

Document & Correspondence Management System Replacement (EA-57)

Authoritative Source

- BY-2008 Portfolio 9/30/2006

Stakeholders

- All VA Executives, Managers and Employees
- VA Staff Offices and Administrations

Related Segment Architectures

- “Proposed” Information Management Services Segment

Requirement Description

The Document and Correspondence Management System (DCMS) project replaces the existing Electronic Document Management System (EDMS), VA's current controlled document and correspondence management system. The existing EDMS system is outdated with limited features and obsolete technology. The new DCMS system is a web-based and scalable COTS solution, which will provide the essential functionality to manage executive level correspondence and controlled documents, by providing effective search and management reporting capabilities, e-mail notification capabilities, and access/security restrictions for a variety of sensitive actions and documents.

DCMS will be used to process replies to correspondence and other inquiries that originate from members of Congress; other Federal agencies; state, local, and tribal governments; foreign governments; veterans service organizations; representatives of private or commercial entities; veterans and their beneficiaries; private citizens; and VA employees. DCMS will also be used for some categories of correspondence and records internal to VA.

Recommended Solution

DCMS will utilize “Intranet Quorum”, a COTS product, developed specifically for government agencies and used by more than 10,000 users nationwide. It is a contact-centric design that keeps track of all contact information, which makes product unique. It offers structure, flexibility, security, Internet mail agent, and reports. Its extended workflow gives users the ability to track each step of the workflow process and maintain an audit record. The product provides record-level security that allows users to further secure documents.

EA Investment Scoring

The following table provides the EA evaluation score for BY-2008 (this is the project's most recent Exhibit-300 budget request). Scores are provided for business, data and implementation issues and for an overall project average. The Exhibit-300 EA evaluation procedure is defined within the Enterprise Architecture Portal "Procedures Tab"; all scoring is based on a scale from 0 through 5.

| VA EA Evaluation | | | |
|------------------|------|----------------|-------------|
| Business | Data | Implementation | Average |
| 5.00 | 3.33 | 4.60 | 4.31 |

Project Value Proposition, Performance Measures and Measured Results

The following table identifies the VA and PMA business objectives that this project will satisfy, along with the performance metrics with which project success will be evaluated. For projects that are mature enough to have produced measured results, those results are also provided.

| Project Value Proposition | | | |
|--|---|---|--|
| Support for PMA Initiatives 1.A.13.a & 1.A.13.b | Support for VA Strategic Goals 1.A.29 | Project Metrics 1.D.1 | Project Results/Outcomes 1.D.1 |
| <p>Expanded e-Gov</p> <p>DCMS will enhance the interaction between VA and its external stakeholders, both citizens and government by providing an on-line workflow for processing correspondence and document mgmt, incorporating e-mail as an integral means of communicating with its veterans, and other customers including the VA field offices.</p> | <p>One VA</p> <p>Improve efficient processing of correspondence responses and document management through automated workflows, and provide online access to all appropriate employees.</p> <p>Ensure Smooth Transition</p> <p>Improve communications with veterans, employees, and stakeholders through faster response to correspondence received by these customers</p> <p>Honor & Memorialize</p> <p>Provide efficient online access to correspondence information needed for managing informed, timely, accurate, and consistent correspondence responses to veterans, their families, Congress, and the White House.</p> <p>Public Health & Socioeconomic Wellbeing</p> <p>Implement a security structure in the correspondence management system that allows for storage of pertinent data while restricting access on a need-to-know basis.</p> <p>Quality of Life</p> <p>Improving VA's overall responsiveness to veteran inquiries</p> | <p>Measurement-1 Indicator</p> <p>Reduce the number of resources to support the system by 5%. Specifically, professional support services</p> <p>Measurement-2 Indicator</p> <p>Improve user acceptance of user training to 70% favorable (baseline = 50% favorable)</p> <p>Measurement-3 Indicator</p> <p>Reduce average time to complete formal correspondence by 5% (2005 baseline = 85 days)</p> <p>Measurement-4 Indicator</p> <p>Reduce system downtime to 24Hrs/mo (current baseline = 5 days/month)</p> | <p>Measurement-1 Results</p> <p>To be measured at the end of 2008.</p> <p>Measurement-2 Results</p> <p>To be measured at the end of 2008</p> <p>Measurement-3 Results</p> <p>To be measured at the end of 2008</p> <p>Measurement-4 Results</p> <p>To be measured at the end of 2008</p> |

Enterprise Impact

DCMS investment will be the only document management system used by VACO and the field to support executive-level correspondence and controlled document. Currently, field offices track correspondence and document requests they receive from Central Office in separate tracking systems. All correspondence and controlled documentation is stored in one central repository; comprehensive management, oversight and tracking of all correspondence and documents is possible; improved accountability of all offices and individuals involved in the preparation and concurrence of controlled correspondence.

Project Status

Will be funded in BY-2008

Project currently at Milestone-1