



# MI Data Reporting Template

**VLER**

Major Initiative 04

June 30, 2012



## MI 04 Performance Measures

Measure	Start of Current FY Value	End of Current FY Target	Forecast End of Current FY Value
Increase in number of all VA designated "Authoritative Sources" who have XML Schemas, Data Dictionaries and Business Rules published in accordance with established processes and formats	0	2	2
Increase in number of new information services made available to VA enterprise	0	2	2
Increase in number of new healthcare service provider partners with whom VA is able to share information (electronically, without human intervention)	10	13	13
Increase in number of new non-healthcare service provider partners with whom VA is able to share information (electronically, without human intervention)	N/A	2	2
Increase in number of manual VA business processes enabled by automated information sharing between systems	N/A	2	2

## Strategic Performance Measures

Measure	Start of Current FY Value	End of Current FY Target	Forecast End of Current FY Value
Achieve bidirectional information exchange in at least three sites between VA, DoD, and the private sector by end of FY12	10	13	13+
Complete the prototyping and pilot phases by the end of FY12.	Started	Completed	Completed



# MI 04 Milestone Performance

## Milestone Summary Data

Planned Milestones to Date	Of Planned Milestones, # Completed	% of Planned to Date	Total Milestones Completed to Date*	Total FY Planned Milestones	% of Total FY Planned Milestones
0	0	-	0	4	-

\*Figure includes any milestones that have been completed ahead of schedule

### Legend (% of Planned to Date)

> 90%	80-90%	<80%
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## Individual Milestone Data

Milestone	Target Finish	Forecast Finish	Actual Finish	Milestone Status
Empower Veterans to securely access, and control the use and dissemination of their personal health and benefit information	6/30/2012	TBD	TBD	In Progress
Share DoD and VA case management information between and amongst DoD and VA case managers (including MSCs, PEBLOs and Federal Recovery Coordinators, etc.)	6/30/2012	9/30/2012	TBD	In Progress
Develop and implement core data sharing services	6/30/2012	6/30/2012	6/16/2012	Completed
Reduce the burden on family members or designees upon the death of the Veteran through the redesign of the burial operations support system and related customer facing applications	9/30/2012	9/30/2012	TBD	In Progress

### Legend :

Before or On Target	Within 1 Month after Target	> 1 Month after Target
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## MI 04 Milestone Variance Analysis

### Milestone 1:

1. Extent of the Delay: Current Date of Completion was reported as 6/30 but updated Forecast Finish is TBD.
2. Reason for Delay: Defects have been identified during UAT; requiring VAP to provide additional development and test cycles to address these issues before customer sign-off can be received.
3. Impact of the Delay: The VA impact is a delay in the ability to share information with the Social Security Administration (SSA) for the purpose of disability claims adjudication
4. Corrective Action Plan: VAP will require Senior Leadership Intervention to negotiate a new production installation date (TBD) due to ongoing CRISP activities at CDCO-AITC.

### Milestone 2:

1. Extent of the Delay: Current Date of Completion was reported as 6/30 but there is an updated Forecast Finish of 9/30.
2. Reason for Delay: Change in prioritization of requirements that occurred during implementation of this increment resulted in delay.
3. Impact of the Delay: N/A
4. Corrective Action Plan: Production pilot testing for the exchange of care coordinator profile (including care coordinator contact information) with DoD began in June and it is expected that testing to conclude in mid-August or September. The ability to view scheduling information and calendars is planned for future releases.



# MI 04 Obligation and FTE Performance

## Obligations

As of June 30		Planned to Date (in millions)	Actual (in millions)	% of Planned to Date	Remaining (in millions)	Total FY Plan (in millions)	% of Total FY Plan
Obligations	Program	Redacted	Redacted	100%	Redacted	Redacted	*68.1%
	IT	Redacted	Redacted	65.9%	Redacted	Redacted	31.4%

\*\$Redacted: VLER Function Support Services Contract has been submitted.

## FTE

		Planned to Date	Actual	% of Planned to Date	Remaining Vacancies	Total FY Plan	% of Total FY Plan
FTE	Program	12	12	100%	0	12	100%
	IT	3	3	100%	0	3	100%

Legend (% of Planned to Date)

> 90%	80-90%	<80%
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# MI 04 Obligation and FTE Variance Analysis

## 1. Obligation Plan: Variance description, cause, impact, corrective action

### Program Obligations:

- Variance description – VLER Functional Support Services acquisition package submitted for the amount of **(Redacted)**. SPI has been submitted to OPP for verification and validation.
- Cause – FY12 Budget Review resulted in reprogramming of funds required for contract execution.
- Impact – None. Acquisition to be awarded in time to continue VLER Functional Support Services necessary to accomplish initiative objectives.

### IT Obligations:

- Variance description – Project acquisition package execution schedule slippage.
- Cause – Schedule delays were due to new security requirements (CRISP) and the initiative's program realignment.
- Impact – The impact will be minimum and that all acquisitions will be awarded in time to continue the development and support services necessary to accomplish initiative objectives.
- Corrective Action - Initiative senior management has coordinated with contracting and EPMO to assure that the necessary acquisitions will be completed on time per a revised acquisition plan.

## 2. FTE Plan:

- VLER FY12 OP Plan did not include total number of FTEs for ITPMO. ITPMO currently has 3 positions which are filled. Updated FY12 Op Plan has been sent to OPP with the updated information.



## MI 04 Action Items from Previous OMRs

Action	Owner	Due Date	Status
None			

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## MI 04 Recent Key Accomplishments

### Key Accomplishments

1. Disability Benefits Questionnaires (DBQs): A Performance Work Statement (PWS) based on cross-organizational BRD for DBQs and Exam Management in support of paperless disability claims processing was completed and submitted to the TAC, and a contract was awarded May 31. Initial set of DBQs were delivered in mid June, and UAT was completed end of June.
2. Case File Transfers in support of IDES: Executive Director of the Virtual Lifetime Electronic Record (ED-VLER) and the Deputy Assistant Secretary of Defense for Warrior Care Policy (WCP) chair the VCA 2 Rapid Acceleration Integrated Project Team responsible for selection and implementation of a electronic case file transfer solution. During June the IPT (including membership from Military Services, VHA, and VBA) selected pilot sites, developed initiative success metrics, and released a Performance Work Statement (PWS) on June 17. When delivered to the field, the capability will support the creation of a paperless, searchable IDES Case File transferred between the DoD and the VA.
3. VCA CONOPS: VCA 2 and VCA 3 CONOPS are in final coordination within VA, DoD and SSA (VCA 2 only). The VCA 2 and 3 CONOPS describe the vision, capabilities, and implementation of a complete, electronic record of Service member and Veteran information to reduce the burden to Servicemembers, Veterans, and their families to account for all necessary supporting documentation for benefits eligibility, entitlement determination, and benefits delivery.
4. VLER Communications: SDE delivered "VLER Celebrates Third Anniversary and Milestones" message recognizing accomplishments and upcoming milestones. Supported development of messages for inclusion in the One OIT Campaign to include updates in daily publications such as HeyVA, HeyVBA, VACO Daily News, and posts on Yammer. HeyVA message on VLER accomplishments and milestones delivered to all VA employees. Article highlighting VLER approved for publication in summer issue of VA magazine, VAanguard.
5. Data Access Services (DAS) and Bidirectional Health Exchange (BHIE): Placed DAS version 1.0 into production, which will support the initial exchanges for the Information Sharing Initiative (Care Coordinator Profiles).



## MI 04 Recent Key Accomplishments

### Key Accomplishments

6. Executive Steering Council Information Technology Working Group: The IT Working Group, co-chaired by ED VLER, was tasked with identifying a single portal for Servicemembers and Veterans to access employment and transition benefits and services. This effort supports the work being done in VLER Capability Area 4, which ensures Veteran access to health, benefits and personnel information via a single portal. In addition to identifying eBenefits as the single portal for employment services, the IT Working Group also performed a baseline and “best of breed” analysis of government owned systems and services providing three initial capabilities—Military Skills Translation, Resume Building, and Job Search—and presented its recommendations to the ESC for inclusion in the implementation plan due to POTUS.
7. Veterans Tracking Application Release 2.0: VTA is an application used in joint VA and Department of Defense (DoD) programs, including the Integrated Disability Evaluation System (IDES). On June 9, VLER released VTA 2.0 which expanded the amount of data shared between VA and DoD and will improve the ability of IDES case managers and staff in VA’s Veterans Health Administration (VHA) and Veterans Benefits Administration (VBA) to verify facts that must be proven prior to issuance of VA benefits. These facts include separations, character of service, and severance, and other pay issues.
8. NCA/Memorials: MAR: Developed Business Requirements Document (BRD), functional models, Requirements Specification Documents (RSD), and the draft System Design Document (SDD) to support strategic planning. Began investigating COTS solutions to meet requirements. MALE: Continued creation of use cases to ensure successful delivery of First Notice of Death (FNOD) capability.
9. Facilitated the VA and Department of Housing and Urban Development (HUD) efforts to share information. Developed the VA SORN, Data Use Agreement, and VA timeline for the sharing of HUD-VASH data. By sharing data, HUD and VA will have an enhanced ability to be solutions-driven and make evidence-based decisions regarding our most vulnerable population of homeless Veterans.



## MI 04 90-Day Look Ahead

### Planned Key Accomplishments Within Next 90 Days

1. First 20 DBQs will be automated and available to C&P Examiners, contract examiners, and private clinicians; the DBQ results will also be produced as computable data for use by the VBMS Rating Calculator in automated claims adjudication. Additional DBQs will follow.
2. VCA-2 IPT will meet the case file transfer tasking by leading cross organizational efforts among entities within the DoD and VA in order to implement an IT solution that eliminates the physical mailing of IDES case files between the DoD and VA with the end result being the creation of a paperless, searchable IDES Case File transferred between the DoD and the VA.
3. Veteran Authorization and Preference (VAP) project within the Virtual Lifetime Electronic Record (VLER) portfolio is currently pending release. VAP II will educate Veterans and Servicemembers on the various types of information the Department of Veterans Affairs (VA) collects on them in order to provide services and benefits. VAP release (v1.0.0.9) will also correct three (3) defects found in its first release and will improve the consent directive processing time for the Release of Information (ROI) staff.
4. A new release of VistAWeb v15 will allow incorporation of new Nationwide Health Information Network (NwHIN) partners. VistAWeb is a read only internet web application under the VLER initiative. This release will also provide new functionality to allow the clinician to view C62 image data from the Department of Defense (DoD). The Veteran and VA clinician will both benefit as additional health data will be available for clinical decision making.
5. Implement version 2.0 of DAS in production, which will support a 2-pass mechanism for reading of VLER records, and adds Problem Lists to the exchanges. Also, implement Business Transaction Services capabilities into DAS to support the storage of Disability Benefits Questionnaires into the Health Data Repository.
6. Continue HUD-VA data sharing efforts. The first exchange of HUD-VASH data will occur July 2012. In August 2012, initial report noting the discrepancies between VA and HUD will be delivered. By sharing data, HUD and VA will have an enhanced ability to be solutions-driven and make evidence-based decisions regarding our most vulnerable population of homeless Veterans.



# MI 04 Risks and Mitigation Plans

Major Risks	Risk Mitigation Plans
<p>1. Renewal of the VLER Support contract may be cancelled due to loss of funding. If so, all VLER efforts will be sharply curtailed in July.</p>	<p>Working with OIT ITRM to resolve funding issue.</p>
<p>2. If there is poor coordination of hard dependencies both from within VA and with other agencies, then there could be slippages of software incremental delivery and overall full operational capability delivery and there could be increased costs.</p>	<p>Use all available software tools (such as ClearQuest and Primavera integrated master schedules) and processes (such as PMAS) to accurately depict all dependencies between concurrent work to ensure a complete understanding of the interrelationships of the architecture and usage of common COTS products. Improve communication with external dependencies on calls, IPTs, and meetings. The VLER Initiative Risk Review Board will perform a monthly review of the VLER IT PMO Strategic Planner's analysis of the various dependencies, including what is currently impacted and what could potentially be impacted. If a dependency affects most VLER projects, develop and implement an initiative-level strategy for addressing it.</p>
<p>3. If there are short transition timeframes from one contractor to another, then there may not be sufficient knowledge transfer which may negatively affect VLER projects.</p>	<p>For the next fiscal year, plan a month overlap between the old and new contracts and incorporate transition plan requirements into the contracts. For this year, develop transition plans if there is time to do so. Utilize SharePoint, Rational tools, and other methods for documentation.</p>
<p>4. The eCase File Transfer Solution presented by the Army National Guard is currently soliciting responses from industry, and is subject to related award delays</p>	<p>In conjunction with the full and open solicitations, the VLER OIPT is also exploring sole source award.</p>
<p>5. Less than desired participation of Veterans.</p>	<p>Numerous outreach efforts are being made to better educate Veterans about VLER, its components, and how it can positively effect their lives. Additionally, VAP II IOC has been funded which will provide a Turbo-tax ®-like work flow for the numerous forms Veterans must complete to process VA services and benefits thereby empowering Veterans.</p>
<p>6. Less than desired participation of Servicemembers.</p>	<p>Military Services are now including an introduction to eBenefits (for the purpose of creating an account) as a component of accession training for new recruits/ Servicemembers. Completion of TAP training mandated by VOW Act.</p>



## MI 04 Issues and Corrective Action Plans

Issues	Corrective Action Plans
<p>1. Some contractor resources are unable to properly support VLER projects due to on-boarding delays.</p>	<p>VLER IT PMO Contracting Officer Representative (COR) actively engaged with the Technology Acquisition Center (TAC) and VA Security Investigation Center (SIC). VA Security Clearance point of contact and the SIC to establish repeatable processes for all contractors requiring background investigations. Daily monitoring of status of each clearance in progress. If requirements are known for the outyears, incorporate option years into the contract in order to maintain current staff. An added benefit is that it would require less acquisition support service resources and speed up future acquisition times because it is much easier to create a modification to exercise an option than it is to re-procure every year.</p>
<p>2. Problems with obtaining necessary software make it difficult for contractor resources to properly support VLER projects.</p>	<p>First, a request for the required software should be made through the VA Help Desk. Each Field Office is different and some have installed the non-standard software. Second, if that does not work, each contractor will make a decision whether to use a free/open or commercial solution. To install non-standard software, approval must be obtained from the COR by justifying the business need for the software and then a request must be made through the appropriate Field Office to install the required software. If the vendor purchases a commercial license for the software, the vendor retains ownership for that license although it is used on GFE. As new contracts are entered, everyone should evaluate the equipment and software needs. There may be opportunities to include special desktop equipment and software in future contracts. All future task order work statements should be clear about what software will and will not be provided to contract staff.</p>
<p>3. VA policy was issued stating that Citrix Access Gateway (CAG) on contractor equipment is required instead of using Rescue on Government Furnished Equipment (GFE). CAG results in decreased productivity for some resources, which will ultimately affect schedule and cost.</p>	<p>Contractors will log Remedy tickets when they encounter problems and defects with CAG. The Help Desk is relaying CAG defects to CAG Task Force. Lorie Henderson will put in GFE tickets for both of the CAG exceptions. The contractor must specify which justification applies when asking for a GFE ticket for a resource. Continue to show this as a top VLER issue on presentations and documentation to upper management.</p>