



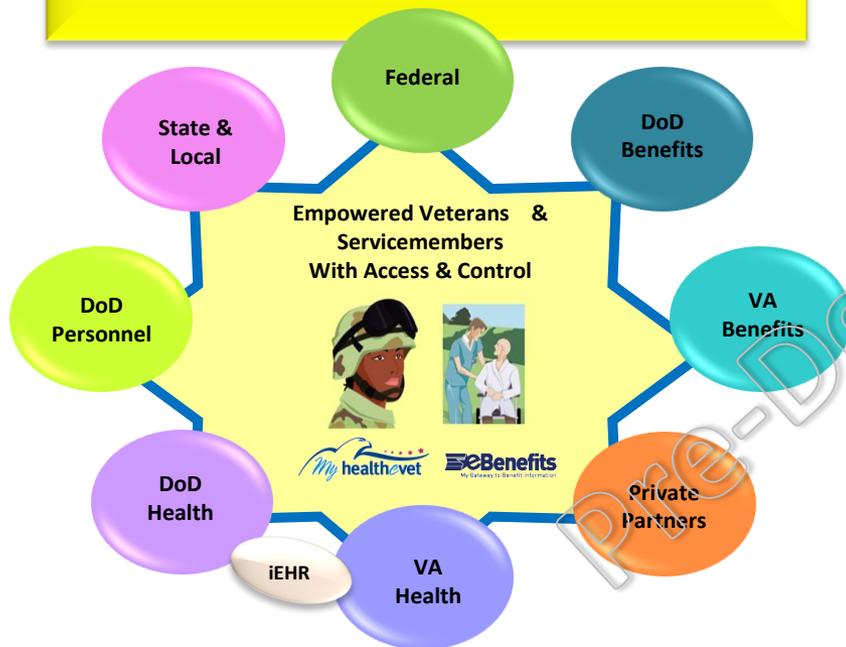
# **Virtual Lifetime Electronic Record (VLER) Disability Benefits Questionnaires (DBQs)**

Joe Paiva  
Executive Director, VLER



# VLER Vision: Proactive Service Delivery

## Empowered Veterans



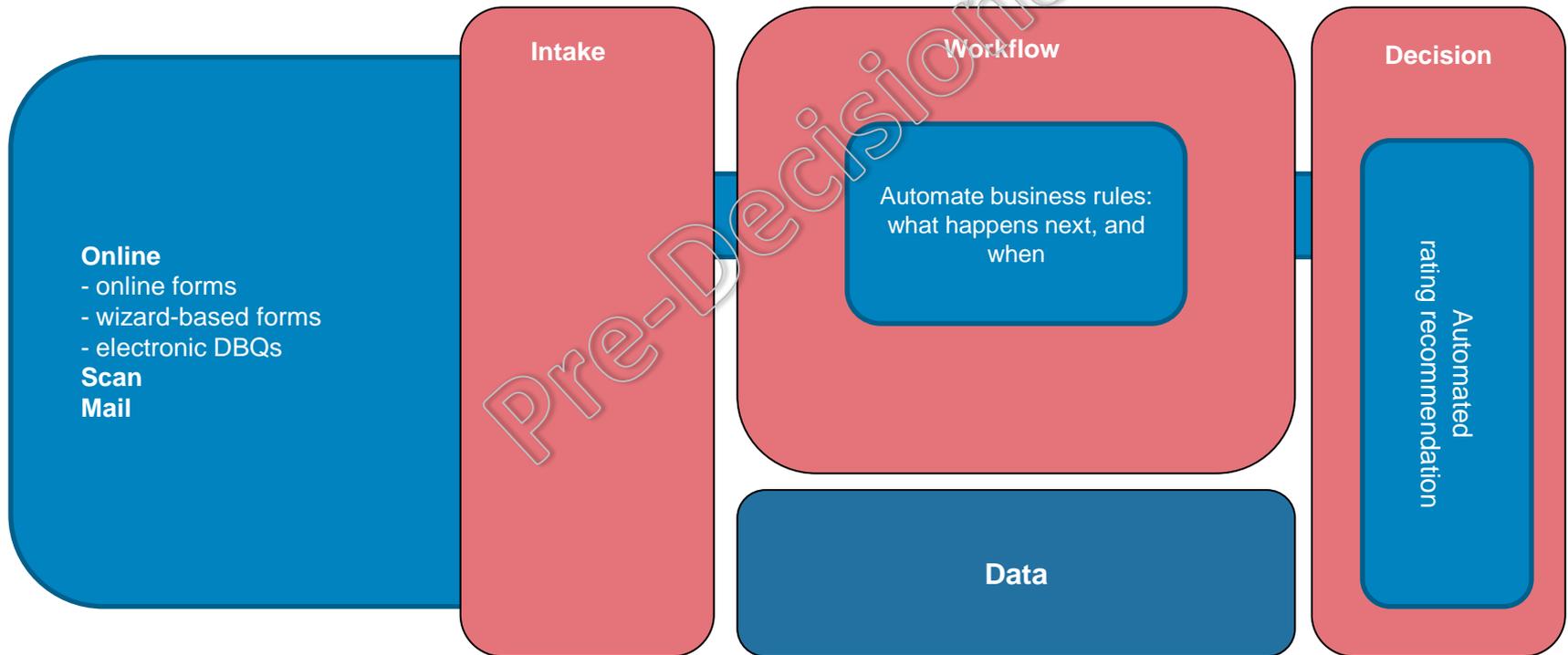
## Oath to Final Benefit



The purpose of VLER is to enable VA and its partners to proactively provide the full continuum of services and benefits to Veterans through Veteran-centric processes made possible by effective, efficient, and secure standards-based information sharing.

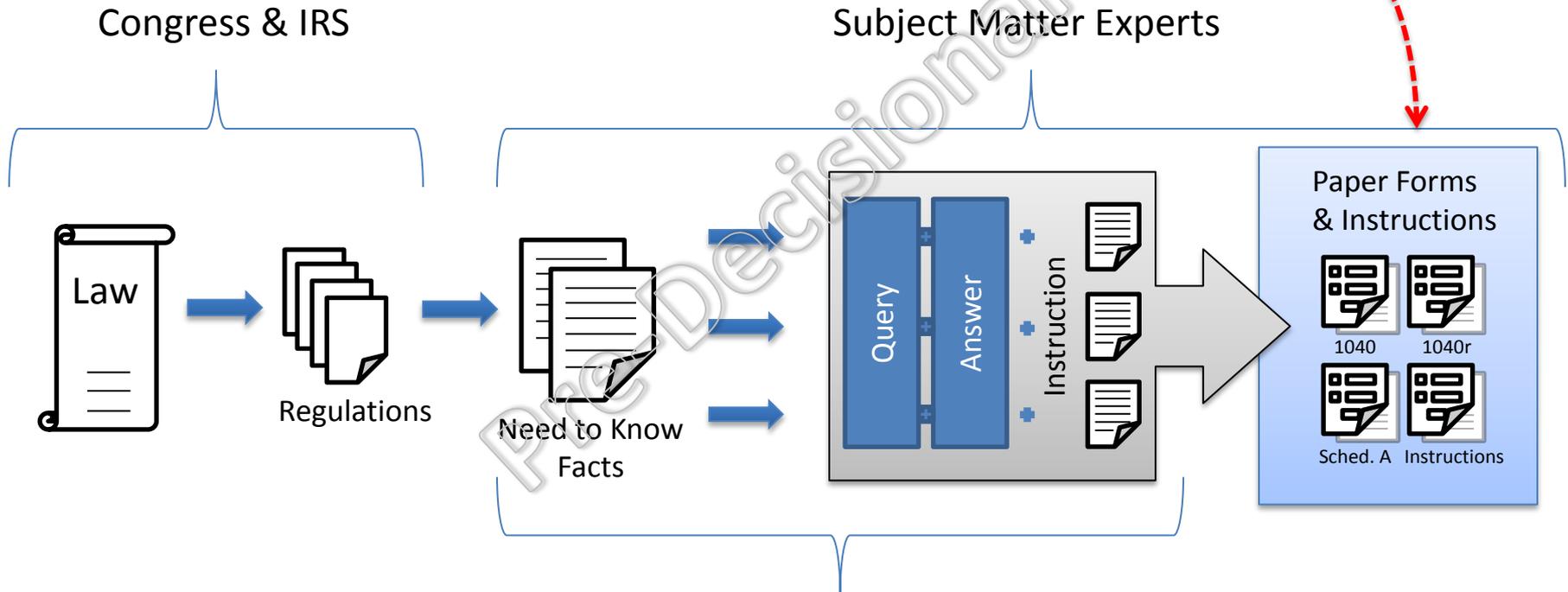
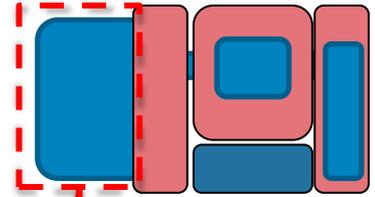


# The Model





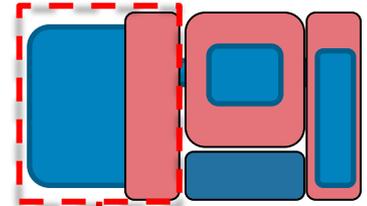
# Traditional IRS Form Development



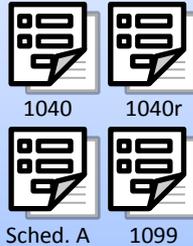
Turning complex laws and regulations into discrete factual statements/questions and developing understandable instructions to ensure consistent responses is very complex, difficult work



# IRS.gov (circa 1990s)



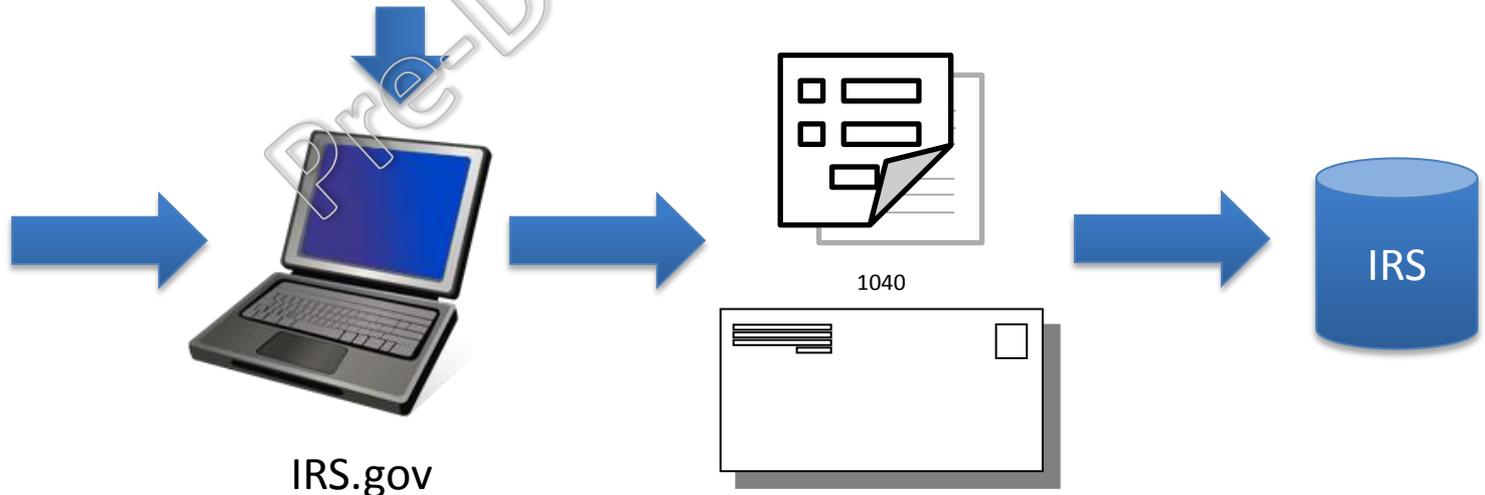
PDF Forms & Instructions



When the IRS first made forms and instructions available on the internet, it did very little to change the way people did taxes (or the way the IRS processed them)

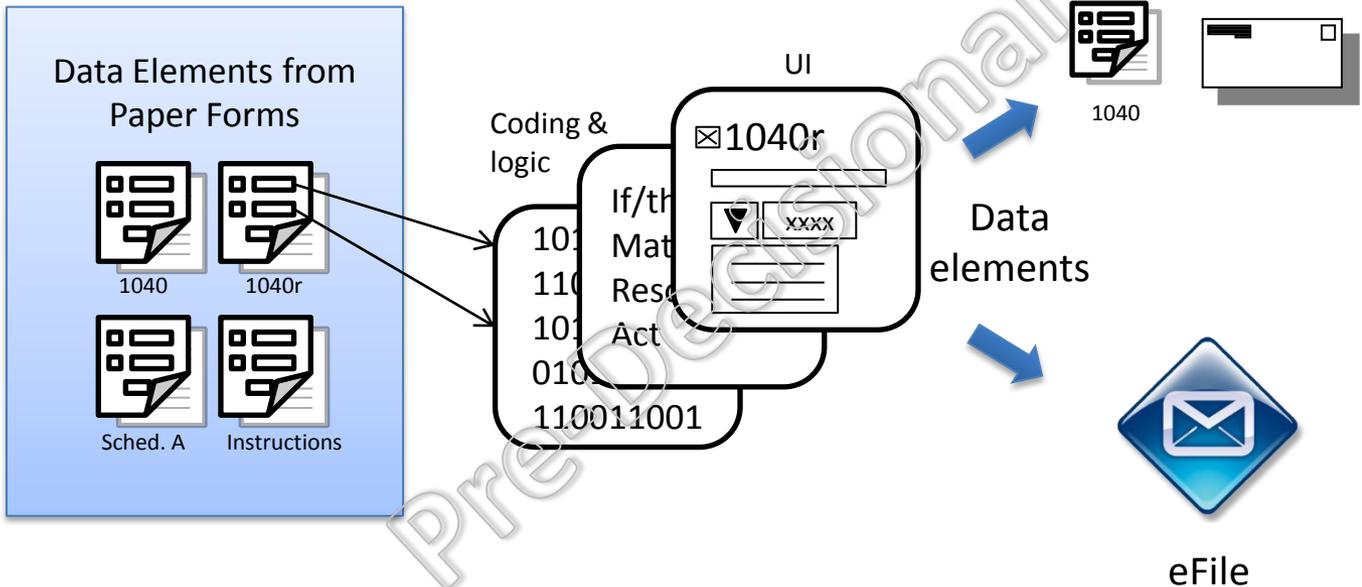
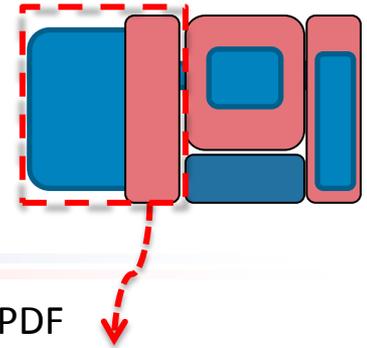
The ability for people to download, complete, print, and send to the IRS made basic automated processing possible, but was not compelling for taxpayers

User Access





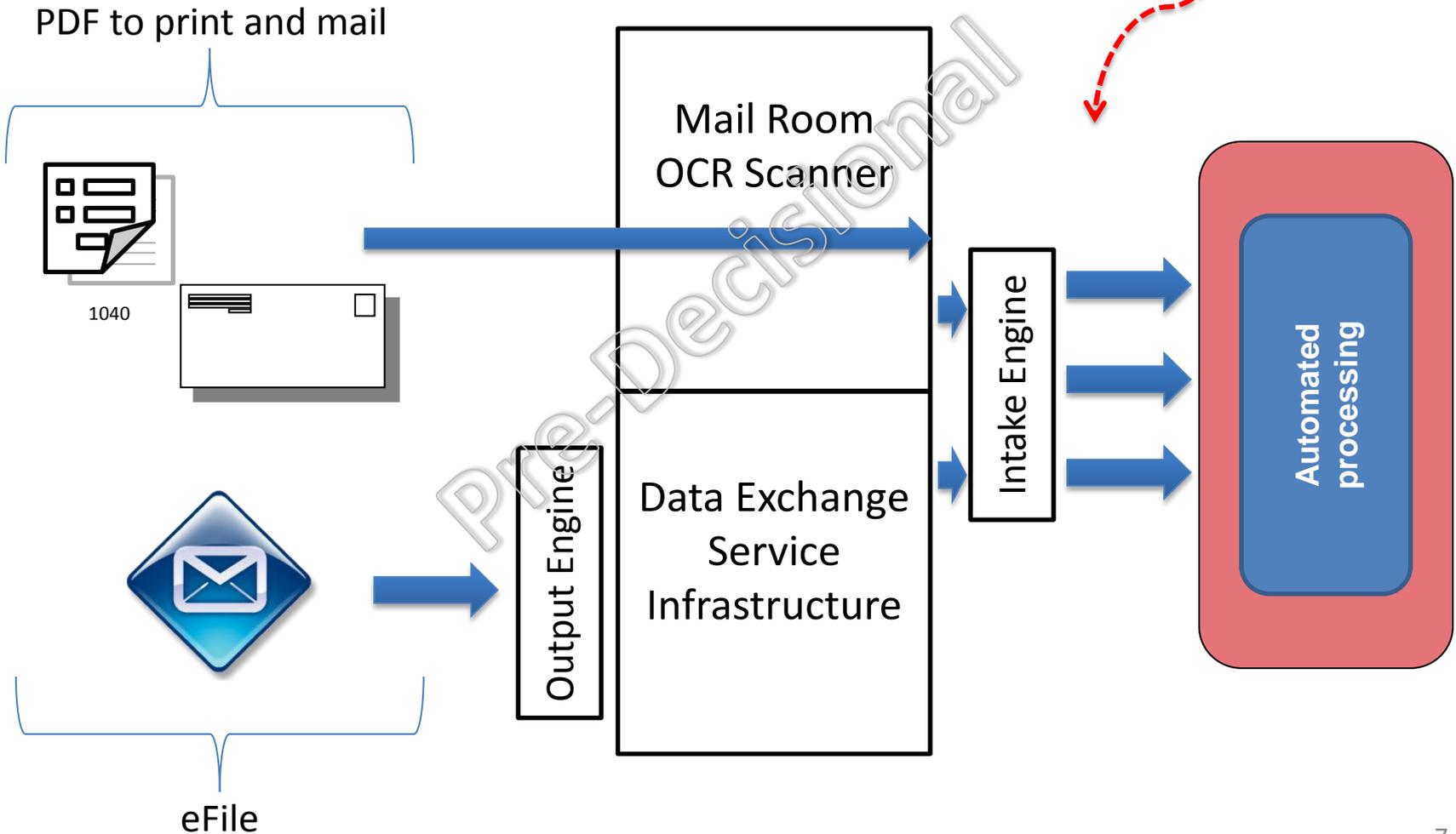
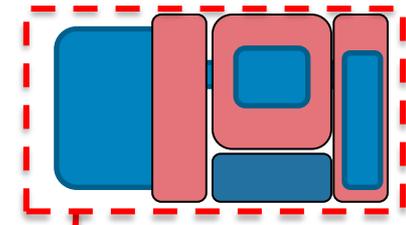
# User-friendly Tax Software



- Develop software with user-driven logic
- Develop way to send information securely
- Develop standards and protocols for sending
- Develop standards and protocols for ingesting and processing



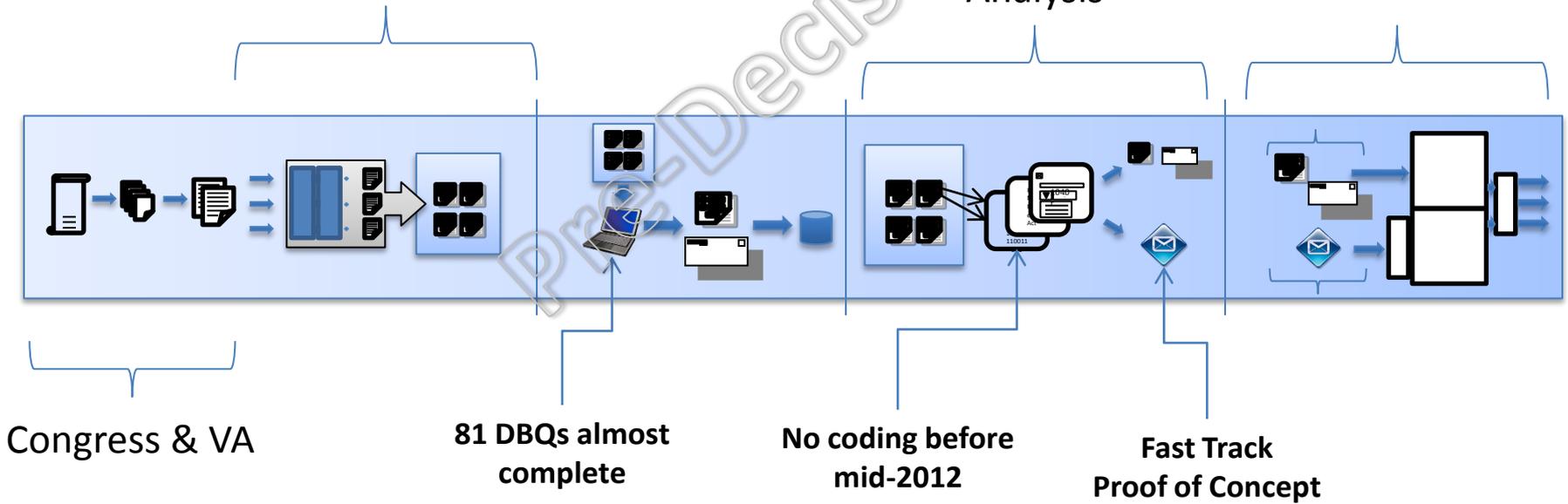
# IRS eFile





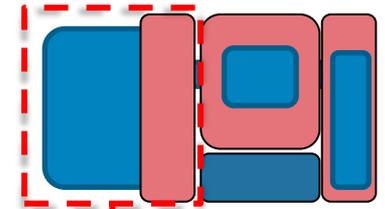
# DBQ Development: Where We Are

VAi2 Innovation Contest Winner  
August 2009  
(Developed by VBA)





# DBQs Online



PDF Forms & Instructions

DBQ DBQ  
DBQ DBQ

User Access



DBQ Online



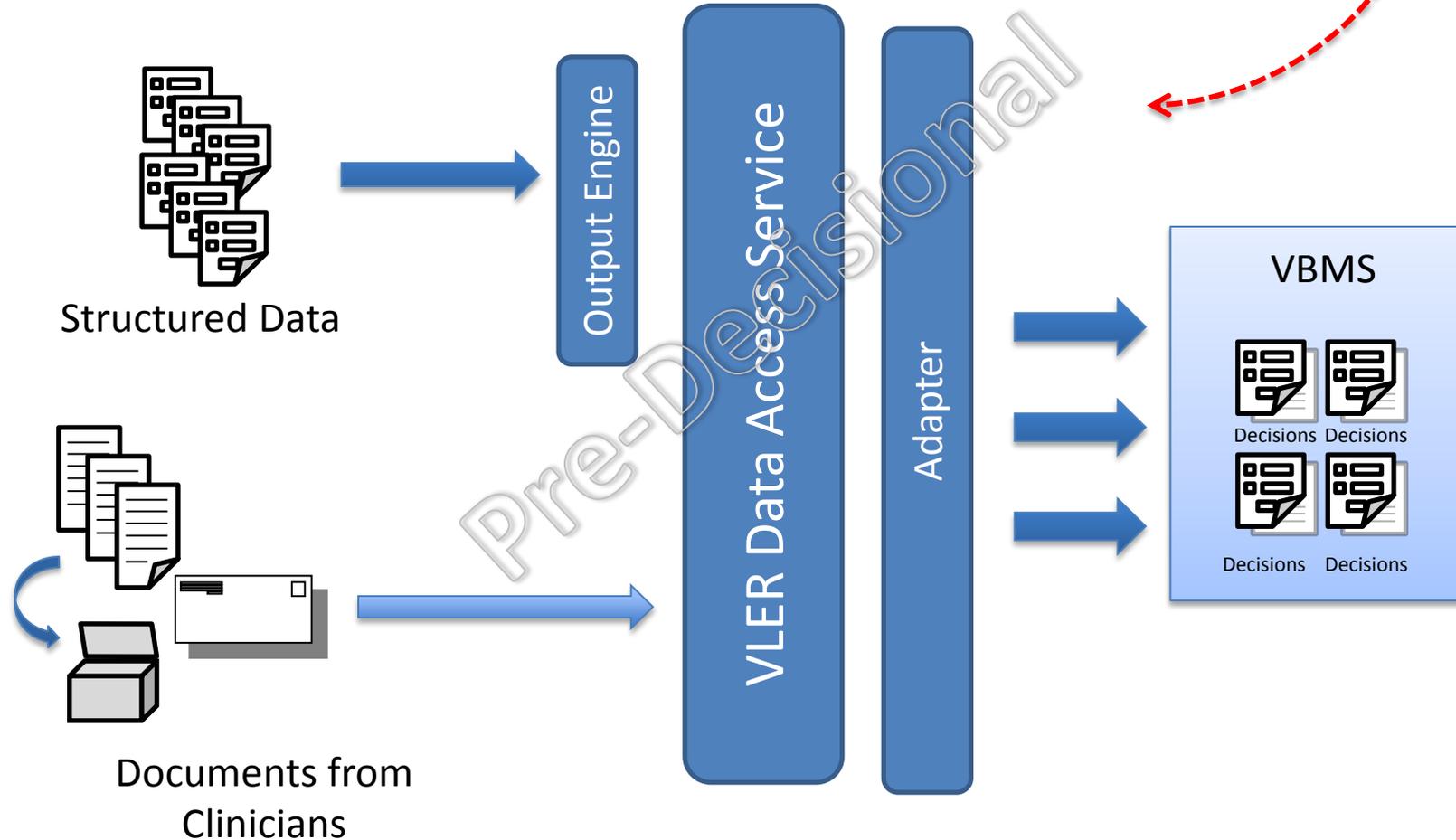
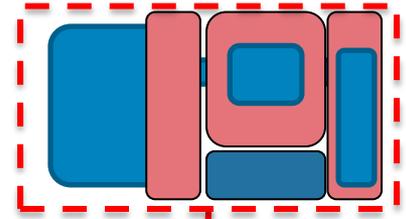
DBQ



VA

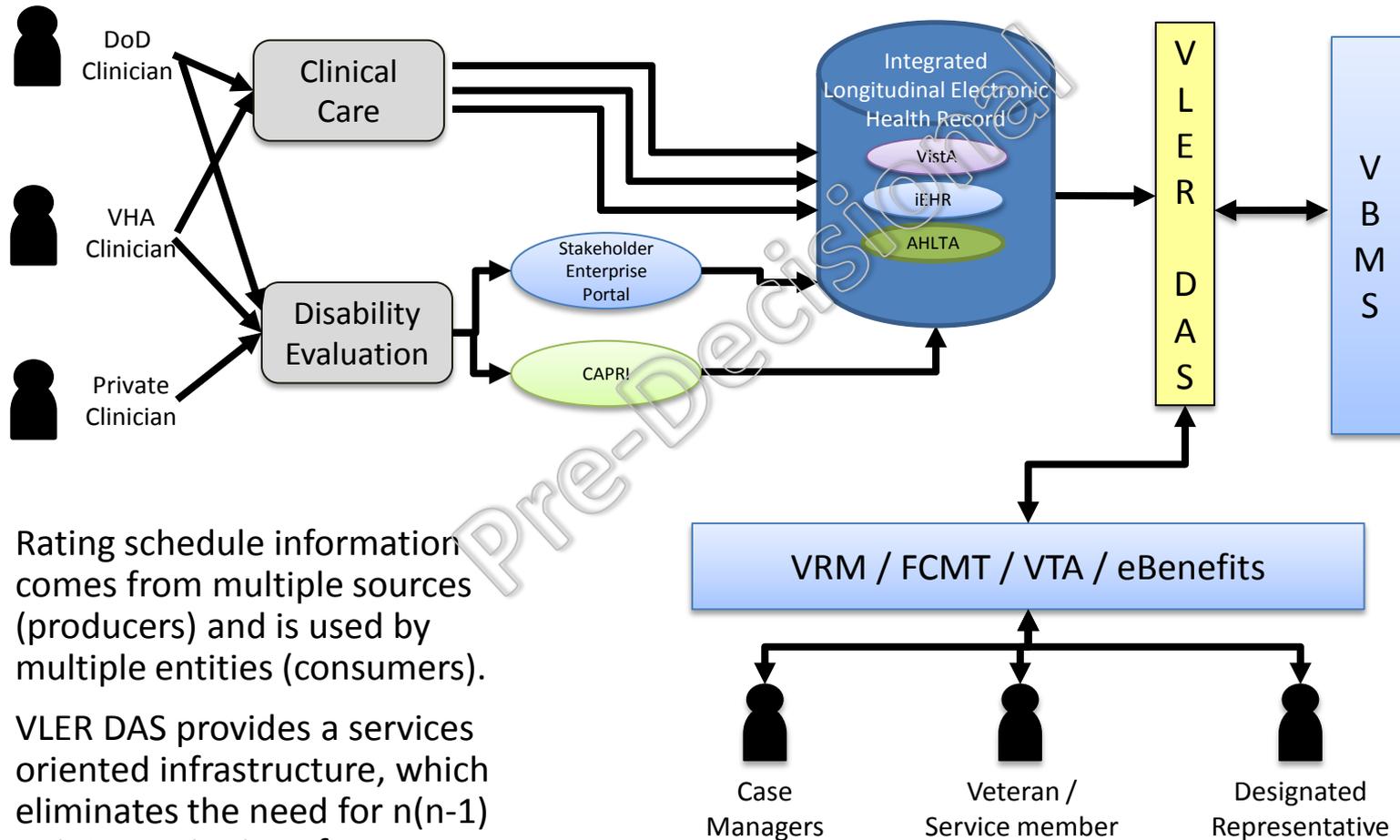


# DBQ Service





# DBQ Service

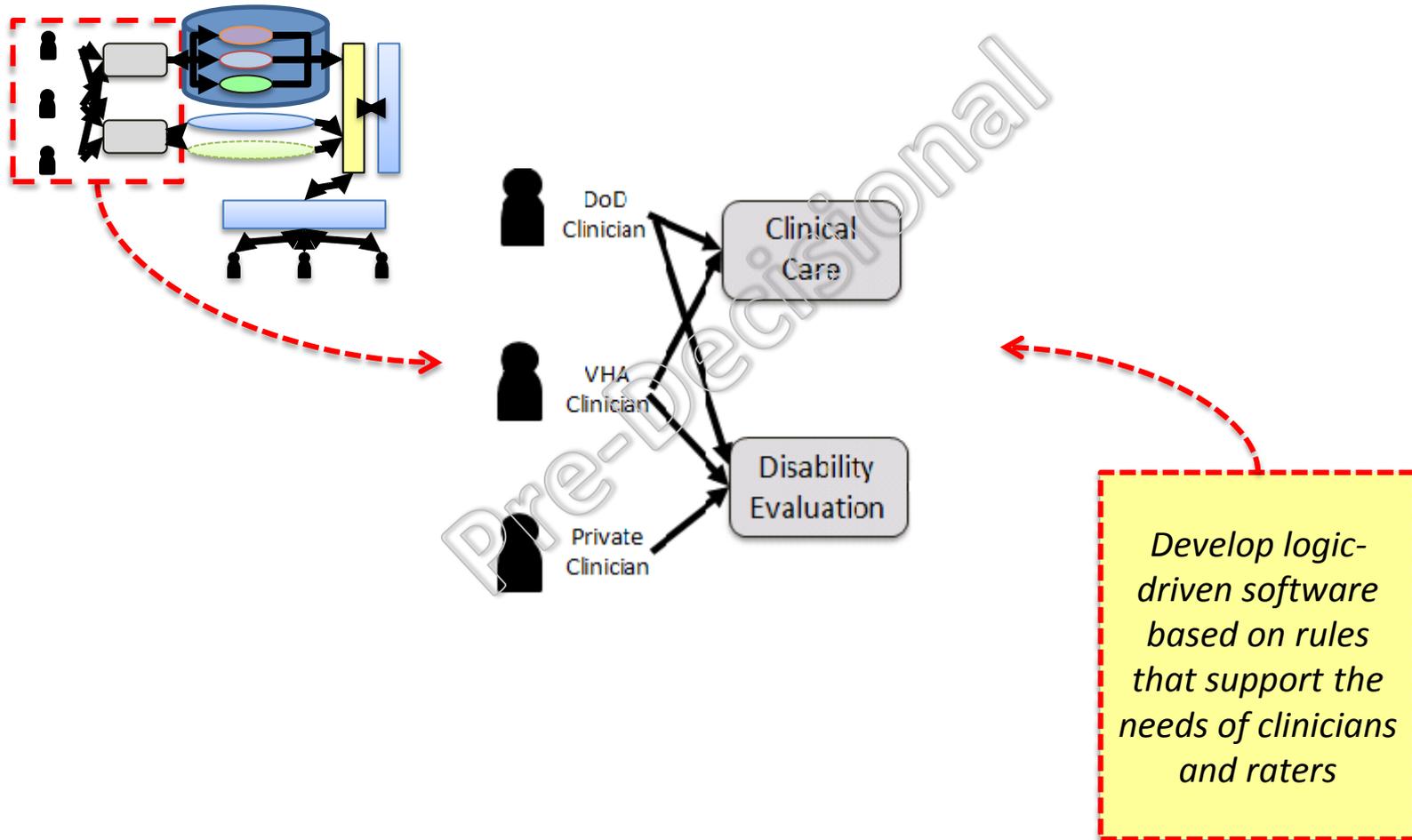


Rating schedule information comes from multiple sources (producers) and is used by multiple entities (consumers).

VLER DAS provides a services oriented infrastructure, which eliminates the need for n(n-1) point to point interfaces.

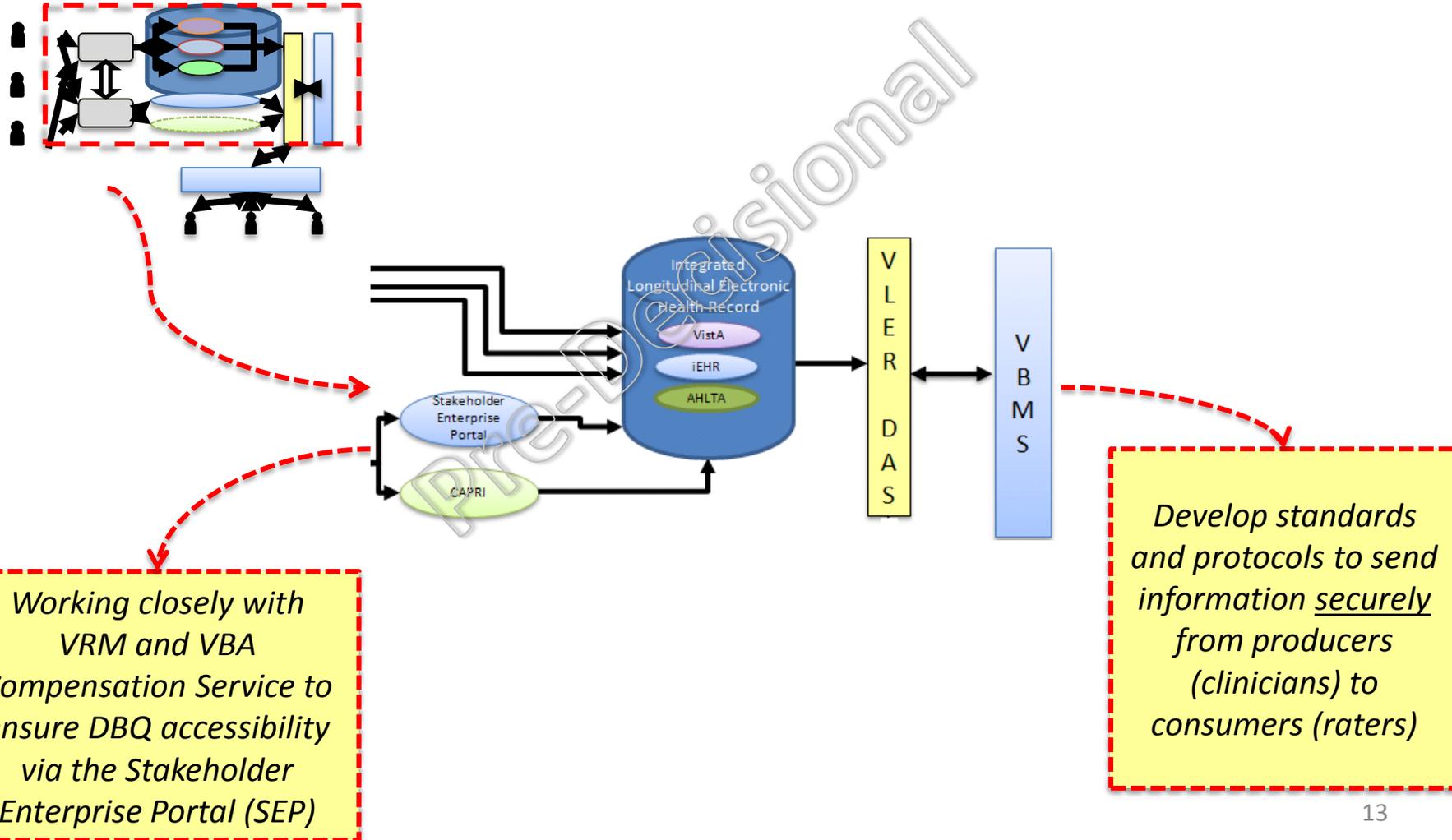


# DBQ Service: Usability





# DBQ Service: Accessibility





# DBQ Service: Computability

