

The Education Expert System (TEES)-2007 (EA-25)

Authoritative Source

- BY-2007 IT Project Portfolio

Stakeholders

- Veterans, their dependents, and their survivors
- VA Business Line Managers
- Veteran Service Organizations

Related Segment Architectures

- “Proposed” Benefits Business Segment

Requirement Description

This Project is a response to the VA goal of processing 90% of veteran education benefit applications, enrollment certifications, and notices of change in student status to final resolution without human intervention.

Recommended Solution

VA will undertake a total redesign of electronic claims and eligibility/entitlement determination, which will perform the same claims processing functions that are currently performed by a VCE interacting with BDN claims processing. This TEES Alternative also incorporates GAD/GAP functionality, TCS processing (updating the master record, creating letters, interfacing with the Finance and Accounting System (FAS), creating an audit trail, creating treasury payment records, etc.) and Common Processing (First Notice of Death (FNOD), Duplicate Claim (DUPC), Claim Establishment (CEST), etc). The TEES database in this alternative will be fully compliant with VBA Corporate data model and database standards. The total redesign alternative offers VBA the best opportunity to meet the goal of processing 90% of applications, enrollment certifications, and notices of change in student status to final resolution without human intervention, in consideration of its support for addressing IT issues through the corporate environment.

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
4.67	3.20	3.60	3.82

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>Human Capital</p> <p>-----It will be an expert system based on the captured knowledge of subject-matter-experts throughout Education Service.</p> <p>Expanded E-Government</p> <p>-----It will deliver productivity and performance gains by processing web-based education claims faster and more accurately, and eliminate data redundancy by using the VBA corporate database. It supports the movement away from paper-based processing (approvals, institution application submissions, enrollment certification)</p>	<p>One VA</p> <p>TEES will replace stove-piped systems and will reside in the VBA corporate environment. This will allow for the sharing of more consistent, reliable, and accurate data across VBA business lines. TEES will also interface with the One-VA Registration and Eligibility/Contact Management applications, when available.</p> <p>Ensure Smooth Transition</p> <p>Assist veterans in adjusting to civilian life by enhancing their ability to achieve educational and career goals</p> <p>Public Health & Socioeconomic Wellbeing</p> <p>By providing a more user-friendly, faster, and more accurate processing system, TEES will contribute materially to the education programs managed by the Education Service. This will bear directly on the socioeconomic well-being of veterans by giving veterans the opportunity to increase their incomes and improve their standard of living.</p>	<p>Measurement-1 Indicator</p> <p>Reduce by 2 days average days to process an original claim.</p> <p>Measurement-2 Indicator</p> <p>2 new job categories - Create new positions for new skill sets required for re-engineered business processes</p> <p>Measurement-3 Indicator</p> <p>Increase service accuracy rate to 90%</p> <p>Measurement-4 Indicator</p> <p>The overall costs will not deviate more than 10%.</p>	<p>Measurement-1 Results</p> <p>Measure at end of FY-2007.</p> <p>Measurement-2 Results</p> <p>Measure at end of FY-2007</p> <p>Measurement-3 Results</p> <p>Measure at end of FY-2007</p> <p>Measurement-4 Results</p> <p>Measure at end of FY-2007</p>

Enterprise Impact

The resulting system will interface with the Finance & Accounting System (FAS) and with VBA Corporate Database.

Project Status

Funded from BY-2001 through BY-2007

Project currently at Milestone-3