

EXECUTIVE SUMMARY

(18 January 2012/ 4:00pm)

Federal Case Management Tool (FCMT): ASOIT tasked the Executive Director (ED) VLER to provide an update on the FCMT project. FCMT was initiated May 2011 and involves the configuration of the Microsoft Dynamics Customer Relationship Management (CRM) system for use by VA's Federal Recovery Coordination Program (FRCP). The FCMT 1.0 pilot project experienced delays due to external dependencies and was approved for a new launch date of 19 March 2012. FCMT is currently focused on obtaining all necessary connections and the System of Record Notice (SORN). If FCMT is not covered by a SORN then it will not Go-Live. Three of six signatures have been obtained for the SORN but it is still unclear how long the process will take. Without this estimate, the SORN is a schedule risk. In SEP 2011, technical discussions began regarding a convergence plan for the Veteran Relationship Management (VRM) CRM and FCMT databases. By FEB 2012, the technical team will submit a CRM restructure plan to ED VLER and ED VRM, which will leverage the technical platform while maintaining business process flexibility and independence.

ACTION REQUIRED- For informational purposes only.

Joe Paiva, Executive Director
Virtual Lifetime Electronic Record