

VLER Support of VBA Transformation

Section I: Background

The paperless processing of Veterans' claims for disability benefits is central to the success of VBA's transformation and efforts to eliminate the backlog. To achieve paperless claims processing, VBA has undertaken a number of efforts driven through the implementation of new information technology systems, including the Veterans Benefits Management System (VBMS).

VLER is leading efforts to support VBA through the implementation of numerous systems and programs, including:

1. **Disability Benefits Questionnaires Project (DBQ)**: DBQ is designed to enable the collection and use of medical information needed to evaluate disability compensation and pension claims from Veterans. To accomplish this project VA will implement:
 - IRS "eFile" like capability for VA Contract Examiner Systems
 - Enhancements to CAPRI to improve capture of VHA Compensation and Pension (C&P) exam data
 - IRS "eFile" like capability for use by third party providers
 - Creation of DBQ Web Forms for use by third party Clinicians
2. **Vow to Hire Heroes Act (VOW)/ Veterans Employment Initiative (VEI)**: The Veterans Opportunity to Work (VOW) to Hire Heroes Act of 2011 provides seamless transition for Service members, expands education and training opportunities for Veterans and provides tax credits for employers who hire Veterans with service-connected disabilities. VLER has implemented Phase I, which initiates integration of IT services providing employment and transition benefits into the eBenefits portal. This was a recommendation in a report to the White House developed by the Veterans Employment Initiative Task Force Information Technology (IT) Working Group, which ED VLER co-chairs.
3. **Interagency Care Coordination Committee (IC3)**: The goal of the Information Sharing Initiative (ISI) is to meet the cross-Departmental information sharing needs of case/care management/coordination personnel on providing integrated care to Service members and Veterans. Integrated care seeks to close the traditional division between health and social care. Through the interagency comprehensive plan (CP), authoritative data will be made available by leveraging the VLER Data Access Services (DAS) to connect to the multiple clinical and non-clinical systems used to support the broad scope of work of case/care management/coordination through the creation of a single repository for this information.
 - Successful data exchanges with the Department of Defense (DoD) Army Wounded Care and Transition System in a pilot project that shared patient profiles among care coordinators in both departments.
 - Successful transition of the Federal Recovery Coordination Program (FRCP) from the Veterans Tracking Application (VTA) to the Federal Case Management Tool (FCMT).
4. **Integrated Disability Evaluation System (IDES)**: The Electronic Case File Transfer (eCFT) module enables VA and the Military Services to meet the Secretary of VA and the Secretary of Defense's directive to create a paperless, searchable IDDES claims file transferred between VA and DoD. Previously, hard-copy case files—including service treatment records (STRs), commanders' letters, narrative summaries, and compensation and pension examination reports—were sent via FedEx or other delivery methods.
 - VA/DoD collaborated in the VLER Overarching Integrated Project Team (OIPT) to select and initially implement an IT solution to achieve the Secretaries' joint goal of achieving eCFT for IDDES.

- eCFT entered into pilot testing at the end of September 2012 and will be reviewed against performance metrics in February 2013.

Section II: Project Status

1. Disability Benefits Questionnaires Automation Solution (DBQ AS):

- DBQ Forms Tool Project and Health Data Repository (HDR)
 - Recent accomplishments or issues/risks:
 - XML Data Standards: No activities
 - Web Services: No activities
 - Web Forms:
 - Completed plan for retesting of defects from Release 1 (forms 1-20) and Release 2 (21-40)
 - Received and retested fixes for open defects from Release 2 (forms 21-40)
 - Completed plan for user acceptance testing for Release 3 (forms 41-60)
 - Completed list of issues identified as change requests with recommended severity and priority for vetting with Business Stakeholders
 - Received initial feedback from contractor requesting more information on requirements for Release 4 (forms 61-82) and scheduled meeting VLER EPMD to obtain clarification
 - HDR Development: No activities
 - DBQ Integrated Project Team (IPT): Held biweekly meeting to discuss project schedule, user acceptance testing, change requests, and plans for retesting defects from Release 1 and 2.
 - Planned events for the upcoming weeks:
 - XML Data Standards: Review of XML Schemas for Release 2 (forms 21-40) from contractor
 - Web Services:
 - Coordinate schedule for testing of DBQ AS Release 3 (forms 41-60) with VLER DAS Release 4.1
 - Web Forms:
 - Receive and retest fixes for open defects from Release 2 (forms 21-40)
 - Receive clarification on requirements for Release 4 (forms 61-82) and provide response to contractor
 - Receive fixes for open defects from Release 1 (forms 1-20)
 - Start user acceptance testing for Release 3 (forms 41-60)
 - Start user retesting of defects fixed for Release 1 (forms 1-20) and Release 2 (21-40)
 - HDR Development: No activities
 - DBQ Integrated Project Team (IPT): Hold biweekly meetings.
 - Projected capability delivery dates within 180 days:
 - XML Data Standards:
 - Release 3 (DBQ Forms 41-60) 19 March 2013
 - Release 4 (DBQ Forms 61-82) 10 May 2013
 - Web Forms:
 - Release 3 (DBQ Forms 41-60) 19 March 2013
 - Release 4 (DBQ Forms 61-82) 10 May 2013

VLER VBA Weekly Report

VAIQ#: N/A
(22 February 2013)

• VLER DAS

• Recent accomplishments or issues/risks:

- DAS v4.0: CDS Read Wrapper- successfully installed DAS v4.0 into production
- DAS v4.1.0: DBQ Performance and Capability Improvements-successfully completed SQA testing
- DAS v4.1.1: Life Event Notification Service (LENS)-moved to Silver and started Integration testing 1/20/13

• Planned events for the upcoming weeks:

- DAS v4.0: CDS Read Wrapper- National Release addendum to be completed next week.
- DAS v4.1.0: DBQ Performance and Capability Improvements- release to production targeted for February 2013
- DAS v4.2.0: CDS RW (CAPRI I/F) & ACA- Retrieve Health Coverage for CMS- moved to Silver and started Integration testing on 1/30/13, and customer acceptance planned for February 2013
- DAS v4.2.1: CDS Read Wrapper (Retrieve Exam Results by Status and Date Range) – Customer Acceptance targeted for February 2013.
- DAS v4.2.2: Redesign of Soap Services- Customer Acceptance targeted for March 2013
- DAS v4.3: Basic Audit Capability Service- Customer Acceptance targeted for March 2013

• Projected capability delivery dates within 180 days:

- Das v4.1.1: Life Event Notification Service (LENS)- release to production targeted for March 2013

2. Vow to Hire Heroes Act (VOW)/ Veterans Employment Initiative (VEI):

- Recent accomplishments or issues/risks: N/A
- Planned events for the upcoming weeks: N/A
- Projected capability delivery dates within 180 days: N/A

3. Interagency Care Coordination Committee (IC3):

• Federal Case Management Tool (FCMT)

• Recent accomplishments or issues/risks:

- Completed prototyping for Inc 4, FCMT 2.0 (Migration of VHA Liaisons/VBA Casualty and Chapter 63)
- Completed Initial Product Build for FCMT 1.1.1 (508 remediation Maintenance Release)
- Completed Transition of FCMT Tier I Help Desk capabilities to the National Service Desk (NSD)

• Planned events for the upcoming weeks:

- Continue supporting User Story Review Sessions and planning efforts for Inc 5, FCMT 2.1 (Migration of VBA Liaisons)
- Complete SQA testing for FCMT 1.1.1
- Complete testing with 508 office for FCMT 1.1.1
- Continue phased transition of FCMT Tier II Help Desk capabilities to Benefits Product Service (BPS)
- Continue Tier III Support of FRCP users

• Projected capability delivery dates within 180 days:

- Delivery of FCMT 1.1.1 to production in Q3FY13

VLER VBA Weekly Report

VAIQ#: N/A
(22 February 2013)

- Delivery of FCMT 2.0 to production in Q4FY13

4. Integrated Disability Evaluation System (IDES) –

- Electronic Case File Transfer (eCFT):
 - Recent accomplishments or issues/risks:
 - Air Force will continue to use eCFT at pilot sites for new IDES cases. Awaiting VBMS Technical SMEs to be identified (first request for VBMS Technical SMEs submitted on 1/24/2013)
 - Planned events for the upcoming weeks:
 - Discussion between eCFT technical SMEs and VBMS technical SMEs
 - Projected capability delivery dates within 180 days:
 - Awaiting technical discussion to see if auto-population of VBMS by eCFT can occur.
- Veterans Tracking Application (VTA)
 - Recent accomplishments or issues/risks:
 - Release VTA v2.1.1 (Maintenance Release adding additional fields to the weekly IDES extract)
 - Completed the transition of the VTA Help Desk to the National Service Desk
 - Planned events for the upcoming weeks:
 - Product Build for VTA v2.1.2 (508 remediation Maintenance Release phase 1)
 - Support AITC in Windows 2008 Service Upgrade
 - Perform regression testing for Windows 2008 Service Upgrade
 - Continue Tier III Support of VTA users
 - Projected capability delivery dates within 180 days:
 - VTA v2.1.2 (508 remediation Maintenance Release phase 1) in Q3FY13
 - VTA v2.1.3 (508 remediation Maintenance Release phase 1) in Q3FY13

Section III: Key Issues and Risks

DBQ User Acceptance Testing

| Status Type | Release 1 (DBQs 1-20) | Release 2 (DBQs 21-40) |
|---------------------------|------------------------------|-------------------------------|
| Open | 12 | 5 |
| Closed | 67 | 21 |
| Pending Retesting | 59 | 51 |
| Change Requests | 78 | 8 |
| Total Observations | 216 | 85 |

Update on Release 1 (DBQs 1-20)

1. The 12 open defects are comprised of the following:
 - a. 5 are pending discussion with the Business concerning impact to business processes and policy on “yes/no” questions
 - b. 2 will be recommended for adding to list of change request to be prioritized by Business Stakeholders since the fix involves custom coding that is not permitted under current contract.
 - c. 5 are pending delivery of fix from contractor.
2. All 56 defects pending retesting have been tested by the IT PMO and confirmed as fix. They are pending retesting with users.

VLER VBA Weekly Report

VAIQ#: N/A
(22 February 2013)

3. The 78 change requests are comprised mainly of observations related to changes to the forms, changes to requirements, and clarification of business processes. All change requests will be presented to Business Stakeholders for prioritization.
4. Of the 12 open defects, only 1 is critical.
5. Of the DBQ Forms (1-20), 14 are defect free. There are 6 forms affected by the 15 open defects.

Update on Release 2 (DBQs 21-40)

1. All 51 defects pending retesting have been tested by the IT PMO and confirmed as fix. They are pending retesting with users.
2. Of the 5 open defects, all have a low severity level.
3. Of the DBQ Forms (21-40), 16 are defect free. There are 4 forms affected by 4 of the open defects.
4. There is one defect identified in Release 2 that will be recommended for adding to list of change requests to be prioritized by the Business Stakeholders. The defect is the omission of middle name from the form and it affects all DBQ forms.

Action Required: None, information only

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