Education Maintenance and Ops (non-BDN)-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)
Education Maintenance and Ops (non-BDN)-2008
I.A.5) Unique Project(Investment) Identifier: Update the UPI using the Exhibit 53 tab.
029-00-01-14-01-1270-00
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.)
Operations and Maintenance
I.A.7) What was the first budget year this investment was submitted to OMB?
FY2001 or earlier
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 mission of the Education Service is to provide financial assistance, generally in the form of monthly benefit payments, to veterans, active duty service persons, reservists, and certain eligible dependents of disabled or deceased veterans in recognition of their military service to this nation. Financial Assistance is administered through seven programs to eligible persons for their educational and vocational pursuits. Education Service processes claims at one of four Regional Processing Offices located in Atlanta, Buffalo, Muskogee and St. Louis.   Education program processing is supported by IT systems, including the Benefits Delivery Network (BDN) (Reference Exhibit 300 BDN Maintenance and Operations) legacy system, The Image Management System (TIMS), various client/server applications, and the Internet/Intranet. These systems will continue to be supported and enhanced as Education processing is transitioned into VBA's corporate IT environment through development of the Education Expert System (TEES) (Reference TEES OMB 300). Systems will continue to be modified in order to comply with legislative and court decision changes to the program and provide optimal service to veterans and other beneficiaries.
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?
Aug 10, 2006
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** | Jennifer Pasenelli | 202-273-6956 | jennifer.pasenelli@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) |
| |

| 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 describe how this asset directly supports the identified initiative(s)?(MEDIUM ANSWER) |
| Existing applications are being modernized to provide online access for processing, information sharing, and status inquires in support of the Expanded Electronic Government goal. WAVE and LACAS have already been converted to the web environment. They allow students to electronically verify school enrollments and support authorization to pay for licensing and certification tests. TIMS reduces the administrative costs associated with storing and maintaining paper documents. |

| 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?

No

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 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 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)

TIMS is an image based workflow application that supports more timely and accurate payment of Veteran Education Benefits. TIMS allows the VA to reduce its use of paper files. WAVE allows students to electronically verify their school enrollments each month. LACAS is a web-based application that maintains information on organizations authorized to pay the cost of licensing and certification tests. These systems allow schools to verify and process veterans enrollment quickly and accurately.

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)

Not Applicable.

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	5.00

% Software	15.00
% Services	80.00
% Others	0.00

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?

No

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

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 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	6.040	7.140	1.540	2.170
Total, All Stages Resources	6.040	7.140	1.540	2.170
Government FTE Costs	2.490	0.340	0.240	0.410
Govt. FTE Numbers	25	4	3	4
Total, All Stages Resources + FTE	8.530	7.480	1.780	2.580

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 baseline shown in this Exhibit 300 is the latest approved by the Office of Management and Budget (OMB). A revised baseline reflecting the amounts shown in the BY 2008 Summary of Funding table is pending OMB approval.

PART I - C

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 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)
This contract supports Operations and Maintenance work in a Steady State environment and as such, an EVMS is not required 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?
Yes
I.C.3.a) If "yes," what is the date?
Jul 28, 2006
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

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 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
2005	Customer Results	Automation	Reduce claim processing time	54.5 Days	Reduce by 10 days the average days to process an original claim.	Average time to process a complete original claim in 2005 was 33 days.
2005	Mission and Business Results	Training and Employment	Re-training existing employees	0 new job categories	2 new job categories - Create new positions for new skill sets required for re-engineered business processes	No new job categories have been created in 2005.
2005	Processes and Activities	Efficiency	Increase payment accuracy	93.7%	Increase payment accuracy rate to 95%	Payment accuracy was 96%.
2005	Technology	Operations and Maintenance Costs	Decrease Maintenance costs	<10% Deviation	The overall costs will not deviate more then 10%	Maintenance costs are within budget
2006	Customer Results	Automation	Reduce claim processing time	FY06 Baseline will be based on FY05 results	Reduce by 5 days average days to process an original claim.	
2006	Mission and Business Results	Training and Employment	Re-train existing employees	FY06 Baseline will be based on FY05 results	2 new job categories - Create new positions for new skill sets required for re-engineered business processes	

2006	Processes and Activities	Efficiency	Increase payment accuracy	FY06 Baseline will be based on FY05 results	Increase payment accuracy rate to 97%	
2006	Technology	Operations and Maintenance Costs	Decrease maintenance costs	FY06 Baseline will be based on FY05 results	The overall costs will not deviate more then 10%	
2007	Customer Results	Automation	Reduce claim processing time	FY07 baseline will be based on FY06 results	Reduce by 2 days average days to process an original claim.	
2007	Mission and Business Results	Training and Employment	Re-train existing employees	FY07 baseline will be based on FY06 results	2 new job categories - Create new positions for new skill sets required for re-engineered business processes	
2007	Processes and Activities	Efficiency	Increase payment accuracy	FY07 baseline will be based on FY06 results	Increase service accuracy rate to 90%	
2007	Technology	Operations and Maintenance Costs	Decrease maintenance costs	FY07 baseline will be based on FY06 results	The overall costs will not deviate more then 10%	
2008	Customer Results	Automation	Reduce claim processing time	FY08 baseline will be based on FY07 results	Reduce by 2 days average days to process an original claim.	
2008	Mission and Business Results	Training and Employment	Re-train existing employees	FY08 baseline will be based on FY07 results	2 new job categories - Create new positions for new skill sets required for re-engineered business processes	
2008	Processes and Activities	Efficiency	Increase payment accuracy	FY08 baseline will be based on FY07 results	Increase service accuracy rate to 96%	
2008	Technology	Operations and Maintenance Costs	Decrease maintenance costs	FY08 baseline will be based on FY07 results	Increase service accuracy rate to 96%	

PART I - E

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 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.

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

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)
Not Applicable.
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 Transition Strategy
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 Component Reused : Component Name (b*)	FEA Service Component Reused : UPI (b*)	Internal or External Reuse? (c*)	BY Funding Percentage (d*)
1	Call Center Management	Help desk services provided to employees	Customer Relationship Management	Call Center Management			No Reuse	8.910
2	Customer/Account Management	Claim processing status tracking	Customer Relationship Management	Customer / Account Management			No Reuse	8.910
3	Process Tracking	Manages claims through the process	Tracking and Workflow	Process Tracking			No Reuse	8.910
4	Self-Service	Allows employees to initiate actions	Customer Initiated Assistance	Self-Service			No Reuse	8.910
5	Case Management	Manage the life cycle of a particular claim or investigation	Tracking and Workflow	Case Management			No Reuse	8.910

		within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers						
6	Outbound Correspondence Management	supports generation of letters to veterans	Routing and Scheduling	Outbound Correspondence Management			No Reuse	8.910
7	Configuration Management	Document control	Management of Processes	Configuration Management			No Reuse	8.910
8	Library/Storage	Provides document image repository	Document Management	Library / Storage			No Reuse	8.910
9	Ad Hoc	Supports the use of dynamic reports on an as-needed basis	Reporting	Ad Hoc			No Reuse	8.910
10	Standardized/Can-ned	Provides preconceived and pre-written reports	Reporting	Standardized / Canned			No Reuse	8.910
11	Legacy Integration	Supports communications between newer generation hardware and software and the previous, major generations of hardware and software applications	Development and Integration	Legacy Integration			No Reuse	8.900
12	Certification and Accreditation	Ensure secure access to benefit records	Security Management	Certification and Accreditation			No Reuse	1.000
13	Identification and Authentication	Validate user credentials	Security Management	Identification and Authentication			No Reuse	1.000
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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	Certification and Accreditation	Component Framework	Security	Supporting Security Services
14	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)
	Not Applicable.
	I.F.6) Does this investment provide the public with access to a government automated information system?
	Yes
	I.F.6.a) If "yes," does customer access require specific software (e.g., a specific web browser version)?
	Yes

PART III - A

Part III: For "Operation and Maintenance" investments ONLY (Steady State)
Part III should be completed only for investments identified as "Operation and Maintenance" (Steady State) 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 A - RISK MANAGEMENT (All Capital Assets)
In order to successfully address this issue on the business case and capital asset plan, you must have performed a risk assessment at the initial concept, included mandatory risk elements defined below and demonstrate active management of the risk throughout the life-cycle of the investment.
For all investments, both IT and non-IT, you must discuss each of the following risks and present your plans to eliminate, mitigate, or manage risk, with milestones and completion dates. If there is no risk to the investment achieving its goals from a risk category, indicate so. If there are other risks identified, include them. Risk assessments should include risk information from all stakeholders and should be performed at the initial concept stage and then monitored and controlled throughout the life-cycle of the investment. Risk assessments for all investments must include: 1) schedule ; 2) initial costs; 3) life-cycle costs); 4) technical obsolescence; 5) feasibility; 6) reliability of systems; 7) dependencies and interoperability between this investment and others; 8) surety (asset protection) considerations; 9) risk of creating a monopoly for future procurements; 10) capability of agency to manage the investment; and 11) overall risk of investment failure.
In addition, for IT investments, risk must be discussed in the following categories 12) organizational and change management; 13) business; 14) data/info; 15) technology; 16) strategic; 17) security; 18) privacy; and 19) project resources. For security risks, identify under the Description column the level of risk as high, medium, or basic. What aspect of security determines the level of risk, i.e., the need for confidentiality of information, availability of information or the system, reliability of the information or system? Under the Current Status column, list the milestones remaining to mitigate the risk.
Moreover, for each risk category with a probability of occurrence of at least medium and impact of at least medium, please indicate whether or not the costs to mitigate the risk have been incorporated into your lifecycle cost estimates in the summary of spending stages section of this Exhibit 300. If not, please also indicate why in your response.
III.A.1) Does the investment have a Risk Management Plan?
Yes
III.A.1.a) If "yes," what is the date of the plan?
Jan 19, 2007
III.A.1.b) Has the Risk Management Plan been significantly changed since last year's submission to OMB?
No
III.A.1.c) If "yes," describe any significant changes: (LONG ANSWER)
III.A.2) If there currently is no plan, will a plan be developed?
III.A.2.a) If "yes," what is the planned completion date?
III.A.2.b) If "no," what is the strategy for managing the risks? (LONG ANSWER)

PART III - B

Part III: For "Operation and Maintenance" investments ONLY (Steady State)

Part III should be completed only for investments identified as "Operation and Maintenance" (Steady State) 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)

III.B) Cost and Schedule Performance:

III.B.1) Was operational analysis conducted?

No

III.B.1.a) If "yes," provide the date the analysis was completed.

III.B.1.b) If "yes," what were the results? (LONG ANSWER)

III.B.1.c) If "no," please explain why it was not conducted and if there are any plans to conduct operational analysis in the future: (LONG ANSWER)

VA policy, Directive 6061, requires the use of post implementation reviews and operational analysis (OA) on operations and maintenance efforts for sustainment (system operation/steady state) investments to promote more effective management oversight. VA has published an Operational Analysis Guide that contains procedures for Operations Managers to perform an Operational Analysis on steady state investments. Managers are to examine the performance of an operating asset investment and measure that performance against established goals.

Operations Managers accomplish the analysis by determining the outcomes with respect to goals of the investment, utilizing performance measures, in four major performance areas:

1.   Strategic – Determine how well the investment supporting VA strategic goals and objectives;
2.   Financial – Compare current (actual) costs to planned costs;
3.   System Technical Operations – Examine technical standard achievement in such areas as throughput, maintainability, reliability, help desk, quality; and
4.   User/Customer Satisfaction – Assess levels of customer satisfaction; examine usage trends, complaint logs, change order requests, and other evidence that the system is meeting user requirements.

After gathering data in each of these areas managers perform a gap analysis and an innovation assessment. Operations Managers then recommend whether or not the existing system should be a) continued with no additional investment, b) enhanced, c) terminated, or d) migrated to another similar system. This input provides feedback to the Capital Planning and Investment Control process.

Operations Managers must report the results of the annual VA Operational Analysis to VA Enterprise Program Management Office (EPMO). This program will provide an initial OA Annual Report to the EPMO on May 31, 2007 to facilitate VA business decisions.

Commencing in January 2007, this program will provide the status of each major performance area listed above to VA EPMO as part of the Monthly Performance Review.   VA EPMO has published data requirements and procedures for this monthly reporting.

III.B.2) Complete the following table to compare actual performance against the current performance baseline and to the initial performance baseline. In the Current Baseline section, for all milestones listed, you should provide both the baseline and actual completion dates (e.g., "03/23/2003"/ "04/28/2004") and the baseline and actual total costs (in $ Millions).

III.B.2.a) What costs are included in the reported Cost/Schedule Performance information (Government Only/Contractor Only/Both)? (Per OMB requirements Cost/Schedule Performance information should include both Government and Contractor Costs).

Contractor and Government

III.B.2.b) Complete the following table to compare actual performance against the current performance baseline and to the initial performance baseline. In the Current Baseline section, for all milestones listed, you should provide both the baseline and actual completion dates (e.g., "03/23/2003"/ "04/28/2004") and the baseline and actual total costs (in $ Millions).

Description of Milestone	Current BL Completion Date Planned	Current BL Completion Date Actual
Prior Years Maintenance and Operations	Sep 30, 2003	Sep 30, 2003
Consolidate Data Bases	Sep 30, 2005	Oct 30, 2005
Maintenance and Operations	Sep 30, 2004	Sep 30, 2004
Maintenance and Operations	Sep 30, 2005	Sep 30, 2005
Maintenance and Operations	Sep 30, 2006	Sep 30, 2006

Maintenance and Operations	Sep 30, 2007	
Maintenance and Operations	Sep 30, 2008	