



Department of Veterans Affairs

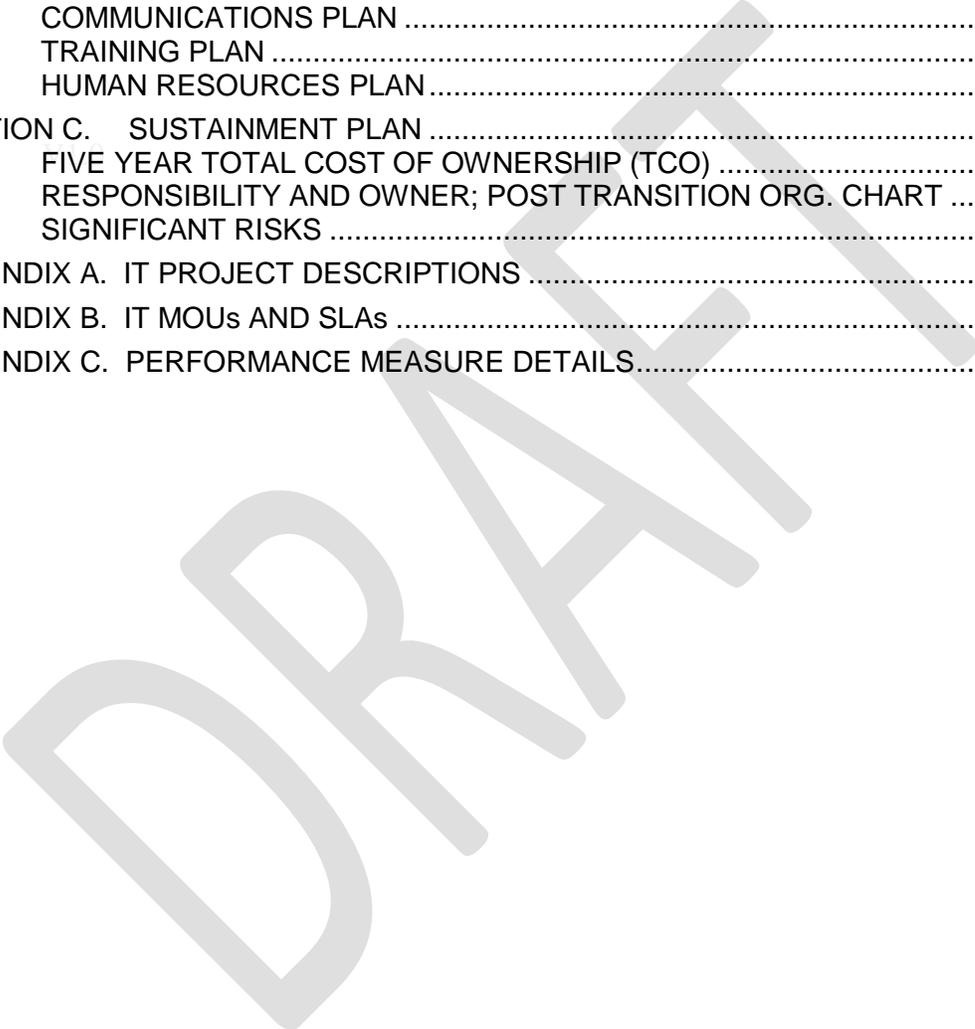
Virtual Lifetime Electronic Record (VLER)
Sustainment and Transition Plan

Office of Information and Technology

November 27, 2012

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SECTION A. INTRODUCTION

This document has three main purposes:

- Outlines the responsibilities from the VLER Office for FY13 to include coordination with other OIT organizations, other business organizations, and the Interagency Program Office (IPO) where appropriate.
- Provides performance measures for FY13 through the OMR process.
- Informs resource planning (budget, workforce planning, and acquisition strategy).

SECTION B. TRANSITION PLAN

The VLER three core areas of responsibility will remain unchanged for FY13 and are:

- Serving as the CIO's primary lead for projects and initiatives in the VLER benefits and VLER corporate portfolios, and institutionalizing VLER across the VA.
- Establishing and implementing broad information sharing policies and procedures across the VA.
- Leading interagency and inter-Administration VLER special projects that fall outside the traditional areas of responsibility of other OIT organizations.

VLER will be charged with executing Title 40 Clinger-Cohen Act mandated information management responsibilities of the CIO, driving efficient, effective and secure standards-based information sharing required for the VA and its partners to proactively deliver the full continuum of services and benefits to Veterans and their beneficiaries. The VLER Program will be responsible for leading information sharing efforts across the VA, planning and implementing Community of Interest Services and Enterprise Information Sharing Infrastructure Services, establishing and managing an enterprise-wide VLER governance structure, and identifying and eliminating business and technical barriers to information sharing and management. The VLER will be the Office of Primary Responsibility (OPR) for all on-going efforts.

B1. SCOPE STATEMENT

VLER Defined. VLER's mission will not have any significant change for daily operations in FY13. VLER enables the 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. VLER is a multi-faceted business and technology initiative that includes a portfolio of medical, benefits, and personnel information sharing capabilities. When VLER is fully implemented, all information needed to quickly and accurately provide services and benefits to our Service members and Veterans will be exchanged electronically and proactively, putting the right information in front of the right people at the right time for them to take action.

VLER is comprised of four themes that directly align to and support specific OMB 300 investment documents. The themes are described below.

- VLER Core - OMB 300 Interagency 21st Century Veteran Interoperability. VLER Core provides Core/cross-cutting activities which enable the exchange of Veteran and Service member medical, benefit, personnel and personal/admin information. These activities often cut across the entire VA enterprise, including VHA, VBA, NCA, OPP and OIT program offices, and, in many cases external partners. The major milestone for VLER Core is to “Build the VLER”.
- VLER Benefits - OMB 300 Interagency 21st Century One Vet. Benefits capability enables the exchange of Veteran and Service member information in support of benefits administration.
- VLER Memorials - OMB Benefits Legacy Memorials Legacy Development Support. VLER Memorials capability enables the exchange of Veteran information for the administration of memorial benefits.
- VLER Medical - OMB Interagency 21st Century Virtual Lifetime Electronic Record. VLER Medical capability enables the exchange of Veteran and Service member medical information for the adjudication of claims and the administration of benefits. VLER Medical is a legacy capability that will continue to support information sharing between DoD and VA until the integrated Electronic Health Record is implemented. VLER Medical is separate and distinct from the Interagency Program Office (IPO) led VLER Health which provides capabilities in support of health exchange for clinical encounters.

VLER goals:

- Empower Veterans to securely access and control the use and dissemination of their medical, benefits and personnel information.
- Eliminate material and non-material barriers to information sharing across the VA enterprise and with external partners.
- Exploit information sharing innovations to enable the VA to proactively deliver enhanced services and benefits.
- Ensure that Veterans, their families and other stakeholders are engaged to better understand their needs and increase participation in the development and use of VLER-enabled services.

To achieve its goals, VLER efforts are managed in four VLER Capability Areas (VCAs):

- VCA 1 – Exchange medical information required to support clinical care between VA, DoD and private providers. Delivery of this capability area is the responsibility of the Interagency Program Office (IPO) under VLER Health in FY13. VA VLER will collaborate with the IPO on information exchange needs related to medical information that will support other VCAs.
- VCA 2 – Expand the exchange of medical, benefits, military personnel and administrative data in order to support disability claims adjudication.
- VCA 3 – Exchange additional medical, benefits, military personnel and administrative information required to proactively deliver the full spectrum of

benefits and services including, but not limited to, compensation, housing, education, pension, insurance and memorials.

- VCA 4 – Provide Service members and Veterans the ability to securely access and control the use and dissemination of their medical, benefits and personnel information via the eBenefits portal.

Roles and responsibilities. The VLER primary portfolio encompasses inter-Agency and inter-Administration information sharing and special projects. This portfolio includes: VLER core (e.g., Data Access Service Broker, Data Access Service User Interface, non-IT activities), homelessness, electronic Case File Transfers, Disability Benefits Questionnaires, Warrior Care Coordination Task Force/Information Sharing Initiative (e.g., Veteran Tracking Application (VTA), Federal Case Management Tool, Veterans Opportunity to Work/Veteran Employment Initiative, Integrated Disability Evaluation System (e.g., VTA), VLER Memorials (e.g. Memorial Affairs Redesign Burial Support System) capabilities.

The primary roles and responsibilities of the VLER are:

- Serve as Executive-level subject matter expert (SME).
- Ensure alignment with OIT pillars/processes.
- Develop capability CONOPS (strategy, architecture).
- Develop capability execution plan.
- Negotiate interagency information sharing strategies and plans, develop initial cost estimates.
- Develop/adjudicate interagency/inter-Administration requirements.
- Coordinate with other IT projects.
- Identify resources and negotiate resource agreements.
- Conduct stakeholder engagement; strategic communications.

VLER has full life-cycle responsibility for all VLER Core Capabilities. For all other interagency and inter-Administration information sharing and special projects, VLER will have the same primary responsibilities as listed in Table 1, but hand-off full budget and execution responsibilities to the appropriate OIT organization such as Architecture, Strategy and Design (ASD), Information Technology Resource Management (ITRM) and Product Development (PD). While the full life-cycle of responsibility for these projects and initiatives crosses several OIT offices, the OPR will remain the VLER Program Office.

B2. KEY TRANSITION MILESTONES

VLER will remain the Office of Primary Responsibility as the business sponsor for information sharing. Therefore, there are no key transition milestones in FY13.

Table 1 lists FY13 milestones for the VLER program.

Table 1 VLER Milestones

No.	Milestone Title	Milestone Completion Criteria	Target Completion Date (Month/Year)
Milestones 1 through 6 are related to VLER Core			
1	Develop, review, document and/or update VA IM and Information Sharing policies to support business processes and procedures ensuring cross-departmental alignment with enterprise level goals and promoting greater efficiencies. (Build the VLER)	Completion criteria: List of developed, reviewed and updated policies will be presented to VLER OIPT.	31-Dec-12
2	Develop and communicate capability on-boarding processes from the business governance perspective (i.e. validation, architectural consistency and prioritization) and the technical requirements perspective. (Build the VLER)	Completion criteria: Published memorandum on process for on-boarding sent to OIPT and key stakeholders.	31-Mar-13
3	Update a collaboratively developed Integrated Master Schedule including each designated producer's completion dates for the publication of content descriptions, usage rules and the availability of their assigned data as a service. (Build the VLER)	Completion criteria: Documentation of updates to the IMS dated 30 Sep 2013 or earlier.	30-Jun-13
4	Update a collaboratively developed Integrated Master Schedule including each designated consumer's completion dates for the replacement of legacy system services and data access methods (such as VistALink and Tuxedo) with VLER data services from designated producers. (Build the VLER)	Completion criteria: Documentation of updates to the IMS dated 30 Sep 2013 or earlier.	30-Jun-13
5	Execute on-boarding for VLER Services, including but not limited to DBQs, IDES information (TBD), Member Services, IAM, HUD, CMS/CHAMPVA and Social Security Administration (SSA). (Build the VLER)	Completion criteria: At least one of the listed partners has successfully on-boarded to VLER Services.	30-Sep-13
6	Update the VLER Core Implementation Plan. (Build the VLER)	Completion criteria: Documentation reflecting updates made to VLER Core Implementation Plan dated 30 Sep 2013 or earlier.	30-Sep-13
Milestones 7 through 11 are related to VLER Benefits			
7	Update VCA 2 Implementation Plan and Integrated Master Schedule. (Deliver VLER Benefits Plans, Architecture, Requirements, Business Analysis and Provide Relationship Management)	Completion criteria: Documentation of update of VCA2 implementation plan and IMS.	31-Dec-12

No.	Milestone Title	Milestone Completion Criteria	Target Completion Date (Month/Year)
8	Update VCA 4 Implementation Plan and Integrated Master Schedule. (Deliver VLER Benefits Plans, Architecture, Requirements, Business Analysis and Provide Relationship Management)	Completion criteria: Documentation of update of VCA4 implementation plan and IMS.	31-Dec-12
9	Update VLER Benefits Architecture for VCA 2 and VCA 3-related capabilities. (Deliver VLER Benefits Plans, Architecture, Requirements, Business Analysis and Provide Relationship Management)	Completion criteria: Documentation of update of VLER architecture for VCA2 and VCA 3.	31-Dec-12
10	Develop VCA 2, VCA 3 and VCA 4-related capability business use cases and requirements development, per implementation plans. (Deliver VLER Benefits Plans, Architecture, Requirements, Business Analysis and Provide Relationship Management)	Completion criteria: Documentation of VCA business use cases and requirements.	31-Dec-12
11	Conduct VCA 2, VCA 3, and VCA 4 strategic planning, coordination and liaison support and participate in BEC IS/IT & RWG. (Deliver VLER Benefits Plans, Architecture, Requirements, Business Analysis and Provide Relationship Management)	Completion criteria: Evidence of collaboration and participation in the BEC IS/IT Working Group (WG) meetings and Requirements WG	31-Dec-12
Milestones 12 through 15 are related the VLER Memorials			
12	Update VLER Memorials Architecture for VLER-related capabilities. (Deliver VLER Memorials Plans, Architecture, Requirements, Business Analysis and Provide Relationship Management)	Completion criteria: Documentation of update of VLER architecture for VCA 3.	31-Dec-12
13	Develop Memorials-related capability business use cases and requirements development, per implementation plans, in coordination with NCA Business Requirements office. (Deliver VLER Memorials Plans, Architecture, Requirements, Business Analysis and Provide Relationship Management)	Completion criteria: Documentation of NCA business use cases and requirements.	31-Dec-12

No.	Milestone Title	Milestone Completion Criteria	Target Completion Date (Month/Year)
14	Coordinate Memorials integration and inclusion, coordinate Memorials transformation activities, support Arlington National Cemetery discussions, facilitate NCA coordination with VLER IT PMO, support ANC coordination meetings, develop ANC documentation as required, support development of NCA Strategic Planning document and support NCA Strategic Planning WIPT. (Deliver VLER Memorials Plans, Architecture, Requirements, Business Analysis and Provide Relationship Management)	Completion criteria: Evidence of participation in discussions and meetings with NCA and ANC related to Memorials transformation activities.	31-Mar-13
15	Implement VLER Memorials capability for first notice of death reducing the burden on family members or designees upon the death of the Veteran for notifications to VA.	Completion criteria: Completion of customer acceptance form for capability	1-Dec-12 ³

	NOTE: VLER Medical has not been funded for FY13. If funding becomes available, the milestones below will be used: Deliver VLER Medical Requirements, Business Analysis and Provide Relationship Management	(Pending funding)	
	Customer acceptance of eHealth Exchange (formerly Nationwide Health Information Network (NwHIN)) capability upgrades.	TBD	TBD
	Customer acceptance of VistAWeb performance improvements.	TBD	TBD
	Develop a new interface to provide HUD and VA with real time sharing capabilities.	TBD	TBD

NOTE: VLER IT project deliverables are included in separate project management documents with Project Management Accountability System and managed within Product Development.

B3. PERFORMANCE MEASURES

Performance measure information is essential to tracking the progress of the Initiatives toward their intended impacts. They are used by senior leadership for decision making and are reported through the Operational Management Review (OMR) process.

The following table 2a includes those performance measures that were reported during the development stage of the Initiative; however, these will no longer be reported. Current performance measures will be retired and new measures to support the measurement of performance during sustainment will be established.

Table 2a Original VLER Performance Measures

Performance Measure Title	Baseline at Start of Transition	Strategic Target	Continued Reporting After Transition? (Yes/No)
Bi-directional information exchanges	10	13	No (completed in FY12)
Prototyping and Pilot Phases completed	No	Yes	No (completed in FY12)
Authoritative Sources	2	2	No
New Information Services	2	2	No
Healthcare Service Provider Partners	13	13	No
New Non-Healthcare Service Provider Partners	2	2	No
Automated Business Processes	2	2	No

The following information provides the performance measurement baseline, which will be monitored through OMR reporting. Appendix C contains additional contextual details for each measure.

Table 2b New VLER Performance Measures Baseline

Performance Measure Title	Baseline at Start of Transition	Strategic Target	Continued Reporting After Transition? (Yes/No)
Automated "Top 20" DBQs Completed	0	95 percent	Yes
Automated Memorial Benefits Pre-need Preference	0	95 percent	Yes
Homeless Veterans reported by HUD via Public Housing Agreement (PHA) and Partnering Veteran Affairs Medical Centers (VAMCs)	0	90 percent	Yes

B4. SIGNIFICANT RISKS

Risks for VLER execution in FY13 are listed in the risk table in section C4.

B5. TRANSITION COSTS

The Transitions Cost section is used to identify anticipated costs to inform the budget process for FY14 and later. Since VLER will not have any transition costs, this section captures all program (business) costs and all IT development (DME), marginal and mandatory sustainment costs for FY13. The acquisitions costs contained in this section are required to be reflected in and align with the data entered by the Initiatives in the MI Tracker maintained by the Office of Acquisitions Logistics and Construction (OALC). All costs should be identified in thousands.

Table 3 FY13 VLER Program Costs

	FY												TOTAL	
	FY13													
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP		
Program	\$XX	\$XX												
IT DME Total	\$XX	\$XX												
VLER Core	\$XX	\$XX												
VLER Benefits	\$XX	\$XX												
VLER Memorials	\$XX	\$XX												
VLER Medical	\$XX	\$X												
IT Marginal Sustainment	\$XX	\$XX												
IT Mandatory Sustainment	\$XX	\$XX												
	\$XX	\$XX												

	FY14				TOTAL
	Q1	Q2	Q3	Q4	
Program					
IT DME					
IT Marginal Sustainment					
IT Mandatory Sustainment					
			TBD		

	FY15				TOTAL
	Q1	Q2	Q3	Q4	
Program					
IT DME					
IT Marginal Sustainment					
IT Mandatory Sustainment					
			TBD		

B6. COMMUNICATIONS PLAN

VLER communications will continue to execute its current communications strategy to ensure milestones are met and that VLER successfully engages the public in the development and implementation of the full VLER initiative. This includes a portfolio of

initiatives to support the proactive delivery of services and benefits to Veterans through Veteran-centric processes made possible by effective, efficient and secure standards-based information sharing.

Throughout the transition from a VA Major Initiative VLER will work to ensure a seamless transition for Veterans, with no perceived interruptions in their understanding of VLER’s primary focus. VLER will engage and manage relationships with internal and external stakeholders and will work to maintain clear and open lines of communication. VLER will be the Office of Primary Responsibility (OPR) for all on-going efforts.

B7. TRAINING PLAN

VLER will be the OPR for all on-going efforts of VLER. The effort during the transition is to maintain the stability and visibility of all programs and activities during transition from an MI. No training plan would be required, since current VLER staff and supporting contractors will remain in place.

B8. HUMAN RESOURCES PLAN

VLER staffing will remain the same for FY13. Current staffing is 12; however, one person is permanently detailed to the IPO while waiting for official transfer approval. TBD on OIT Staffing. See numbers below for specific staffing levels.

Table 4 Initiative Staffing for the Coming Fiscal Year

Type	Total Initiative Staffing	Current Plan (as Operating Plan submission date)	Vacancies (Total – Current)
Program	12	12	0
IT	3	3	0

SECTION C. SUSTAINMENT PLAN

C1. SCOPE STATEMENT

The mission and scope of VLER will not change for the delivery of capability to support information sharing as stated in the transition plan section of this document. The VLER Office is charged with executing Title 40 Clinger-Cohen Act mandated information management responsibilities of the CIO, driving efficient, effective and secure standards-based information sharing required for the VA and its partners to proactively deliver the full continuum of services and benefits to Veterans and their beneficiaries. VLER will be responsible for leading information sharing efforts across the VA, establishing and managing an enterprise-wide governance structure, and identifying and eliminating business and technical barriers to information sharing.

The primary scope of the VLER will be to continue operations as the OPR for the following responsibilities after transition:

- Serving as the CIO's primary lead for projects and initiatives in the VLER portfolio, and institutionalizing VLER across the VA-wide information sharing.
- Establishing and implementing broad information sharing policies and procedures across the VA Administrations.
- Leading inter-Agency and inter-Administration special projects that fall outside the traditional areas of responsibility of other OIT organizations.

V1.0

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C2. FIVE YEAR TOTAL COST OF OWNERSHIP (TCO)

Table 5 VLER Program Cost Breakdown

Program Cost Breakdown - Five year Cost of Ownership						
	FY Year 1	FY Year 2	FY Year 3	FY Year 4	FY Year 5	Total
Human Resources						
Cost of New Government FTE	XX	XX	XX	XX	XX	0
IT Support for New Government FTE	XX	XX	XX	XX	XX	0
Contract Support						
Business Support Contracts	XX	XX	XX	XX	XX	0
Facilities						
Additional Facility Costs	XX	XX	XX	XX	XX	0
equipment costs	XX	XX	XX	XX	XX	0
Program Support						
Training	XX	XX	XX	XX	XX	0
Communications	XX	XX	XX	XX	XX	0
Travel	XX	XX	XX	XX	XX	0
Other, Misc.	XX	XX	XX	XX	XX	0
Total	0	0	0	0	0	0

Table 6 IT Sustainment Cost Breakdown

IT Sustainment Cost Breakdown - Total Five Year Cost of Ownership

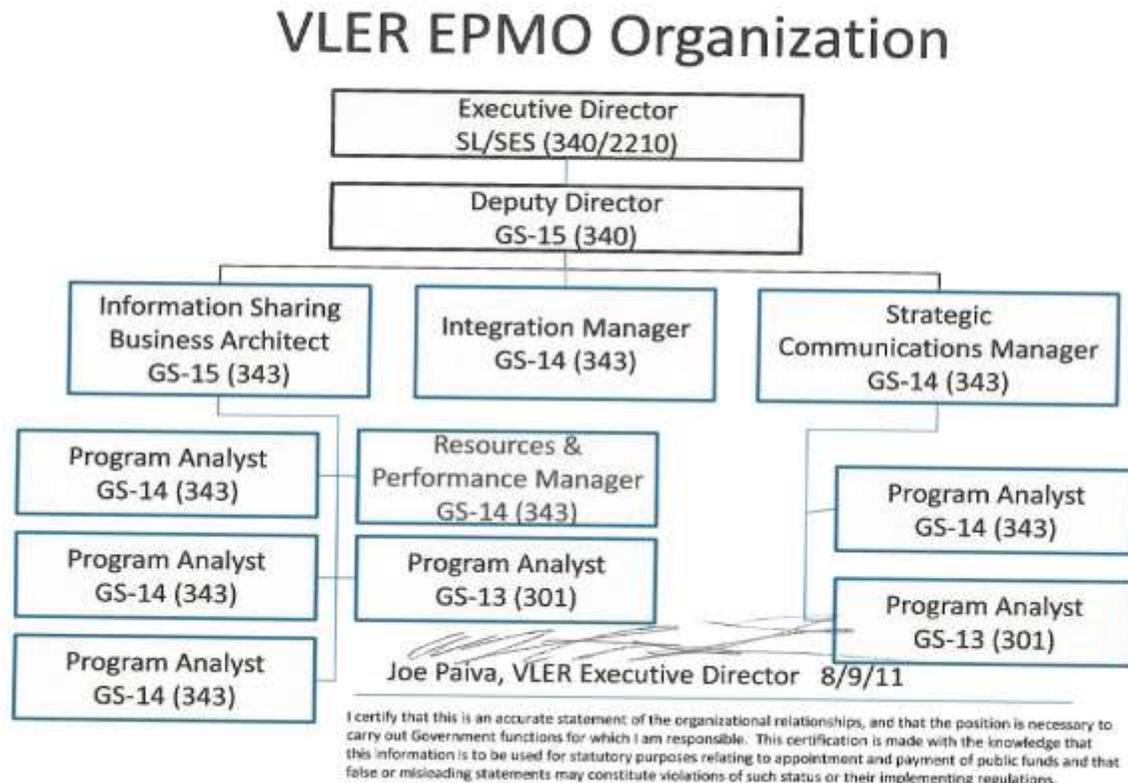
Direct Costs	FY Year 1	FY Year 2	FY Year 3	FY Year 4	FY Year 5	Total
VLER Core	XX	XX	XX	XX	XX	XX
VLER Memorials	XX	XX	XX	XX	XX	XX
VLER Benefits	XX	XX	XX	XX	XX	XX
Total	XX	XX	XX	XX	XX	XX

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C3. RESPONSIBILITY AND OWNER; POST TRANSITION ORG. CHART

This section identifies the OPR for the projects, systems and processes being delivered by VLER. The organization structure for VLER will remain unchanged following transition at the end of FY13 under this plan. Roles and responsibilities already listed in this plan will remain the same.



See Appendix A for a list of all IT Projects and names of the responsibility organizations. Per agreement with Product Development (PD) and Service Delivery and Engineering (SDE), VLER will “hand-off” Community of Interest Projects for development, implementation, training, production and sustainment. VLER will continue to ensure that stakeholder business requirements have been met and remain as the OPR.

C4. SIGNIFICANT RISKS

The following table lists identified risks, the mitigation strategy, the reason for its significance and its impact on sustainment.

Table 7 VLER Risks during Sustainment

Risk/Issue	Mitigation Strategy	Significance	Impact
<p>If VLER governance is inadequate due to HEC and BEC specific domain focus (stove-pipes), then gaps in information sharing opportunities between DoD and VA that cross medical, benefits and personnel domains will not be achieved.</p> <p>V1.0</p>	<p>Establish VLER OIPT, comprised of medical, benefits and personnel domain membership, reporting to the JEC.</p>	<p>High. An overarching VLER governing body is necessary to ensure information sharing opportunities between DoD and VA are presented and decisions made in a timely fashion.</p>	<p>High - Crucial decisions not made or made in a timely manner.</p>
<p>In a constrained fiscal environment, if decisions continue to be made where a substantial amount of funding is allocated to short term “band aid fixes,” then there will be insufficient funds to develop and implement permanent, long term, sustaining solutions.</p>	<p>Conduct cost-benefit analyses to determine thresholds for allocation of funds to short and long range solutions.</p>	<p>High. Insufficient funding for long-term permanent solutions; projects will be suspended or terminated.</p>	<p>High - Benefits to Veterans will suffer due to instability and immaturity of solutions.</p>
<p>If DoD funding is constrained, then sharing of computable medical, benefits and personnel data to enable consumer systems to use the data for VA business processes may be delayed or terminated.</p>	<p>Meet frequently with DoD representatives to determine funding status and impact.</p>	<p>High. The ability to share computable data with the VA is predicated upon DoD’s ability to execute on schedule.</p>	<p>High - Inability to execute some VA/DoD Joint Strategic Plan Smart Objectives.</p>

Risk/Issue	Mitigation Strategy	Significance	Impact
<p>If DoD is unable to gain agreement from the Military Service Medical Departments on use of a single data set and interfaces, then VLER may be unable to achieve some VA/DoD Joint Strategic Plan Smart Objectives.</p> <p>V1.0</p>	<p>Meet with DoD senior leadership on a recurring basis to gain concurrence on technical solutions.</p>	<p>High. The greater the number of different data sets and interfaces, the greater the cost and complexity from maintaining multiple versions and solutions.</p>	<p>High - Cost and complexity for VA and DoD to share data sharing increases.</p>
<p>If there is no prioritized funding for maintenance and sustainment of new initiatives, then continued maintenance and stability of deployed and implemented VLER capabilities may not be properly managed.</p>	<p>Work with SDE to develop strategies for funding maintenance and sustainment of new initiatives.</p>	<p>Medium. To be responsive to new departmental VLER priorities and capabilities, adequate funds for maintenance and sustainment must be made available.</p>	<p>Medium - Benefits realization lost, Veterans impacted.</p>

APPENDIX A. RELATED PROJECT DESCRIPTIONS

The following table includes high-level descriptions of projects associated with VLER. While the leadership of specific deliverables and timelines mentioned may fall elsewhere in the VA, each of the efforts mentioned below are critical to the overall success of VLER.

Table 8 VLER Related Projects

Project Title	Project Description	Link to Support Documentation	Business Owner	POC
<p>V1.0</p> <p>VLER Core</p>	<ul style="list-style-type: none"> • Provides a mechanism to access the VLER from all sources and aggregate results for the consumer • Enables Veterans to use web portals to authorize the release of specific medical information held by the VA to designated partners • Provides a Turbo Tax-like work flow for numerous forms a Veteran will complete in order to authorize the release of their information • Continue to be the primary foundation of health and benefits information exchange upon which VA shares information through enhancements and maintenance 	BTT	VLER	IT PMO
<p>VLER Core Supporting Projects</p>	<p>Capabilities include:</p> <ul style="list-style-type: none"> • Veterans Authorization and Preferences Interface Improvements (VAPII) • Data Access Services (VLER DAS) • Veterans Health Information Systems Technology Architecture (VistA) Network Adaptor • Bidirectional Health Information Exchange Development (BHIE) • CHDR Veteran Health Information Model Release and Repositories Support • VLER Core Phase 1: <ul style="list-style-type: none"> • VLER Core 2013 Increment 01: Customer Acceptance by 03/2013 – Provide infrastructure to exchange benefits information between external agencies and VA plus enhance veterans 	BTT		IT PMO

	<p>preferences</p> <ul style="list-style-type: none"> • VLER Core 2013 Increment 02: Customer Acceptance by 09/2013 - Provide infrastructure to exchange additional and enhanced benefits information between additional external agencies and VA plus enhance veterans preferences 			
<p>V1.0</p> <p>VLER Core Supporting Projects</p>	<ul style="list-style-type: none"> • Deploy Enrollment and Eligibility database (ESR) Release 3.9 enhancing the ESR functionalities to include: Enhancements to Office of Policy and Planning (OPP) extract report; add Medal of Honor and Dental information to the Enrollment and Eligibility Service; Enhancements to Period of Service Calculations; Modifications to Handbook Preferred Facility information and trigger events for Hardship and Medicaid; SSN Verification Process Enhancements; Expose enrollment data services via VLER DAS. Estimated Completion 12/2012 * • Deploy the Veteran Online Application (VOA). Estimated Completion 5/2013* • Production deployment of enterprise services to include Identity Increment 9 and Access Management Increment Three. Estimated Completion 7/2013 * • Development of enterprise services to include Identity Increment 10 and Access Management Increment Four. Estimated Completion 9/2013 * 	VRM FY 13 Op Plan	VBA	VRM
VLER Memorials	<ul style="list-style-type: none"> • Redesign of Burial Operations Support System (BOSS) and its subsystems to achieve NCA top priorities and reduce cycle times for delivery of burial and memorial benefits 	BTT	NCA/VLER	IT PMO
VLER Memorials Supporting IT	<p>Capabilities include:</p> <ul style="list-style-type: none"> • Memorial Affairs Redesign Development (MAR) • Memorial Affairs Performance and Usability Enhancements (MAPUE) 	BTT	NCA/VLER	IT PMO

V1.0	<ul style="list-style-type: none"> • Memorial Affairs Letters Enhancements (MALE) • VLER Memorials Phase 1: <ul style="list-style-type: none"> • VLER Memorials Increment 1: Customer Acceptance / Pilot Plan/Data Reengineering/ Proof Of Concept (PoC) 2 –completion by 9/2013 • VLER Memorials Increment 2: Customer Acceptance/ Pilot Plan update//Pilot Site Implementation— completion by 5/ 2014 • VLER Memorials Increment 3: Customer Acceptance/Pilot Expansion and Training – completion by 12/2014 			
VLER Benefits	<ul style="list-style-type: none"> • Enables a service allowing Disability Benefits Questionnaires (DBQs) Portal to provide computable data from their DBQs back to the VA storage in the Health Data Repository as XML that is ingested into the VBMS. Establishes true case file transfer mechanisms that transform tools used to track the disability evaluation claims by providing Service Treatment Record components 	VBA Op Plan	VBA/VLER	IT PMO
VLER Benefits Supporting Projects	<p>Capabilities include:</p> <ul style="list-style-type: none"> • Warrior Support Federal Case Management Tool (FCMT) • Warrior Support Disability Benefits Questionnaires • Warrior Support FCMT IDES Phase 1 • Information Sharing Initiative (ISI) • Veteran Tracking Application (VTA)Benefits Claims status sharing with DoD • Migration of VTA IDES module to FCMT platform 	BTT	VBA/VLER	IT PMO

<p>VLER Benefits Supporting Projects Continued</p> <p>V1.0</p>	<ul style="list-style-type: none"> • VBMS Major Release 4.0 (Deployment to the production environment) - VBMS will be able to intake all claims and associated documents that are submitted electronically via VONAPP Direct Connect (VDC). Estimated Completion 12/2012 ** • Major Release 5.0 Deployment to the production environment) - Major Release 5.0 will continue to build and publish Claims Data Information Exchange Specification, to enable other systems/initiatives to leverage or integrate their information with VBMS. Estimated Completion 08/2013** 	<p>VBMS FY 13 Op Plan</p>	<p>VBA</p>	<p>VBMS</p>
<p>VLER Benefits Supporting Projects Continued</p>	<ul style="list-style-type: none"> • Deploy VRM Release 3.0 completing the integration of CRM/UD with VBMS, allowing end users have access to VBMS paperless forms and claims. Estimated Completion 04/2013* • Deploy VRM Release 4.0 to expand web self-service capabilities allowing users to apply, manage and monitor VA benefits. Estimated Completion 09/2013* 	<p>VRM FY 13 Op Plan</p>	<p>VBA</p>	<p>VRM</p>

* - As referenced in the VRM FY 13 Op Plan, fiscal and project oversight of these specific deliverables and timelines are the responsibilities of VRM.

** - As referenced in the VBMS FY 13 Op Plan, fiscal and project oversight of these specific deliverables and timelines are the responsibilities of VBMS.

APPENDIX B. IT MOUs AND SLAs

Below is a list of Memorandums of Understanding (MOUs) and Service Level Agreements (SLAs) developed by VLER. An MOU documents the agreement between parties to abide by common rules governing the relationship. An SLA usually consists of several Service Level Requirements and metric calculations required to report on the SLA.

Table 9

SLA or MOU	Description	Impacted Parties
Data Use Agreement for HUD/VA Data Sharing V1.0	Outlines the exchange of data elements put forth by the HUD Assessment Center (REAC) and VA National Center on Homelessness to facilitate improved HUD/VA data sharing	Department of Housing and Urban Development (HUD) and Department of Veterans Affairs

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APPENDIX C. PERFORMANCE MEASURE DETAILS

A completed performance measure detail table is provided **for each performance measure** listed in Section B3. An overview of the requirements for performance measures can be found in that section.

Title: Automated “Top 20” DBQs Completed

Field	Description
Performance Measure	The number of Disability Benefits Questionnaires (DBQ) completed in computable format using the DBQ Automation Solution.
Measure Lead	VLER/Joe Paiva
Sponsoring Organization	OIT/VLER
Link to Strategic Goal	1. Improve the quality and accessibility of health care, benefits and memorial services while optimizing value.
Link to Categories	(B) Support Delivery of Services
Link to Criteria	(1) Identified with core missions of VA. (2) Of demonstrated high visibility to our stakeholders.
Measure Type	Output
Measure Classification	Supporting Measure
OMR Link	No
Measure Replacement	No
Reporting Frequency	Monthly
Reporting Start Date	10/01/2012
Data Source (What and Who)	What: Number of the top 20 priority DBQs completed using the DBQ Automation Solution will be tracked in the new system described in 2e; if the forms service cannot track this, VLER DAS or HDR should be able to. The total number of DBQs completed will be provided by VHA's Office of Disability Management Assistance. Who: VLER will track progress. Calculation: The number of top 20 priority DBQs completed using the DBQ Automation Solution divided by the total number of top 20 priority DBQs completed.
Why is this measure Important? How does it measure impact on service delivery to Veterans?	This will assist the VA in monitoring the use of and effectiveness of the new DBQ automation system in helping the VA achieve its strategic goals of moving towards paperless claims processing.

Title: Automated Memorial Benefits Pre-need Preferences

Field	Description
Performance Measure	The number of Veterans who submit pre-need preferences and supporting documentation for memorial benefits via eBenefits.
Measure Lead	VLER/Joe Paiva
Sponsoring Organization	OIT/VLER
Link to Strategic Goal	1. Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value.
Link to Categories	(A) Services for Veterans and Eligible Beneficiaries
Link to Criteria	(1) Identified with core missions of VA
Measure Type	Output
Measure Classification	Supporting Measures
OMR Link	No

Measure Replacement	No
Reporting Frequency	Monthly
Reporting Start Date	10/01/2012
Data Source (What and Who)	What: Number of pre-need preferences submitted via eBenefits will be tracked by NCA's Eligibility Division. Who: VLER will track progress. Calculation: The number of pre-need applications submitted via eBenefits divided by the total number of pre-need application submitted to NCA.
Why is this measure Important? How does it measure impact on service delivery to Veterans?	This will help increase Veteran access to memorial benefits and reduce the burden on their families and survivors at the time of need. It also will assist VA in monitoring the use of and effectiveness of the new pre-need application capability and support NCA's strategic planning and resource management efforts.

Title: Homeless Veterans reported by HUD via Public Housing Agreement (PHA) and Partnering Veteran Affairs Medical Centers (VAMCs)

Field	Description
Performance Measure	The accuracy rate for the number of homeless Veterans reported by HUD to be assisted and leased-up by each Public Housing Agreement (PHA) and those reported by partnering Veteran Affairs Medical Centers (VAMCs).
Measure Lead	VLER /Joe Paiva
Sponsoring Organization	OIT/VLER
Link to Strategic Goal	1. Improve the quality and accessibility of health care, benefits and memorial services while optimizing value.
Link to Categories	(B) Support Delivery of Services
Link to Criteria	(1) Of demonstrated high visibility to our stakeholders (2) Identified with core missions of VA (3) Programs where VA is a demonstrated leader in government
Measure Type	Outcome
Measure Classification	Supporting Measure
OMR Link	No
Measure Replacement	No
Reporting Frequency	Monthly
Reporting Start Date	10/01/2012
Data Source (What and Who)	What: VA will receive HUDPIC 50058 module files and HUD will receive Homeless Operations Management and Evaluation System (HOMES) data files relating to the HUD-VASH participants. Who: HUD Real Estate Assessment Center (REAC) and VA National Center on Homelessness. VLER will track progress in partnership with HUD REAC and VA NCH.
Why is this measure Important? How does it measure impact on service delivery to Veterans?	This will assist HUD and VA in monitoring HUD-VASH program performance using a more nuanced set of indicators, which will inform policy decisions and reveal deeper insights into how the program can be improved. The analysis of the HUD-VASH program for program and policy modification will improve the effectiveness of the program and reduce administrative costs associated with manual program evaluation and monitoring efforts.