



MI Data Reporting Template

VLER

Major Initiative 04

August 31, 2012



MI 04 Performance Measures

Measure	Start of Current FY Value	End of Current FY Target	Forecast End of Current FY Value
Increase in number of all VA designated "Authoritative Sources" who have XML Schemas, Data Dictionaries and Business Rules published in accordance with established processes and formats	0	2	2
Increase in number of new information services made available to VA enterprise	0	2	2
Increase in number of new healthcare service provider partners with whom VA is able to share information (electronically, without human intervention)	10	13	13
Increase in number of new non-healthcare service provider partners with whom VA is able to share information (electronically, without human intervention)	N/A	2	2
Increase in number of manual VA business processes enabled by automated information sharing between systems	N/A	2	2

Strategic Performance Measures

Measure	Start of Current FY Value	End of Current FY Target	Forecast End of Current FY Value
Achieve bidirectional information exchange in at least three sites between VA, DoD, and the private sector by end of FY12	10	13	13+
Complete the prototyping and pilot phases by the end of FY12.	Started	Completed	Completed



MI 04 Milestone Performance

Milestone Summary Data

Planned Milestones to Date	Of Planned Milestones, # Completed	% of Planned to Date	Total Milestones Completed to Date*	Total FY Planned Milestones	% of Total FY Planned Milestones
3	2	67	2	4	50

*Figure includes any milestones that have been completed ahead of schedule

Legend (% of Planned to Date)

> 90%	80-90%	<80%
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Individual Milestone Data

Milestone	Target Finish	Forecast Finish	Actual Finish	Milestone Status
Empower Veterans to securely access, and control the use and dissemination of their personal health and benefit information	6/30/2012	TBD	TBD	In Progress
Share DoD and VA case management information between and amongst DoD and VA case managers (including MSCs, PEBLOs and Federal Recovery Coordinators, etc.)	6/30/2012	9/30/2012	8/3/2012	Completed
Develop and implement core data sharing services	6/30/2012	6/30/2012	6/16/2012	Completed
Reduce the burden on family members or designees upon the death of the Veteran through the redesign of the burial operations support system and related customer facing applications	9/30/2012	9/30/2012	TBD	In Progress

Legend :

Before or On Target	Within 1 Month after Target	> 1 Month after Target
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MI 04 Milestone Variance Analysis

Milestone 1:

1. Extent of the Delay: Current Date of Completion was reported as 6/30 but updated Forecast Finish is 9/21.
2. Reason for Delay: Defects have been identified during UAT; requiring VAP to provide additional development and test cycles to address these issues before customer sign-off can be received.
3. Impact of the Delay: The VA impact is a delay in the ability to share information with the Social Security Administration (SSA) for the purpose of disability claims adjudication
4. Corrective Action Plan: VAP held a TechStat review 8/23/12 and negotiated a new production installation date of 9/21.



MI 04 Obligation and FTE Performance

Obligations

As of July 23		Planned to Date (in millions)	Actual (in millions)	% of Planned to Date	Remaining (in millions)	Total FY Plan (in millions)	% of Total FY Plan
Obligations	Program	Redacted	Redacted	100%	Redacted	Redacted	0%
	IT	Redacted	Redacted	78.9%	Redacted	Redacted	24.2%

FTE

		Planned to Date	Actual	% of Planned to Date	Remaining Vacancies	Total FY Plan	% of Total FY Plan
FTE	Program	12	12	100%	0	12	100%
	IT	3	3	100%	0	3	100%

Legend (% of Planned to Date)

> 90%	80-90%	<80%
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MI 04 Obligation and FTE Variance Analysis

IT Obligations:

- Variance description – Project acquisition package execution schedule slippage.
- Cause – Schedule delays were due to new security requirements (CRISP) and the initiative's program realignment.
- Impact – The impact will be minimum and that all acquisitions will be awarded in time to continue the development and support services necessary to accomplish initiative objectives.
- Corrective Action - Initiative senior management has coordinated with contracting and EPMO to assure that the necessary acquisitions will be completed on time per a revised acquisition plan.

2. FTE Plan:

- VLER FY12 OP Plan did not include total number of FTEs for ITPMO. ITPMO currently has 3 positions which are filled. Updated FY12 Op Plan has been sent to OPP with the updated information.



MI 04 Action Items from Previous OMRs

Action	Owner	Due Date	Status
None			

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MI 04 Recent Key Accomplishments

Key Accomplishments

1. Obtained approval by ED VLER on the FCMT 1.1 requirements specification document which details the sharing of care coordinator profiles between the Veterans Tracking Application (VTA), Army Warrior Care and Tracking System (AWCTS), and FCMT. In support of FCMT 2.0, VLER supported the execution of the FCMT requirements elaboration sprints with VHA and VBA users of VTA and prototyped business processes within the FCMT application to finalize and further define business needs.
2. The VLER VistA Web Move (VWM) Team had a successful migration of the VistAWeb application from Falling Waters to the Austin Information Technology Center (AITC). The final phase of the move was completed on June 20th 2012, followed by a careful monitoring and transition period where both the Move and AITC Sustainment Teams worked closely together to ensure the application was stable. Moving an application from a smaller, physical hosting environment to a more modern, 24/7, virtual environment was unprecedented in the VA and there were no roadmaps or templates to follow, but the careful, phased approach the Move Team designed and executed proved very successful and will likely be a model other teams will follow on similar migrations in the future.
3. VCA CONOPS: VCA 2 and VCA 3 CONOPS are in final coordination within VA, DoD and SSA (VCA 2 only), having received concurrence from the Undersecretary of Health and Undersecretary of National Cemetery Administration, and Undersecretary of Memorial Affairs. The VCA 2 and 3 CONOPS describe the vision, capabilities, and implementation of a complete, electronic record of Service member and Veteran information to reduce the burden to Servicemembers, Veterans, and their families to account for all necessary supporting documentation for disability eligibility, entitlement determination, and benefits delivery. Concurrence has been received from USB.
4. Disability Benefits Questionnaires (DBQs): Lockdowns with VLER, OIT, VBA, and VHA were held in July to define required data standards for initial set of DBQ forms and to document clinical workflow for initial set of DBQ forms. Two-day user training completed in August.
5. The VLER Data Access Services (DAS) Team successfully released version 3.0 of Sprint 8. Sprint 8 version 3.0 consisted of the inclusion of Progress Notes updates and DBQ core components which allow s for Clinical Progress Notes in a two-pass architecture which puts the VA in sync with DoD architecture and increases clinical providers ability to view a complete Veteran clinical history, more quickly.
6. VLER Communications: Authored press release to announce accomplishments in ISI. Developed and submitted response to Senate Veterans Affairs' Committee (SVAC). Developed and submitted a series of EXSUMs and Info Papers to brief VA leadership on significant accomplishments and changes for VLER projects. Conducted monthly update to the VLER website.



MI 04 Recent Key Accomplishments

Key Accomplishments

- 7.** Executive Steering Council Information Technology Working Group: The IT Working Group, co-chaired by ED VLER, was tasked with identifying a single portal for Servicemembers and Veterans to access employment and transition benefits and services. This effort supports the work being done in VLER Capability Area 4, which ensures Veteran access to health, benefits and personnel information via a single portal. In addition to identifying eBenefits as the single portal for employment services, the IT Working Group also performed a baseline and "best of breed" analysis of government owned systems and services providing three initial capabilities—Military Skills Translation, Resume Building, and Job Search—and presented its recommendations to the ESC for inclusion in the implementation plan due to POTUS.
- 8.** Veterans Tracking Application Release 2.0: In support of the migration of VHA and VBA users from the Veterans Tracking Application (VTA) to the Federal Case Management Tool (FCMT), VLER developed a FCMT Business Requirements Document (BRD) and obtained approval from user group leadership, including: Deborah Amdur, Chief Consultant, Care Management and Social Work Service, VHA, Rob Reynolds, Director, Benefits Assistance Service (BAS), VBA, and Joe Paiva, Executive Director VLER. As part of this effort, VLER led the completion of the VHA and VBA user story reviews for the migration of the VHA liaison, VBA Ch. 63 Outreach, and VBA Casualty Reporting modules from the Veterans Tracking Application (VTA) to FCMT.
- 9.** NCA/Memorials: Developed MAR Business Requirements Document (BRD), functional models, Requirements Specification Documents (RSD), and the draft System Design Document (SDD) and facilitated prioritization efforts to support strategic planning. Began investigating COTS solutions to meet requirements. Continued creation of use cases to ensure successful delivery of First Notice of Death (FNOD) capability.
- 10.** HUD-VASH Data Exchange: The first exchange of HUD-VASH data occurred in July 2012. In August 2012, initial report noting the discrepancies between VA and HUD was delivered. By sharing data, HUD and VA will have an enhanced ability to be solutions-driven and make evidence-based decisions regarding our most vulnerable population of homeless Veterans.
- 11.** Facilitated the VA and Department of Housing and Urban Development (HUD) efforts to share information. VLER hosted an information sharing meeting with representatives from VA National Center for Homelessness among Veterans (NCHAV) to discuss the receipt of DOD health care data to identify transitioning Veterans who are at an increased risk for homelessness. VLER is conducting an analysis for the development of a data use agreement (DUA) to support this exchange, in alignment with Privacy Act, HIPAA and other legal requirements for this type of exchange.
- 12.** The architecture team coordinated with VBA Office of Business Process Integration, NCA, IT PMO on feedback to the Interagency Benefits System Interface Diagram draft circulated by the BEC IS/IT RWG. This diagram will be published by the Joint Executive Council as a joint representation of system interfaces used in benefits processing between DoD, VA, SSA and other federal agencies.



MI 04 90-Day Look Ahead

Planned Key Accomplishments Within Next 90 Days

1. Initial set of 20 DBQs will be automated and available to VA C&P Examiners, contract examiners, and private clinicians via a forms service; DBQ results will be produced as PDFs for use by VBA raters in paperless claims processing and produced as computable data for use by the VBMS Rating Calculator in automated claims adjudication. Additional DBQs will follow.
2. VCA-2 IPT will meet the case file transfer tasking by leading cross organizational efforts among entities within the DoD and VA in order to implement an IT solution that eliminates the physical mailing of IDES case files between the DoD and VA with the end result being the creation of a paperless, searchable IDES Case File transferred between the DoD and the VA.
3. Veteran Authorization and Preference (VAP) project within the Virtual Lifetime Electronic Record (VLER) portfolio is currently pending release. VAP II will educate Veterans and Servicemembers on the various types of information the Department of Veterans Affairs (VA) collects on them in order to provide services and benefits. VAP release (v1.0.0.9) will also correct three (3) defects found in its first release and will improve the consent directive processing time for the Release of Information (ROI) staff.
4. The VLER VistAWeb Team will release into production, by September 30, 2012, VistAWeb version 16.1. The main objective of VistAWeb version 16.1 is to continue to serve the needs of our nation's Veterans and provide greater continuity of care by implementing the ability for VistAWeb users to view DoD progress notes utilizing a "2-pass" capability by VA providers. Without the delivery of VistAWeb Increment 1 v16.1, VA providers will not be able to view complex content associated with the DoD Health progress notes.
5. Implement version 2.0 of DAS in production, which will support a 2-pass mechanism for reading of VLER records. Also, implement Business Transaction Services capabilities into DAS to support the storage of Disability Benefits Questionnaires into the Health Data Repository.
6. Develop the business requirements for the Warrior Care and Coordination Task Force (WC2) Interagency Comprehensive Plan (ICP).
7. VLER will support the VLER IT PMO in the execution of the FCMT requirements elaboration sprints with VHA and VBA users of VTA. In these sessions, the FCMT project team will prototype business processes within the FCMT application to finalize and further define business needs. The target completion date for this phase is September 24, 2012.



MI 04 Risks and Mitigation Plans

Major Risks	Risk Mitigation Plans
<p>1. Renewal of the VLER Support contract may be cancelled due to loss of funding. If so, all VLER efforts will be sharply curtailed in July.</p>	<p>Working with OIT ITRM to resolve funding issue.</p>
<p>2. If there is poor coordination of hard dependencies both from within VA and with other agencies, then there could be slippages of software incremental delivery and overall full operational capability delivery and there could be increased costs.</p>	<p>Use all available software tools (such as ClearQuest and Primavera integrated master schedules) and processes (such as PMAS) to accurately depict all dependencies between concurrent work to ensure a complete understanding of the interrelationships of the architecture and usage of common COTS products. Improve communication with external dependencies on calls, IPTs, and meetings. The VLER Initiative Risk Review Board will perform a monthly review of the VLER IT PMO Strategic Planner's analysis of the various dependencies, including what is currently impacted and what could potentially be impacted. If a dependency affects most VLER projects, develop and implement an initiative-level strategy for addressing it.</p>
<p>3. If product/operational support does not accept hand-off from product development, then the product will go unsupported in production.</p>	<p>Mitigate with the utilization of Operational Acceptance Plans (OAP), which are signed agreements between PD and operational support.</p>
<p>4. If a VLER product is not 508 conformant by January 1, 2013, then that product will not be released.</p>	<p>Require that all resources attend the "General Section 508" webinar. Require that all architects, developers, analysts, CMs, testers, and other technically-oriented resources attend the "Programming with Section 508 in Mind" webinar. Ensure that all SQA and development resources have JAWS, Windows Eyes, Zoom Text, MAGic, Dragon, etc. Track training and tool access to ensure that everyone is trained and has the tools they need to be successful. Implement 508 checklists into all development, testing, and documentation activities. In addition, a tailored mitigation for each product will be developed as part of our in-depth analysis of this risk.</p>
<p>5. If there are short transition timeframes from one contractor to another, then there may not be sufficient knowledge transfer which may negatively affect VLER projects.</p>	<p>For the next fiscal year, plan a month overlap between the old and new contracts and incorporate transition plan requirements into the contracts. For this year, mandate the development of transition plans and fully utilize SharePoint, Rational tools, and other methods for documentation.</p>



MI 04 Risks and Mitigation Plans

Major Risks	Risk Mitigation Plans
6. The eCase File Transfer Solution presented by the Army National Guard is in the process of building the electronic Case File Transfer module within MEDCHART.	The VLER OIPT is relying on the Army National Guard to meet agreed upon production and testing timelines.
7. Less than desired participation of Veterans.	Numerous outreach efforts are being made to better educate Veterans about VLER, its components, and how it can positively effect their lives. Additionally, VAP II IOC has been funded which will provide a Turbo-tax ®-like work flow for the numerous forms Veterans must complete to process VA services and benefits thereby empowering Veterans.
8. Less than desired participation of Servicemembers.	Military Services are now including an introduction to eBenefits (for the purpose of creating an account) as a component of accession training for new recruits/ Servicemembers. Completion of TAP training mandated by VOW Act.



MI 04 Issues and Corrective Action Plans

Issues	Corrective Action Plans
<p>1. Some contractor resources are unable to properly support VLER projects due to on-boarding delays.</p>	<p>VLER IT PMO Contracting Officer Representative (COR) actively engaged with the Technology Acquisition Center (TAC) and VA Security Investigation Center (SIC). VA Security Clearance point of contact and the SIC to establish repeatable processes for all contractors requiring background investigations. Daily monitoring of status of each clearance in progress. If requirements are known for the outyears, incorporate option years into the contract in order to maintain current staff. An added benefit is that it would require less acquisition support service resources and speed up future acquisition times because it is much easier to create a modification to exercise an option than it is to re-procure every year.</p>
<p>2. Problems with obtaining necessary software make it difficult for contractor resources to properly support VLER projects.</p>	<p>First, a request for the required software should be made through the VA Help Desk. Each Field Office is different and some have installed the non-standard software. Second, if that does not work, each contractor will make a decision whether to use a free/open or commercial solution. To install non-standard software, approval must be obtained from the COR by justifying the business need for the software and then a request must be made through the appropriate Field Office to install the required software. If the vendor purchases a commercial license for the software, the vendor retains ownership for that license although it is used on GFE. As new contracts are entered, everyone should evaluate the equipment and software needs. There may be opportunities to include special desktop equipment and software in future contracts. All future task order work statements should be clear about what software will and will not be provided to contract staff.</p>
<p>3. VA policy was issued stating that Citrix Access Gateway (CAG) on contractor equipment is required instead of using Rescue on Government Furnished Equipment (GFE). CAG results in decreased productivity for some resources, which will ultimately affect schedule and cost.</p>	<p>Contractors will log Remedy tickets when they encounter problems and defects with CAG. The Help Desk is relaying CAG defects to CAG Task Force. Lorie Henderson will put in GFE tickets for both of the CAG exceptions. The contractor must specify which justification applies when asking for a GFE ticket for a resource. Continue to show this as a top VLER issue on presentations and documentation to upper management.</p>