

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 8, 2008

I.A.2) Agency

029 - Department of Veterans Affairs

I.A.3) Bureau

00 - Agency Wide Initiatives

I.A.4) Name of this Investment:(SHORT ANSWER)

VBA Paperless Delivery (includes Virtual VA)-2010

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

029-00-01-13-01-1265-00

I.A.6) What kind of investment will this be in FY2010? (Please NOTE: Investments moving to O&M in FY2010, with Planning/Acquisition activities prior to FY2010 should not select O&M. These investments should indicate their current status.)

Planning

I.A.7) What was the first budget year this investment was submitted to OMB?

FY2010

I.A.8) Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap: (LONG ANSWER)

VBA adjudicates VA claims seeking entitlement to various benefits for veterans and eligible dependents of veterans. VBA activities address the receipt, processing, tracking, and disposition of veterans' applications for benefits, services, and requests for assistance. The five VBA business lines that process VA claims are:

Compensation and Pension (C&P);
 Education;
 Vocational Rehabilitation and Employment;
 Insurance; and
 Loan Guaranty.

In fiscal year 2007, VA leadership focused its attention on transitioning claims processing to a business model less reliant on paper, and supported by enhanced technologies. The purpose of this initiative is to bring together existing VBA paperless activities, and align all five business lines with similar paperless capabilities To address identified business performance gaps VBA has begun planning the Paperless Initiative.

This initiative will consolidate VBA's efforts in the following areas; Enterprise Portal, Data Integration, Imaging, Forms Service, Rules Based Processing, Correspondence, Messaging, Workflow Services and Content Management. VBA understands that while increasing the services available to the veteran and his / her family the privacy data must be protected in the most secure way available.

By implementing the Paperless Initiative VBA will address several business benefits: to improve access and delivery of VBA services to veterans through improved web based services; and to provide file redundancy, increased flexibility, and greater control over the acquisition and movement of veterans' data through VBA.

The Paperless Initiative supports VA Strategic Goals 1 (restoration and improved quality of life for disabled veterans), 2 (smooth transition to civilian life), and 3 (honoring, serving, and memorializing veterans). The Paperless Initiative also supports VA Enabling Objective E-3 (reliable and secure IT).

By leveraging information technology to improve services to VBA customers, the Paperless Initiative supports PMA's expanding E-Government initiative.

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 7, 2008

I.A.10) Did the Project Manager review this Exhibit?

Yes

I.A.11) Contact information of Program/Project Manager?

	Project Managers Names (SHORT ANSWER)	PM Phone	E-mail (SHORT ANSWER)
Primary in-house	Bernadette Pessagno	202-461-9143	bernadette.pessagno@va.gov

I.A.11.a) What is the current FAC-P/PM (for civilian agencies) or DAWIA (for defense agencies) certification level of the program/project manager?

DAWIA-Level-2

I.A.11.b) When was the Program/Project Manager Assigned?

May 23, 2008

I.A.11.c) What date did the Program/Project Manager receive the FACP/PM certification? If the certification has not been issued, what is the anticipated date for certification?

Oct 2, 2003

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

Yes

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

Yes

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

No

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

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

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

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

Yes

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

	PMA Initiatives for XML Submission	PMA Initiatives
		- Human Capital
		- Budget Performance Integration
		- Financial Performance
Yes	Expanded E-Government	- Expanded E-Government

		- Competitive Sourcing
		- Faith Based and Community
		- Real Property Asset Management
		- Eliminating Improper Payments
		- Privatization of Military Housing
		- Research & Development Investment Criteria
		- Housing & Urban Development Management & Performance
		- Broadening Health Insurance Coverage through State Initiatives
		- "Right Sized" Overseas Presence
Yes	Coordination of VA and DoD Programs and Systems	- 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-Gov: The initiative supports web-based exchange of data using electronic documents and a paperless office for processing claims. Online applications and individual claims tracking will be veteran facing for improved customer service.
 Coordination of DoD & VA Systems: The initiative directly supports the Benefits Delivery at Discharge (BDD) program that transitions active duty military personnel to VA. It will be interoperable with the Defense Manpower Data Center interface.

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

Yes

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

Yes

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

Veterans Pensions

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

Results Not Demonstrated

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

Yes

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

Level 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 or any project(s) within this investment identified as "high risk" on the Q4-FY 2008 agency high risk report (per OMB Memorandum M-05-23)

Yes

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)

I.A.20) What is the percentage breakout for the total FY2010 funding request for the following? (This should total 100%)

Percentage of Total Investment	
% Hardware	
% Software	
% Services	
% Others	

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

NA

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

Contact Name: (SHORT ANSWER)	Dennis Stewart
Phone Number:	(202) 461-7456
Title: (SHORT ANSWER)	IT Specialist
E-mail: (SHORT ANSWER)	dennis.stewart2@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

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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 2008	CY 2009	BY 2010
Planning Total	0.000	0.000	37.430	15.407
Acquisition Total	3.574	5.736	0.000	139.578
Operations & Maintenance Total	0.000	0.000	2.500	6.617
Total, All Stages (Non-FTE)	3.574	5.736	39.930	161.602
Government FTE Costs	0.696	0.712	0.000	0.000
Govt. FTE Numbers	6	7	7	13
Total (FTE and Non-FTE)	4.270	6.448	40.711	163.255

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 FY2009 President's budget request, briefly explain those changes. (LONG ANSWER)

Based on a mandate from Congress VBA is to improve claims processing. The current initiative is designed to provide consistent claims processing capability across all five business lines. As an interim step, the Virtual VA platform will continue to support the Compensation and Pension (C&P) business lines' transition to paperless claims processing, until such time as a unified platform accommodating all VBA capabilities can be developed. Because a more holistic environment is required, and since Virtual VA will be a foundational element of the initiative, the investment has been renamed to better describe VBA's intent to support paperless benefits delivery across the Administration. In addition, the initiative budget has been updated to account for the \$20M supplemental appropriation targeted at "improving claims processing through information technology." Funds from Virtual VA Centralization were shifted to TEES in FY 2008.

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)

Some contracts for development work existed before the VA Directive 6061 issuance in February 2006 and the final EVMS FAR language was published in July 2006. Contractors were not required to perform EVM but contractors have supported VA's EVMS by providing the necessary schedule and cost performance information. VA will require future service contracts to perform EVM. However, EVM will not be performed for hardware and software contracts.

I.C.2) Do the contracts ensure Section 508 compliance?

Yes

I.C.2.a) Explain why not or how this is being done? (MEDIUM ANSWER)

The VA requires all contracts and statements of work to comply with applicable Section 508 standards. 508 compliance reviews are performed with system releases and on an ad hoc basis.

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.a.1) Is it Current?

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

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Section D: Performance Information (All Capital Assets)

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 (indicators) must be provided. These goals need to map to the gap in the agency's strategic goals and objectives 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 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent 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, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative measure.

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). 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 each of the four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov. The table can be extended to include performance measures for years beyond the next President's Budget.

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvements to the Baseline	Actual Results
2010	Ensure Smooth Transition	Mission and Business Results	Social Services	Increase the ratio of online claims for veterans disability benefits submission versus paper submissions	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010

2010	Ensure Smooth Transition	Mission and Business Results	Social Services	Increase the ratio of online claims for veterans education benefits submission versus paper submissions	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Ensure Smooth Transition	Mission and Business Results	Survivor Compensation	Increase the ratio of online claims for survivor benefits submission versus paper submissions	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Ensure Smooth Transition	Mission and Business Results	Continuity Of Operations	Increase percent of Claims files stored electronically versus number of paper files	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Ensure Smooth Transition	Mission and Business Results	Information Management	Increase number of disability examinations supported by electronic claims files	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Ensure Smooth Transition	Mission and Business Results	Information Management	Increase appeals hearings supported by electronic claims files	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Ensure Smooth Transition	Customer Results	Customer Satisfaction	Improve Customer Satisfaction rating	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Quality of Life	Customer Results	Customer Impact or Burden	Decrease total time taken for customers to complete VAF 21-526, original claim for benefits	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Quality of Life	Customer Results	Accuracy of Service or Product Delivered	Increase availability of data contained in E-Files to users with a legitimate business need for that data to perform intrinsic work (need to define E-file criteria	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Ensure Smooth Transition	Customer Results	Service Availability	Increase total number of self service capabilities made public	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Ensure Smooth Transition	Processes and Activities	Costs	Reduce % of shipping costs for paper claims files (research by budget year % or budget year \$)	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Quality of Life	Processes and Activities	Productivity	Reduce number of paper files awaiting processing to be mailed between Regional Offices	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Quality of Life	Processes and Activities	Privacy	Per OMB Memorandum "Safeguarding Against and Responding to the Breach of Personally Identifiable Information", reduce exposure to compromising privacy data through mailing of paper files	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Ensure Smooth Transition	Processes and Activities	Compliance	Implement One VA E-Authentication solution	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010

2010	Ensure Smooth Transition	Technology	Overall Costs	The paperless Initiative will have less than a 10% cost variance for each fiscal year	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Quality of Life	Technology	Functionality	The Paperless Initiative will improve quality assurance functionality through the implementation of workflow management tools. Each year x number of business processes will be controlled by the workflow management software	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Quality of Life	Technology	Interoperability	The paperless initiative will increase VBA enterprise interoperability by x% each year (VONAPP interfacing with Virtual VA in FY2009)	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Ensure Smooth Transition	Technology	Data Standardization or Tagging	The paperless initiative will standardize data collection for x commonly used data form elements	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Ensure Smooth Transition	Technology	Internal Data Sharing	Every year VBA will increase its data sharing capabilities across LOB: Data collected from form VF 21-526 will be sharable across VBA LOBs in FY2010	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010
2010	Quality of Life	Technology	Data Reliability and Quality	Veteran facing capabilities will be available 99.5% of the time	Baseline will be established in FY2009	Targets will be established in FY2009	Available August 30 2010

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?

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 investment was approved by VA Leadership and was not included in the last EA Assessment. Because it will touch many applications and define the new paperless environment for VA, the EA transition architecture will need to be updated to include this investment name.

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

No

I.F.3a) If "yes," provide the six digit code corresponding to the agency segment architecture. The segment architecture codes are maintained by the agency Chief Architect.

200-000

Segment Architecture Mapping Reference Table:

BUSINESS SEGMENT NAME	SEGMENT ARCHITECTURE CODE
1) Health Business Segment	100-000
2) Benefits Business Segment	200-000
3) Memorial, Burials & HQ Segment	300-000
4) Material Management Segment	400-000
5) Financial Segment	500-000
6) Human Resources Segment	600-000
7) Security Management Segment	700-000
8) Information Management Segment	800-000
9) Education & Training Segment	900-000

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*)
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1	Systems Management	VBA's C&P claims processing model will become more efficient as it becomes less reliant on paper which can be misfiled or cumbersome to move throughout the claims process. The construct of the eFile will support this transition by incorporating the many elements of information used in determining and maintaining veterans' benefits	Development and Integration	Data Integration			No Reuse	
2	Web Development and Interface	Paperless will define the set of capabilities that support the redesigning of disparate information systems to be accessed by a single user interface that uses a common set of data structures and rules.	Development and Integration	Enterprise Application Integration			No Reuse	
3	Management of Process	Paperless will define and coordinate the hardware and software of systems that contain or record veterans benefit data to ensure compatibility and accessibility of the data to VA professionals and federal partner agencies.	Management of Processes	Configuration Management			No Reuse	

4	Relationship Management	Paperless will increase VA's capability to share necessary information within VA business lines, including Insurance Service, Debt Management Center, and Veterans Health Administration. Paperless Architecture will also allow VA to exchange more complete information with partnering agencies, including the Social Security Administration, the Department of Defense, and Veterans Service Offices.	Customer Relationship Management	Partner Relationship Management			No Reuse	
5	Content Management and Maintenance	Paperless will increase VBA's capabilities to manage the storage, maintenance, and retrieval of veterans' benefit related documents and information in its systems.	Content Management	Content Review and Approval			No Reuse	
6	Imaging Management	Paperless will redefine the set of capabilities that support the scanning of veterans' benefits related documents for storage and use electronically in VBA systems.	Document Management	Document Imaging and OCR			No Reuse	
7	Help Desk Management	Receive and track user-reported issues and problems using the Paperless system	Systems Management	Issue Tracking			No Reuse	
8	Certification and Accreditation	Ensure secure access to benefit records	Security Management	Certification and Accreditation			No Reuse	
9	Identification and Authentication	Validate user credentials	Security Management	Identification and Authentication			No Reuse	
10	Customer Service	Paperless will support the delivery and maintenance of VBA benefits and services	Customer Relationship Management	Customer / Account Management			No Reuse	

11	Customer Analytics	Paperless will provide claims details upon request	Customer Relationship Management	Customer Analytics			No Reuse	
12	Customer Services	Where applicable, Paperless will utilize content management strategies to improve customer service	Customer Initiated Assistance	Online Help			No Reuse	
13	Customer Services	Where applicable, Paperless will use portal technology to improve customer service	Customer Initiated Assistance	Online Tutorials			No Reuse	
14	Process Automation	Where applicable, Paperless will use interactive rules engine technology to improve process automation	Tracking and Workflow	Case Management			No Reuse	
15	Process Tracking	Where applicable, Paperless will use interactive rules engine technology	Tracking and Workflow	Process Tracking			No Reuse	
16	Business Management Services	Where applicable, Paperless will use interactive rules engine technology	Management of Processes	Business Rule Management			No Reuse	
17	Requirements Management	Paperless investment will provide agility to respond to new requirements	Management of Processes	Requirements Management			No Reuse	
18	Business Management Services	Where applicable, Paperless will use interactive rules engine technology	Management of Processes	Quality Management			No Reuse	
19	Business Management Services	Where applicable, Paperless will use work flow management	Organizational Management	Workgroup / Groupware			No Reuse	
20	Digital Asset Services	Where applicable, Paperless will use data integration strategies to provide digital asset Services	Content Management	Content Authoring			No Reuse	
21	Digital Asset Services	Where applicable, Paperless will use content management strategies	Content Management	Content Publishing and Delivery			No Reuse	
22	Digital Asset Services	Where applicable, Paperless will use interactive rules engine technology	Document Management	Document Referencing			No Reuse	

23	Digital Asset Services	Where applicable, Paperless will use imaging technologies and storage	Document Management	Document Revisions			No Reuse	
24	Digital Asset Services	Where applicable, Paperless will use interactive portal technology	Document Management	Document Review and Approval			No Reuse	
25	Digital Asset Services	Where applicable, Paperless will use content management	Knowledge Management	Information Retrieval			No Reuse	
26	Digital Asset Services	Where applicable, Paperless will use content management	Knowledge Management	Information Sharing			No Reuse	
27	Digital Asset Services	Where applicable, Paperless will use content management	Knowledge Management	Knowledge Engineering			No Reuse	
28	Digital Asset Services	Where applicable, Paperless will use content management	Knowledge Management	Knowledge Capture			No Reuse	
29	Digital Asset Services	Where applicable, Paperless will use content management	Knowledge Management	Knowledge Distribution and Delivery			No Reuse	
30	Digital Asset Services	Where applicable, Paperless will use content management	Knowledge Management	Smart Documents			No Reuse	
31	Business Analytical Services	Where applicable, Paperless will use data integration	Reporting	Ad Hoc			No Reuse	
32	Business Analytical Services	Where applicable, Paperless will use content management	Reporting	Standardized / Canned			No Reuse	
33	Back Office Services	Where applicable, Paperless will use data integration	Financial Management	Payment / Settlement			No Reuse	
34	Sales and Marketing (veteran outreach)	Proactively provide information on available veteran and dependent benefits	Customer Relationship Management	Sales and Marketing			No Reuse	
35	Call Center Management	Provide access to veteran information to veterans service representatives	Customer Relationship Management	Call Center Management			No Reuse	
36	Self Service	Provide web enabled access to claim eligibility information and application forms and instructions	Customer Initiated Assistance	Self-Service			No Reuse	
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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	Data Integration	Component Framework	Data Interchange	Data Exchange
2	Enterprise Application Integration	Component Framework	Data Interchange	Data Exchange
3	Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
4	Partner Relationship Management	Service Access and Delivery	Access Channels	Collaboration / Communications
5	Content Review and Approval	Component Framework	Data Management	Reporting and Analysis
6	Document Imaging and OCR	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards
7	Issue Tracking	Service Access and Delivery	Service Requirements	Hosting

8	Certification and Accreditation	Component Framework	Security	Supporting Security Services
9	Identification and Authentication	Component Framework	Security	Supporting Security Services
10	Customer / Account Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
11	Customer Analytics	Component Framework	User Presentation / Interface	Static Display
12	Online Help	Service Access and Delivery	Service Requirements	Legislative / Compliance
13	Online Tutorials	Service Access and Delivery	Service Requirements	Legislative / Compliance
14	Case Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
15	Process Tracking	Component Framework	Data Management	Reporting and Analysis
16	Business Rule Management	Component Framework	Business Logic	Platform Independent Technologies
17	Requirements Management	Service Platform and Infrastructure	Database / Storage	Database
18	Quality Management	Service Access and Delivery	Service Requirements	Legislative / Compliance
19	Workgroup / Groupware	Service Interface and Integration	Integration	Enterprise Application Integration
20	Content Authoring	Component Framework	Business Logic	Platform Independent Technologies
21	Content Publishing and Delivery	Component Framework	Business Logic	Platform Independent Technologies
22	Document Referencing	Component Framework	Business Logic	Platform Independent Technologies
23	Document Revisions	Component Framework	Business Logic	Platform Independent Technologies
24	Document Review and Approval	Component Framework	Business Logic	Platform Independent Technologies
25	Information Retrieval	Component Framework	Business Logic	Platform Independent Technologies
26	Information Sharing	Component Framework	Business Logic	Platform Independent Technologies
27	Knowledge Engineering	Component Framework	Business Logic	Platform Independent Technologies
28	Knowledge Capture	Component Framework	Business Logic	Platform Independent Technologies
29	Knowledge Distribution and Delivery	Service Platform and Infrastructure	Delivery Servers	Application Servers
30	Smart Documents	Service Platform and Infrastructure	Delivery Servers	Application Servers
31	Ad Hoc	Component Framework	Data Management	Reporting and Analysis
32	Standardized / Canned	Component Framework	Data Management	Reporting and Analysis
33	Payment / Settlement	Service Access and Delivery	Access Channels	Other Electronic Channels
34	Sales and Marketing	Service Platform and Infrastructure	Delivery Servers	Application Servers
35	Call Center Management	Service Access and Delivery	Access Channels	Collaboration / Communications

36	Self-Service	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on
37	Payment / Settlement	Service Interface and Integration	Integration	Middleware
38	Debt Collection	Service Platform and Infrastructure	Database / Storage	Database
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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)

PART II - B

PART II: PLANNING, ACQUISITION AND PERFORMANCE INFORMATION

Part II should be completed only for investments which in FY2008 will be in "Planning" or "Full Acquisition," investments, i.e., selected one of these three choices in response to Question 6 in Part I, Section A above.

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

Section B - RISK MANAGEMENT (All Capital Assets)

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

Yes

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

Aug 15, 2008

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

No

II.B.1.c) If "yes," describe any significant changes: (LONG ANSWER)

II.B.2) If there currently is no plan, will a plan be developed?

II.B.2.a) If "yes," what is the planned completion date?

II.B.2.b) If "no," what is the strategy for managing the risks? (LONG ANSWER)

II.B.3) Briefly describe how investment risks are reflected in the life cycle cost estimate and investment schedule: (LONG ANSWER)

Risk impacts, probabilities and costs were evaluated within the project plan and risk remediation or reduction strategies were developed through this analysis to minimize any negative impact these identified risks might have on this project. The results of this analysis were utilized to adjust the investment schedule and budgetary request by adding risk-based, probability-weighted contingencies for both cost and schedule of software design and development.

PART II - C

Part II: Planning, Acquisition And Performance Information

Part II should be completed only for investments which in FY2008 will be in "Planning" or "Full Acquisition," investments, i.e., selected one of these three choices in response to Question 6 in Part I, Section A above.

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

C) Cost and Schedule Performance:

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

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

Yes

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

No

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

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

II.C.4) Complete the following table to compare actual performance against the current performance baseline and to the initial performance baseline. In the 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	Init BL Planned Completion Date	Current BL Completion Date Planned	Current BL Completion Date Actual
Establish Program Office and Contractor Services	Feb 5, 2008	Feb 5, 2008	
Virtual VA Centralization Phase 1 (and BFI)	Aug 7, 2008	Aug 7, 2008	
PMC Upfront	Oct 31, 2008	Oct 31, 2008	

