

## IT Infrastructure - 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)*

IT Infrastructure-2008

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

029-00-02-00-01-1120-00

*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?*

FY2007

*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)*

Current IT systems do not fully support VA's Mission because they have limitations in: data warehousing & database integration; data sharing, manipulation, & accuracy; & outcome assessments. This project funds the evolutionary metamorphosis of the existing IT systems into an integrated infrastructure that will quickly & accurately share data within a secure environment anywhere in VA. It has 9 parts: Network Ops, Voice Infrastructure & Ops, Data & Video Infrastructure & Ops, Local Computing Infrastructure & Ops, Enterprise Cyber Security Program, Enterprise Privacy Program, Regional Data Processing Center, One-VA Registration & Eligibility, & One-VA Contact Mgmt Program. The project supports VA's Mission: "To care for him who shall have borne the battle & for his widow & his orphan." The project supports the Enabling Goal to "Deliver world class service to veterans & their families by applying sound business principles that result in effective management of people, communications, technology & governance." The project supports Obj. E-3 ("Implement a One-VA IT framework that supports the integration of information across business lines & that provides a source of consistent, reliable, accurate, & secure information to veterans & their families, employees, & stakeholders") by establishing a standardized registration information collection & processing & by establishing a knowledgebase for answering veterans' inquiries. The project also supports Obj. E-4 ("Improve the overall governance & performance of VA by applying sound business principles, ensuring accountability, & enhancing our management of resources through improved capital asset management; acquisition & competitive sourcing; & linking strategic planning, budgeting, & performance planning.") through initiatives such as "Expanding Federal, State, Local, & Private Partnerships". This project will foster improvements in the coordination & delivery of health care & other services by collaboration with DoD by leveraging data from the Defense Enrollment Eligibility Reporting System (DEERS) & linking with DEERS to obtain real time data, thus reducing the burden on veterans & their families when enrolling for VA benefits. This project also supports the President's Management Agenda initiative "Expanded E-Government" as it will increase automation of internal processes to reduce future government operating costs & provide veterans with speedier & easier access to the services they are entitled to.

*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 18, 2005

*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	Carol Williams	202-273-9582	carol.williams@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
Yes	Coordination of VA and DoD Programs and Systems	- Coordination of VA & DoD Programs and Systems

I.A.13.b) Briefly describe how this asset directly supports the identified initiative(s)?(MEDIUM ANSWER)

The project supports "Coordination of VA & DoD..." by using data from the Defense Enrollment Eligibility Reporting System to coordinate the

delivery of health care services & reduce the burden on Veterans when enrolling for VA benefits. The project supports "Expanded Electronic Government" by creating a modern, interoperable, & secure IT infrastructure that improves the quality of services to veterans & increases the ability of business partners to conduct VA business in an E-Gov environment.

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

No

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

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

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

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

Yes

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

Level 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 FFMA (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)

Not Applicable.

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

<b>Percentage of Total Investment</b>	
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<b>% Hardware</b>	50.00
<b>% Software</b>	5.00
<b>% Services</b>	45.00
<b>% Others</b>	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?*

NA

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

<b>Contact Name: (SHORT ANSWER)</b>	Heidi Hamzi
<b>Phone Number:</b>	202-565-8346
<b>Title: (SHORT ANSWER)</b>	IT Specialist
<b>E-mail: (SHORT ANSWER)</b>	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?*

Yes

**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
<b>Planning</b>				
<b>Budgetary Resources</b>	29.460	1.500	1.000	1.000
<b>Acquisition</b>				
<b>Budgetary Resources</b>	183.140	14.030	15.010	10.595
<b>Total, Sum of Stages</b>				
<b>Total, Resources (Plan &amp; Acq)</b>	212.600	15.530	16.010	11.595
<b>Operations &amp; Maintenance</b>				
<b>Budgetary Resources</b>	462.143	554.930	522.849	648.368
<b>Total, All Stages Resources</b>	674.743	570.460	538.859	659.963
<b>Government FTE Costs</b>	29.260	39.380	95.710	125.910
<b>Govt. FTE Numbers</b>	217	231	826	735
<b>Total, All Stages Resources + FTE</b>	704.003	609.840	634.569	785.873

*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)*

A new baseline is being requested for the IT Infrastructure investment because the project's scope (components) has expanded, resulting in increased costs over the FY 2007 OMB Exhibit 300 (E300) submission. The FY 2008 IT Infrastructure E300's scope now includes nine components. Six of those components have been carried over from the FY 2007 E300 submission. Of those six components, VA Telecommunications has been separated into three manageable components. One of the IT Infrastructure components found in the FY 2007 E300 (Personal Identification Verification) is not included in this investment's FY 2008 E300, and will be submitted as a separate E300. Also, the E300 for Regional Data Processing Center has been added for FY08. These changes have impacted project funding requests and milestones.

<b>PART I - C</b>
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<b>PART I: SUMMARY INFORMATION AND JUSTIFICATION</b>
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<b>Section C: Acquisition/Contract Strategy (All Capital Assets)</b>
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<i>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>
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<p>These contracts support the Operations and Maintenance work in a Steady State environment; therefore they do not require EVMS, per VA Directive 6061. This VA Directive requires the use of post implementation reviews and operational analysis on operations and maintenance efforts to promote more effective management oversight. VA is now completing a guide which will require the use of an Operational Analysis on a quarterly basis to formally assess how well an investment is meeting program objectives, customer needs, and is performing within baseline performance goals. The VA operational analysis will involve the collection of information concerning an investment's performance and the comparison of this performance with an established baseline. Performance measures are required in order to determine how well the asset supports customers and stakeholders, how well the asset is managed by the agency, how well the IT system is operating, and how well the asset is meeting established performance goals. The outputs of the operational analysis are recommendations to VA agency resource managers as to the asset's continued use, modification, improvement, or termination.</p>
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<i>I.C.2) Do the contracts ensure Section 508 compliance?</i>
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Yes
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<i>I.C.2.a) If the Contracts WILL NOT ensure Section 508 Compliance, explain why:</i>
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<i>I.C.3) Is there an acquisition plan which has been approved in accordance with agency requirements?</i>
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Yes
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<i>I.C.3.a) If "yes," what is the date?</i>
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Jul 16, 2004
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<i>I.C.3.b) If "no," will an acquisition plan be developed?</i>
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<i>I.C.3.b.1) If "no," briefly explain why: (MEDIUM ANSWER)</i>
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**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
2006	Mission and Business Results	IT Infrastructure Maintenance	Availability of computer resources (servers and LANs)	Availability of computer resources (servers and LANs) is 98 percent	Ensure availability of computer resources (servers and LANs) is at least 99 percent throughout the project lifecycle.	Available 99.6% during FY06
2006	Customer Results	Access	99% Service availability to the network	Level of Service Availability is 99.5%	Available 99.5% of the time; within 4 hours; 3-50 milliseconds or less; Not to exceed .01%; Not to exceed 180 milliseconds; within 30 minutes; within 5 business days	99.5%+ of the time; less than 4 hours; between 3-50 milliseconds; Did Not exceed .01% or 180 milliseconds; less than 30 minutes; less than 5 work days
2006	Processes and Activities	Cycle Time	Complete Certification & Accreditation activities for all operational systems, on a 3-year recurring cycle	90% of all operational systems have completed their C&A activities	Complete an additional 10% of C&A activities to certify and accredit 100% of all operational systems	100% of all operational systems have been accredited
2006	Technology	IT Contribution to Process, Customer, or	Establish Department wide minimum	25% in 2005	The minimum mandatory security configuration standards	50% of the operating systems meet mandatory



		Mission	mandatory security configurations standards for each operating system		are established for 2 additional operating systems, representing a total of 50% of the 8 existing operating systems	configuration standards
2007	Mission and Business Results	IT Infrastructure Maintenance	Availability of computer resources (servers and LANs)	Availability of computer resources (servers and LANs) is at least 99 percent	Maintain availability of computer resources (servers and LANs) at least at 99 percent throughout the project lifecycle.	Available 1st Qtr FY08
2007	Customer Results	Access	99% Service availability to the network	Level of Service Availability is 99.5%	Maintain Level of Service at least at 99.5%	Available 1st Qtr FY08
2007	Processes and Activities	Cycle Time	Complete Certification & Accreditation activities for all operational systems, on a 3-year recurring cycle	100% of all operational systems have completed their C&A activities in FY2006	Certify and accredit 100% of all operational systems	Available 1st Qtr FY08
2007	Technology	IT Contribution to Process, Customer, or Mission	Establish Department wide minimum mandatory security configurations standards for each operating system	50% in 2006	An additional 25% of systems will meet mandatory configuration standards	Available 1st Qtr FY08
2007	Mission and Business Results	Information Systems Security	Number of Information Security Officers (ISO) trained in the use of risk assessment tools and procedures	30 ISOs trained as of FY2005	Train an additional 25 ISOs.	Available 1st Qtr FY08
2007	Customer Results	Automation	Conduct an annual security assessment of every Department system and program	Conducted Annually since 2005	Continue to conduct annual assessments on every system & program	Available 1st Qtr FY08
2007	Processes and Activities	Complaints	Number of complaints concerning access to network	Baseline will be the number of complaints in FY06	Reduce Complaints by 5%	Available 1st Qtr FY08
2007	Technology	User Satisfaction	% of satisfied customers	Baseline will be the percent of satisfied customers in FY06	Increase Customer Satisfaction by 5%	Available 1st Qtr FY08
2008	Mission and Business Results	IT Infrastructure Maintenance	Availability of computer resources (servers and LANs)	Availability of computer resources (servers and LANs) is at least 99 percent	Maintain availability of computer resources (servers and LANs) at least at 99 percent throughout the project lifecycle.	
2008	Customer	Access	99% Service	Level of	Maintain Level of	

	Results		availability to the network	Service Availability is 99.5%	Service at least at 99.5%	
2008	Processes and Activities	Cycle Time	Complete Certification & Accreditation activities for all operational systems, on a 3-year recurring cycle	100% of all operational systems have completed their C&A activities in FY2006	Certify and accredit 100% of all operational systems	
2008	Technology	IT Contribution to Process, Customer, or Mission	Establish Department wide minimum mandatory security configurations standards for each operating system	75% in 2007	An additional 25% of systems will meet mandatory configuration standards	
2008	Mission and Business Results	Information Systems Security	Number of Information Security Officers (ISO) trained in the use of risk assessment tools and procedures	55 ISOs trained as of FY2005	Train an additional 25 ISOs.	
2008	Customer Results	Automation	Conduct an annual security assessment of every Department system and program	Conducted Annually since 2005	Continue to conduct annual assessments	
2008	Processes and Activities	Complaints	Number of complaints concerning access to network	Baseline will be the number of complaints in FY07	Reduce Complaints by 5%	
2008	Technology	User Satisfaction	% of satisfied customers	Baseline will be the percent of satisfied customers in FY07	Increase Customer Satisfaction by 5%	

**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**

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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)*

This investment is covered in the Platform Enablement Software and Shared Infrastructure Layers of the VA EA Transition Plan.

*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:**

	<b>Agency Component Name(SHORT ANSWER)</b>	<b>Agency Component Description (MEDIUM ANSWER)</b>	<b>FEA SRM Service Type</b>	<b>FEA SRM Component (a*)</b>	<b>FEA Service Component Reused : Component Name (b*)</b>	<b>FEA Service Component Reused : UPI (b*)</b>	<b>Internal or External Reuse? (c*)</b>	<b>BY Funding Percentage (d*)</b>
1	Customer Account Management	Manage customer accounts	Customer Relationship Management	Customer / Account Management			No Reuse	2.330
2	Contact and Profile Management	Manage customer accounts	Customer Relationship Management	Contact and Profile Management			No Reuse	2.330
3	Customer Feedback	Collect customer feedback	Customer Relationship Management	Customer Feedback			No Reuse	2.330
4	Surveys	Collect customer responses	Customer Relationship Management	Surveys			No Reuse	2.330
5	Personalization	Change user interface	Customer Preferences	Personalization			No Reuse	2.330
6	Alerts and Notifications	Contact customer on status	Customer Preferences	Alerts and Notifications			No Reuse	2.330

7	Online Help	Electronic interface to customer assistance	Customer Initiated Assistance	Online Help			No Reuse	2.330
8	Online Tutorials	Electronic interface to educate customers	Customer Initiated Assistance	Online Tutorials			No Reuse	2.330
9	Reservations/Registration	Electronic enrollment and confirmations	Customer Initiated Assistance	Reservations / Registration			No Reuse	2.330
10	Multilingual Support	Access to data and information in multiple languages	Customer Initiated Assistance	Multi-Lingual Support			No Reuse	2.330
11	Process Tracking	Monitor processes and activities	Tracking and Workflow	Process Tracking			No Reuse	2.330
12	Configuration Management	Identification and change control of hardware and software	Management of Processes	Configuration Management			No Reuse	2.330
13	Government/Policy Management	Manage policy information	Management of Processes	Governance / Policy Management			No Reuse	2.330
14	Information Retrieval	Enable customer access to information and data	Knowledge Management	Information Retrieval			No Reuse	2.330
15	Information Mapping/Taxonomy	Maintain relationships between data entities, naming standards and categorization	Knowledge Management	Information Mapping / Taxonomy			No Reuse	2.330
16	Information Sharing	Multi-user sharing of data	Knowledge Management	Information Sharing			No Reuse	2.330
17	Categorization	Separate data into classes	Knowledge Management	Categorization			No Reuse	2.330
18	Knowledge Capture	Collect data and information	Knowledge Management	Knowledge Capture			No Reuse	2.330
19	Ad Hoc	Support dynamic reports on as needed basis	Reporting	Ad Hoc			No Reuse	2.330
20	Data Exchange	Interchange and verify receipt of information between organizations	Data Management	Data Exchange			No Reuse	2.330
21	Data Recovery	Maintain stable data sets	Data Management	Data Recovery			No Reuse	2.330
22	Data Classification	Classify data	Data Management	Data Classification			No Reuse	2.330
23	Computers/Automation Management	Replacement of computers, servers, desktops, etc.	Asset / Materials Management	Computers / Automation Management			No Reuse	2.330
24	Data Integration	Ensure effective data integration	Development and Integration	Data Integration			No Reuse	2.330

25	Identification/A-uthentication	Logon Access identification and authentication	Security Management	Identification and Authentication			No Reuse	2.330
26	Access Control	Manage permissions for logging systems	Security Management	Access Control			No Reuse	2.330
27	Cryptography	Manage Encryption and decryption processes	Security Management	Cryptography			No Reuse	2.330
28	Digital Signature Management	Manage Electronic Signatures	Security Management	Digital Signature Management			No Reuse	2.330
29	Intrusion Detection	Detect unauthorized access	Security Management	Intrusion Prevention			No Reuse	2.330
30	Intrusion Prevention	Prevent unauthorized access	Security Management	Intrusion Prevention			No Reuse	2.330
31	Audit Trail and Capture Analysis	Monitor network activities	Security Management	Audit Trail Capture and Analysis			No Reuse	2.330
32	Certification and Accreditation	Certification and Accreditation of systems	Security Management	Certification and Accreditation			No Reuse	2.330
33	Virus Protection	Antivirus software services	Security Management	Virus Protection			No Reuse	2.330
34	Email	Email services	Collaboration	Email			No Reuse	2.330
35	Query	Enable search functions	Search	Query			No Reuse	2.330
36	Classification	Enable search functions	Search	Classification			No Reuse	2.330
37	Audio Conferencing	Audio Communications	Communication	Audio Conferencing			No Reuse	2.330
38	Video Conferencing	Video Communications	Communication	Video Conferencing			No Reuse	2.330
39	Computer/Telephony Integration	Telecommunications	Communication	Computer / Telephony Integration			No Reuse	2.330
40	Voice Communications	Enable Voice communications	Communication	Voice Communications			No Reuse	2.330
41	License management	Manage licenses	Systems Management	License Management			No Reuse	2.330
42	System Resource Monitoring	Balance allocation of memory, storage, and disk space	Systems Management	System Resource Monitoring			No Reuse	2.330
43	Issue Tracking	Track user reported issues and problems	Systems Management	Issue Tracking			No Reuse	2.330
44								
45								
46								

47							
48							
49							
50							

	<b>NOTE:</b>
	<i>(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.</i>
	<i>(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.</i>
	<i>(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.</i>
	<i>(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>

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

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

**TECHNICAL REFERENCE MODEL TABLE:**

	<b>FEA SRM Component (a*)</b>	<b>FEA TRM Service Area</b>	<b>FEA TRM Service Category</b>	<b>FEA TRM Service Standard</b>
1	Customer / Account Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
2	Contact and Profile Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
3	Customer Feedback	Service Access and Delivery	Access Channels	Web Browser
4	Surveys	Service Access and Delivery	Access Channels	Web Browser
5	Personalization	Service Access and Delivery	Delivery Channels	Internet
6	Alerts and Notifications	Service Access and Delivery	Delivery Channels	Internet
7	Online Help	Service Access and Delivery	Access Channels	Web Browser
8	Online Help	Service Platform and Infrastructure	Delivery Servers	Web Servers
9	Online Tutorials	Service Access and Delivery	Access Channels	Web Browser
10	Reservations / Registration	Service Access and Delivery	Delivery Channels	Internet
11	Multi-Lingual Support	Service Access and Delivery	Access Channels	Web Browser
12	Multi-Lingual Support	Service Platform and Infrastructure	Delivery Servers	Web Servers
13	Process Tracking	Service Platform and Infrastructure	Delivery Servers	Application Servers
14	Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
15	Configuration Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers

16	Governance / Policy Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
17	Information Retrieval	Component Framework	Data Management	Reporting and Analysis
18	Information Mapping / Taxonomy	Component Framework	Data Interchange	Data Exchange
19	Information Sharing	Component Framework	Data Interchange	Data Exchange
20	Information Sharing	Service Platform and Infrastructure	Software Engineering	Integrated Development Environment
21	Categorization	Service Interface and Integration	Interoperability	Data Format / Classification
22	Knowledge Capture	Component Framework	Data Interchange	Data Types / Validation
23	Ad Hoc	Component Framework	Data Management	Reporting and Analysis
24	Data Exchange	Component Framework	Data Management	Data Exchange
25	Data Recovery	Service Interface and Integration	Interoperability	Data Types / Validation
26	Data Classification	Service Interface and Integration	Interoperability	Data Format / Classification
27	Computers / Automation Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers
28	Data Integration	Service Platform and Infrastructure	Software Engineering	Integrated Development Environment
29	Identification and Authentication	Service Access and Delivery	Access Channels	Web Browser
30	Identification and Authentication	Service Access and Delivery	Delivery Channels	Internet
31	Access Control	Component Framework	Security	Supporting Security Services
32	Cryptography	Component Framework	Security	Supporting Security Services
33	Digital Signature Management	Component Framework	Security	Certificates / Digital Signatures
34	Intrusion Detection	Component Framework	Security	Supporting Security Services
35	Intrusion Prevention	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards
36	Intrusion Prevention	Component Framework	Security	Supporting Security Services
37	Audit Trail Capture and Analysis	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
38	Certification and Accreditation	Component Framework	Security	Supporting Security Services
39	Virus Protection	Component Framework	Security	Supporting Security Services
40	Email	Service Access and Delivery	Access Channels	Collaboration / Communications
41	Email	Service Access and Delivery	Delivery Channels	Internet
42	Query	Component Framework	Data Management	Reporting and Analysis
43	Classification	Service Interface and Integration	Interoperability	Data Format / Classification
44	Audio Conferencing	Service Access and Delivery	Access Channels	Collaboration / Communications
45	Video Conferencing	Service Platform and	Hardware / Infrastructure	Video Conferencing



		Infrastructure		
46	Computer / Telephony Integration	Service Access and Delivery	Service Requirements	Legislative / Compliance
47	Voice Communications	Service Access and Delivery	Service Transport	Servers / Computers
48	License Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
49	System Resource Monitoring	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers
50	Issue Tracking	Service Platform and Infrastructure	Delivery Servers	Web Servers

	NOTE:
	<i>(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</i>
	<i>(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>
	<i>I.F.5) Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)?</i>
	Yes
	<i>I.F.5.a) If "yes," please describe. (LONG ANSWER)</i>
	VA and DoD are working on this cooperative initiative and are committed to seeing to completion the development of an integrated, shared data feed that leverages the DoD's Defense Enrollment Eligibility Reporting System Data with the OneVA Registration Data. CM Portal Service will link to FirstGov, Pay.Gov, etc.
	<i>I.F.6) Does this investment provide the public with access to a government automated information system?</i>
	No
	<i>I.F.6.a) If "yes," does customer access require specific software (e.g., a specific web browser version)?</i>

<b>PART III - A</b>
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<b>Part III: For "Operation and Maintenance" investments ONLY (Steady State)</b>
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*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)*

<b>Section A - RISK MANAGEMENT (All Capital Assets)</b>
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*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?*

Sep 5, 2005

*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 Directive 6061 requires the use of post implementation reviews and operational analysis on operations and maintenance efforts to promote more effective management oversight. VA is now completing a guide which will required the use of an Operational Analysis on a quarterly basis to formally assess how well an investment is meeting program objectives, customer needs, and is performing within baseline performance goals. The VA operational analysis will involve the collection of information concerning an investment's performance and the comparison of this performance with an established baseline. Performance measures are required in order to determine how well the asset supports customers and stakeholders, how well the asset is managed by the agency, how well the IT system is operating, and how well the asset is meeting established performance goals. The outputs of the operational analysis are recommendations to VA agency resource managers as to the asset's continued use, modification, improvement, or termination.

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
Project Refresh Planning	Sep 30, 2008	
PY-1 & Earlier Operations and Maintenance	Sep 30, 2005	Sep 30, 2005
FY06 Operations and Maintenance	Sep 30, 2006	Sep 30, 2006
FY07 Operations and Maintenance	Sep 30, 2007	
FY08 Operations and Maintenance	Sep 30, 2008	
