

Data Centric Transition for VR&E and Education - 2008

ProSight

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 11, 2006

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)

Data Centric Transition for VR&E and Education - 2008

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

029-00-01-14-01-1272-00

I.A.6) What kind of investment will this be in FY2008? (Please NOTE: Investments moving to O&M ONLY in FY2008, with Planning/Acquisition activities prior to FY2008 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?

FY2008

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)

VBA's business lines are in various states of developing, implementing and using imaging technology to meet their documentation requirements. Vocational Rehabilitation and Employment (VR&E) Service has identified requirements for document imaging. Education Service has an existing application but realizes that the creation of individual business line applications results in stovepipe solutions, which support similar goals of paper reduction and consolidated document storage. This initiative will serve as a pilot to integrate other business lines and the initiatives such as the C&P One VA imaging projects. The TIMS system supports the legislative requirements of the Montgomery Bill for Veterans Benefits.

VR&E has business processes currently involving repeated handling of information in paper format, which begin with claim development for basic eligibility, entitlement determination and documentation, case management and associated documentation, verification of enrollment in training or rehabilitation programs, recording information and data that tracks a participant's involvement in the VR&E program involving training or independent living services through job placement and follow-up. The veteran benefits from timely and efficient paperless handling of information, data and documents because it yields a quicker determination of eligibility and provision of services. Education Service currently maintains a legacy imaging system that stores all benefit documents at four Regional Processing Centers. The Image Management System (TIMS) is stove-piped based on a two-tier client server architecture, rather than consolidated to run in a Wide Area Network (WAN) environment. TIMS stores and tracks documents and workflow, but does not extract any data from the documents and is limited in the utilization of electronic data inputs. The transition would provide the capability for extracting data from documents and maximize the use of electronically input data.

This initiative will develop a joint VR&E and Education Data-Centric Claims Processing and Imaging System resulting in a centralized, thin client, data-centric web enabled application for both business lines and the capability to expand to other business lines.

1.5% of costs identified for development will be used to provide an independent assessment (IV&V) for FY2008 incorporate the 1.5 % funding requirement for independent assessments into all appropriate subsequent years.

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?

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	Rodney Alexander	202-273-7016	rodney.alexander@va.gov

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

No

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?

No

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

Yes	Coordination of VA and DoD Programs and Systems	- Coordination of VA & DoD Programs and Systems
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I.A. 13.b) Briefly describe how this asset directly supports the identified initiative(s)?(MEDIUM ANSWER)

This transition is a collaborative effort that supports the delivery of benefits to the veterans, Expanded E-Gov and the goal of sharing information. Centralized information and document storage will improve communications, case management and allow more consistent and accurate reporting of program participation. This will assist VBA Management in managing personnel and lowering the cost of analysis. These applications share data with DoD which supports the coordination of DoD and VA data.

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.)

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 2

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 identified as "high risk" on the Q4 - FY 2006 agency high risk report (per OMB's "high risk" memo)?

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 FFIA (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	20.00
% Software	20.00
% Services	60.00
% 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)	Heidi Hamzi
Phone Number:	202-565-8346
Title: (SHORT ANSWER)	IT Specialist
E-mail: (SHORT ANSWER)	heidi.hamzi@va.gov

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

No

PART I - B

PART I: SUMMARY INFORMATION AND JUSTIFICATION

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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 2006	CY 2007	BY 2008
Planning				
Budgetary Resources	0.000	0.000	0.000	0.000
Acquisition				
Budgetary Resources	0.000	0.000	0.000	0.000
Total, Sum of Stages				
Total, Resources (Plan & Acq)	0.000	0.000	0.000	0.000
Operations & Maintenance				
Budgetary Resources	0.000	0.000	0.000	0.000
Total, All Stages Resources	0.000	0.000	0.000	0.000
Government FTE Costs	0.000	0.000	0.000	0.000
Govt. FTE Numbers	0	0	0	0
Total, All Stages Resources + FTE	0.000	0.000	0.000	0.000

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)

PART I - C

PART I: SUMMARY INFORMATION AND JUSTIFICATION
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Section C: Acquisition/Contract Strategy (All Capital Assets)
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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)

When a contract is awarded this contract will be for development work supporting a VA in-house project and, as such, the contractor is required to participate in the VA EVMS per VA Directive 6061.

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:

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

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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	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvements to the Baseline	Actual Results
2008	Mission and Business Results	Record Retention	Records Availability	96% Availability	Achieve 97% records availability during all scheduled system activity	
2008	Processes and Activities	Efficiency	Improve Caseload Management	Provide visibility into 97% of workload processing	Strive to acheive 98% visibility of all caseloads.	
2008	Technology	User Satisfaction	User Satisfaction	95%	Achieve 96% user satisfaction in regards to system performance	
2008	Technology	Overall Costs	Overall Costs	Deviations of 10% or less	Development, Operation and Maintenance will not deviate more than 10% from Baseline	
2008	Customer Results	Response Time	Time to Process claims-awards	Process claims and awards in 45 days	Decrease overall time to process claims and awards to less than 35 days	

PART I - E

PART I: SUMMARY INFORMATION AND JUSTIFICATION

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Section E: Security and Privacy (IT Capital Assets only)

System/Application Level Information:

In order to successfully address this area of the business case, each question below must be answered at the system/application level, not at a program or agency level. Systems supporting this investment on the planning and operational systems security tables should match the systems on the privacy table below. Systems on the Operational Security Table must be included on your agency FISMA system inventory and should be easily referenced in the inventory (i.e., should use the same name or identifier).

All systems supporting and/or part of this investment should be included in the tables below, inclusive of both agency owned systems and contractor systems. For IT investments under development, security and privacy planning must proceed in parallel with the development of the system(s) to ensure IT security and privacy requirements and costs are identified and incorporated into the overall lifecycle of the system(s).

I.E.1) Identified the IT security costs for the system(s) and have integrated those costs into the overall costs of the investment:

Yes

I.E.2) Is identifying and assessing security and privacy risks a part of the overall risk management effort for each system supporting or part of this investment.

Yes

I.E.3) Have any weaknesses, not yet remediated, related to any of the systems part of or supporting this investment been identified by the agency or IG?

Yes

I.E.3.a) If "yes," have those weaknesses been incorporated into the agency's plan of action and milestone process?

Yes

PART I - F

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 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)

Standard Web Content Management
Standard Web Presentation

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

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 Reused : Component Name (b*)	FEA Service Component Reused : UPI (b*)	Internal or External Reuse? (c*)	BY Funding Percentage (d*)
1	Call Center Management	To provide information, assistance directly to customers	Customer Relationship Management	Call Center Management			No Reuse	8.400
2	Customer/Account Management	To provide information, assistance directly to customers	Customer Relationship Management	Customer / Account Management			No Reuse	8.300
3	Process Tracking	Ability to automate common tasks to improve efficiency	Tracking and Workflow	Process Tracking			No Reuse	8.400
4	Self-Service	To provide information,	Customer Initiated	Self-Service			No Reuse	8.300

		assistance directly to customers	Assistance					
5	Case/Issue Management	Ability to automate common tasks to improve efficiency	Tracking and Workflow	Case Management			No Reuse	8.300
6	Outbound Correspondence Management	Ability to automate common tasks to improve efficiency	Routing and Scheduling	Outbound Correspondence Management			No Reuse	8.300
7	Configuration Management	To provide management of the business Processes	Management of Processes	Configuration Management			No Reuse	8.400
8	Library/Storage	Ability to store, manage and retrieve electronic media	Document Management	Library / Storage			No Reuse	8.300
9	Ad Hoc	Methods to collect, report and analyze business process data	Reporting	Ad Hoc			No Reuse	8.300
10	Standardized/Canned	Methods to collect, report and analyze business process data	Reporting	Standardized / Canned			No Reuse	8.400
11	Legacy Integration	Systems level services to manage the system and workflow processes	Development and Integration	Legacy Integration			No Reuse	8.300
12	Data Integration	Systems level services to manage the system and workflow processes	Development and Integration	Data Integration			No Reuse	8.300
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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	Call Center Management	Component Framework	Presentation / Interface	Wireless / Mobile / Voice
2	Customer / Account Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
3	Process Tracking	Service Access and Delivery	Access Channels	Collaboration / Communications
4	Self-Service	Service Access and Delivery	Delivery Channels	Internet
5	Self-Service	Service Access and Delivery	Delivery Channels	Intranet
6	Case Management	Component Framework	Data Management	Reporting and Analysis
7	Outbound Correspondence Management	Component Framework	Data Interchange	Data Exchange
8	Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
9	Library / Storage	Component Framework	Data Management	Reporting and Analysis
10	Ad Hoc	Component Framework	Data Management	Reporting and Analysis
11	Standardized / Canned	Component Framework	Data Management	Reporting and Analysis
12	Legacy Integration	Component Framework	Data Interchange	Data Exchange
13	Data Integration	Service Interface and Integration	Interoperability	Data Transformation
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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>I.F.6.a) If "yes," does customer access require specific software (e.g., a specific web browser version)?</i>

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?

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)

High level schedule has been created. As the schedule is further developed, the risks will be defined and a mitigation strategy will be developed. The IPT is continuing to assess all current risks and to identify any additional risks. Cost and Schedule 'buffers' of 10% have been currently incorporated. The IPT is defining the risk assessment criteria and modifying the risk adjusted lifecycle costs as needed.

