Virtual Lifetime Electronic Record (VLER)

VLER Benefits: Federal Case Management Tool (FCMT)

Business Requirements Document

July 2012

COPY

Revision History

NOTE: *The revision history cycle begins once changes or enhancements are requested after the initial Business Requirements Document has been completed.*

Date	Description	Author
13 July 12	V 1.0	VA VLER
30 July 12	V 1.1	VA VLER

COPY

Table of Contents

1. Purpose **4**
2. Overview **4**
3. Customer and Primary Stakeholders **5**
4. Scope **5**
5. Goals, Objectives and Outcome Measures **5**
6. Enterprise Need/Justification **5**
7. Requirements **6**
7.1. Business Needs/Owner Requirements 6
7.2. Non-Functional Requirements 7
7.2.1. Performance, Capacity, and Availability Requirements 7
7.3. Known Interfaces 8
7.4. Related Projects or Work Efforts 8
8. Other Considerations **9**
8.1. Alternatives 9
8.2. Assumptions 9
8.3. Dependencies 9
8.4. Constraints 10
8.5. Business Risks and Mitigation 10
Appendix A. References **11**
Appendix B. Stakeholders, Primary/Secondary Users, and Workgroups **12**
Stakeholders 12
Primary and Secondary Users ..... **Error! Bookmark not defined.**
Appendix C. Enterprise Requirements **15**
Appendix D. Acronyms and Abbreviations **17**
Appendix E. Approval Signatures **19**
Appendix F. VTA Users **20**

COPY

Business Requirements Document

1. Purpose

The Business Requirements Document (BRD) is authored by the business community for the purpose of capturing and describing the business needs of the customer/business owner. The BRD provides insight into the AS IS and TO BE business area, identifying stakeholders and profiling primary and secondary user communities. It identifies what capabilities the stakeholders and the target users need and why these needs exist, providing a focused overview of the request requirements, constraints, and Information Technology (IT) options considered. This document does not state the development methodology. The intended audience for this document is the Office of Information and Technology (OIT).

2. Overview

The Federal Case Management Tool (FCMT) project is an effort, under the Virtual Lifetime Electronic Record (VLER), to improve case management through implementation of Customer Relationship Management (CRM) technology.The Department of Defense (DOD)/VA Federal Recovery Coordination Program (FRCP) was the first module to migrate from the Veterans Tracking Application (VTA) to FCMT. This program provides support for the recovery, rehabilitation, and reintegration of severely injured, ill, or wounded Service members and Veterans. The successful pilot of FCMT and demonstrated increase in functionality through CRM implementation led to a decision by VA OIT to conduct a technology refresh of VTA. VLER is facilitating the transition of VTA users to FCMT. The initial increment of users to migrate includes the Veterans Health Administration (VHA) liaisons and liaison support, Veteran Benefit Administration (VBA) liaisons, VBA Chapter 63 Special Outreach, and VBA Casualty Reporting.

Through implementation of FCMT, VA is improving case management by reducing information stovepipes and empowering Veterans through implementation of technologies that provide the greatest value to our most important customers –Veterans and their families. These technologies must support our Veterans in increasing transparency through self-sevice capabilties, better enabling warm hand-offs through information sharing, and that support improvements in continuity of care. To allow VA staff to focus on providing quality and seamless service for Service members and Veterans, this technology should support information sharing across case/care management/coordination and benefits assistance personnel who share a common client . The consolidation of data systems and reduction of redundant or competing business processes contribute to the goals of VA to provide comprehensive, world-class care. While the specific case management focus within each organization may vary given specific missions and priorities, there are similaries in functional requirements and client populations that are shared across the business lines and that lend these systems to consolidation.

FCMT will add new functionality such as the ability to automate the case management capabilities of intake, referral and enrollment; creation and maintenance of the individual case records and plans; enable enhanced communication methods between VA case managers and their clients; provide insight into services being provided by other VA case managers and by external entities; enable enhanced consultation processes with VA's extended network of clients/caregivers; and provide case managers with the ability to update, manage, and report on the status of their case throughout the life of a case.

COPY

3. Customer and Primary Stakeholders

The primary business owners for this request are Deborah Amdur's, Chief Consultant, Care Management and Social Work Service, VHA, Rob Reynolds, Director, Benefits Assistance Service (BAS), VBA, and Joe Paiva, Executive Director VLER.

Please see Appendix B for the complete list of primary and secondary stakeholders.

4. Scope

To best meet the needs of VHA and VBA case/care management/coordination and benefits assistance personnel – an approach which can deliver incremental and tangible enhancements should be considered. This is a request for 1) migration of all existing functionality and VHA/VBA user groups from VTA to FCMT and 2) implementation of enhanced capabilities to support these groups based on the inherent toolset in FCMT. These enhancements are deemed a high priority for the business and essential for VA to provide comprehensive, world-class care for Service members, Veterans and beneficiaries.

5. Goals, Objectives and Outcome Measures

Goal/Objective and Desired Outcome	Impact	Measurement
Maintain current functionality that allows the business to create new cases/records, track, and report of status of the case.	This will ensure that essential capabilities currently used in the field are preserved to prevent gaps in service	User focused sessions to measure satisfactory performance per module; 100% of functionality achieved
Implement a tool that is more responsive to evolving business needs and that allows the business to more effecively manage records and other case management artifacts, standardize workflow processes, and improve reporting and analysis.	This will ensure that each module obtains performance and useability enhancements essential for VA to provide comprehensive, world-class care for Service members, Veterans and beneficiaries	Customer satisfaction surveys with an 85% satisfaction rate

6. Enterprise Need/Justification

Stakeholders of VTA have requested enhancements for performance and usability for several years. These enhancements align with the most recent Government Accountability Office (GAO) recommendation for the two departments to "Expeditiously develop and implement a plan to strengthen functional integration across all DOD and VA care coordination and case management programs that serve this population, including-but not limited to-the FRCP and Recovery Care Program (RCP). These enhancements also align with the efforts of the VA Wounded, Ill, and Injured Task Force and the short term VA/ DoD Warrior Care and Coordination (WC 2) Task Force.

The National Defense Authorization Act (NDAA) of Fiscal Year (FY) 2008 required that the DoD and VA develop and implement electronic health record systems or capabilities that allow for full interoperability of personal health care information by September 30, 2009. To further facilitate the accurate and timely transmission of this data, the requirements and related documents referenced in Appendix A of this BRD strengthen the requirements of the NDAA.

Additional support for this effort can be found in Executive Order 13426, dated March 6, 2007, *Establishing a Commission on Care for America's Returning Wounded Warriors and a Task Force on Returning Global War on Terror Heroes*. The task force report, submitted to the President on April 19, 2007, recommended data-exchange enhancements. This goal requires federal agencies to use recognized health interoperability standards to promote the direct exchange of health information between federal and with non-federal entities in supporting quality and efficient health care. The task force also recommended that VA and DoD develop a solution to improve case management coordination for Service Members and Veterans. The requirements and related documents referenced in Appendix A of this BRD would support improved coordination by providing for a common operating picture of the Veteran among multiple case managers.

To reduce risk during implementation, the order in which users will be transitioned from VTA to FCMT will follow from least to most complex. This will enable the development team to develop expertise and lessons learned that can be leveraged for more complex VTA migration efforts (complexity will be determined by number of users, reports, screens, etc).

7. Requirements

7.1. Business Needs/Owner Requirements

NOTE: The following Business Needs and Owner (OWNR) Requirements reference supplemental documents which detail business needs and requirements. Existing Business documents, including legacy Functional Requirements Documents (FRDs), are referenced in Appendix A.

Tag #	Business Need (BN)	OWNR Number	Owner Requirement (OWNR)	Priority*
1.0	BN 1: Adhere to the Enterprise Level Requirements within the Requirements Management Repository (RMR) and as specifically addressed in Appendix C of this document.			
2.0	BN 2: Transition users to the enterprise platform and maintain current functionality that allows the business to create new cases/records, track, and report of status of the case.			
2.1		2.1	Maintain functionality for the VHA liaison user	High
2.2		2.2	Maintain functionality for the VBA Chapter 63 Special Outreach user	High
2.3		2.3	Maintain functionality for the VBA Casualty Reporting user	High
2.4		2.4	Maintain functionality for the VBA liason user	High
3.0	BN 3: Provide enhanced functionality that allows the business to better manage case management artifacts, standardize workflow processes, and improve reporting and analysis.			
3.1		3.1	Provide enhanced functionality for the VHA liaison user	High
3.2		3.2	Provide enhanced functionality for the VBA Chapter 63 Special Outreach user	High
3.3		3.3	Provide enhanced functionality for the VBA Casualty Reporting user	High
3.4		3.4	Provide enhanced functionality for the VBA liason user	High

COPY

*All listed requirements are needed by the business community. The Priority is merely a mechanism to suggest a sense of urgency and order to the technical community if the requirements are to be parsed into phases. The order of importance begins with those that are designated as **High** priority.

7.2. Non-Functional Requirements

- Technical support will be provided to users of the new solution.
- Reference materials will be provided to users of the new solution.
- Assistance with the implementation process to the enterprise will be provided to the users of the new solution.

Tag #	Operational Environment Requirements
4.0	Notification of scheduled maintenance periods that require the service to be offline or that may degrade system performance shall be disseminated to the user community a minimum of 48 hours prior to the scheduled event.
5.0	When/if lapses in system/update availability occur, users would contact the FCMT service desk.
	Documentation Requirements
6.0	Updates shall be made, as necessary, to applicable user manuals.
7.0	Updates shall be made, as necessary, to the applicable technical documentation including Operations and Maintenance (OM) Plans related to FCMT located on the VA Software Documentation Library.
	Implementation Requirements
8.0	The new system to be transferred to other Infrastructure as a Service (IaaS)/Software as a Service (SaaS) solutions based in enterprise IT decisions.
9.0	FCMT shall be designed to comply with the applicable approved Enterprise Service Level Agreements (SLA).
	User Access/Security Requirements
10.0	Ensure FCMT meets all VHA Security, Privacy and Identity Management requirements including VA Handbook 6500. (See Enterprise Requirements Appendix).

7.2.1. Performance, Capacity, and Availability Requirements

7.2.1.1. Performance

If this is a system modification, how many users does the current system support?
Currently 35 users across the country
How many users will the new system (or system modification) support?
3,000 to 5,000 users (additional user breakout is included in Appendix F)
What is the predicted annual growth in the number of system users?
See appendix F which details the number of users per VTA module

7.2.1.2. Capacity

What is the predicted size (average) of a typical business transaction?
Varies depending on the type of query.
What is the predicted number of transactions per hour (day, or other time period)?
On average, 1000-1500 transactions per user per month (estimated), where a transaction is defined as: viewing current workload status; working a case (adding summary notes, contact details, updating status information, etc.); registering a new client / case; closing a case; or similar.
Is the transaction profile expected to change (grow) over time?
The size will increase based on the inclusion of additional lines of business and their data
What are the dependencies, interactions, and interfaces with other systems?
VA Corporate database (CORP), Beneficiary Identification Record Locator Service (BIRLS), Veteran Affairs DoD Identity Repository (VADIR), VA Simple Mail Transfer Protocol (SMTP) (for email), VA Active Directory Federation Services (ADFS) (for authentication), Embedded Fragments Registry (EFR), Master Veteran Index (MVI), Virtual VA, Veterans Health Information Systems and Technology Architecture (VistA) and the Health Data Repository (HDR), eBenefits, Traumatic Service members Group Life Insurance (TSGLI) data, Care Management Tracking and Reporting Application (CMTRA); and DOD systems (through VLER Data Access Services or VADIR) to include: Theater Medical Data Store (TMDS), Defense Casualty Information Processing System (DCIPS).
What is the process for planning/adjusting capacity?
1. Monitor growth in consumer and producer data interfaces. 2. Assess consumer and producer throughput needs. 3. Inform SDE of any increased throughput needs.
Does the update require a surge capacity that would be different from the base application?
No

7.2.1.3. Availability

Describe when the envisioned system will need to be available (business hours only, weekends, holidays, etc) to support the business.
Constant availability is required. 99.99 availability is required.

7.3. Known Interfaces

VA systems, to include: VADIR, CMTRA, eBenefits, TSGLI (data), VLER DAS, VA SMTP (for email), VA ADFS (for authentication), EFR, CORP, BIRLS, MVI, Virtual VA, VistA, HDR; and DOD systems (through VLER DAS or VADIR) to include TMDS.

7.4. Related Projects or Work Efforts

Related projects or work efforts include:

- NSR # 20100707 Information Sharing Initiative (ISI): Utilizes VLER DAS to conduct data exchange between care coordinators in VA and DoD
- NSR # 20120303 VLER Data Access Service (DAS): As part of the Health Information Exchange (HIE) subgroup chartered by the Interagency Clinical Informatics Board (ICIB), multiple clinical priorities were evaluated by the major stakeholders of the VA-DoD HIE and

COPY

identified the following major performance and usability enhancement(s): Improve the performance and usability issues (including response time/timeouts/incomplete viewable data) associated with the viewing of VA and Department of Defense (DoD) data transmitted over the VLER DAS.

- VTA Concept of Operations: VTA was developed to support the VA-DoD Joint Strategic Plan "to improve the quality, efficiency, and effectiveness of the delivery of benefits and services to Veterans, Service members, military retirees, and their families through an enhanced VA and DoD partnership". Within this context, VHA determined the need to document current and future VTA requirements and create a Concept of Operations (CONOPS) document.
- NSR # 20111209 Disability Benefits Questionarrie (DBQ): The Virtual Lifetime Electronic Record (VLER) Enterprise Program Management Office (EPMO), in partnership with the Office of Disability and Medical Assessment (DMA) of the Veterans Health Administration (VHA), the Compensation Service of the Veterans Benefits Administration (VBA), and the Pension and Fiduciary (PF) Service of the VBA, requests the creation of a Disability Benefits Questionnaire (DBQ) Service Gateway to meet immediate, mid-term and long-term identified business needs for a more streamlined, efficient, paperless, and Veteran-centric disability compensation claims process.
- NSR # 20110604 Integrated Disability Evaluation System (IDES) IT system: VA and DoD Collaboration Service under the Office of Policy and Planning (OPP), in conjunction with the VLER Warrior Support Program and the IDES remodel effort, have identified an immediate need to enhance the disability claim process shared between DoD and VA in accordance with the Proof of Concept (POC) of the IDES Remodel Project and outline a IDES processing IT system framework.
- FRD for BAS Casualty Reporting: Outlines functional and reporting requirements for a Casualty Reporting solution.
- FRD for Chapter 63 Outreach: Outlines functional and reporting requirements for a Chapter 63 Outreach solution.
- VHA/VBA user stories: Ongoing "as is" user story efforts to document current VTA functionality and identify any gaps/enhancements in functionality that the VHA/VBA users feel are essential to a successful migration to FCMT, in support of Requirements Specification Documents (RSD) development.

8. Other Considerations

8.1. Alternatives

No Known Alternatives.

8.2. Assumptions

- Even though a patient may be new to a VA facility, their DoD information may be accessible. As always, the VA information is accessible from any other VA Medical Center (VAMC) the patient has visited
- Access control cannot be accomplished unless the user can be properly authenticated. Accordingly, this BRD is dependent upon authentication and, in particular, the PIV and Veteran authentication

8.3. Dependencies

- A collaborative, synchronized analysis effort within VA and with DoD stakeholders is critical to ensuring the continued success of FCMT

- The system is dependent upon the supporting physical architecture
- FCMT analysis and development resources are needed for continued elaboration
- Completeness of the referenced requirements and historical documentation documents

8.4. Constraints

- Functioning hardware, operating systems, and databases configured, placed and supported by Vendors and VA
- Capabilities indentified as high will be delivered in FY 13

8.5. Business Risks and Mitigation

Business Risk: Compressed timelines, disparate systems, and resources provide inherent risk that not all requirements have been fully captured, scoped, or prioritized. If supplemental requirements documentation is not generated to support each individual module's transition to FCMT, then the system may not meet end user needs.

Mitigation: Continue to keep stakeholders closely involved in the project as it progresses and ensure communication of issues and mitigations are done without delay. Use the Integrated Project Team (IPT) to serve as the forum for this dialog.

Business Risk: Due to the compressed time frames used to elicit, document and demonstrate the business requirements for this BRD, there is the inherent risk that the BRD will not capture the full scope of the request.

Mitigation: If additional requirements are needed, and determined within scope by a joint effort of business stakeholders and input from development regarding impact mitigation, a BRCD will be developed.

Business Risk: Without engaged user interactions to determine complete business requirements, user acceptance criteria and testing (UAT), training, and involvement with the IT staff across the Software Development Lifecycle (SDLC), could result in implementation of a system with impaired or incomplete user functionality.

Mitigation: Engage users through IPT, leverage lessons learned from the previous migration efforts (i.e. FRCP and VTA 2.0), and ensure implementation plans incorporate user feedback and concerns.

COPY

Appendix A. References

- Executive Order 13426: http://edocket.access.gpo.gov/2007/pdf/07-1137.pdf
- 2012 Annual Report: Opportunities to Reduce Duplication, Overlap and Fragmentation, Achieve Savings, and Enhance Revenue, http://gao.gov/products/GAO-12-342SP
- NDAA 2008: http://vaww.infoshare.va.gov/esm/HDS/Internal%20HDS%20Documents/VA%20DoD%20Mandates%20and%20Laws/NDAA%202008%20Public%20Law%20110-181.pdf
- VA Handbook 6500 – Information Security Program http://vaww1.va.gov/vapubs/viewPublication.asp?Pub_ID=364&FType=2
- ISI BRD: http://vista.med.va.gov/pasdocs/analysis/20100707 Information Sharing Initiative BRD.doc
- DBQ BRD: http://vista.med.va.gov/pasdocs/analysis/20111209_DBQ_Services_BRD.doc http://vista.med.va.gov/pasdocs/analysis/20110604 IDES IT System BRD.docx
- VHA/VBA FRDs: SharePoint Link
- VHA/VBA user stories: SharePoint Link

COPY

Appendix B. Stakeholders, Primary/Secondary Users, and Workgroups

Stakeholders

Type of Stakeholder	Description	Responsibilities
Requester	• Joe Paiva, Director, VLER	Submitted request. Submits business requirements. Monitors progress of request. Contributes to BRD development.
Endorser	• Joe Paiva, Director, VLER	Endorsed this request. Provides strategic direction to the program. Elicits executive support and funding. Monitors the progress and time lines.
Business Owner(s)/Program Office(s)	• Deborah Amdur, Chief Consultant, Care Management and Social Work Service, VHA • Rob Reynolds, Director, VBA, BAS	Provide final approval of BRD with sign-off authority. Provide strategic direction to the program. Elicits executive support and funding. Monitors the progress and time lines.
Business Subject Matter Expert(s) (SME)	• Jennifer Perez, National VA Liasion Program Manager, VA Liasions for Healthcare • Janet Belisle, VHA Liaison Program, VA Liasions for Healthcare • Kathleen Dinegar, VHA Liaison Program, VA Liasions for Healthcare • Mike Carr, Assistant Director (AD), Web Communications • Carolyn Tillery, Chief of Military Outreach, BAS & supervisory oversight for Casualty (SI/VSI) and Chapter 63 • Frank Bryceland, BAS • Victoria Diaz, BAS • Christi Greenwell, BAS • Desiree Tiggert, BAS	Provide background on current system and processes. Describe features of current systems, including known problems. Identify features of enhancement.
Technical SME(s)	• Dick Rickard Program Manager, Warrior Support, VLER IT PMO	Provide technical background information about the current software and requested

COPY

Type of Stakeholder	Description	Responsibilities
	• Stefano Masi , FCMT Project Officer, Warrior Support, VLER IT PMO	enhancements.
User SME(s)	• See Business SME list above	Ensure that the enhancements will account for current business processes and existing software capabilities.

Stakeholder Support Team (BRD Development)

Type of Stakeholder	Description	Responsibilities
Security Requirements SME(s)	• Scott Rogers, VHA • Arlyn De La Rosa, New York Regional Office ISO, VBA	Responsible for determining the Certification and Accreditation (CA) and other security requirements for the request.
Health Enterprise Systems Management Portfolio Staff	• Bob Clipper, HPS	Serve as the liaison between the Program Office (Business Owner) and Product Development throughout the life cycle.
Office of Business Process Improvement (OBPI) Support Analysts, VBA	• Richard Mounce, OBPI	Serve as the liaison between the Program Office (Business Owner) and Product Development throughout the life cycle.
Health Enterprise System Management Requirements Analysis and Engineering Management (RAEM) Staff	• Darlene Handley, RAEM	Responsible for working with all stakeholders to ensure the business requirements have been accurately recorded for this request.
VA VLER	• Edward A. Diaz VA VLER, business analyst	Provide strategic direction within the VLER EPMO

Primary and Secondary Users

Primary Users	• VHA liasions, liaison support and administrators for Healthcare • VBA Casualty Reporting users • VBA Chapter 63 Special Outreach users • VBA liasions, liaison support and administrators	• Responsible for case management capabilities of intake, referral and enrollment; creation and maintenance of the individual case records and plans • Receive data from FCMT to assist in coordinating care and benefit delivery
Secondary Users	• Supporting management structure to include, all	• Responsible for oversight of programs and policies that

COPY

	program management offices who oversee the delivery of administrative processes and healthcare. • Policy Administrators • Security/Privacy Administrative Staff • Service members and Veterans	support their efforts • Create, change, and revoke organizational security and privacy policies • Use organizational security and privacy policy repository to monitor program, generate reports, and monitor program implementation • Veterans will have access via web service portals; requests, etc will populate the respective record in FCMT

COPY

Appendix C. Enterprise Requirements

Below is a subset of Enterprise-level Requirements that are of particular interest to the business community. These requirements MUST be addressed within each project resulting from this work effort. If OIT cannot address these Enterprise-level requirements, the Business Owners responsible for each area MUST be engaged in any waiver discussions prior to any decisions being made. This section is not meant to be a comprehensive list of all Enterprise-level requirements that may apply to this work effort and should not preclude the technical community from reviewing all Enterprise-level requirements, and identifying others that should apply to this work effort as well.

Enterprise-level requirements are contained in the VA Requirements Management Repository (RMR). Contact the RMR Team to gain access to the RMR and to obtain the comprehensive allocation of Enterprise-level requirements for the project development iteration at VAOITOEDSEEnterpriseRequirementsManagement@va.gov.

ReqPro Tag	Requirement Type	Description
ENTR25	Security	All VA security requirements will be adhered to. Based on Federal Information Processing Standard (FIPS) 199 and National Institute of Standards and Technology (NIST) SP 800-60, recommended Security Categorization is medium. The Security Categorization will drive the initial set of minimal security controls required for the information system. Minimum security control requirements are addressed in NIST SP 800-53 and VA Handbook 6500, Appendix D.
ENTR99	Security	All VA security requirements will be adhered to. Based on Federal Information Processing Standard (FIPS) 199 and National Institute of Standards and Technology (NIST) SP 800-60, recommended Security Categorization is High. The Security Categorization will drive the initial set of minimal security controls required for the information system. Minimum security control requirements are addressed in NIST SP 800-53 and VA Handbook 6500, Appendix D.
ENTR100	Security	All VA security requirements will be adhered to. Based on Federal Information Processing Standard (FIPS) 199 and National Institute of Standards and Technology (NIST) SP 800-60, recommended Security Categorization is Moderate. The Security Categorization will drive the initial set of minimal security controls required for the information system. Minimum security control requirements are addressed in NIST SP 800-53 and VA Handbook 6500, Appendix D.
ENTR101	Security	All VA security requirements will be adhered to. Based on Federal Information Processing Standard (FIPS) 199 and National Institute of Standards and Technology (NIST) SP

COPY

		800-60, recommended Security Categorization is Low. The Security Categorization will drive the initial set of minimal security controls required for the information system. Minimum security control requirements are addressed in NIST SP 800-53 and VA Handbook 6500, Appendix D.
ENTR10	Privacy	All VA Privacy requirements will be adhered to. Efforts that involve the collection and maintenance of individually identifiable information must be covered by a Privacy Act system of records notice.
ENTR95	508 Compliance	All Section 508 requirements will be adhered to. Compliance with Section 508 will be determined by fully meeting the applicable requirements as set forth in the VHA Section 508 checklists (1194.21, 1194.22, 1194.24, 1194.31 and 1194.41) located at: http://www.ehealth.va.gov/508/resources_508.html or as otherwise specified. Checkpoints will be established to ensure that accessibility is incorporated from the earliest possible design or acquisition phase and successfully implemented throughout the project.
ENTR7	Executive Order	All executive order requirements will be adhered to.
ENTR8	Identity Management	All Enterprise Identity Management requirements will be adhered to. These requirements are applicable to any application that adds, updates, or performs lookups on persons.
ENTR103	Terminology Services	Application/services shall reference the Standard Data Services (SDS) as the authoritative source to access non-clinical reference terminology.
ENTR104	Terminology Services	Application/Services shall use the VA Enterprise Terminology Services (VETS) as the authoritative source to access clinical reference terminology.
ENTR105	Terminology Services	Applications recording the assessments and care delivered in response to an Emergency Department visit shall conform to standards defined by the VHA-endorsed version of C 28 – Health Information Technology Standards Panel (HITSP) Emergency Care Summary Document Using Integrating the Healthcare Enterprise (IHE) Emergency Department Encounter Summary (EDES) Component.
ENTR106	Terminology Services	Applications exchanging data summarizing a patient's medical status shall conform to standards defined by the VHA-endorsed version of C 32 – HITSP Summary Documents Using Health Level Seven (HL7) Continuity of Care Document (CCD) Component.

COPY

Appendix D. Acronyms and Abbreviations

Include terms used in the document and process models other than instructional text.

OIT Master Glossary: http://vaww.oed.wss.va.gov/process/Library/master_glossary/masterglossary.htm

Term	Definition
ADFS	Active Directory Federation Services (ADFS)
BN	Business Need
BIRLS	Beneficiary Identification Record Locator Service
BRCD	Business Requirements Change Document
BRD	Business Requirements Document
CMTRA	Care Management Tracking and Reporting Application
CORP	VA Corporate Database
DAS	Data Access Services
DCIPS	Defense Casualty Information Processing System
DEERS	Defense Eligibility Enrollment System
DOD	Department of Defense
DMDC	Defense Manpower Data Center
DRAS	Disability Rating Activity Sites
EFR	Embedded Fragments Registry
EPMO	Enterprise Program Management Office
FCMT	Federal Case Management Tool
FRD	Functional Requirements Document
HDR	Health Data Repository
IaaS	Infrastructure as a Service
IDES	Integrated Disability Evalution System
IPT	Integrated Project Team
ISI	Information Sharing Initiative
IT	Information Technology
MSC	Medical Service Coordinator
MTF	Medical Treatment Facility
MVI	Master Veteran Index
NDAA	National Defense Authorization Act
NSR	New Service Request
OEF	Operation Enduring Freedom
OIF	Operation Iraqi Freedom
OND	Operation New Dawn
OIT	Office of Information and Technology
OM	Operations and Maintenance
OPP	Office of Policy and Planning
OWNR	Owner Requirement
PEBLO	Physical Evaluation Board Liasion Officer
PMAS	Project Management Accountability System
PMO	Program Management Office
RAEM	Requirements Analysis and Engineering Management

COPY

Term	Definition
RMR	Requirements Management Repository
SDLC	Software Development Lifecycle
SaaS	Software as a Service
SME	Subject Matter Expert
SMTP	Simple Mail Transfer Protocol
TMDS	Theater Medical Data Store
UAT	User Acceptance Testing
VA	Department of Veterans Affairs
VADIR	VA DoD Identity Repository
VAMC	VA Medical Center
VBA	Veterans Benefits Administration
VISTA	Veterans Health Information Systems and Technology Architecture
VHA	Veterans Health Administration
VLER	Virtual Lifetime Electronic Record
VTA	Veteran Tracking Application

COPY

Appendix E. Approval Signatures

The requirements defined in this document are the high level business requirements necessary to meet the strategic goals and operational plans of VLER. Further elaboration to these requirements will be done in more detailed artifacts.

Business Owner

Signifies that the customer approves the documented requirements, that they adequately represent the customers desired needs, and that the customer agrees with the defined scope.

Signed: _____ Date: _____

Deborah Amdur, Chief Consultant, Care Management and Social Work Service, VHA

Business Owner

Signifies that the customer approves the documented requirements, that they adequately represent the customers desired needs, and that the customer agrees with the defined scope.

Signed: _____ Date: _____

Rob Reynolds, Director, Benefits Assistance Service (BAS), VBA

Business Owner

Signifies that the customer approves the documented requirements, that they adequately represent the customers desired needs, and that the customer agrees with the defined scope.

Signed: _____ Date: 30 July 2012

Joe Paiva, Executive Director of the VLER

Office of Information and Technology (OIT)

Indicates agreement that the requirements have been received, are clear, understandable, and are documented sufficiently to facilitate project planning when the project is approved and funded. It is understood that negotiations may need to occur with the business during project planning as a result of technical reviews and feasibility.

Signed: _____ Date: _____

Dick Rickard, Warrior Support Program Manager, VLER IT PMO

COPY

Appendix F: VTA Users

VTA User group	Business owner	Functionality	Type of Data	# Users
VHA Liasion and Liaison support	Deborah Amdur	Case Management	The VHA Liaison module provides the ability to track referrals for Servicemembers and transfers of Servicemembers between facilities. The VHA module also provides the ability to track workload metrics for VHA Liaisons who provide the coordination of care. Support group for VHA Liasons (typically data entry)	38 and 15
VBA Liasion (OEF/OIF)	Rob Reynolds	Case Management	The VBA Liaison Case Management module of VTA is used to track benefits and assistance provided to Servicemembers and Veterans who are Seriously Injured (SI) or Very Seriously Injured (VSI) and provides an overview of all benefits that have been applied for or awarded	797
VBA Ch. 63	Rob Reynolds	Outreach	The Chapter 63 Special Outreach module is used to support Benefits Assistance Services (BAS) outreach to	141

COPY

VTA User group	Business owner	Functionality	Type of Data	# Users
			Veterans who separated military service without a high school diploma or equivalent.	
VBA Casualty	Rob Reynolds	Outreach	This module helps BAS track and report on outreach to eligible survivors and dependents.	100
IDES PEBLO	TomVoegtle and military service representatives	Disability Evalution	Tracking & management of cases going through disability evaluation process	906
PEB Admin	TomVoegtle and military service representatives	Disability Evalution	Tracking & management of cases going through disability evaluation process	93
IDES Military	TomVoegtle and military service representatives	Disability Evalution	Tracking & management of cases going through disability evaluation process	200
IDES WCP (formerly WWCTP)	Tom Voegtle	Disability Evalution	Tracking & management of cases going through disability evaluation process	12
IDES MSC	Diana Rubens, Larry Fink, Danny Pummel	Disability Evalution	Tracking & management of cases going through disability evaluation process	379
IDES DRAS	Diana Rubens, Larry Fink, Danny Pummel	Disability Evalution	Tracking & management of cases going through disability evaluation process	305

COPY

Department of Veterans Affairs

CONCURRENCE AND SUMMARY SHEET

SUBJECT	NAME OF ADDRESSEE *(For Correspondence Only)*
Virtual Lifetime Electronic Record (VLER) Benefits: Federal Case Management Tool (FCMT) Business Requirements Document (BRD)	

TO BE COMPLETED BY EXECUTIVE SECRETARIAT (001B)

REMARKS	CONTROL NO.	NAME OF REVIEWER
Please review and provide signed concurrence	7256982	

CONCURRENCES - TO BE DETERMINED BY THE ORIGINATING OFFICE

CONCURRENCE REQUIRED	TITLE OR ORGANIZATIONAL ELEMENT	MAIL ROUTING SYMBOL	DATE IN	SIGNATURES		DATE OUT
				CONCURRENCE	NONCONCURRENCE	
	VETERANS HEALTH ADMINISTRATION	10				
	VETERANS BENEFITS ADMINISTRATION	20				
	NATIONAL CEMETERY ADMINISTRATION	40				
	OFFICE OF INSPECTOR GENERAL	50				
	OFFICE OF PUBLIC AND INTERGOVERNMENTAL AFFAIRS	002				
	OFFICE OF ACQUISITION, LOGISTICS & CONSTRUCTION	003				
	OFFICE OF MANAGEMENT	004				
	OFFICE OF INFORMATION AND TECHNOLOGY	005				
	OFFICE OF HUMAN RESOURCES AND ADMINISTRATION	006				
	OFFICE OF OPERATIONS SECURITY AND PREPAREDNESS	007				
	OFFICE OF POLICY AND PLANNING	008				
	OFFICE OF CONGRESSIONAL AND LEGISLATIVE AFFAIRS	009				
	BOARD OF VETERANS' APPEALS	01				
	OFFICE OF THE GENERAL COUNSEL	02				
	VETERANS SERVICE ORGANIZATION LIAISON	00C				
	OFFICE OF SMALL AND DISADVANTAGED BUSINESS UTILIZATION	00SB				
	WHITE HOUSE LIAISON	WHL				
X	OFFICE OF HEALTH INFORMATION	10P7S				
X	PATIENT CARE SERVICES	10P4				
X	BENEFITS ASSISTANCE SERVICE	27				
X	OFFICE OF BUSINESS PROCESS INTEGRATION	20C				
X	COMPENSATION SERVICES	21C				
X	OFFICE OF FIELD OPERATIONS	20F				
X	OIT PD	005Q		YES		

NAME OF AUTHORIZED SIGNER	SIGNATURE OF INITIATING KEY OFFICIAL OR AUTHORIZED SIGNER	DATE

VA FORM NOV 2011 **4265**

SUPERSEDES VA FORM 4265, MAR 2009, WHICH WILL NOT BE USED.

COPY

Department of Veterans Affairs

CONCURRENCE AND SUMMARY SHEET

SUBJECT Enterprise Technical Architecture (ETA) Compliance Criteria

NAME OF ADDRESSEE (For Correspondence Only)

TO BE COMPLETED BY THE EXECUTIVE SECRETARIAT (001B)

REMARKS
Internal Use Only – OIT Offices

CONTROL NO.
VAIQ 7258313

NAME OF REVIEWER

CONCURRENCES - TO BE DETERMINED BY THE ORIGINATING OFFICE

CONCURRENCE REQUIRED	TITLE OR ORGANIZATIONAL ELEMENT	MAIL ROUTING SYMBOL	DATE IN	SIGNATURES		DATE OUT
				CONCURRENCE	NONCONCURRENCE	
	VETERANS HEALTH ADMINISTRATION	10				
	VETERANS BENEFITS ADMINISTRATION	20				
	NATIONAL CEMETERY ADMINISTRATION	40				
	OFFICE OF THE INSPECTOR GENERAL	50				
	OFFICE OF PUBLIC AND INTERGOVERNMENTAL AFFAIRS	002				
	OFFICE OF MANAGEMENT	004				
	OFFICE OF INFORMATION AND TECHNOLOGY	005				
	OFFICE OF HUMAN RESOURCES AND ADMINISTRATION	006				
	OFFICE OF OPERATIONS SECURITY AND PREPAREDNESS	007				
	OFFICE OF POLICY AND PLANNING	008				
	OFFICE OF CONGRESSIONAL AND LEGISLATIVE AFFAIRS	009				
	BOARD OF VETERANS' APPEALS	01				
	OFFICE OF THE GENERAL COUNSEL	02				
	VETERANS SERVICE ORGANIZATION LIAISON	00C				
	ADVISORY COMMITTEE	00AC				
	OFFICE OF CONSTRUCTION AND FACILITIES MANAGEMENT	00CFM				
	CENTER FOR FAITH-BASED AND COMMUNITY INITIATIVES	00FB				
	CENTER FOR MINORITY VETERANS	CMV				
	CENTER FOR WOMEN VETERANS	CWV				
	OFFICE OF REGULATION POLICY AND MANAGEMENT	00REG				
	ACTION OFFICER (MARK FARRELL)	00SB				
X	ARCHITECTURE, STRATEGY & DESIGN	005E				
X	Information Security	005R				
X	IT Resource Management	005F				
X	Product Development	005Q		KEA		
X	Service Delivery & Engineering	005OP				
X	Quality, Performance & Oversight	005X				
X	VLER Enterprise PMO	005C				
X	Interagency Program Office	005J				
X	Customer Advocate Health	005A				
X	Customer Advocate Benefits	005A				
X	Customer Advocate Corporate	005A				

ACTION BY OFFICE OF THE SECRETARY (*Do NOT use for Correspondence*)

ACTION TAKEN	SIGNATURE	DATE
☐ APPROVED ☐ DISAPPROVED		

VA FORM
Sept. 2007 **4265**

All attached sheet signatures

COPY

Department of Veterans Affairs

CONCURRENCE AND SUMMARY SHEET

SUBJECT	NAME OF ADDRESSEE *(For Correspondence Only)*
Virtual Lifetime Electronic Record (VLER) Benefits: Federal Case Management Tool (FCMT) Business Requirements Document (BRD)	

TO BE COMPLETED BY EXECUTIVE SECRETARIAT (001B)

REMARKS	CONTROL NO.	NAME OF REVIEWER
Please review and provide signed concurrence	7256982	

CONCURRENCES - TO BE DETERMINED BY THE ORIGINATING OFFICE

CONCURRENCE REQUIRED	TITLE OR ORGANIZATIONAL ELEMENT	MAIL ROUTING SYMBOL	DATE IN	SIGNATURES		DATE OUT
				CONCURRENCE	NONCONCURRENCE	
	VETERANS HEALTH ADMINISTRATION	10				
	VETERANS BENEFITS ADMINISTRATION	20				
	NATIONAL CEMETERY ADMINISTRATION	40				
	OFFICE OF INSPECTOR GENERAL	50				
	OFFICE OF PUBLIC AND INTERGOVERNMENTAL AFFAIRS	002				
	OFFICE OF ACQUISITION, LOGISTICS & CONSTRUCTION	003				
	OFFICE OF MANAGEMENT	004				
	OFFICE OF INFORMATION AND TECHNOLOGY	005				
	OFFICE OF HUMAN RESOURCES AND ADMINISTRATION	006				
	OFFICE OF OPERATIONS SECURITY AND PREPAREDNESS	007				
	OFFICE OF POLICY AND PLANNING	008				
	OFFICE OF CONGRESSIONAL AND LEGISLATIVE AFFAIRS	009				
	BOARD OF VETERANS' APPEALS	01				
	OFFICE OF THE GENERAL COUNSEL	02				
	VETERANS SERVICE ORGANIZATION LIAISON	00C				
	OFFICE OF SMALL AND DISADVANTAGED BUSINESS UTILIZATION	00SB				
	WHITE HOUSE LIAISON	WHL				
X	Care Management and Social Work Services	10P4C		Deborah Condus	Concur with comment	
					"	

NAME OF AUTHORIZED SIGNER	SIGNATURE OF INITIATING KEY OFFICIAL OR AUTHORIZED SIGNER	DATE

COPY

VAIQ – 7256982 CM/SWS concurs with the below comment:

Care Management and Social Work Service notes that the high priority of the BRD is to replicate VTA for all the users migrating to FCMT. Any enhancements by each group are coded as low priority. While we understand the reasoning behind this, it could pose a hardship depending on how long it takes the developers to get to the low priority items. During the requirements development process, CMSWS has identified numerous enhancements to the system, some of which we designated as high priority due to their necessity. It is essential that the developers take these priorities into consideration when prioritizing and resourcing enhancements so as not to impede the important work of our VA Liaisons for Healthcare which is essential to the smooth transition for Servicemembers from DoD to VA Healthcare.

COPY

Department of Veterans Affairs

CONCURRENCE AND SUMMARY SHEET

SUBJECT	NAME OF ADDRESSEE *(For Correspondence Only)*
Virtual Lifetime Electronic Record (VLER) Benefits: Federal Case Management Tool (FCMT) Business Requirements Document (BRD)	

TO BE COMPLETED BY EXECUTIVE SECRETARIAT (001B)

REMARKS	CONTROL NO.	NAME OF REVIEWER
Please review and provide signed concurrence	7256982	

CONCURRENCES - TO BE DETERMINED BY THE ORIGINATING OFFICE

CONCURRENCE REQUIRED	TITLE OR ORGANIZATIONAL ELEMENT	MAIL ROUTING SYMBOL	DATE IN	SIGNATURES		DATE OUT
				CONCURRENCE	NONCONCURRENCE	
	VETERANS HEALTH ADMINISTRATION	10				
	VETERANS BENEFITS ADMINISTRATION	20				
	NATIONAL CEMETERY ADMINISTRATION	40				
	OFFICE OF INSPECTOR GENERAL	50				
	OFFICE OF PUBLIC AND INTERGOVERNMENTAL AFFAIRS	002				
	OFFICE OF ACQUISITION, LOGISTICS & CONSTRUCTION	003				
	OFFICE OF MANAGEMENT	004				
	OFFICE OF INFORMATION AND TECHNOLOGY	005				
	OFFICE OF HUMAN RESOURCES AND ADMINISTRATION	006				
	OFFICE OF OPERATIONS SECURITY AND PREPAREDNESS	007				
	OFFICE OF POLICY AND PLANNING	008				
	OFFICE OF CONGRESSIONAL AND LEGISLATIVE AFFAIRS	009				
	BOARD OF VETERANS' APPEALS	01				
	OFFICE OF THE GENERAL COUNSEL	02				
	VETERANS SERVICE ORGANIZATION LIAISON	00C				
	OFFICE OF SMALL AND DISADVANTAGED BUSINESS UTILIZATION	00SB				
	WHITE HOUSE LIAISON	WHL				
X	OFFICE OF HEALTH INFORMATION	10P7S				
X	PATIENT CARE SERVICES	10P4				
X	BENEFITS ASSISTANCE SERVICE	27				
X	OFFICE OF BUSINESS PROCESS INTEGRATION	20C				
X	COMPENSATION SERVICES	21C				
X	OFFICE OF FIELD OPERATIONS	20F				

NAME OF AUTHORIZED SIGNER	SIGNATURE OF INITIATING KEY OFFICIAL OR AUTHORIZED SIGNER	DATE

VA FORM NOV 2011 **4265**

SUPERSEDES VA FORM 4265, MAR 2009, WHICH WILL NOT BE USED.

COPY