

Products...Target...Segment Architecture...Identity Services Segment

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1. Identity Services Segment

The Identity Service Segment has been approved and developed in FY-2007

1.1. Segment Name

VA Identity Management Services (VA-IdM) Segment

1.2. Segment Type

VA-IdM is a Cross-Cutting Service Segment

1.3. Segment Scope

Provides Collection, Retention and Dissemination functions for all VA person-identity data - This initially includes all veterans, their dependents and their survivors. Eventually these services will be extended to integrate VA employees and those VA business partners who need access to VA data and/or systems.

1.4. Segment Description

This is a cross cutting service segment that impacts and supports all veteran-facing services and all automated enabling business applications. It will provide identification, authentication and application-access authorization services (with non-repudiation), as well as end-to-ed auditing capabilities. This will ultimately integrate all veterans, all veteran's dependents and survivors; as well as all VA employees, and business partners.

In addition to providing a single, authoritative data source for all person-identification information for use by all business lines, this segment will provide a common mechanism for veterans to register with VA, as well as a self-service portal through which veterans can correct and update their personal information.

1.5. Supported Strategic Objectives

VA Strategic-Plan, Objective 1.2: "Provide timely and accurate decisions on disability compensation claims ..."

VA Strategic-Plan, Objective E-3: "Implement a One-VA Information Technology framework

that enables the consolidation of IT solutions and the creation of cross-cutting services ..."

DoD-VA Joint Strategic-Plan Objective 1.1: "Improve the access, quality, cost effectiveness, and efficiency with which benefits and services are provided to beneficiaries of VA and DoD through increased resource sharing and organizational collaboration."

DoD-VA Joint Strategic-Plan Objective 1.2: Improve stakeholder awareness of sharing and collaboration initiatives, and communicate and promote results and best practices throughout the two Departments.

DoD-VA Joint Strategic-Plan Objective 3.1: "Enhance collaborative efforts to educate active duty, Reserve, and National Guard personnel on VA and DoD benefits programs, eligibility criteria, and application processes.

DoD-VA Joint Strategic-Plan Objective 4.1: "VA and DoD will utilize their enterprise architectures to foster an environment to support secure sharing of timely, consistent personnel-related data to enhance service delivery in both organizations.

1.6. Desired Segment Outcomes/Results

1. Provide a single authoritative source for person identification, across VA.
2. Streamline the Registration & Enrollment Process to provide; a seamless transition for recently discharged veterans from DoD benefit to VA benefit protection; that a veteran should only have to register once in order to be considered for all VA benefits; additional veteran self-service options.
3. Eliminate redundant IT processes in favor of shared, centrally developed and managed components;
4. Eliminate duplicated data collection, reconciliation and retention;
5. Identity services are implemented within the VA Service Oriented Architecture.

1.7. Segment Improvement Metrics

Reducing Time to verify discharge status (VA to DoD):

Baseline	150 business days (using DD-214 routing process)
Target	2 business days (using VADIR online VA Application)
Outcome	Dramatically improved veteran service and reduced eligibility case processing cost

Status	Completed in October 2006
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Reducing Inbound Identity Data-feeds (DoD to VA):

Baseline	31 Inbound Feeds
Target	1 Inbound Feed
Outcome	Improved Data Control & Process Cost Reduction
Status	In process, Completion Scheduled for 2007

Reducing Outbound Identity Data-feeds (VA to DoD):

Baseline	11 Outbound Feeds
Target	1 Outbound Feed
Outcome	Improved Data Control & Process Cost Reduction
Status	In process, Completion Scheduled for 2007

Reducing the number of redundant veteran registration processes:

Baseline	9 distinct registration processes (one per business line)
Target	1 shared registration process (IdM shared service)
Outcome	<p>Improve veteran service (veteran only registers once);</p> <p>Reduce IT processing cost; Reduce redundant IT development cost;</p> <p>Improve data accuracy (same identity data across services);</p> <p>Reduce data reconciliation cost</p>
Status	Shared service creation is in development - will complete with the RE investment;

	Shared service utilization is in planning - will complete with the VBA benefits application replacement investment
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Reducing the number of IT application sign-on processes across VA, for employees, contractors and veterans:

Baseline	A large number of separate application sign-on processes
Target	A single Authentication and Authorization (with non-repudiation) Process, that will authorize access to all enterprise server applications through a single user-id, password, and possibly a credential-card
Outcome	Improved veteran remote self-service; Improved application security; Improved control and accountability for privacy and medical data; Reduced cost in application authorization and identity management;
Status	In planning with a proposed authentication & authorization investment.

1.8. Interfacing/Supported Business Lines

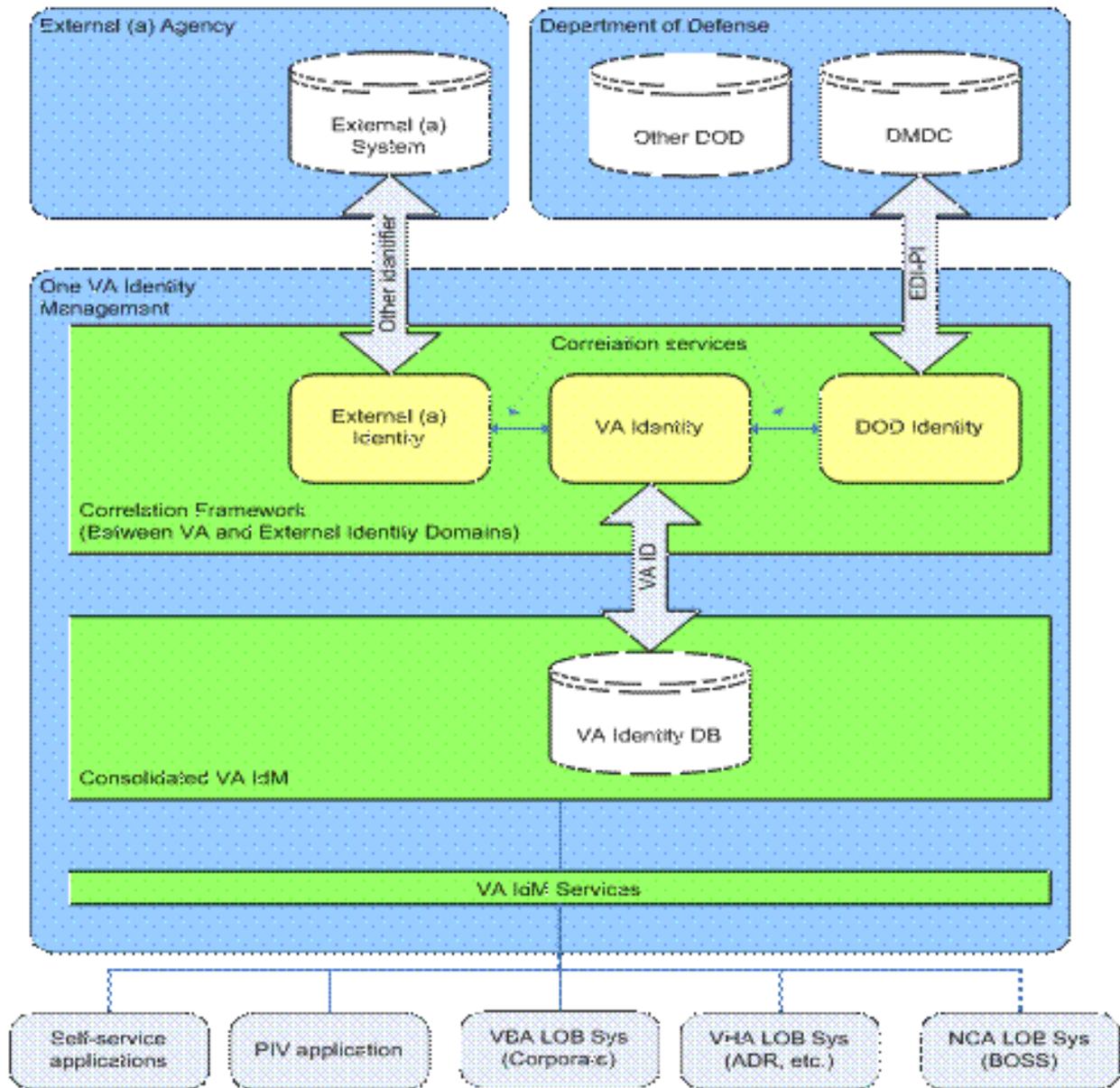
- Health Benefits
- Health Care
- Vocational-Rehabilitation
- Pensions
- Disability Compensation
- Education-Benefits
- Loan-Guarantee-Benefits
- Insurance Benefits
- Memorials
- Burials

1.9. Collaborating Agencies

- DoD (DoD is the data source for veteran military history data and dependent/survivor identity data)
- Social Security Administration
- General Services Administration (e-Authentication Federation)
- Health and Human Services Administration

1.10. Segment Con-Ops

A preliminary Draft is provided here; the completed ConOps document for One-VA IdM is under development and is scheduled to be published March 15, 2007.



1.11. Segment Implementation

1. Refine and formalize IdM Services Program roles, stewardship, and governance

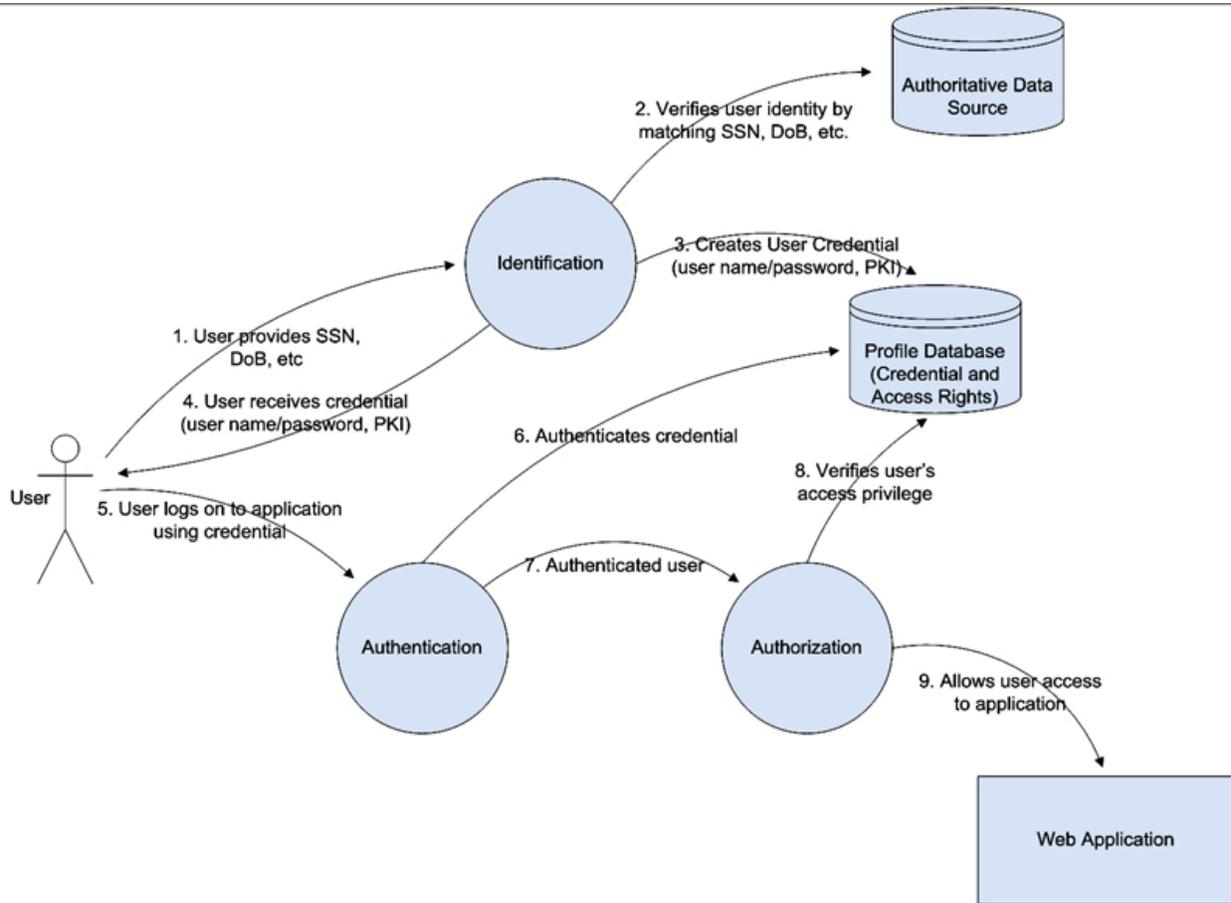
2. Consolidate and Integrate IdM Initiatives; consolidate and prioritize requirements; complete and approve infrastructure (Architecture, Services, and Technology); integrate and complete plans and timelines
3. Design, Acquire, and Implement Service Architecture
4. Design, Develop and Deploy Services; VA/DoD Common Population; VA/DoD Data Sharing; VA IdM (E-Auth, PIV, Contact Management, External Federation, etc.); LOB application integration (or federation)

1.12. Planned Segment Services

The following is a preliminary list of Identity services that will be implemented in this segment. This list will necessarily be extended during design phases.

- Add Person
- Modify Person
- Delete Person
- Review Person
- Locate Person
- Generate Person-Related Reports
- Generate ID-Related Reports
- Verify Person ID
- Provision Person Credential
- Authenticate Person Credential
- Authorize Person Access
- Provision Person Access
- Register Person
- Correlate Person ID
- Synchronize Person ID
- Audit Person ID

The following graphic illustrates a notional use case for IdM services:



1.13. Segment Data Standards

- *DAS Data Modeling Standards*
- *DAS Metadata Guidelines*
- *DAS Architecture Methodology*
- *Intra-VA Data Sharing Master Data List*

Note: One-VA IdM data standards will be established during the first implementation phase for this segment.

1.14. Segment Services API Specification

API Type: (RPC, SOAP, etc.) TBD

API Abstract: *Identity Services Segment Architecture Handbook Appendix-A* (general discussion, Interfaces, data constructs and status codes)

API Implementation: *Identity Services Segment Architecture Handbook Appendix-B* (provide implementation details, programming documentation, etc.)

API Samples: *Identity Services Segment Architecture Handbook Appendix-C* (provide completed samples of specific service calls)

1.15. Segment Governance

Through a coalition of OEAM, RE/CM Board, IPT(s), PMO(s), etc. - As defined in the Identity Management Services Segment Architecture Handbook (detailed process is under development).

1.16. Segment Status and Performance Reporting

Each IT project associated with this segment is responsible for reporting status and availability of planned segment services to the Segment Manager.

The Segment Manager is responsible for informing/updating the VA target architecture and VA Service Reference Model (SRM) of the planned service availability and the VA Performance Reference Model (PRM) of measured service improvements.

The Status and Performance reporting plan is provided in: *Identity Services Segment Architecture Handbook*.

1.17. Segment Configuration Management

The Registration/Eligibility and Contact Management IPTs are drafting individual Change/Configuration Management documents. A consolidated plan for OneVA IdM will be produced during the first implementation phase. Existing Plans include:

- *Registration and Eligibility (RE) Configuration Management Plan*
- *Contact Management (CM) Configuration Management Plan*

1.18. Segment Status and Performance Reporting

Each IT project associated with this segment is responsible for reporting status and availability of planned segment services to the Segment Manager.

The Segment Manager is responsible for informing/updating the VA target architecture and VA

Service Reference Model (SRM) of the planned service availability and the VA Performance Reference Model (PRM) of measured service improvements.

The Status and Performance reporting plan is provided in: *TBD*

1.19. Segment-managed Investments

- Registration/Eligibility (In development at Milestone-1)
- Contact Management (In development at Milestone-1)
- Authorization & Authentication (Proposed Project)
- Directory Services Interface (Proposed Project)

1.20. Supported Systems

- MPI
- VADIR
- BIRLS
- BDN
- BOSS
- AMAS
- VistA
- PAID
- VBA Corporate Data Base
- Loan Guaranty Systems

1.21. Segment's FEA-BRM Business Area

N/A

1.22. Segment's FEA-BRM Line of Business

N/A

1.23. Segment's FEA-BRM Business Function

N/A

1.24. Segment's FEA-SRM Service Domain

Customer Services

1.25. Segment's FEA-SRM Service Type

Customer Initiated Assistance (703)

1.26. Segment's FEA-SRM Service Component

All Components under Service Type-703 (but principally Reservations & Registration - component 526)

1.27. Segment Owner

Hon. Robert Howard Assistant Secretary for Information technology (CIO)

1.28. Segment Manager

Mr. Scott Cragg (Chief Architect)

1.29. Segment Sponsors/ Stakeholders

Mr. Gary Baker. VHA Health Eligibility Center (HEC)

Mr. Rick Chapman. NCA Office of Information and Technology

Mr. Leo Phalen. VA Central Office, Facilities, and Access & Administration

1.30. Segment Handbook

The *Identity Services Segment Architecture Handbook* clarifies and articulates the VA Enterprise Identity Services Segment Architecture.

1.31. Segment Briefings & Presentations

Identity Services Segment Architecture Introduction (PowerPoint)