| PART I - A |
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| |

## 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)* |
| VBA Rules Based Claims Processing - 2009 |
| *I.A.5) Unique Project(Investment) Identifier: Update the UPI using the Exhibit 53 tab.* |
| 029-00-01-14-01-1266-00 |
| *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)* |

The Veterans Benefit Administration (VBA) will invest in a web-enabled, Rules-Based Claims Processing (RBCP) initiative to improve claims processing and enhance customer service. RBCP will use business rules engine (BRE) technology and business process reengineering to support the delivery of business line benefits. BREs promote standardized decision making when the rules being assessed are grounded on objective, finite criteria. Many VA benefits are derived from objective law and regulation, making them ideal for RBCP. Automating the claims process with BRE technology will promote standardized decision making, reduce variances, and improve accuracy and claims processing timeliness, which should result in reduced claims inventory and administrative costs while improving productivity. VBA adjudicators will only need to work those claims that do not meet defined business rules. The RBCP solution will be fully compatible with service-oriented architecture to support the requirements of business processes and users, while satisfying VA enterprise architecture standards. RBCP will start with the following Education and Compensation & Pension (C&P) projects:

1. The Education Expert System (TEES) for adjudicating education claims.
2. The Burial Rules Based Claims Processing (Burial RBCP) application for adjudicating C&P burial benefits claims.
3. The Rating Veterans Service Representative Medical Evidence Rating Tool (MERT) for evaluating medical evidence related to C&P claims.

RBCP aligns with the following VA strategic Goals:

VA Goal 1, Objective 1.2 – Provide timely and accurate decisions on disability compensation claims to improve the economic status and quality of life of service-disabled veterans.
VA Goal 1, Objective 1.4 – Improve the standard of living and income status of eligible survivors of service members and service-disabled veterans through compensation, education, and insurance benefits.
VA Goal 2, Objective 2.2 – Enhance the ability of veterans and service members to achieve educational and career goals by providing timely and accurate decisions on education claims and continuing payments at appropriate levels.
VA Goal 3, Objective 3.2 – Provide eligible veterans and their survivors a level of income that raises their standard of living and sense of dignity by processing pension claims in a timely manner.
VA Goal 3, Objective 3.4 – Ensure that the burial needs of veterans and eligible family members are met.

| | |
|---|---|
| *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* | |

|  | Project Managers Names (SHORT ANSWER) | PM Phone | E-mail (SHORT ANSWER) |
|---|---|---|---|
| **Primary in-house** | Rebecca Wells | 202-461-9135 | rebecca.wells@va.gov |

| | |
|---|---|
| *I.A.11.a) What is the current FAC-P/PM certification level of the project/program manager?* | |
| DAWIA-Level-3 | |
| *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:* | |

| | PMA Initiatives for XML Submission | PMA Initiatives |
|---|---|---|
| | | - Human Capital |
| | | - Budget Performance Integration |
| | | - 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 |
| | | - 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)*

Expanded E-Government: By implementing this investment, VBA will streamline the adjudication of claims and only those claims that have a conflict with the business rules will be routed for manual processing. The faster processing times will improve overall customer satisfaction. Additionally, the resulting claims data can be made available to self-service applications to electronically provide a decision notification back to the claimant.

*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.)*

Yes

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

No

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

Montgomery GI Veterans Education Benefits and Veterans Disability Compensation

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

Results Not Demonstrated

*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)*

No

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

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

*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)*

*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** | |
| **% Software** | |
| **% Services** | |
| **% Others** | |

*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:*

| | |
|---|---|
| **Contact Name: (SHORT ANSWER)** | Chi Yu |
| **Phone Number:** | (202) 565-8928 |
| **Title: (SHORT ANSWER)** | IT Specialist |
| **E-mail: (SHORT ANSWER)** | 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?*

No

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

Yes

## PART I - B

## 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.*

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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** | | | | |
| **Budgetary Resources** | 0.000 | 0.500 | 0.452 | 1.000 |
| | | | | |
| **Acquisition** | | | | |
| **Budgetary Resources** | 0.000 | 2.650 | 2.600 | 4.259 |
| | | | | |
| **Total, Sum of Stages** | | | | |
| **Total, Resources (Plan & Acq)** | 0.000 | 3.150 | 3.052 | 5.259 |
| | | | | |
| **Operations & Maintenance** | | | | |
| **Budgetary Resources** | 0.000 | 0.000 | 0.000 | 0.000 |
| | | | | |
| **Total, All Stages Resources** | 0.000 | 3.150 | 3.052 | 5.259 |
| | | | | |
| **Government FTE Costs** | 0.000 | 0.668 | 1.220 | 1.029 |
| **Govt. FTE Numbers** | 0 | 6 | 12 | 10 |
| | | | | |
| **Total, All Stages Resources + FTE** | 0.000 | 3.818 | 4.272 | 6.288 |

*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)*

VBA Rules Based Claims Processing is a new investment in FY2008. This initiative continues an existing program (TEES) with two planned efforts that will utilize the same BRE solution. A single alternatives analysis will be conducted to ensure that the procured solution will support the requirements of all VBA business lines. The TEES and other consolidated programs will complete the other essential capabilities identified with each initiative prior to integrating with the enterprise BRE solution

## PART I - C

## PART I: SUMMARY INFORMATION AND JUSTIFICATION

## 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)*

*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:*

Section 508 compliance is a required contract clause.

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

No

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

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

Yes

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

# PART I - D

## 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.*

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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 |
|---|---|---|---|---|---|---|---|
| 2007 | Quality of Life | Mission and Business Results | Public Relations | Customer service satisfaction will increase based on better access to information about the full range of available benefits | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
| 2007 | Quality of Life | Mission and Business Results | Program Monitoring | The percent of improper payments will be reduced when RBCP is used to process the claim. | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
| 2007 | Quality of Life | Customer Results | Customer Satisfaction | The use of RBCP in processing claims will result in an increase to the overall customer satisfact.ion rate | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
| 2007 | Quality of Life | Processes and Activities | Timeliness | The average days to process a claim will decrease when RBCP is used to decide the claim. | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
| 2007 | Quality of Life | Processes and Activities | Errors | RBCP will decrease error rates and improve national accuracy rates because the RBCP decision maps directly to the source law and regulations, which promotes consistent application of the business rules. | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
| 2007 | Quality of Life | Technology | Availability | Systems will be available 99% during operational hours | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
| 2008 | Quality of Life | Mission and Business Results | Public Relations | Customer service satisfaction will increase based on better access to information about the full range of available benefits | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
| 2008 | Quality of Life | Mission and Business Results | Program Monitoring | The percent of improper payments will be reduced when RBCP is used to process the claim. | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |

| 2008 | Quality of Life | Customer Results | Customer Satisfaction | The use of RBCP in processing claims will result in an increase to the overall customer satisfact.ion rate | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
|------|-----------------|------------------|------------------------|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|--|
| 2008 | Quality of Life | Processes and Activities | Timeliness | The average days to process a claim will decrease when RBCP is used to decide the claim. | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
| 2008 | Quality of Life | Processes and Activities | Errors | RBCP will decrease error rates and improve national accuracy rates because the RBCP decision maps directly to the source law and regulations, which promotes consistent application of the business rules. | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
| 2008 | Quality of Life | Technology | Availability | Systems will be available 99% during operational hours | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
| 2009 | Quality of Life | Mission and Business Results | Public Relations | Customer service satisfaction will increase based on better access to information about the full range of available benefits | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
| 2009 | Quality of Life | Mission and Business Results | Program Monitoring | The percent of improper payments will be reduced when RBCP is used to process the claim. | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
| 2009 | Quality of Life | Customer Results | Customer Satisfaction | The use of RBCP in processing claims will result in an increase to the overall customer satisfaction rate | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
| 2009 | Quality of Life | Processes and Activities | Timeliness | The average days to process a claim will decrease when RBCP is used to decide the claim. | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |

| 2009 | Quality of Life | Processes and Activities | Errors | RBCP will decrease error rates and improve national accuracy rates because the RBCP decision maps directly to the source law and regulations, which promotes consistent application of the business rules. | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
|------|------|------|------|------|------|------|------|
| 2009 | Quality of Life | Technology | Availability | Systems will be available 99% during operational hours | Baseline will be established during FY2008, FY2009, and FY2010 | Targets will be established for FY2011 based on FY2008, FY2009, and FY2010 performance | |
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## PART I - F

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### 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)*

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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?*

No

*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)*

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

RBCP is new technology, and that is why it is not in the agency's EA Transition Strategy.  RBCP will conform with current VBA EA principles and practices.

This investment is identified in the VBA Enterprise Architecture (EA) and complies with EA principles and practices. Those principles and practices include:

· The alignment of IT investments to the business functions being automated;

· The re-use of business and technology components to the extent possible; and

· The consolidation of multiple processes and applications into a single process or application where practical.

Compliance with the five standards based architectural elements are described below:

1. Access Method - To ensure that all system users, employees and veterans have the easiest access to applications and data, the technology vision includes Web access that is Browser based.

2. Development Process and Tools – Modernizing our processes and tools facilitates our migration toward the technology vision. This modernization includes the use of the iterative development lifecycle and the associated requirements, modeling, design, testing and management software development tools. J2EE and JAVA are the acceptable framework and programming languages, respectively.

3. Operating System – Standardization on a single operating environment provides economic, development and operational benefits. We have adopted UNIX as that standard environment. Applications within that environment may be common services or applications specific to a unique business requirement. When deciding between common service and specific applications, there is a strong preference towards common services.

4. Data Management - The use of the VBA corporate database as the single repository of data will continue and will be expanded. Data elements within the corporate database may be common data or data specific to a unique business requirement. When deciding between these two approaches there is a strong preference to common data elements.

5. Internal and External Interfaces – To simplify internal and external communication we will migrate to the XML messaging system. External data will be converted into the XML system-messaging standard. Internal system messages will also use the XML system-messaging standard.

| |
|---|
| *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 | Customer Services | RBCP supports the delivery and maintenance of VA pension payments to veterans and eligible dependents. RBCP will calculate the pension monetary award based on the maximum allowable annual pension rate and countable income for VA purposes. | Customer Relationship Management | Customer / Account Management | | | Internal | 1.000 |
| 2 | Customer Analytics | RBCP provides claim details upon request | Customer Relationship Management | Customer Analytics | | | Internal | 1.000 |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 3 | Customer/Account Management | RBCP Provides management insight into claims management | Customer Relationship Management | Customer / Account Management | | | Internal | 1.000 |
| 4 | Customer Services | RBCP will be an interactive business rules engine providing the end-user employee with an electronic interface for help and training related to processing VA pension claims. | Customer Initiated Assistance | Online Help | | | Internal | 1.000 |
| 5 | Customer Services | RBCP will be an interactive business rules engine providing the end-user employee with an electronic interface for help and training related to processing VA pension claims. | Customer Initiated Assistance | Online Tutorials | | | Internal | 1.000 |
| 6 | Process Automation Services | RBCP will assist VBA employees to adjudicate VA pension claims not requiring a rating decision. RBCP provides a uniform procedure across all 57 ROs and 3 PMCs to manage the business life cycle of a VA pension claim. | Tracking and Workflow | Case Management | | | Internal | 1.000 |
| 7 | Process Automation | RBCP will assist VBA employees to adjudicate VA pension claims not requiring a rating decision. RBCP provides a uniform procedure across all 57 ROs and 3 PMCs to manage the business life cycle of a VA pension claim. | Tracking and Workflow | Process Tracking | | | Internal | 1.000 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 8 | Business Management Services | RBCP is an automated information system using a business rules engine to process VA pension claims not requiring a rating decision. The pension rule-base will conform to applicable VA law, regulations, and procedures. | Management of Processes | Business Rule Management | | | Internal | 1.000 |
| 9 | Requirements Management | RBCP identifies the component of the claim | Management of Processes | Requirements Management | | | Internal | 1.000 |
| 10 | Business Management Services | Use of a business rules engine to process select pension claims will introduce uniformity and standardization of decision making across 57 ROs and 3 PMCs. (Another benefit of rules-based pension claims processing is increased quality/accuracy.) | Management of Processes | Quality Management | | | Internal | 1.000 |
| 11 | Business Management Services | RBCP is an automated information system for processing certain VA pension claims. RBCP will be used by over 3,330 employees located in 57 ROs and 3 PMCs. | Organizational Management | Workgroup / Groupware | | | Internal | 1.000 |
| 12 | Digital Asset Services | RBCP will be an interactive business rules engine which can provide employees training and reference to VA pension law, regulations, and procedures. | Content Management | Content Authoring | | | Internal | 1.000 |
| 13 | Digital Asset Services | RBCP will be an interactive automated information system for adjudicating VA pension claims not requiring a rating decision. | Content Management | Content Publishing and Delivery | | | Internal | 1.000 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 14 | Digital Asset Services | The RBCP business rules engine will redirect the user to other documents and related content to support VA pension claims processing. | Document Management | Document Referencing | | | Internal | 1.000 |
| 15 | Digital Asset Services | The user will be able to edit and revise individual pension claims investigations to arrive at a final decision. | Document Management | Document Revisions | | | Internal | 1.000 |
| 16 | Digital Asset Services | The user will be able to edit and revise individual pension claims investigations to arrive at a final decision. | Document Management | Document Review and Approval | | | Internal | 1.000 |
| 17 | Digital Asset Services | RBCP will store individual pension claim investigations which can be retrieved by VA and its stakeholders. | Knowledge Management | Information Retrieval | | | Internal | 1.000 |
| 18 | Digital Asset Services | RBCP will store individual pension claim investigations which can be retrieved by VA and its stakeholders. | Knowledge Management | Information Sharing | | | Internal | 1.000 |
| 19 | Digital Asset Services | RBCP will utilize a business rules engine and create a rule-base which maps to all applicable VA pension law, regulations, and procedures. The result is a VA pension expert system. | Knowledge Management | Knowledge Engineering | | | Internal | 1.000 |
| 20 | Digital Asset Services | RBCP will store individual pension claim investigations, which facilitates collection of pension data and information. | Knowledge Management | Knowledge Capture | | | Internal | 1.000 |

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|---|---|---|---|---|---|---|---|---|
| 21 | Digital Asset Services | RBCP will store individual pension claim investigations, which become the basis for final pension decision sent to the claimant. | Knowledge Management | Knowledge Distribution and Delivery | | | Internal | 1.000 |
| 22 | Digital Asset Services | RBCP is a smart system, which uses rules-based technology to process VA pension claims. | Knowledge Management | Smart Documents | | | Internal | 1.000 |
| 23 | Business Analytical Services | RBCP will standardize VA pension claims processing and support use of dynamic reports. | Reporting | Ad Hoc | | | Internal | 0.500 |
| 24 | Business Analytical Services | RBCP will standardize VA pension claims processing and support audit report capability of pension decisions across 57 ROs and 3 PMCs. | Reporting | Standardized / Canned | | | Internal | 0.500 |
| 25 | Back Office Services | RBCP will automate pension claims processing, and determine the monetary amount of the pension payment based on the maximum annual pension rate and countable income for VA purposes. Determining the monetary amount of the pension payment will support the process of accounts payable. | Financial Management | Payment / Settlement | | | Internal | 0.500 |
| 26 | Back Office Services | RBCP will interface with VETSNET AWARDS and FAS to support the development, processing, and payment of VA pension benefits to veterans and their eligible dependents. | Data Management | Data Exchange | | | Internal | 0.500 |
| 27 | Certification and Accreditation | Ensure secure access to benefit records | Security Management | Certification and Accreditation | | | No Reuse | 0.500 |

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| 28 | 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:**

| | FEA SRM Component (a*) | FEA TRM Service Area | FEA TRM Service Category | FEA TRM Service Standard |
|---|---|---|---|---|
| 1 | Customer / Account Management | Service Access and Delivery | Service Requirements | Legislative / Compliance |
| 2 | Customer Analytics | Component Framework | Presentation / Interface | Static Display |
| 3 | Customer / Account Management | Service Platform and Infrastructure | Delivery Servers | Application Servers |
| 4 | Online Help | Service Access and Delivery | Service Requirements | Legislative / Compliance |
| 5 | Online Tutorials | Service Access and Delivery | Service Requirements | Legislative / Compliance |
| 6 | Case Management | Service Platform and Infrastructure | Delivery Servers | Application Servers |
| 7 | Process Tracking | Component Framework | Data Management | Reporting and Analysis |
| 8 | Business Rule Management | Component Framework | Business Logic | Platform Independent |
| 9 | Requirements Management | Service Platform and Infrastructure | Database / Storage | Database |
| 10 | Quality Management | Service Access and Delivery | Service Requirements | Legislative / Compliance |
| 11 | Workgroup / Groupware | Service Interface and Integration | Integration | Enterprise Application Integration |
| 12 | Content Authoring | Component Framework | Business Logic | Platform Independent |
| 13 | Content Publishing and Delivery | Component Framework | Business Logic | Platform Independent |
| 14 | Document Referencing | Component Framework | Business Logic | Platform Independent |
| 15 | Document Revisions | Component Framework | Business Logic | Platform Independent |
| 16 | Document Review and Approval | Component Framework | Business Logic | Platform Independent |
| 17 | Information Retrieval | Component Framework | Business Logic | Platform Independent |
| 18 | Information Sharing | Component Framework | Business Logic | Platform Independent |
| 19 | Knowledge Engineering | Component Framework | Business Logic | Platform Independent |
| 20 | Knowledge Capture | Component Framework | Business Logic | Platform Independent |
| 21 | Knowledge Distribution and Delivery | Service Platform and Infrastructure | Delivery Servers | Application Servers |
| 22 | Smart Documents | Service Platform and Infrastructure | Delivery Servers | Application Servers |
| 23 | Ad Hoc | Component Framework | Data Management | Reporting and Analysis |
| 24 | Standardized / Canned | Component Framework | Data Management | Reporting and Analysis |
| 25 | Payment / Settlement | Service Access and Delivery | Access Channels | Other Electronic Channels |
| 26 | Data Exchange | Service Access and Delivery | Access Channels | Other Electronic Channels |
| 27 | Certification and Accreditation | Component Framework | Security | Supporting Security Services |
| 28 | 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 |
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## 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.*

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

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

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

No

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



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



*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?*

Yes

*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 |
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## 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.*

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

## C) Cost and Schedule Performance:

*Identify in this section the proposed change to the original or current OMB-approved baseline. What are the new cost and schedule goals for the phase or segment/module (e.g., what are the major investment milestones or events; when will each occur; and what is the estimated cost to accomplish each one)? If this is a new investment in the FY 2008 Budget year or if the agency does not intend to propose a new baseline modification, this section will be blank for your budget submission.*

*II.C.1) Does the earned value management system meet the criteria in ANSI/EIA Standard – 748?*

Yes

*II.C.3) Has the investment re-baselined during the past fiscal year?*

No

*II.C.3.a) If "Yes", when was it approved by the Agency head?*



## II.C.4) Comparison of Initial Baseline and Current Approved Baseline:

*II.C.4) Complete the following table to compare actual performance against the current performance baseline and to the initial performance baseline. In the*

| Description of Milestone | Init BL Planned Completion Date | Current BL Completion Date Planned | Current BL Completion Date Actual |
|---|---|---|---|
| TEES Assessment & Requirements Validation | May 31, 2008 | May 31, 2008 | |
| ECAP Rewrite | May 31, 2009 | May 31, 2009 | |
| Chapter 30 PC Rehost | Mar 31, 2009 | Mar 31, 2009 | |
| Work Study Management System Rehost | Mar 31, 2009 | Mar 31, 2009 | |
| Design RBCP Infrastructure | Jul 30, 2008 | Jul 30, 2008 | |
| System Design (TEES) | Dec 31, 2008 | Dec 31, 2008 | |
| Concept Development (MERT) | Nov 30, 2008 | Nov 30, 2008 | |
| Concept Development (Burial) | Mar 31, 2009 | Mar 31, 2009 | |
| Proof of Concept Design & Prototype (MERT) | Jul 31, 2009 | Jul 31, 2009 | |
| System Design & Development (Burial) | Nov 30, 2009 | Nov 30, 2009 | |
| Proof of Concept Development, Integration & Testing (MERT) | Dec 31, 2009 | Dec 31, 2009 | |
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