

## **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 Automation Solution (DBQ AS)**: DBQ AS is designed to enable the collection and use of medical information needed to evaluate disability compensation and pension claims from Veterans. The DBQ AS consists of three IT projects: DBQ Forms Tool Project ("Harris Solution"), VLER DAS and HDR Project.
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 IDES 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 IDES.
  - 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:
    - Retested unresolved defects for Release 1 (forms 1-20)
    - Completed classification of defects for Release 2 (forms 21 – 40)
    - Started planning for user acceptance testing for Release 3 (forms 41-60)
    - Clarified Release 3 (forms 41-60) requirements for contractor.
  - HDR Development: No activities
  - DBQ Integrated Project Team (IPT): Held meeting to provide update and discuss user acceptance testing.
- 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:
    - Complete plan for retesting unresolved defects from Release 1 (forms 1-20)
    - Receive and retest fixes for defects from Release 2 (forms 21-40)
    - Provide Release 4 (forms 61-82) requirements to contractor
    - Complete plan for user acceptance testing for Release 3 (forms 41-60)
  - 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 DAS**

- Recent accomplishments or issues/risks:
  - DAS v4.0: CDS Read Wrapper
    - Successfully installed to production on January 29, 2013
    - National Release addendum approved
  - DAS v4.1.0: DBQ Performance and Capability Improvements
    - National Release addendum completed
  - DAS v4.1.1: Life Event Notification Service (LENS)
    - Started Integration testing
  - DAS v4.2.0: CDS RW (CAPRI I/F) & ACA-Retrieve Health Coverage for CMS
    - Customer acceptance received
  - DAS v4.2.1: CDS Read Wrapper (Retrieve Exam Result by Status and Date Range)

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- Customer acceptance received.
- DAS v4.2.2: Redesign of the SOAP Services & MVI get Corresponding Ids service for Care Coordinator retrievals.
- DAS v4.3: Basic Auditing Capability Service
- Planned events for the upcoming weeks:
  - DAS v4.1.0:
    - National Release addendum submitted for approval
    - Release to Production targeted for February 2013
  - DAS v4.1.1:
    - Completion of Integration Testing
  - DAS v4.2.0:
    - Integration testing pending completion of System Testing DAS v4.1.1
  - Release to Production targeted for April 2013
    - Customer Acceptance targeted for February 2013
  - DAS v4.2.2:
    - Customer Acceptance targeted for March 2013
    - Release to Production targeted for April 2013
  - DAS v4.3:
    - Customer Acceptance targeted for March 2013
- Projected capability delivery dates within 180 days:
  - DAS v4.0: Released to Production January 2013
  - DAS v4.1.0: Release to Production targeted for February 2013
  - DAS v4.1.1: Release to Production targeted for March 2013
  - DAS v4.2.0: Release to Production targeted for April 2013
  - DAS v4.2.1: Release to Production targeted for April 2013
  - DAS v4.2.2: Release to Production targeted for April 2013
  - DAS v4.3: Release to Production targeted for May 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

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- 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
  - 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**

<b>Status Type</b>	<b>Release 1 (DBQs 1-20)</b>	<b>Release 2 (DBQs 21-40)</b>
Open	2	35
Closed	85	42
Pending Retesting	51	0
Change Requests	78	8
<b>Total Observations</b>	<b>216</b>	<b>85</b>

Completed retesting of the unresolved defects for Release 1

Findings are as follows:

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- Only 2 defects that we expected to be fixed are still not fixed. Status changed to Open. Expect to have these Open defects fixed before user acceptance testing begins for Release 3.
- 38 defects that we expected to be fixed appear to be fixed and ready for retesting by users. Planning for users to retest during UAT for Release 3.
- There are 13 defects that require a decision on changing the design to expand the text field or change the presentation of questions from yes/no to checkboxes. We were not expecting these defects to be fixed since a decision has not been made on the way forward to handle design implications on the scheduled deliverables. Continuing analysis and discussion on best way forward.

**Action Required:** None, information only

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