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EXECUTIVE SUMMARY

VA IQ Task number: 7194957
(18 January 2012/3:00pm)

Veterans Tracking Application (VTA) Release 1.9.5 Analysis: On 22 December 2011, the Virtual Lifetime Electronic Record (VLER) Information Technology Program Management Office (IT PMO) in consultation with the VLER Enterprise Program Management Office (EPMO) and the VTA business community elected to roll-back the VTA web application from Release 1.9.5 to the 1.9.0 version in response to numerous VTA user-reported complications. The attached INFO PAPER describes the subsequent analysis that occurred and issues identified.

ACTION REQUIRED: None; informational.

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INFO PAPER

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On 22 December 2011 the Virtual Lifetime Electronic Record (VLER) Information Technology Program Management Office (IT PMO) in consultation with the VLER Enterprise Program Management Office (EPMO) and the VTA business community elected to roll-back the VTA web application from Release 1.9.5 to the 1.9.0 version in response to numerous VTA user-reported complications. Subsequent analysis identified the following problems that contributed to the issues with VTA release 1.9.5.

1. **Process** – In order to meet the stated operational date, a number of processes were accelerated.
 - Delivery schedule was determined prior to the completion of requirements.
 - The aggressive schedule allotted inadequate time for end user engagement in graphical user interface (GUI) design sessions, resulting in users being unfamiliar with the design components and screen placement of features/menus.
 - Testing was conducted expediently. There was limited Software Quality Assurance (SQA) testing and a limited number of end users participated in User Acceptance Testing (UAT).
 - Continual scope and requirements negotiations occurred throughout development, introducing additional modifications into a project with no established Change Control Board (CCB) to manage such changes.
2. **Technical** – A majority of the issues with the 1.9.5 release were directly attributable to system performance. VTA has 40,000 IDES cases in production with certain tables containing more than 1.4 million supporting records, whereas the test environment only has 200 cases and far less records. This environment provided insufficient performance testing ahead of production deployment. A more thorough UAT would have resulted in the identification and resolution of additional bug fixes prior to deployment.
3. **People** – During development of this release, the technical support contract switched vendors and a new VA program manager assumed responsibility for this project. Further, conflicting business guidance and an ever-evolving business process in support of the remodeled Integrated Disability Evaluation System (rIDES) Proof of Concept (POC) allowed users limited time to engage in this development effort. The continual business community change also precluded end-user training on the VTA version 1.9.5.

Over the next two weeks, the VLER IT PMO will work in conjunction with the VLER EPMO to engage stakeholders from Office of the Secretary of Defense (OSD) and the military services, Veterans Benefits Administration (VBA), Veterans Health Administration (VHA), and the Office of Policy and Planning (OPP) to determine which capabilities from the 1.9.5 version should be included in a future release and to subsequently plan for an appropriate development, testing and implementation schedule.