ANSWER)

I.F.6) Does this investment provide the public with access to a government automated information system?

No

I.F.6.a) If "yes," does customer access require specific software (e.g., a specific web browser version)?

## PART II - B

### PART II: PLANNING, ACQUISITION AND PERFORMANCE INFORMATION

Part II should be completed only for investments which in FY2008 will be in "Planning" or "Full Acquisition," investments, i.e., selected one of these three choices in response to Question 6 in Part I, Section A above.

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### Section B - RISK MANAGEMENT (All Capital Assets)

II.B.1) Does the investment have a Risk Management Plan?

Yes

II.B.1.a) If "yes," what is the date of the plan?

Feb 21, 2007

II.B.1.b) Has the Risk Management Plan been significantly changed since last year's submission to OMB?

No

II.B.1.c) If "yes," describe any significant changes: (LONG ANSWER)

II.B.2) If there currently is no plan, will a plan be developed?

II.B.2.a) If "no," what is the strategy for managing the risks? (LONG ANSWER)

II.B.3) Briefly describe how investment risks are reflected in the life cycle cost estimate and investment schedule: (LONG ANSWER)

Risk impacts, probabilities and costs were evaluated within the project plan and risk remediation or reduction strategies were developed through this analysis to minimize any negative impact these identified risks might have on this project. The results of this analysis were utilized to adjust the investment schedule and budgetary request by adding risk-based, probability-weighted contingencies for both cost and schedule of software design and development.

## PART II - C

### Part II: Planning, Acquisition And Performance Information

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