

<b>PART I - A</b>
<b>PART I: SUMMARY INFORMATION AND JUSTIFICATION</b>
<i>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.</i>
<i>OMB Text Limitations - SHORT ANSWER(250 Characters), MEDIUM ANSWER(500 Characters) and LONG ANSWER(2500 Characters)</i>

<b>Section A: Overview (All Capital Assets)</b>
<i>I.A.1) Date of Submission (mm/dd/yyyy)</i>
Sep 10, 2007
<i>I.A.2) Agency</i>
029 - Department of Veterans Affairs
<i>I.A.3) Bureau</i>
00 - Agency Wide Initiatives
<i>I.A.4) Name of this Investment:(SHORT ANSWER)</i>
Benefits Support Services-2009
<i>I.A.5) Unique Project(Investment) Identifier: Update the UPI using the Exhibit 53 tab.</i>
029-00-01-16-01-1268-00
<i>I.A.6) What kind of investment will this be in FY2009? (Please NOTE: Investments moving to O&amp;M in FY2009, with Planning/Acquisition activities prior to FY2009 should not select O&amp;M. These investments should indicate their current status.)</i>
Operations and Maintenance
<i>I.A.7) What was the first budget year this investment was submitted to OMB?</i>
FY2009
<i>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)</i>
<p>The Benefits Support Services investment sustains a full range of VBA applications and associated interfaces. These applications are in place to meet legislative mandates, court decisions, world events and industry standard service to the veterans and beneficiaries. These applications and systems provide continuing and up-to date payment and services information vital to the veteran. Without continuing maintenance of these systems veterans would not receive timely delivery of mandated payment benefits. This initiative crosses all Benefits program areas including: Compensation, Pension, Education, Housing, Insurance and Vocational Rehabilitation. The initiative identifies all VBA program areas that determine, provide, and manage veterans' benefits for maintenance of existing applications (not include VETSNET and Virtual VA).</p> <p>Benefits Support Services investment contributes to meeting the following VA strategic goals; Restore the capability of disabled veterans to the greatest extent possible and improve the quality of their lives and their families; Ensure a smooth transition for veterans from active military services to civilian life; and Honor and serve veterans in life and memorialize them in death for their sacrifices on behalf of the Nation.</p> <p>In order to meet these crucial business requirements, VBA has created this investment to ensure that the systems in operations and maintained are meeting expected performance goals and are following the established maintenance plans. This investment will address operations and maintenance tasks like, resolving processing flaws, making mandatory changes to address privacy and security issues, and maintenance required by technical obsolescence or changes in business processes. This investment will enable VBA to consolidate O&amp;M activities into a centrally managed environment which will allow for better accountability, enable enterprise priority setting and greater access to industry standards and best practices for these mission critical systems.</p>
<i>I.A.9) Did the Agency's Executive/Investment Committee approve this request?</i>
Yes
<i>I.A.9.a) If "yes," what was the date of this approval?</i>
Jul 27, 2007
<i>I.A.10) Did the Project Manager review this Exhibit?</i>
Yes

I.A.11) Project Managers Contact Information

	Project Managers Names (SHORT ANSWER)	PM Phone	E-mail (SHORT ANSWER)
Primary in-house	Fred Tolley	(202) 461-9005	fred.tolley@va.gov

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

DAWIA-Level-2

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

Yes

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

Yes

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

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

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

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

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

Yes

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

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

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

Expanded E-Government - increases automation of internal processes to reduce future government operating costs & provide veterans with speedier & easier access to the services they are entitled to. The applications and systems in this investment allow a veteran to apply for education assistance or request status of a claim.

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

No

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

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

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

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

Yes

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

Level 1

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

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

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

No

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

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%)

<b>Percentage of Total Investment</b>	
<b>% Hardware</b>	
<b>% Software</b>	
<b>% Services</b>	
<b>% Others</b>	

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

NA

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

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

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

No

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

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 2007	CY 2008	BY 2009
<b>Planning</b>				
<b>Budgetary Resources</b>	0.000	0.000	0.000	0.000

<b>Acquisition</b>				
<b>Budgetary Resources</b>	0.000	0.000	0.000	0.000
<b>Total, Sum of Stages</b>				
<b>Total, Resources (Plan &amp; Acq)</b>	0.000	0.000	0.000	0.000
<b>Operations &amp; Maintenance</b>				
<b>Budgetary Resources</b>	0.000	18.083	24.237	21.115
<b>Total, All Stages Resources</b>	0.000	18.083	24.237	21.115
<b>Government FTE Costs</b>	0.000	25.492	20.331	21.604
<b>Govt. FTE Numbers</b>	0	213	200	198
<b>Total, All Stages Resources + FTE</b>	0.000	43.575	44.568	42.719

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)

Change in the Summary of Spending Table for the Benefit Support Services Investment from the FY2008 President's budget request has occurred due to a consolidation of investments. VBA has consolidated it's portfolio of investments. This investment consists of a consolidation of BIRLS/VADS Application Maintenance, C&P Application Maintenance, Education Application Maintenance, Insurance Application Maintenance, Loan Guaranty Application Maintenance, and VR&E Application Maintenance from the FY2008 exhibit 300 submission.

## PART I - C

### PART I: SUMMARY INFORMATION AND JUSTIFICATION

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

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

The systems and applications in this investment are in Operations and Maintenance so EVM is not required.

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	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvements to the Baseline	Actual Results
2009	Ensure Smooth Transition	Mission and Business Results	System Maintenance	System maintenance costs will not exceed 5% of planned maintenance costs excluding FTE	Baseline will be established during FY2008	In progress depending FY 2008 results. Therefore, Improvement planning will be performed in FY 2008	

2009	Quality of Life	Customer Results	Customer Satisfaction	Increase the overall customer satisfaction rating on surveys of veterans and beneficiaries: Maintain high percentage satisfaction with the value of services provided and understandability of products	Baseline will be established during FY2008	In progress depending FY 2008 results. Therefore, Improvement planning will be performed in FY 2008	
2009	Quality of Life	Processes and Activities	Errors	Reduce the number of erroneous payments.	Baseline will be established in FY2008	In progress depending FY 2008 results. Therefore, Improvement planning will be performed in FY 2008	
2009	Ensure Smooth Transition	Technology	Availability	Systems will increase their availability during hours of operation	Baseline will be established in FY2008	In progress depending FY 2008 results. Therefore, Improvement planning will be performed in FY 2008	

**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?

No

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

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

This is a Legacy Investment in Operations and Maintenance mode. It is identified within the As-Is Business Architecture. Modernization Plan alignment is not applicable for Legacy Investments under O&M.

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

Yes

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

Benefits Business Segment - which is under development.

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

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

**SERVICE COMPONENT TABLE:**

	<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>
<b>1</b>	Self-Service	Defines the set of capabilities that allow an organization's customers to sign up for a particular service at their own initiative. Assigning and prioritizing work assignments to employees through workflow logic. Providing for Veterans Online Applications.	Customer Initiated Assistance	Self-Service			No Reuse	7.500



<b>2</b>	Call Center Management	Veterans request account information and actions by phone. Help desk services provided to employees.	Customer Relationship Management	Call Center Management			No Reuse	6.500
<b>3</b>	Customer / Account Management	Recording, retrieving, verifying and updating customer and account information for manual and automated use, including paying death claims, paying annual dividends. Provides management insight into claim status.	Customer Relationship Management	Customer / Account Management			No Reuse	5.500
<b>4</b>	Customer Analytics	provides claim details upon request	Customer Relationship Management	Customer Analytics			No Reuse	3.500
<b>5</b>	Sales and Marketing (Outreach)	Notifying potential and current customers of their eligibility for benefits.	Customer Relationship Management	Sales and Marketing			No Reuse	5.500
<b>6</b>	Data Exchange	centralizes data repository	Data Management	Data Exchange			No Reuse	3.500
<b>7</b>	Legacy Integration	Defines the set of capabilities that support the communication between newer generation hardware/software applications and the previous, major generation of hardware/software applications.	Development and Integration	Legacy Integration			No Reuse	2.500
<b>8</b>	Library / Storage	Defines the set of capabilities that support document and data warehousing and archiving.	Document Management	Library / Storage			No Reuse	2.500
<b>9</b>	Billing and Accounting	Performing billing and accounting functions, including processing incoming payments by check (remittance processing) and other media, and updating the Insurance (Geac Series E) and Department's general ledger.	Financial Management	Billing and Accounting			No Reuse	2.500

<b>10</b>	Debt Collection	Processing the collection of liens and loans.	Financial Management	Debt Collection			No Reuse	3.500
<b>11</b>	Payment / Settlement	enables timely and accurate payments	Financial Management	Payment / Settlement			No Reuse	3.500
<b>12</b>	Information Retrieval	Extracting data on non-standard keys or en masse to answer queries.	Knowledge Management	Information Retrieval			No Reuse	2.500
<b>13</b>	Configuration Management	Defines the set of capabilities that control the hardware and software environments, as well as documents of an organization.	Management of Processes	Configuration Management			No Reuse	3.000
<b>14</b>	Quality Management	enables more accurate claim adjudication	Management of Processes	Quality Management			No Reuse	3.000
<b>15</b>	Requirements Management	identifies the components of the claim	Management of Processes	Requirements Management			No Reuse	5.000
<b>16</b>	Risk Management	minimizes payment errors that result from processing mistakes	Management of Processes	Risk Management			No Reuse	5.000
<b>17</b>	Ad Hoc	Defines the set of capabilities that support the use of dynamic reports on an as needed basis.	Reporting	Ad Hoc			No Reuse	3.000
<b>18</b>	Standardized / Canned	Extracting data on pre-defined criteria, and using these reports to make tactical and strategic business decisions.	Reporting	Standardized / Canned			No Reuse	4.000
<b>19</b>	Inbound Correspondence Management	Identifying and controlling incoming correspondence (e.g., applications for benefits, claims for death proceeds), including imaging and electronic storage of appropriate documents.	Routing and Scheduling	Inbound Correspondence Management			No Reuse	5.000

<b>20</b>	Outbound Correspondence Management	Defines the set of capabilities for the management of internally initiated communication between an organization and its stakeholders. Identifying circumstances and generating automated or manual correspondence, advising of changes in policy status, and to invite death claims.	Routing and Scheduling	Outbound Correspondence Management			No Reuse	5.000
<b>21</b>	Certification and Accreditation	Ensure secure access to benefit records	Security Management	Certification and Accreditation			No Reuse	2.000
<b>22</b>	Identification and Authentication	Validate user credentials	Security Management	Identification and Authentication			No Reuse	2.000
<b>23</b>	Case/Issue Management	Defines the set of capabilities for managing the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers.	Tracking and Workflow	Case Management			No Reuse	5.000
<b>24</b>	Process Tracking	Defines the set of capabilities to allow the monitoring of activities within the business cycle. Assigning and prioritizing work assignments to employees through workflow logic.	Tracking and Workflow	Process Tracking			No Reuse	6.000
<b>25</b>	Data Integration	integration of data in the servers housed in Austin ITC	Development and Integration	Data Integration			No Reuse	3.000
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<b>27</b>								
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**NOTE:**

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

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

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

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

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

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

**TECHNICAL REFERENCE MODEL TABLE:**

	<b>FEA SRM Component (a*)</b>	<b>FEA TRM Service Area</b>	<b>FEA TRM Service Category</b>	<b>FEA TRM Service Standard</b>
<b>1</b>	Self-Service	Service Access and Delivery	Delivery Channels	Internet
<b>2</b>	Self-Service	Service Access and Delivery	Delivery Channels	Intranet

<b>3</b>	Call Center Management	Component Framework	Presentation / Interface	Wireless / Mobile / Voice
<b>4</b>	Customer / Account Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
<b>5</b>	Customer Analytics	Component Framework	Presentation / Interface	Static Display
<b>6</b>	Sales and Marketing	Service Interface and Integration	Interoperability	Data Types / Validation
<b>7</b>	Sales and Marketing	Service Platform and Infrastructure	Delivery Servers	Application Servers
<b>8</b>	Sales and Marketing	Service Platform and Infrastructure	Delivery Servers	Web Servers
<b>9</b>	Sales and Marketing	Service Platform and Infrastructure	Database / Storage	Database
<b>10</b>	Sales and Marketing	Service Platform and Infrastructure	Database / Storage	Storage
<b>11</b>	Sales and Marketing	Component Framework	Presentation / Interface	Content Rendering
<b>12</b>	Data Exchange	Component Framework	Data Interchange	Data Exchange
<b>13</b>	Legacy Integration	Component Framework	Data Interchange	Data Exchange
<b>14</b>	Library / Storage	Component Framework	Data Management	Reporting and Analysis
<b>15</b>	Billing and Accounting	Component Framework	Data Interchange	Data Exchange
<b>16</b>	Debt Collection	Service Platform and Infrastructure	Delivery Servers	Application Servers
<b>17</b>	Payment / Settlement	Service Access and Delivery	Access Channels	Other Electronic Channels
<b>18</b>	Information Retrieval	Component Framework	Data Management	Reporting and Analysis
<b>19</b>	Information Retrieval	Service Platform and Infrastructure	Database / Storage	Database
<b>20</b>	Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
<b>21</b>	Quality Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
<b>22</b>	Requirements Management	Service Platform and Infrastructure	Database / Storage	Database
<b>23</b>	Risk Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
<b>24</b>	Ad Hoc	Component Framework	Data Management	Reporting and Analysis
<b>25</b>	Standardized / Canned	Component Framework	Data Management	Reporting and Analysis
<b>26</b>	Inbound Correspondence Management	Service Access and Delivery	Access Channels	Other Electronic Channels
<b>27</b>	Outbound Correspondence Management	Component Framework	Data Interchange	Data Exchange
<b>28</b>	Outbound Correspondence Management	Service Access and Delivery	Delivery Channels	Internet
<b>29</b>	Outbound Correspondence Management	Service Access and Delivery	Access Channels	Other Electronic Channels
<b>30</b>	Certification and Accreditation	Component Framework	Security	Supporting Security Services
<b>31</b>	Identification and Authentication	Component Framework	Security	Supporting Security Services

<b>32</b>	Case Management	Component Framework	Data Management	Reporting and Analysis
<b>33</b>	Case Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
<b>34</b>	Process Tracking	Service Access and Delivery	Access Channels	Collaboration / Communications
<b>35</b>	Data Integration	Service Platform and Infrastructure	Delivery Servers	Application Servers
<b>36</b>				
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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)?*

Yes

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

Funding Fee Payment System (FFPS) is a specialized sub application of Pay Gov, and is used to collect funding fees required for the VA Home Loan Program. This OMB 300 supports the interface with FFPS/Pay.GOV.

*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)?*

No

**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?

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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.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").

Description of Milestone	Current BL Completion Date Planned	Current BL Completion Date Actual
FY2007 Maintenance BRLS/VADS	Sep 30, 2007	
FY2007 Maintenance Compensation and Pension	Sep 30, 2007	
FY2007 Maintenance Insurance	Sep 30, 2007	
FY2007 Maintenance Education	Sep 30, 2007	
FY2007 Maintenance Loan Guaranty	Sep 30, 2007	
FY2007 Maintenance VR&E	Sep 30, 2007	
FY2007 Maintenance Corporate Database and Engineering Support	Sep 30, 2008	
FY2007 Maintenance Portfolio Sustainment Support	Sep 30, 2007	
FY2008 Maintenance BRLS/VADS	Sep 30, 2008	
FY2008 Maintenance Compensation and Pension	Sep 30, 2008	
FY2008 Maintenance Insurance	Sep 30, 2008	
FY2008 Maintenance Education	Sep 30, 2008	
FY2008 Maintenance Loan Guaranty	Sep 30, 2008	
FY2008 Maintenance VR&E	Sep 30, 2008	
FY2008 Maintenance Corporate Database and Engineering Support	Sep 30, 2008	
FY2008 Maintenance Portfolio Sustainment Support	Sep 30, 2008	
FY2009 Maintenance BRLS/VADS	Sep 30, 2009	
FY2009 Maintenance Compensation and Pension	Sep 30, 2009	
FY2009 Maintenance Insurance	Sep 30, 2009	
FY2009 Maintenance Education	Sep 30, 2009	
FY2009 Maintenance Loan Guaranty	Sep 30, 2009	
FY2009 Maintenance VR&E	Sep 30, 2009	
FY2009 Maintenance Corporate Database and Engineering Support	Sep 30, 2009	
FY2009 Maintenance Portfolio Sustainment Support	Sep 30, 2009	



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