

Memorial Benefits Management System

Eligibility Office Automation Capability/Manual Pre-Need



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Product Development

Revision History

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08/18/2014	1.0	This version is base-lined and the PDF will be signed for up to and including section 3.	OI&T PD MDP PMO

Artifact Rationale

The System Design Document (SDD) is a dual-use document that provides the conceptual design as well as the as-built design. This document will be updated as the product is built, to reflect the as-built product. Per the Project Management Accountability System (PMAS) Guide, the SDD as a conceptual design is required prior to the Milestone 1 Review. (Sections 1, 2, 3, 4, 5, 7, 9 need to be populated, as applicable.) The as-built design for each delivery must be incorporated prior to the Milestone 2 Review. (The entire document needs to be populated or updated, as applicable.)

Instructions

The System Design Document (SDD) is a general purpose document that is use to specify the design of new systems including Custom Development, Software as a Service, Hosted Services; modifications or updates to an existing system. Therefore, all sections may not apply to system being designed. Any sections not applicable to the current effort must be marked N/A.

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1. INTRODUCTION

The Eligibility Office Automation System (EOAS) will support the business functions of the Eligibility Office by providing features for faster eligibility determination, tracking of Eligibility Case history, automated creation of essential documents and faxes, and by allowing the EOAS Users to view various status reports within the system. The EOA system automated the manual, paper intensive record keeping, information and forms processing associated with determining eligibility for “Time of Need” interments, and the manual input and management of Pre-Need Burial cases. Under the 2014-2015 Memorial Benefits Management System (MBMS), the EOA system will be modified to provide much needed enhancements that will facilitate greater and better use of the EOA system.

1.1. Purpose of the SDD

The objective of this document is to provide an overview of the application design to be used for the enhancement of the EO functionality Development Project. This document translates the functional requirements into a document from which the developers can create an application that will supply the requested functionality.

1.2. Identification

This document outlines the scope, the changes in design and level of effort involved in implementing the change/enhancements requested for enhancing the Eligibility of Automation system.

1.3. Scope

The scope of the EOA Capabilities project will allow new system functionality for Time of Need and Pre-Need per the following.

- Provide a case management feature along with associated caseload reporting.
- Modify the system to allow the user to record electronic requests sent to other organizations as an alternative to sending faxes.
- Provide various improvements to the screen navigation, formatting, field values and searches throughout the system.
- Allow capability to record a case as being/not being eligible.
- Allow the Verification of Military Service form to be generated on demand with current data.
- Allow the Eligibility Coordination form to generate an automatic journal entry when it's approved.
- Allow for records in any BOSS case status to populate the Sensitive Case Advisory.
- Provide various improvements to the system reports. Improve the interface between BOSS and EOAS.
- Ensure the Pre-Need/eBenefits Interface will be accommodated with any changes for Manual Pre-Need.

1.4. Constraining Policies, Directives and Procedures

The technology stack to develop EOA application to meet the project requirements will be selected from the permissible range of technologies listed in One-VA TRM. All VA privacy, security, and 508 requirements will be adhered to.

1.5. User Characteristics

The intended users and their level of access to EOAS system is explained in the following table.

Table 1: EOA User Characteristics

Name	Description	EOAS Access	EOAS Access Level
Primary Users	Eligibility Office Supervisor	Write/Update access to all fields	Full Control
Primary Users	Eligibility Case Manager	Write/Update access to all fields except cannot assign cases in case management and cannot execute case management workload reports	Special
Primary Users	Scheduling Agent/Call Center Lead	Read only access to PreNeed Cases, No access to Time of Need cases, Submit a VMS	Special
Primary Users	Cemetery Users	Update access to Sensitive Case Advisory processing, Submit a VMS	Special

1.6. Relationship to Other Documents and Plans

This document relies on information gathered from the following documents.

- [Eligibility Office Automation \(EOA\) Requirement Document \(BRD\)](#)
- [Memorial Benefits Management System Program Charter](#)
- EOA Requirements Specification Document (RSD)
- EOA Project Management Plan (PMP)

Note: TSPR links to these documents will be provided once they become available.

1.7. Definitions, Acronyms, and Abbreviations

The following table defines abbreviations used throughout this document.

Table 2: EOA SDD Acronyms

Term	Meaning
------	---------

Term	Meaning
AMAS	Automated Monument Application System
API	Application Programming Interface
APP	Application
BE	BOSS Enterprise System
BOSS	Burial Operations Support System
BRD	Business Requirements Document
CR	Change Request
ECF	Eligibility Coordination Form
EE	Enterprise Edition
EO	Eligibility Office
EOA	Eligibility Office Automation
EOAS	Eligibility Office Automation System
FBI	Federal Bureau of Investigation
FOP	Formatting Objects Processor
FRD	Functional Requirements Document
ICD	Interface Control Document
ID	Identification
JPA	Java Persistence API
JSF	Java Server Faces
MAPUE	Memorial Affairs Performance and Usability Enhancements
MVC	Model-View-Controller
NCA	National Cemetery Administration
NCSO	National Cemetery Scheduling Office
NPRC	National Personnel Records Center
PDF	Portable Document Format
PN	PreNeed
ROI	Record of Interment
RSD	Requirements Specification Document
RTM	Requirements Traceability Matrix
SCA	Sensitive Case Advisory
SDD	System Design Document
SSL	Secure Socket Layer

Term	Meaning
SSN	Social Security Number
TN	Time of Need
TRM	Technology Reference Model
VA	Department of Veterans Affairs
VARO	VA Regional Office
VBA	Veterans Benefit Administration
VBS	Veterans Benefit Service
VLER	Virtual Lifetime Electronic Record
VMS	Verification of Military Service

1.8. References

The following documents were referenced for the creation of this SSD.

Note: TSPR links to documents in the table below will be provided here once they become available.

Table 3: EOA SDD References

Document	Published by	Date
EOA Business Requirements Document	National Cemetery Administration	May 2014
Memorial Benefits Management System (MBMS) Program Charter	OI&T PD	June 2014
EOA Project Management Plan	OI&T PD	TBD
EOA Requirements Specifications Document	OI&T PD	TBD
EOA Acceptance Criteria Plan	OI&T PD	TBD
EOA Requirements Traceability Matrix	OI&T PD	TBD

2. BACKGROUND

2.1. Overview of the System

EOAS is a sub-component of the BOSS application that provides for the automation of the EO functions. BOSS provides a workflow process for the cemetery, from the first contact with the funeral home, to checking eligibility, scheduling the interment, ordering and setting the monument, and provides an easy method for retrieval of historical record for interment.

The EOAS enhancements will support the business functions of the EO by providing features for faster eligibility determination, tracking of Eligibility Case history, automated creation of essential documents and faxes, and by allowing the EOAS Users to view various status reports within the system.

2.2. Overview of the Business Process

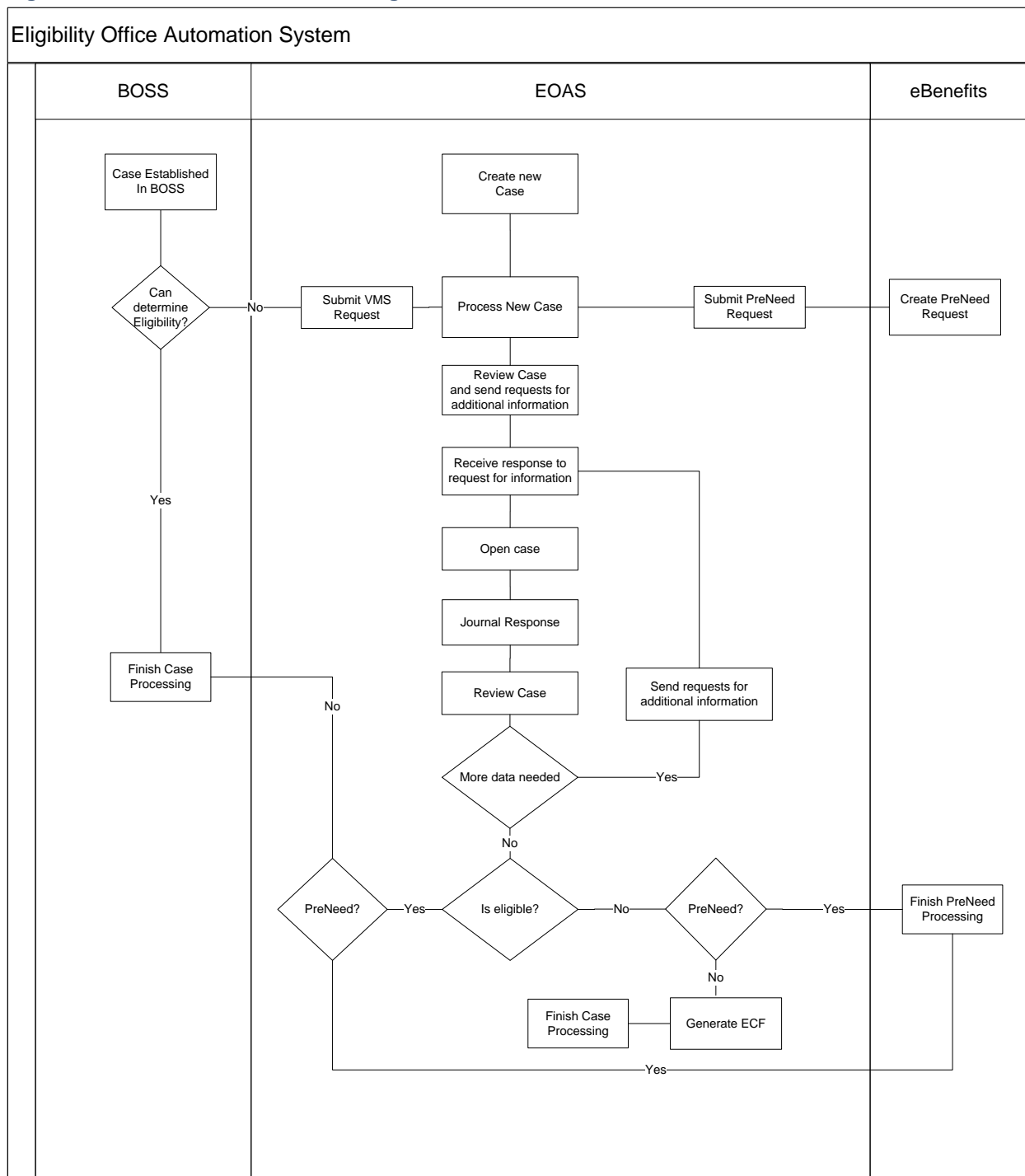
The PreNeed initiative is a joint VA initiative between National Cemetery Administration (NCA), Office of Product Development (OPD), and OI&T.

The PreNeed initiative will allow users to complete the PreNeed Burial Planning form and submit supporting documents that demonstrate military service relative to eligibility for burial benefits. These documents may be submitted prior to the Time of Need, utilizing the customized “My eBenefits” workspace, or via mail. Currently, burial eligibility information has not been submitted until the Time of Need. PreNeed services will now afford an opportunity for service members and Veterans to plan ahead.

eBenefits will request the necessary military service and contact information along with relevant supporting documents, and information for the dependent if they are the PreNeed candidate. eBenefits will provide the PreNeed request and associated attachments to NCA. The records will be transmitted into NCA’s Burial Operations Support System (BOSS) Enterprise Eligibility Office Automation System (EOAS) and identified as a PreNeed case. EOAS will send a confirmation to eBenefits that the record has been received, and eBenefits will provide a response to the requester.

The following diagram provides an overview of the Eligibility Business Process.

Figure 1: EOA Business Process Diagram



2.3. Business Benefits

The project will improve the customer service provided to our Veterans and their families, along with improving the efficiency of National Cemetery Scheduling Office (NCSO) personnel who are tasked with EO functions by reducing the number of phone inquiries received by Veterans for purposes of understanding benefits prior to the PreNeed. In addition, this project will provide the EO with an

automated method of tracking the progress and results of requests for verification of PreNeed Burial Planning.

2.4. Assumptions and Constraints

This section describes the assumptions, and constraints that impacted the design of the system.

2.4.1. Design Assumptions

Analysis has to be conducted to determine any new design assumptions. This section will be updated accordingly during the development phase.

2.4.2. Design Constraints

Development is constrained by the technical standards and tools guidelines identified in the One-VA TRM.

2.4.3. Design Trade-offs

Analysis has to be conducted to determine any new design trade-offs. This section will be updated accordingly once a project-team Architect is assigned.

2.5. Overview of the Significant Requirements

The material in this section is not to replace either the existing functional or technical requirements documents, nor serve as the basis for the Requirements Traceability Matrix (RTM), but only to inform non-project personnel reading this document of the basis for the design.

2.5.1. Overview of Significant Functional Requirements

In this section ,we provide an overview of the pivotal (i.e. that force design decisions) functional requirements for the system with the goal of identifying major functions to be performed and the few major requirements that drive EOA design for this release. As well, we do not intend to include the full set of requirements in this document or to replace the functional requirements located in the EOA RSD. For this document, the emphasis will be on identifying the impact that these requirements have on the design.

Table 4: EOA Functional Requirements

ID	Requirement
RSD - US0001.0	The system shall be modified to allow for an Eligibility Office Supervisor to be able to have access to Write/Update all fields in Case Management System
RSD - US0001.1	The system shall be modified to allow for an Eligibility Case Manager to be able to have access to Write/Update all fields in Case Management System
RSD - US0001.2	The system shall be modified to allow a Scheduling Agent/Call Center Lead to have Read only access to PreNeed Cases, No access to Time of Need cases and Submit a VMS (Verification of Military Service) in the EOAS Case Management System

ID	Requirement
RSD - US0001.3	The system shall be modified to allow for User Role of Cemetery User to be able to have access to Sensitive Case Advisory processing and Submit a VMS (Verification of Military Service) in the EOAS Case Management System
RSD - US0002.0	The system shall log any assignment and reassignment as an UPDATE to the case Journal.
RSD - US0002.1	The system shall have the ability to be able to view the history of actions (Added, Updated, Closed, Reassigned) that have been performed on the Eligibility Case
RSD - US0002.2	Case Aging should be able to select any calendar timeframe and report the number of cases added, closed, cases pending (worked but not added or completed) Calendar timeframe should be able to select a minimum of a 1 day Caseload Aging reporting can be generated by assigned Eligibility Case Manager
RSD - US0002.3	The system should be able to add User ID's to the existing reports. <ul style="list-style-type: none"> ▪ Pending by Organization ▪ Pending Over 48 Hours ▪ Timeliness by Organization ▪ Timeliness by Case
RSD - US0003.0	System will need to be modified to rearrange buttons on EOAS menu screen to move "Open Case" button away from "Process New Case" button, preferably to the bottom of the menu
RSD - US0004.0	The system menu screen shall be modified for the "Open Case" feature to include search capability using the "Userid" of the last person to update the case
RSD - US0005.0	The system shall allow the Eligibility Office Supervisor to review the unassigned cases in the system
RSD - US0006.0	The system shall automatically prepopulate Date of Birth and Date of Death and other available data on Veteran Information Screen
RSD - US0006.1	The EOAS system shall prepopulate the Veteran fields with Veteran data on the VMS input screens The EOAS system shall prepopulate the Descendent fields with Descendent data on the VMS input screens
RSD - US0006.2	The system shall allow for the VMS to be generated on demand at any time from the journal screen, with the most current data
RSD - US0006.3	The system shall be modified to rename the VMS output form; VMS Preview screen and the 'Save' button Add values to the values to the Organization drop down list on the Contact Information screen
RSD - US0007.0	The system shall allow an option of "Sent To" in order to generate a fax

ID	Requirement
RSD - US0007.1	<p>For manual journal entries the system shall:</p> <ul style="list-style-type: none"> ▪ Have additional values for the field “Showing” on the manual Journal entries titled "Discharge Under Honorable Conditions" and “Discharge General (Under Honorable Conditions)” ▪ Rename “ADMIN DECISION” to “ADMIN DECISION/MEMORANDUM.” in the Type of Document field
RSD - US0007.2	<p>The EOAS system shall allow Military branch to be displayed on the Journal Military tab when no additional military data is available</p> <p>The EOAS system shall not allow military date periods to overlap when there are multiple periods of service on the military data tab</p>
RSD - US0007.3	<p>The EOAS system shall allow Military branch to be displayed on the Journal Military tab when no additional military data is available</p> <p>The EOAS system shall not allow military date periods to overlap when there are multiple periods of service on the military data tab</p>
RSD - US0007.4	<p>The EOAS system shall have the ability to record the case as “Y”/”N” for eligibility when case is closed</p>
RSD - US0007.5	<p>The EOAS system shall have the ability to deny eligibility and select an Eligibility Denied Reason Code</p>
RSD - US0008.0	<ul style="list-style-type: none"> ▪ The system shall provide capability for the ECF to be approved ▪ The EOAS system shall automatically generate a Journal entry when the ECF is approved ▪ The EOAS system shall be modified so that the Signature does not print on a separate page for the ECF when there is space on the previous page
RSD - US0008.1	<ul style="list-style-type: none"> ▪ The EOAS system shall be modified so that the 'Previous' button is renamed ‘Approve’ on the ECF Preview screen ▪ The system shall correct the on-screen display of the ‘Veteran Information’ section of the ECF which is now shifted out of margin to the left side
RSD - US0009.0	<p>The EOAS system shall be changed so that the name of the button that appears during the duplicate record check process is renamed “New” instead of "Accept". This process change occurs at two different places during the duplicate record check process:</p> <ul style="list-style-type: none"> ▪ When a Time of Need or PreNeed is created/established (manually) in EOAS. ▪ When a Time of Need is created from a record being transferred in from BOSS.
RSD - US0010.0	<ul style="list-style-type: none"> ▪ The system shall generate a notification to the Eligibility Office if the NCSO scheduler schedules a burial when the Eligibility Office (EO) has a pending eligibility case ▪ The system shall provide the ability to tell that a case exists in the EOAS system, if a user queries the BOSS system on SSN for a decedent or veteran ▪ The system shall allow that any case created in EOAS must have the ability to be sent to EOAS at Time of Need.

ID	Requirement
RSD - US00011.0	<ul style="list-style-type: none"> ▪ The system shall auto populate the EO case number on the top of the SCA form ▪ The system shall enable BOSS records in any case status to be populated on the SCA, not just eligible records ▪ The system shall show auto populated information as well as manually entered text in all capital letters when all data is presented on the form ▪ The system shall allow cemetery users to access SCA processing, but no other portion of the EOAS system
RSD - US00012.0	<ul style="list-style-type: none"> ▪ The system shall be modified so that the “Timeliness by Case” report cases appear on the report if the cases were closed anytime during the selected timeframe ▪ The system shall allow the reports to be sorted Case Number and User ID ▪ The Case Management reports shall be added
RSD - US00012.1	<ul style="list-style-type: none"> ▪ The system shall provide a report of “Closed Time of Need Cases” showing counts of eligible and denied cases for any selected timeframe. Denied cases shall indicate the counts by reason code and reason legend ▪ The system shall allow the reports to be sorted Case Number and User ID ▪ The Case Management reports shall be added
RSD - US00012.2	<p>The system shall be modified to replace the “Decedent ID” with the cases’ most current USERID on the following reports:</p> <ul style="list-style-type: none"> ▪ Pending Over 48 Hours ▪ Pending by Organization ▪ Timeliness by Case ▪ Timeliness by Organization <p>The system shall allow the reports to be sorted Case Number and User ID</p> <p>The Case Management reports shall be added</p> <p>The EOAS system shall be modified to add a column for the EOAS Case Number on the “Pending Over 48 Hours” report.</p>
RSD - US00012.3	<p>The system shall consider the “Sent to” journal information in the same respect as generated Fax Sheets for report purposes on the following reports:</p> <ul style="list-style-type: none"> ▪ Pending by Org Report ▪ Timeliness by Org Report <p>The system shall allow the reports to be sorted by Case Number and User ID</p> <p>The Case Management reports shall be added</p>
RSD - US00013.0	<p>The BOSS system shall be modified so that “subsequent cases” shall not have the relationship code changed to “NR” when the “first” interment was deemed eligible</p>
RSD - US00013.1	<p>The system shall allow cases created in EOAS that go into a cancelled (CA) or denied (DC) status and then are reactivated, to be returned to their previous case status of CA or DC so they can be worked</p>
RSD - US00014.1	<p>The system shall provide a modified FBI Fax sheet that has expanded entry fields, and uses the entire page, consistent with the business requirements</p>

2.5.2. Overview of Functional Workload / Performance Requirements

There is no anticipation of growth for the number of EOA records created. This process has been in place for many years and the average is based on that historical information. The application will retain all EOA records and associated case records indefinitely.

EOA application is developed with a goal of no more than 30 seconds response time for any action performed. This will be a goal of the design and implementation, but not a requirement.

Table 5: EOA Workload and Performance Requirements

ID	Requirement
	Update the Service Level Agreement (SLA) regarding availability of the system.

2.5.3. Overview of Operational Requirements

The NCSO is operational 7 days per week .application is developed with a goal of no more than 3 seconds response time for any action performed. This will be a goal of the design and implementation, but not a requirement.

The EOA system must be available 99.9% of the time. The EOA system needs to be available 24-hours a day, seven (7) days a week.

Table 6: EOA Operational Requirements

ID	Requirement
	Covering multiple time zones, the BOSS enterprise system and its component EOA will need to be up a minimum of 7 days per week.

2.5.4. Overview of the Technical Requirements

The EOA sub-system may be developed using the following set of Tools and technologies.

- Oracle Weblogic Server 10.3.6
- Oracle Database 11G
- Apache Formatting Objects Processor 1.1
- iText Core 5.4
- Java 7.0

These Tools are compliant with the Product Development (PD) software engineering TRM.

2.5.5. Overview of the Security or Privacy Requirements

The web component of Eligibility Office Automation (EOA) was implemented using Secure Socket Layer (SSL) for the encryption of web content. Users will be authenticated using Oracle Database accounts, and authorization will be controlled using role based access. The VA 6500 requirements for “moderate” categorized systems will be maintained and the following business-specific security requirements for User Access control will be managed:

Table 8: EOA User Roles and Authorities

Role	Authority
Eligibility Office Supervisor	Write/Update access to all fields.
Eligibility Case Manager	Write/Update access to all fields except cannot assign cases in case management and cannot execute case management workload reports.
Scheduling Agent/Call Center Lead	<ul style="list-style-type: none"> ▪ Read only access to PreNeed Cases. ▪ No access to Time of Need cases. ▪ Submit a VMS
Cemetery Users	Update access to Sensitive Case Advisory processing. Submit a VMS

2.5.6. Overview of System Criticality and High Availability Requirements

The NCSO is operational 7 days per week .application is developed with a goal of no more than 3 seconds response time for any action performed. This will be a goal of the design and implementation, but not a requirement.

The EOA system must be available 99.9% of the time. Continuity of operations and disaster recovery for EOA application should be as close to 24/7 as possible.

Table 9: EOA Operational Requirements

ID	Requirement
	The EOA system must be available 99.9% of the time.
	The system needs to be available 24-hours a day, seven (7) days a week.

2.5.7. Single Sign-on Requirement

Features planned for the current release of the EOA system support NCA's Eligibility office personnel business needs and enhance the existing legacy system capabilities. Single Sign-on is not considered as requirements to enhance the existing legacy EOA application.

2.5.8. Requirement for Use of Enterprise Portals

Features planned for the current release of the EOA system support NCA's Eligibility office personnel business needs and enhance the existing legacy system capabilities. Usage of Enterprise Portals is not considered as requirements to enhance the existing legacy EOA application.

2.5.9. Special Device Requirements

Features planned for the current release of the EOA system support NCA's Eligibility office personnel business needs and enhance the existing legacy system capabilities. No special devices have been identified as requirements to enhance the existing legacy EOA application.

2.6. Legacy System Retirement

Currently planned enhancements of the legacy EOA application will reduce or eliminate data entry errors, help users meet performance standards, provide accurate reports, and allow management to review work performance, delegate assignments, and manage overtime. There are no plans to retire the legacy system during this release cycle.

3. CONCEPTUAL DESIGN

This section of the EOA SDD provides details about Conceptual Application Design, Conceptual Data Design, and Conceptual Infrastructure Design. The following sections provide a conceptual overview and illustration of the EOA system and the systems and users with which it interacts.

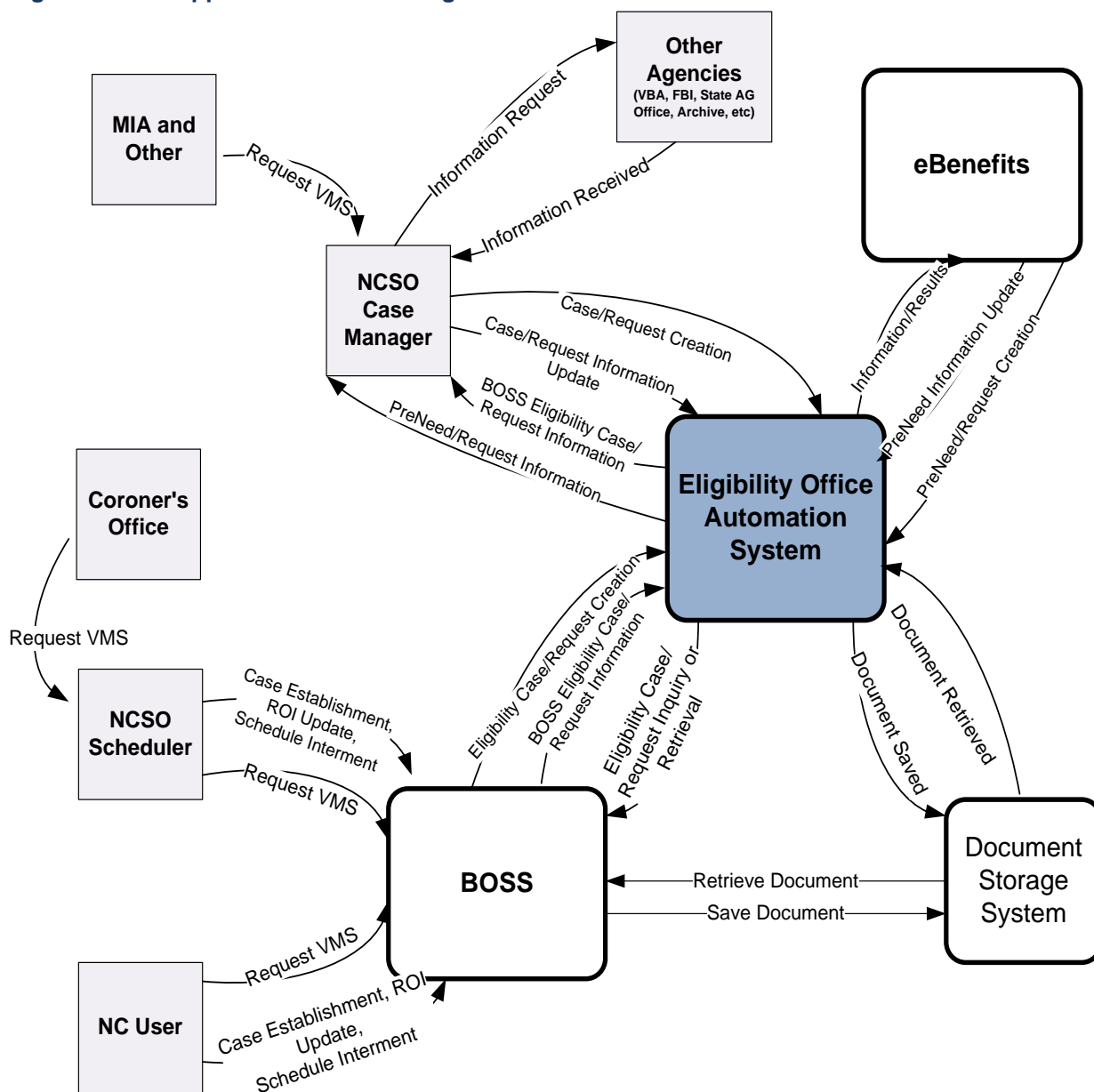
3.1. Conceptual Application Design

The purpose of the conceptual application design is to illustrate all systems that interact with the EOA system and the interfaces by which these systems will interact with one another. Some indication of the origination of events has also been illustrated.

3.1.1. Application Context

The following application context diagram shows the interaction of the system with its environment along with physical data flows.

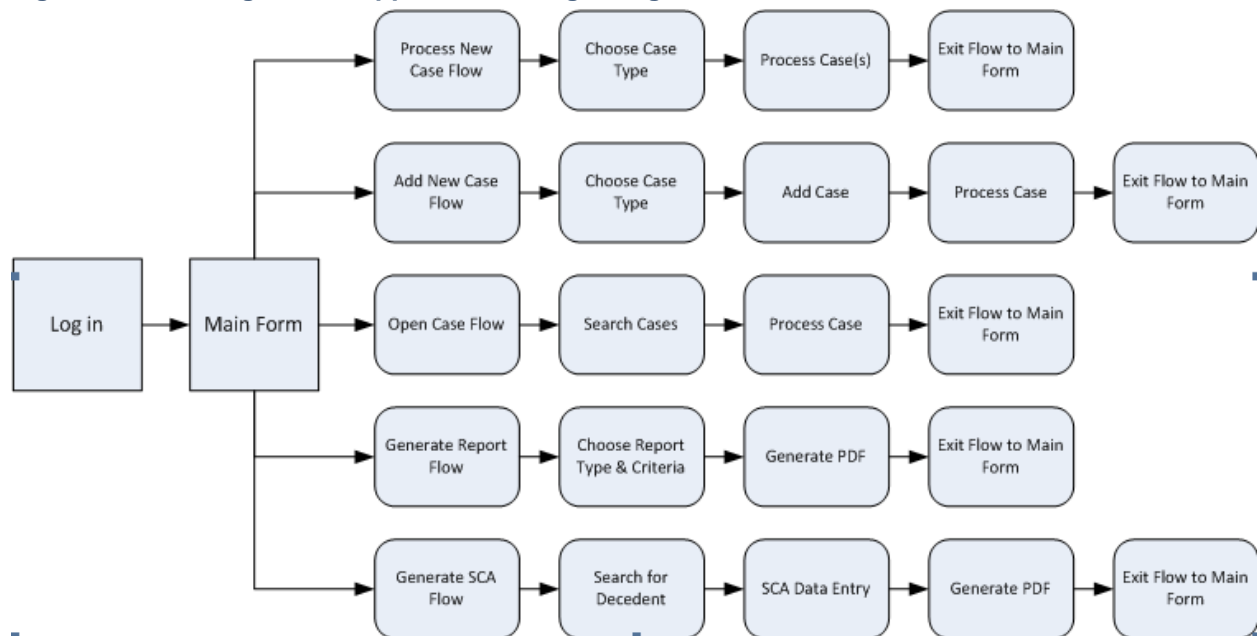
Figure 2: EOA Application Context Diagram



3.1.2. High-Level Application Design

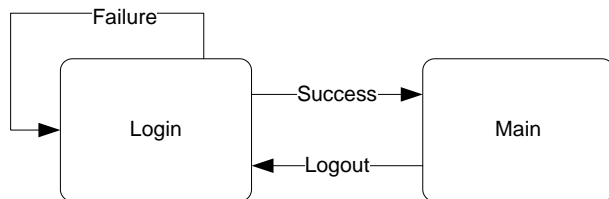
The following displays the EOAS High Level Application Design Diagram.

Figure 3: EOAS High Level Application Design Diagram



The following diagram displays the login process.

Figure 4: EOAS Log in Diagram

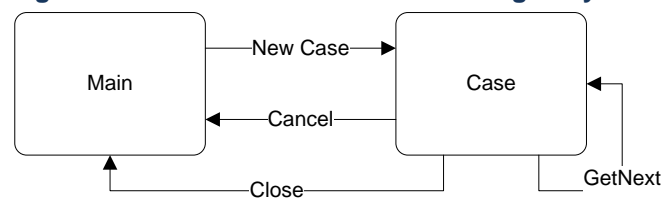


Upon initiation, the EOAS User will be presented a Log in Screen.

The EOAS User may process each new Case that has been submitted via BOSS or EOAS, one case at a time, until all of the unprocessed Time of Need Eligibility Cases have been processed.

The following diagram displays the process to create a new need eligibility case.

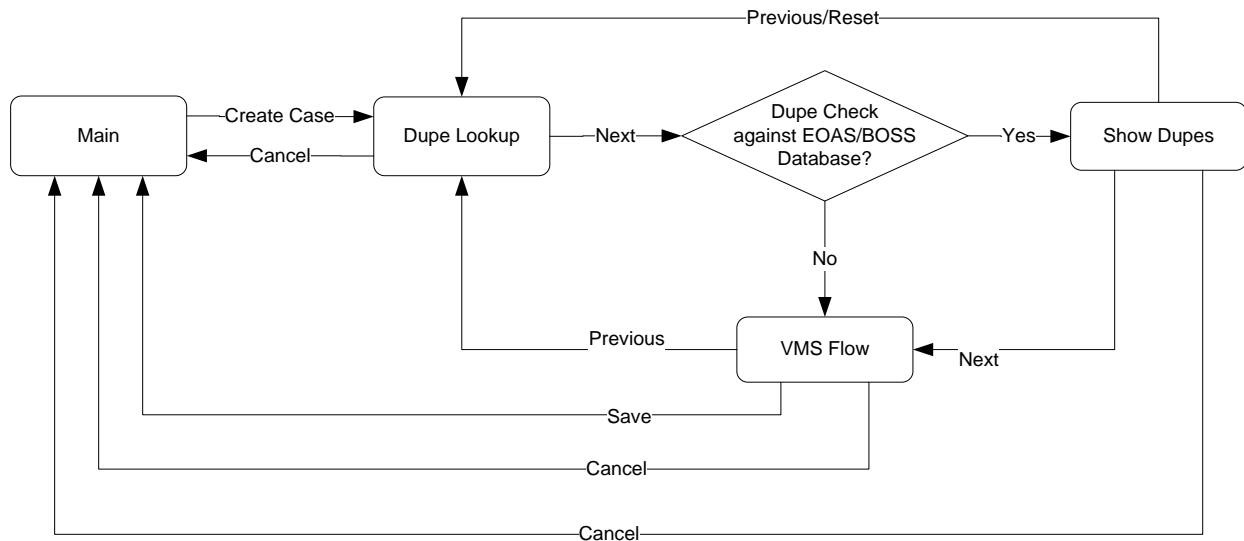
Figure 5: Process New Time of Need Eligibility Case Diagram



When the EOAS User selects add need case on the Main Screen, the EOAS will check existing BOSS/EOAS initiated cases in an effort to minimize duplicate cases prior to displaying the data entry case screens. Once any issues with possible duplicate cases have been resolved, the EOAS User will be provided with the data entry screens to complete for the creation of a new Eligibility Case.

The following diagram displays the process to create/add time of need eligibility case diagram.

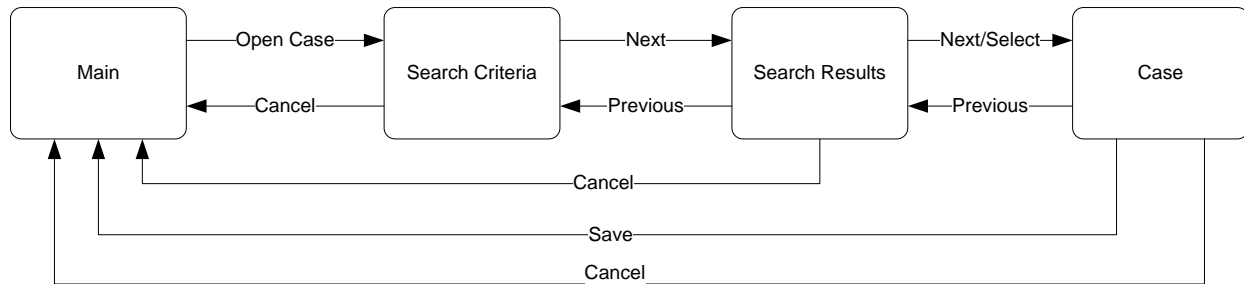
Figure 6: Create/Add New Time of Need Eligibility Case (Non-BOSS) Diagram



The EOAS User must locate and open an Eligibility Case, before any actual processing or updating of the eligibility case can be completed.

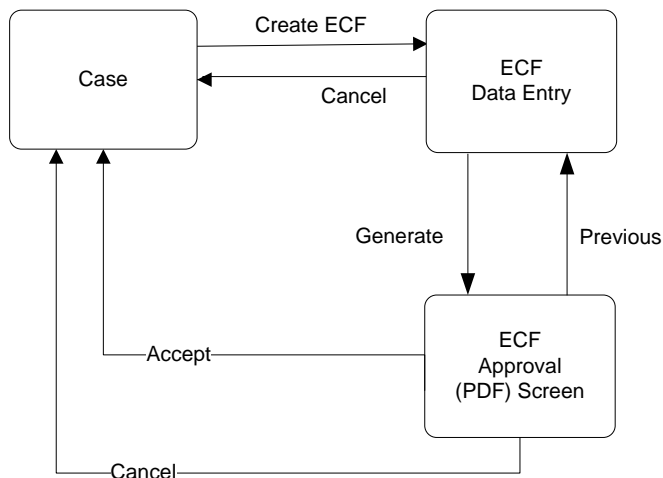
The following diagram displays the process to search and open a case.

Figure 7: EOA Open Case Diagram



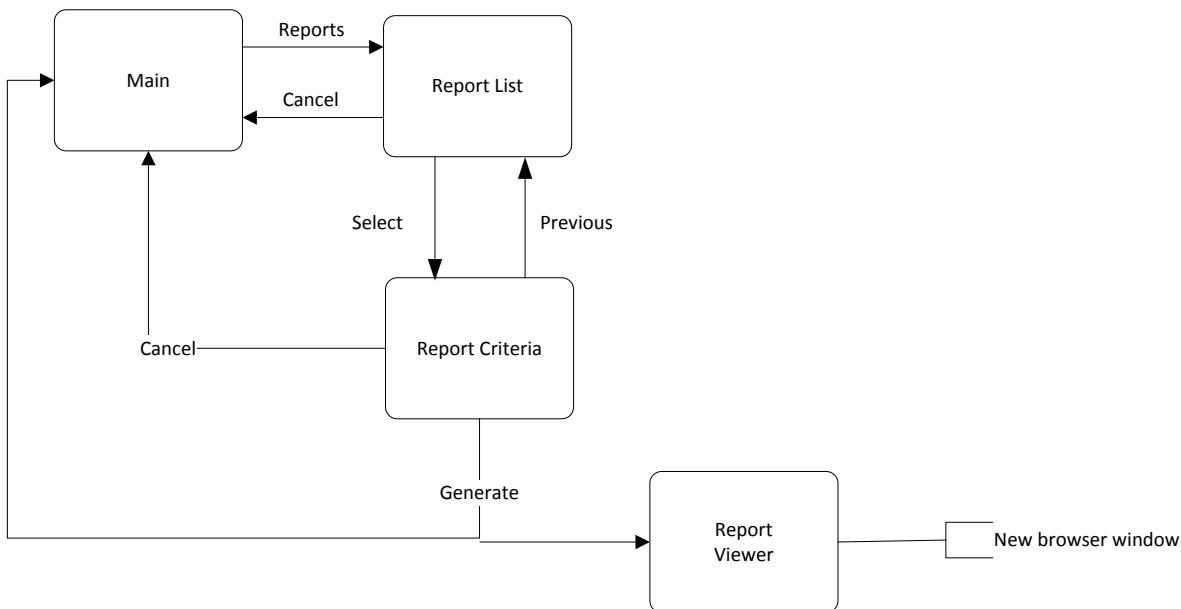
The following diagram displays the process to generate ECF. A pre-populated Eligibility Coordination Form screen will be displayed, once an EOAS User selects to generate an ECF. The EOAS User will be allowed to review, add, or update any information as needed.

Figure 8: Generate ECF Diagram



The following diagram displays the process to generate report. Once the required report criteria have been entered for the selected report, a preview of the selected report will be displayed to the screen with the Standard PDF Toolbar.

Figure 9: EOA Generate Reports Diagram



3.1.3. Application Locations

The table below identifies the locations at which EOA application components will be hosted.

Table 7: EOA Application Locations

Application Component	Description	Host Location	Type
EOAS Enterprise Application	Enterprise application that bundles the different application components.	QITC	Enterprise Application

Application Component	Description	Host Location	Type
EOAS Web Application	The web application used by staff to support the EOAS business processes.	QITC	Web Application
BOSS database	The database that stores and provides the EOAS data.	QITC	Database

Table 8: EOA Application Users

Application Component	Location	User
EOAS	Not Applicable	BOSS Users/NCSO Schedulers
EOAS	Not Applicable	NCSO EO Case Manager
EOAS	Not Applicable	NCSO Team Lead
EOAS	Not Applicable	NCSO Site Supervisor

3.2. Conceptual Data Design

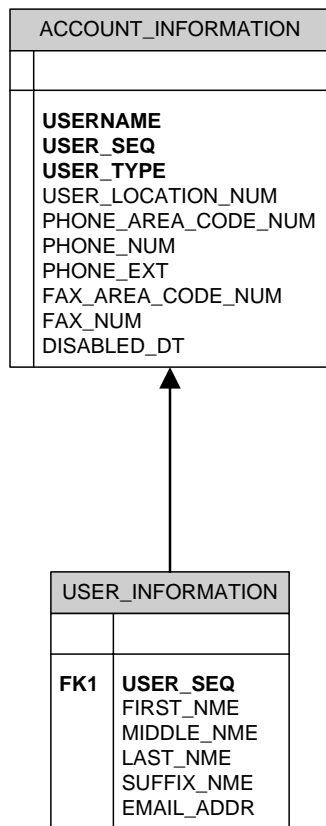
3.2.1. Project Conceptual Data Model

This section provides an overview of the existing conceptual data model used in EOAS systems.

3.2.1.1 Existing BOSS User Profile Project Conceptual Data Model

The following displays the Existing BOSS User Profile Project Conceptual Data Model Tables.

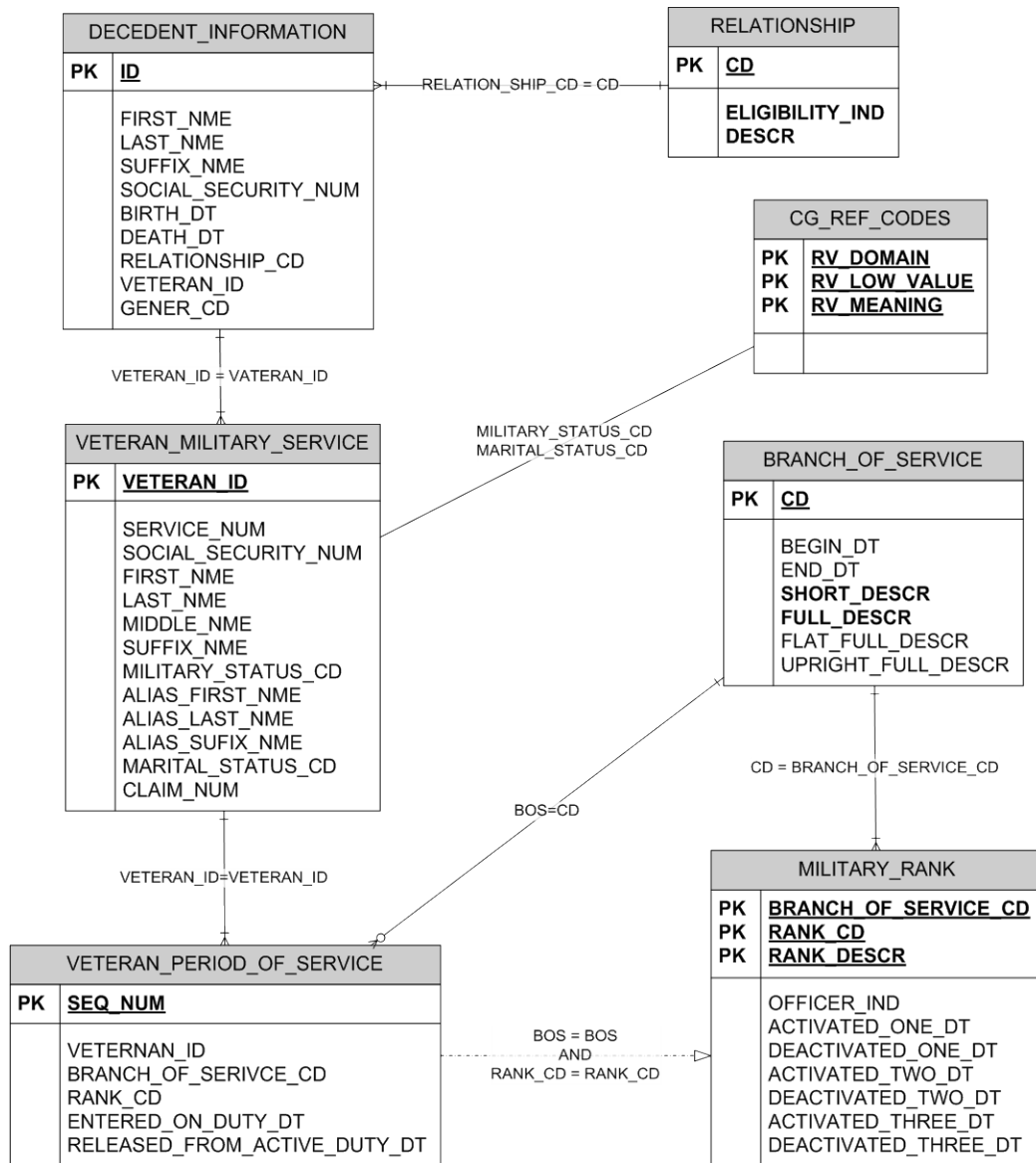
Figure 10: Existing BOSS User Profile Project Conceptual Data Model Tables



3.2.1.2 Existing BOSS Project Conceptual Data Model

The following displays the Existing BOSS Project Conceptual Data Model Tables.

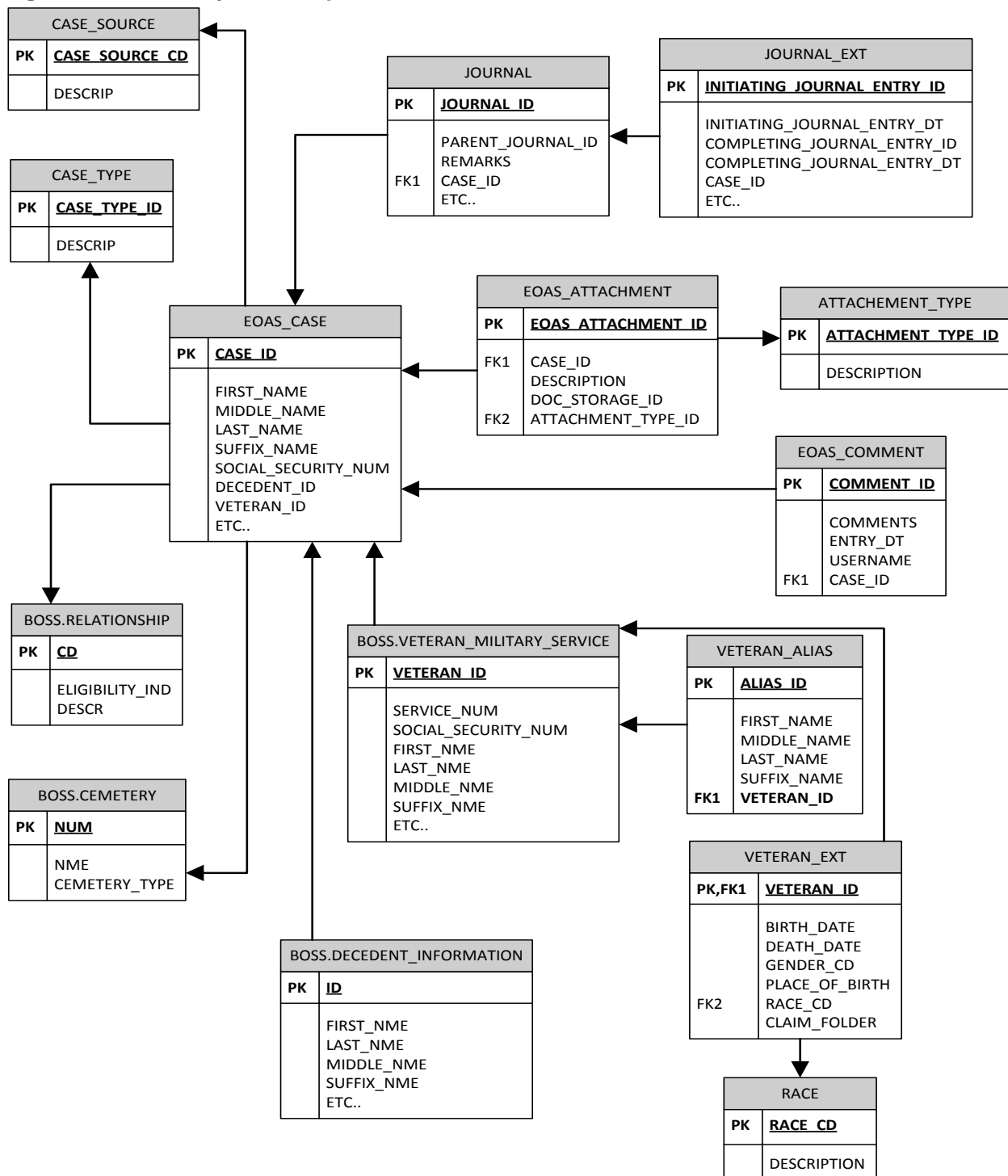
Figure 11: Existing BOSS Project Conceptual Data Model Tables



3.2.1.3 EOAS Project Conceptual Data Model

The following displays the EOAS Project Conceptual Data Model Tables.

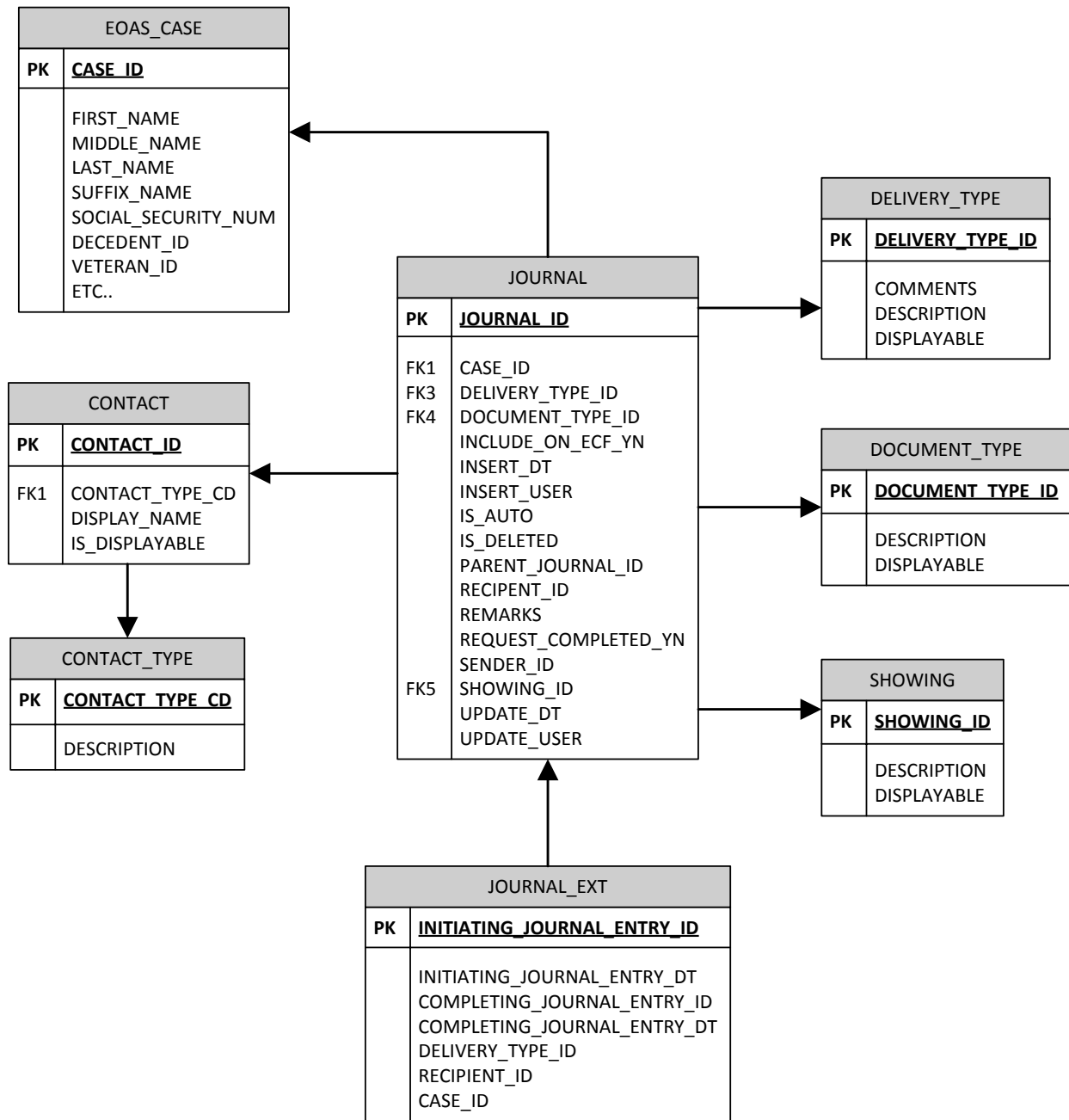
Figure 12: EOAS Project Conceptual Data Model Tables



3.2.1.4 EOAS Project Journal Conceptual Data Model

The following displays the EOAS Project Journal Conceptual Data Model Tables.

Figure 13: EOAS Project Journal Conceptual Data Model Tables



3.2.2. Database Information

Table 9: EOA Database Inventory

Database Name	Description	Type	Steward
BOSS	Development database instance hosted at the QITC contains EOAS information used by the EOAS application.	Oracle 11g	MBMS

Database Name	Description	Type	Steward
BOSS	Test database instance hosted at the QITC contains EOAS information used by the EOAS application.	Oracle 11g	MBMS
BOSS	Pre-production database instance hosted at the QITC contains EOAS information used by the EOAS application.	Oracle 11g	MBMS
BOSS	Production database instance hosted at the QITC contains EOAS information used by the EOAS application.	Oracle11g	MBMS
BOSSCOOP	Production COOP database instance hosted at Culpepper ITC	Oracle11g	MBMS

Table 10: EOA Table Schema

Schema	Table Name	Description	Activity
SYS_USER	ACCOUNT_INFORMATION	This table contains the user information	Read-only
SYS_USER	USER_INFORMATION	Contains user name and e-mail address	Read-only
BOSS	DECEDENT_INFORMATION	Contains data about the decedent	Read-only
BOSS	RELATIONSHIP	Contains a list of possible relationship between the decedent and the Veteran. (This is a lookup table)	Read-only
BOSS	VETERAN_MILITARY_SERVICE	Contains the primary Veteran military information	Add, Read, Update
BOSS	VETERAN_INFORMATION	Contains the primary Veteran information	Add, Read, Update
BOSS	VETERAN_PERIOD_OF_SERVICE	Contains a record of the Veteran's service	Add, Read, Update, Delete
BOSS	BRANCH_OF_SERVICE	Lookup table for valid branches of service	Read-only
BOSS	MILITARY_RANK	Lookup table for military ranks	Read-only
BOSS	CG_REF_CODES	This is a generic lookup table for many of the BOSS and AMAS looks	Read-only

Schema	Table Name	Description	Activity
EOAS	EOAS_CASE	Contains the primary records for eligibility cases	New Table, Read, Write, Update, Delete
EOAS	EOAS_ATTACHMENT	Contains case attachment information	New Table, Read, Write, Update, Delete
EOAS	EOAS_COMMENT	Contains case comments	New Table, Read, Write, Update, Delete
EOAS	VETERAN_EXT	Contains Veteran data not contained in BOSS	New Table, Read, Write, Update, Delete
EOAS	VETERAL_ALIAS	Contains Veteran aliases – BOSS has restriction on number of known aliases	New Table, Read, Write, Update, Delete
EOAS	ORGANIZATION	Lookup table used for sent from sent to values in journal entries	New Table, read-only
EOAS	JOURNAL	Contains data used to track case activities	New Table, Read, Write, Update, Delete
EOAS	JOURNAL_EXT	Maintains history of edits to journal entries	New Table, Read, Write
EOAS	SHOWING	Contains journal level comments	New Table, Read, Write, Update, Delete
EOAS	CASE_TYPE	Lookup for types of case (PreNeed (PN), Time of Need (TN))	New Table, read-only
EOAS	DELIVERY_TYPE	Lookup for types of communications (Fax, phone, and so on)	New Table, read-only

Schema	Table Name	Description	Activity
EOAS	DOCUMENT_TYPE	Lookup for types of document types (DD214 – Certificate of Release or Discharge from Active Duty, and so on)	New Table, read-only
EOAS	ATTACHMENT_TYPE	Lookup for types of attachment types	New Table, read-only
EOAS	CONTACT_TYPE	Lookup for types of contact types (VBS, FBI, Other, and so on)	New Table, read-only
EOAS	CASE_SOURCE	Lookup for case source (BOSS, EOAS, eBenefits)	New Table, read-only
EOAS	CASE_SOURCE_TYPE_MAP	Case Source/Case Type cross reference table	New Table, read-only
EOAS	RACE	Lookup for race types	New Table, read-only
EOAS	MARITAL_STATUS	Lookup for marital statuses (White, Black, and so on)	New Table, read-only
EOAS	MILITARY_STATUS	Lookup for military statuses (Active Duty, Retired, and so on)	New Table, read-only
EOAS	SCA_NATURE_OF_REQUEST	Lookup for SCA requests (Waiver, Saturday Burial, and so on)	New Table, read-only
EOAS	CONVERTED_CASE	Contains data used to track converted case	New Table, Read, Write, Update, Delete
EOAS	CONTACT	Lookup for case contacts (VARO, FBI, and so on)	New Table, read-only

The ATTACHMENT_TYPE table does not contain foreign keys.

Table 11: ATTACHMENT_TYPE Table Description

Column	Description	Type
ATTACHMENT_TYPE_ID	Attachment Type code (Primary Key)	NUMBER(9 BYTE)
DESCRIPTION	Attachment Type code description	VARCHAR2(50 BYTE)

The CASE_SOURCE table does not contain foreign keys.

Table 12: CASE_SOURCE Table Description

Column	Description	Type
CASE_SOURCE_CD	Case Source code (Primary Key)	VARCHAR2(2 BYTE)
DESCRIP	Case Source code description	VARCHAR2(30 BYTE)

The CASE_SOURCE_TYPE_MAP table contains the following foreign keys: CASE_TYPE_CD REFERENCES CASE_SOURCE(CASE_SOURCE_CD), CASE_TYPE_CD REFERENCES CASE_TYPE(CASE_TYPE_CD).

Table 13: CASE_SOURCE_TYPE_MAP Table Description

Column	Description	Type
CASE_SOURCE_CD	Case Source code (Primary Key)	VARCHAR2(2 BYTE)
CASE_TYPE_CD	Case type code	VARCHAR2(2 BYTE)

The CASE_TYPE table does not contain foreign keys.

Table 14: CASE_TYPE Table Description

Column	Description	Type
CASE_TYPE_CD	Case Type code (Primary Key)	VARCHAR2(2 BYTE)
DESCRIP	Case type code description	VARCHAR2(30 BYTE)

The CONTACT table contains the following foreign keys: CONTACT_TYPE_CD REFERENCES CONTACT_TYPE(CASE_TYPE_CD).

Table 15: CONTACT Table Description

Column	Description	Type
CONTACT_ID	Contact ID(Primary Key)	NUMBER(9 BYTE)
CONTACT_TYPE_CD	Contact Type code	VARCHAR2(5 BYTE)
DISPLAY_NAME	Display Name	VARCHAR2(40 BYTE)
IS_DISPLAYABLE	Displayable	CHAR(1 BYTE)

The CONTACT_TYPE table does not contain foreign keys.

Table 16: CONTACT_TYPE Table Description

Column	Description	Type
CONTACT_TYPE_CD	Case Type code (Primary Key)	VARCHAR2(5 BYTE)
DESCRIP	Contact type code description	VARCHAR2(30 BYTE)

The CONVERTED_CASE table does not contain foreign keys.

Table 17: CONVERTED_CASE Table Description

Column	Description	Type
DECEDENT_ID	Decedent ID (Primary Key)	VARCHAR2(9 BYTE)
CASE_ID	Case ID	VARCHAR2(9 BYTE)
INSERTED_DT	Insert Date	DATE
INSERTED_USER_ID	Insert User ID	VARCHAR2(32 BYTE)

The DELIVERY_TYPE table does not contain foreign keys.

Table 18: DELIVERY_TYPE Table Description

Column	Description	Type
DELIVERY_TYPE_ID	Delivery Type ID (Primary Key)	VARCHAR2(9 BYTE)
DESCRIPTION	Delivery Type description	VARCHAR2(80 BYTE)
DISPLAYABLE	Displayable as an option	VARCHAR2(1 BYTE)
COMMENTS	Comments	VARCHAR2(20 BYTE)

The DOCUMENT_TYPE table does not contain foreign keys.

Table 19: DOCUMENT_TYPE Table Description

Column	Description	Type
DOCUMENT_TYPE_ID	Document Type ID (Primary Key)	VARCHAR2(9 BYTE)
DESCRIPTION	Document Type description	VARCHAR2(80 BYTE)
DISPLAYABLE	Displayable as an option	VARCHAR2(1 BYTE)

The EOAS_ATTACHMENT table contains the following foreign keys: CASE_ID REFERENCES EOAS_CASE(CASE_ID), ATTACHMENT_TYPE_ID REFERENCES ATTACHMENT_TYPE(ATTACHMENT_TYPE_ID).

Table 20: EOAS_ATTACHMENT Table Description

Column	Description	Type
EOAS_ATTACHMENT_ID	Attachment ID (Primary Key)	NUMBER(9 BYTE)
CASE_ID	Case ID	VARCHAR2(9 BYTE)
ATTACHMENT_TYPE_ID	Attachment Type ID	NUMBER(9 BYTE)
DESCRIPTION	Delivery Type description	VARCHAR2(50 BYTE)
DOC_STORAGE_ID	Document Storage ID	NUMBER(9 BYTE)

The EOAS_CASE table contains the following foreign keys: CASE_SOURCE_CD REFERENCES CASE_SOURCE_TYPE_MAP(ID).

Table 21: EOAS_CASE Table Description

Column	Description	Type
CASE_ID	Case ID (Primary Key)	VARCHAR2(9 BYTE)
FIRST_NAME	Decedent's First Name	VARCHAR2(15 BYTE)
MIDDLE_NAME	Decedent's Middle Name	VARCHAR2(15 BYTE)
LAST_NAME	Decedent's Last Name	VARCHAR2(25 BYTE)
SUFFIX_NAME	Decedent's Suffix Name	VARCHAR2(3 BYTE)
SOCIAL_SECURITY_NUM	Decedent's Social Security Number	VARCHAR2(9 BYTE)
DECEDENT_ID	Decedent's ID	VARCHAR2(9 BYTE)
VETERAN_ID	Veteran's ID	VARCHAR2(9 BYTE)
CASE_STATUS	Case Status (Open, New)	VARCHAR2(10 BYTE)
CASE_TYPE_CD	Case Type Code to specify whether a PreNeed or Time of Need Case	VARCHAR2(2 BYTE)
INSERT_DT	Date created	TIMESTAMP(0 BYTE)
INSERT_USER	User ID that created the case	VARCHAR2(32 BYTE)
UPDATE_DT	Date updated	TIMESTAMP(0 BYTE)
UPDATE_USER	User ID that updated the case	VARCHAR2(32 BYTE)
MAIDEN_NAME	Decedent's Maiden Name	VARCHAR2(30 BYTE)
VERIFIED_LEGAL_WIDOW	Verify Legal Widow Status	CHAR(1 BYTE)
SHARE_CHECKED	Indicates whether the requestor has checked other systems	CHAR(1 BYTE)
BIRTH_DT	Decedent's Birth Date	DATE
DEATH_DT	Decedent's Date of Death	DATE
RELATIONSHIP_CD	Relationship to Veteran	CHAR(21 BYTE)
GENDER_CD	Gender/Sex code	VARCHAR2(1 BYTE)
REQUESTOR_ORG_NME	Organization	VARCHAR2(50 BYTE)
REQUESTOR_PHONE_NUM	Phone Number	VARCHAR2(15 BYTE)
REQUESTOR_FAX_NUM	Fax Number	VARCHAR2(15 BYTE)
CASE_SOURCE_CD	Source of Case	VARCHAR2(2 BYTE)
REMAIN_CD		VARCHAR2(1 BYTE)

Column	Description	Type
REQUESTOR_EMAIL	E-mail Address	VARCHAR2(60 BYTE)
CONTACT_FIRST_NAME	Contact's First Name	VARCHAR2(15 BYTE)
CONTACT_MIDDLE_NAME	Contact's Middle Name	VARCHAR2(15 BYTE)
CONTACT_LAST_NAME	Contact's Last Name	VARCHAR2(25 BYTE)
CONTACT_SUFFIX_NAME	Contact's Suffix Name	VARCHAR2(3 BYTE)
CONTACT_ADDRESS_TYPE	Contact's Address Type	VARCHAR2(2 BYTE)
CONTACT_ADDRESS_LINE1	Contact's Address Line 1	VARCHAR2(35 BYTE)
CONTACT_ADDRESS_LINE2	Contact's Address Line 2	VARCHAR2(35 BYTE)
CONTACT_ADDRESS_LINE3	Contact's Address Line 3	VARCHAR2(35 BYTE)
CONTACT_ADDRESS_CITY	Contact's City	VARCHAR2(30 BYTE)
CONTACT_ADDRESS_STATE	Contact's State	VARCHAR2(3 BYTE)
CONTACT_ADDRESS_ZIP	Contact's Zip Code	VARCHAR2(5 BYTE)
CONTACT_ADDRESS_COUNTRY_CD	Contact's Country Code	VARCHAR2(3 BYTE)
INTERRED_FIRST_NAME	Previously Interred First Name	VARCHAR2(15 BYTE)
INTERRED_MIDDLE_NAME	Previously Interred Middle Name	VARCHAR2(15 BYTE)
INTERRED_LAST_NAME	Previously Interred Last Name	VARCHAR2(25 BYTE)
INTERRED_SUFFIX_NAME	Previously Interred Suffix Name	VARCHAR2(3 BYTE)
BURIED_USING_ELIG	Buried using Eligibility	VARCHAR2(1 BYTE)
CONTACT_RELATIONSHIP_CD	Contact's Relationship Code	VARCHAR2(1 BYTE)
INTERRED_RELATIONSHIP_CD	Interred Relationship Code	VARCHAR2(1 BYTE)
INTERRED_CEM_NUM	Interred Cemetery Number	VARCHAR2(3 BYTE)

The EOAS_COMMENT table contains the following foreign keys: Foreign Keys: CASE_ID REFERENCES EOAS_CASE (CASE_ID).

Table 22: EOAS_COMMENT Table Description

Column	Description	Type
COMMENT_ID	Comment ID (Primary Key)	NUMBER(9 BYTE)
CASE_ID	Case ID	VARCHAR2(9 BYTE)
USERNAME	User ID that added the comment	VARCHAR2(32 BYTE)

Column	Description	Type
ENTRY_DT	Creation/Entry date	TIMESTAMP(0) WITH TIME ZONE
COMMENTS	Comment	VARCHAR2(1024 BYTE)

The JOURNAL table contains the following foreign keys: CASE_ID REFERENCES EOAS_CASE (CASE_ID), SHOWING_ID REFERENCES SHOWING(SHOWING_ID), PARENT_JOURNAL_ID REFERENCES JOURNAL(JOURNAL_ID).

Table 23: JOURNAL Table Description

Column	Description	Type
JOURNAL_ID	Journal ID (Primary Key)	NUMBER(9)
PARENT_JOURNAL_ID	Parent or primary Journal ID	NUMBER(9)
CASE_ID	Case ID	VARCHAR2(9)
SENDER_ID	Sender's ID	NUMBER(9)
RECIPIENT_ID	Recipient's ID	NUMBER(9)
DELIVERY_TYPE_ID	Delivery Type	NUMBER(9)
INCLUDE_ON_ECF_YN	Include Journal on ECF	CHAR(1)
REQUEST_COMPLETED_YN	Request Completed	CHAR(1)
REMARKS	Remarks	VARCHAR2(4000)
SHOWING_ID	Showing ID	NUMBER(9)
DOCUMENT_TYPE_ID	Document Type ID	NUMBER(9)
IS_DELETED	Journal entry deleted	CHAR(1)
IS_AUTO	Auto Journal entry	CHAR(1)
INSERT_USER	User ID that created the entry	VARCHAR2(32)
UPDATE_USER	User ID that created the entry	VARCHAR2(32)
UPDATE_DT	Date updated	TIMESTAMP(0) WITH TIME ZONE
INSERT_DT	Date created	TIMESTAMP(0) WITH TIME ZONE

The JOURNAL_EXT table contains the foreign keys: CASE_ID REFERENCES EOAS_CASE (CASE_ID), INITIATING_JOURNAL_ID REFERENCES JOURNAL(JOURNAL_ID), COMPLETING_JOURNAL_ID REFERENCES JOURNAL(JOURNAL_ID).

Table 24: JOURNAL_EXT Table Description

Column	Description	Type
--------	-------------	------

Column	Description	Type
CASE_ID	Case ID (Primary Key)	VARCHAR2(9)
INITIATING_JOURNAL_ENTRY_ID	Initiating Journal ID	NUMBER(9)
INITIATING_JOURNAL_ENTRY_DT	Creation date of Journal entry	TIMESTAMP(6)
COMPLETING_JOURNAL_ENTRY_ID	Completing Journal ID	NUMBER(9)
COMPLETING_JOURNAL_ENTRY_DT	Completing date of Journal entry	TIMESTAMP(6)
DELIVERY_TYPE_ID	Delivery Type	NUMBER(9)
RECIPIENT_ID	Recipient ID	NUMBER(9)

The MARITAL STATUS table does not contain foreign keys.

Table 25: MARITAL STATUS Table Description

Column	Description	Type
MARITAL_STATUS_CD	Marital Status Code (Primary Key)	VARCHAR2(1 BYTE)
DESCRIPTION	Marital Status description	VARCHAR2(50 BYTE)

The MILITARY STATUS table does not contain foreign keys.

Table 26: MILITARY STATUS Table Description

Column	Description	Type
MILITARY_STATUS_CD	Military Status Code (Primary Key)	VARCHAR2(1 BYTE)
DESCRIPTION	Military Status description	VARCHAR2(50 BYTE)

The RACE table does not contain foreign keys.

Table 27: RACE Table Description

Column	Description	Type
RACE_CD	Race Code (Primary Key)	VARCHAR2(1 BYTE)
DESCRIPTION	Race description	VARCHAR2(50 BYTE)

The SCA_NATURE_OF_REQUEST table does not contain foreign keys.

Table 28: SCA_NATURE_OF_REQUEST Table Description

Column	Description	Type
ID	SCA ID (Primary Key)	NUMBER(9)

Column	Description	Type
NATURE_OF_REQUEST	Nature/Reason of Request	VARCHAR2(40 BYTE)

The SHOWING table does not contain foreign keys.

Table 29: SHOWING Table Description

Column	Description	Type
SHOWING_ID	Showing ID (Primary Key)	NUMBER(9)
DESCRIPTION	Showing description	VARCHAR2(80 BYTE)
DISPLAYABLE	Displayable as an option	VARCHAR2(1 BYTE)

The VETERAN_ALIAS table does not contain foreign keys.

Table 30: VETERAN_ALIAS Table Description

Column	Description	Type
ALIAS_ID	Alias ID (Primary Key)	NUMBER(9)
VETERAN_ID	Veteran's ID	VARCHAR2(9 BYTE)
FIRST_NAME	Veteran's Alias First Name	VARCHAR2(15 BYTE)
MIDDLE_NAME	Veteran's Alias Middle Name	VARCHAR2(15 BYTE)
LAST_NAME	Veteran's Alias Last Name	VARCHAR2(25 BYTE)
SUFFIX_NAME	Veteran's Alias Suffix Name	VARCHAR2(3 BYTE)

The VETERAN_EXT table contains the following foreign keys: RACE_CD REFERENCES RACE(RACE_CD).

Table 31: VETERAN_EXT Table Description

Column	Description	Type
VETERAN_ID	Veteran's ID	VARCHAR2(9 BYTE)
DEATH_DT	Veteran's Date of Death	DATE
BIRTH_DT	Veteran's Birth Date	DATE
GENDER_CD	Veteran's Gender/Sex code	VARCHAR2(1 BYTE)
RACE_CD	Veteran's Race Code	VARCHAR2(1 BYTE)
PLACE_OF_BIRTH	Veteran's Place of Birth	VARCHAR2(50 BYTE)

Column	Description	Type
CLAIM_FOLDER	Veteran's Claim Folder Location	VARCHAR2(100 BYTE)

The CONVERTED_CASE table contains the following foreign keys: RACE_CD REFERENCES RACE(RACE_CD).

Table 32: CONVERTED_CASE Table Description

Column	Description	Type
DECEDENT_ID	Decedent's ID	VARCHAR2(9 BYTE)
CASE_ID	Case ID	VARCHAR2(9 BYTE)
INSERTED_DT	System Date Case was converted	DATE
INSERTED_USER_ID	User ID that initiated conversion	VARCHAR2(32 BYTE)

3.2.3. User Interface Data Mapping

This section describes and defines the format and information that will be available for users of the EOA product to be able to enter data into the database or to retrieve information from the database.

3.2.3.1. Application Screen Interface

The following section provides the application screen interfaces designed and the mapping of the data to the EOA database schema.

3.2.3.1.1. EOAS Login Screen

The following figure depicts the EOAS Login Screen from which users log into the system.

Figure 14: EOAS Log in Screen

United States Department of Veteran Affairs

Eligibility Office Automation System (EOAS)

* Username:

* Password:

Login

This is a Federal Government system, which is accessed and used for official Government business by authorized personnel. This system is monitored. Unauthorized access or use of this system may subject violators to criminal, civil and/or administrative action.

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Table 33: Login Screen Description

GUI Field	Table (Database Table to which field connects)	Field (Field in Table to which GUI field connects)	Comments
UserName	ACCOUNT_INFORMATION	USERNAME	Username to login to EOA System
Password	ACCOUNT_INFORMATION	PASSWORD	Password to login to EOA System

3.2.3.1.2. EOAS Main Screen

Once the EOAS User successfully logs into EOAS, the Main Screen is displayed. The EOAS User may click on one of the links on the Main Screen to perform one of the following functions.

- Process a new PreNeed or PreNeed Case that has been submitted.
- Select and open a PreNeed or PreNeed Case for further processing.
- Create/Add a new PreNeed Case.
- Create/Add a PreNeed Case.
- Process a Special Request (SCA) for a PreNeed Case. The EOAS will not allow a SCA to be generated for any cases without a corresponding BOSS PreNeed Case.
- Generate a Report for PreNeed or PreNeed Cases.

The following figure depicts the EOAS Main Screen.

Figure 15: EOAS Main Screen



3.2.3.1.3. Process Case Detail Screen

The Process New PreNeed Cases link on the Main Screen provides the EOAS User with the ability to process submitted, but unprocessed PreNeed Eligibility Cases. When the EOAS User has completed processing a Case, the EOAS User may click 'Next Case' to process the next submitted, but unprocessed PreNeed Eligibility Case. The EOAS User will be able to continue in this manner until all of the new PreNeed Eligibility Cases have been processed. Please see Section 8.4.6 Open Case for detail information regarding case processing.

Within Process New PreNeed Cases, the first screen displayed is the main Journal Screen of the new Eligibility Case. The EOAS User will be provided with the following Journal related options in addition to the usual case related options.

- View button to view or Open a Journal Entry.
- Add button to add a new Journal Entry.
- Edit button to update an existing Journal Entry.
- Delete button to mark a Journal Entry for deletion.
- Fax button to generate one of the available Fax Cover Sheets.

In addition, the EOAS User will be provided with the usual case-related options.

- Generate ECF button to generate the ECF. Available for Time of Need Eligibility Cases Only.
- Case Close button to close the selected PreNeed Eligibility Case.
- Next Case button to select and open the next PreNeed Eligibility Case for processing.

As described later within Case processing, the EOAS User will also have the ability to navigate to any of the other Case tabs to update or add case data. The following displays the default Process Case Main Screen.

Figure 16: Default EOAS Process Case Main Screen

United States Department of Veteran Affairs Logout

Eligibility Office Automation System (EOAS)

Time of Need

Journal Information

Case ID: 295
 Decedent's ID: 6505236
 Decedent's Name: BILLY BOB JONES
 Date of Death: 1/1/2011
 Veteran's Name: JONES TED

Journal	Case Comments	Attachments	Contact's Info	Decedent's Info	Veteran's Info	Military Data
---------	---------------	-------------	----------------	-----------------	----------------	---------------

Select	Date	Delivery Type	To	From	ECF	Doc Type	Showing	Deleted
<input type="radio"/>	5/10/2012	VMS OPEN	ELIGIBILITY OFFICE	SCHEDULING T TEST3		VMS		N

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The EOAS User processes the PreNeed Eligibility Case, then selects Next Case to process the next PreNeed Case or Exit to complete process case activities.

Table 34: Process Case Detail Screen Description

GUI Field	Table (Database Table to which field connects)	Field (Field in Table to which GUI field connects)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent ID	EOAS_CASE	DECEDENT_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	DEATH_DT	
Veteran's Name	EOAS_CASE	VETERAN_FIRST_NAME, VETERAN_MIDDLE_NAME, VETERAN_LAST_NAME, VETERAN_SUFFIX_NAME	
Date	EOAS_CASE	INSERT_DT	
Delivery Type	JOURNAL_TABLE	DELIVERY_TYPE_ID	
To	JOURNAL_TABLE	SENDER_ID	
From	JOURNAL_TABLE	RECIPIENT_ID	

GUI Field	Table (Database Table to which field connects)	Field (Field in Table to which GUI field connects)	Comments
ECF	JOURNAL_TABLE	INCLUDE_ON_ECF_YN	
Doc Type	JOURNAL_TABLE	DOCUMENT_TYPE_ID	
Showing	JOURNAL_TABLE	SHOWING_ID	
Deleted	JOURNAL_TABLE	IS_DELETED	

Click 'Save' to save the case information.

3.2.3.1.4. Duplicate Lookup

The Search Screen is the first screen that is displayed to the EOAS User upon selection of Add PreNeed Case. The EOAS User must enter one or more of the search criteria, before proceeding to the Add Eligibility Case Screens. The following figure depicts the Duplicate Case Check Screen.

Figure 17: EOAS Duplicate Case Check Screen

The EOAS User enters the search criteria and clicks 'Search' to continue the case creation process.

Table 35: EOAS Duplicate Case Check Screen Description

GUI Field	Table (Database Table to which field connects)	Field (Field in Table to which GUI field connects)	Comments
Decedent's First Name	EOAS_CASE	FIRST_NAME	
Decedent's Last Name	EOAS_CASE	LAST_NAME	
Decedent's SSN	EOAS_CASE	SOCIAL_SECURITY_NUM	

3.2.3.1.5. Duplicate Lookup Results Screen

The following displays the Results from running a search on the Duplicate Case Check Screen.

Figure 18: Results from Duplicate Case Check Screen

Decedent ID	Case ID	First Name	Last Name	System
6505236		BILLY	JONES	BOSS - Time of Need

Accept Cancel

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Table 36: Description of Duplicate Case Check Results Screen

GUI Field	Table (Database Table to which field connects)	Field (Field in Table to which GUI field connects)	Comments
Decedent ID	EOAS_CASE	CASE_ID	
Case ID	EOAS_CASE	DECEDENT_ID	
First Name	EOAS_CASE	FIRST_NAME	
Last Name	EOAS_CASE	LAST_NAME	
System	EOAS_CASE	CASE_SOURCE_CD	

If a duplicate BOSS or EOAS Time of Need Case(s) was found by the duplicate check during the creation of a PreNeed or Time of Need Case, the EOAS User will be allowed to either accept the creation of a possible duplicate and continue with the creation of the Case or cancel the process. If the EOAS User selects Accept on the duplicate informational screen to continue with the creation of the Case, blank Information Screens will be displayed for completion.

3.2.3.1.6. Add PreNeed Eligibility Case – Contact Information Screen

Once the duplicate check process has been completed and the EOAS User has selected to continue with the Create a PreNeed Case process, the first of the Create PreNeed Case Screens is displayed. The EOAS User may enter associated Contact/Requester, Decedent, Veteran, and Military Service information.

Note: On this screen required fields are identified by an asterisk.

The following displays the Contact Information Screen.

Figure 19: EOAS Contact Information Screen

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Eligibility Office Automation System (EOAS)

Pre-Need

Contact Information

Organization: *

First Name: *

Middle Name:

Last Name: *

Suffix:

Email:

Street Address Line 1: *

Street Address Line 2:

Street Address Line 3:

City: *

State: *

Zip: *

Phone Number:

Fax Number:

Relation to Veteran

Anyone buried in a VA National Cemetery using Veteran Burial Eligibility? ☐

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The EOAS User completes the contact information fields and clicks ‘Next’ to proceed to the next screen in the case creation process.

Table 37: Description of EOAS Contact Information Screen

GUI Field	Table (Database Table to which field connects)	Field (Field in Table to which GUI field connects)	Comments
Organization	EOAS_CASE	REQUESTOR_ORG_NME	
First Name	EOAS_CASE	CONTACT_FIRST_NAME	
Middle Name	EOAS_CASE	CONTACT_MIDDLE_NAME	
Last Name	EOAS_CASE	CONTACT_LAST_NAME	
Suffix	EOAS_CASE	CONTACT_SUFFIX_NAME	
Email	EOAS_CASE	REQUESTOR_EMAIL	
Street Address Line 1	EOAS_CASE	CONTACT_ADDRESS_LINE1	
Street Address Line 2	EOAS_CASE	CONTACT_ADDRESS_LINE2	

GUI Field	Table (Database Table to which field connects)	Field (Field in Table to which GUI field connects)	Comments
Street Address Line 3	EOAS_CASE	CONTACT_ADDRESS_LINE3	
City	EOAS_CASE	CONTACT_ADDRESS_CITY	
State	EOAS_CASE	CONTACT_ADDRESS_STATE	
Zip	EOAS_CASE	CONTACT_ADDRESS_ZIP	
Phone Number	EOAS_CASE	REQUESTOR_PHONE_NUM	
Fax Number	EOAS_CASE	REQUESTOR_FAX_NUM	
Relation To Veteran	EOAS_CASE	CONTACT_RELATIONSHIP_CD	
Anyone Buried IN VA National Cemetery using Veteran Burial Eligibility?	EOAS_CASE	BURIED_USING_ELIG	

3.2.3.1.7. Add PreNeed Eligibility Case – Decedent Information Screen

The following displays the Decedent Information Screen.

Figure 20: EOAS Decedent Information Screen

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Logout

Eligibility Office Automation System (EOAS)

Pre-Need

Decedent Information

Relation to Veteran *

First Name: JAMES

Middle Name:

Last Name: BROWN

Suffix:

Maiden Name:

Gender

SSN:

Date of Birth:

Date of Death:

Verify Legal Widow Status, Yes/No

Has SHARE/VIS been Checked? Yes/No

Previous Next Cancel

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The EOAS User completes the decedent information fields and clicks ‘Next’ to proceed to next screen in the case creation process.

Table 38: Description of EOAS Decedent Information Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Relation to Veteran	EOAS_CASE	RELATIONSHIP_CD	
First Name	EOAS_CASE	FIRST_NAME	
Middle Name	EOAS_CASE	MIDDLE_NAME	
Last Name	EOAS_CASE	LAST_NAME	
Suffix	EOAS_CASE	SUFFIX_NAME	
Maiden Name	EOAS_CASE	MAIDEN_NAME	
Gender	EOAS_CASE	Gender_cd	
SSN	EOAS_CASE	SOCIAL_SECURITY_NUM	
Date Of Birth	EOAS_CASE	BIRTH_DT	

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Date Of Death	EOAS_CASE	DEATH_DT	
Verify Legal Widow Status	EOAS_CASE	VERIFIED_LEGAL_WIDOW	
Has SHARE/VIS been checked?	EOAS_CASE	SHARE_CHECKED	

3.2.3.1.8. Add PreNeed Eligibility Case – Veteran Information Screen

The following figure depicts the Veteran Information Screen.

Figure 21: Veteran Information Screen

Pre-Need

Veteran Information

First Name: *

Middle Name:

Last Name: *

Suffix (Jr., Sr., etc.)

Alias First Name:

Alias Middle Name:

Alias Last Name:

Alias Suffix (Jr., Sr., etc.)

SSN:

SN:

Date of Birth:

Place of Birth:

Date of Death:

Marital Status:

Military Status: OTHER/UNKNOWN

Race:

Sex (Male/Female):

If claim folder exists, enter the claim number:

If claim folder exists, enter the location and call folder location (ie., 376 RMC etc.)

Additional Veteran Aliases

Select	First	Middle	Last	Suffix
No Aliases Found. Choose the 'Add Alias' button...				

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The EOAS User completes the Veteran information fields, enters any additional aliases, and clicks 'Next' to proceed to the next screen in the case creation process.

Table 39: Description of Veteran Information Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
First Name	VETERAN_INFORMATION	FIRST_NAME	
Middle Name	VETERAN_INFORMATION	MIDDLE_NAME	
Last Name	VETERAN_INFORMATION	LAST_NAME	
Suffix	VETERAN_INFORMATION	SUFFIX	
Alias First Name	VETERAN_ALIAS	FIRST_NAME	
Alias Middle Name	VETERAN_ALIAS	MIDDLE_NAME	
Alias Last Name	VETERAN_ALIAS	LAST_NAME	
Alias Suffix	VETERAN_ALIAS	SUFFIX	
SSN	VETERAN_INFORMATION	SSN	
Date Of Birth	VETERAN_EXT	BIRTH_DT	
Place Of Birth	VETERAN_EXT	PLACE_OF_BIRTH	
Date Of Death	VETERAN_EXT	DEATH_DT	
Marital Status	VETERAN_INFORMATION	MARITAL_STATUS_CD	
Military Status	VETERAN_INFORMATION	MILITARY_STATUS_CD	
Race	VETERAN_EXT	RACE_CD	
Sex	VETERAN_EXT	GENDER_CD	
If Claim Folder exists, enter the Claim Number	VETERAN_EXT	CLAIM_NUMBER	
If Claim Folder exists, enter the location and call folder location	VETERAN_EXT	CLAIM_FOLDER	

3.2.3.1.9. Add PreNeed Eligibility Case – Veteran Information Screen

The EOAS User may click ‘Add Alias’ to add more than one additional alias to add additional veteran aliases. The following displays the Additional Veteran Aliases Window Screen.

Figure 22: Additional Veteran Aliases Screen

Select	First	Middle	Last	Suffix
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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EOAS User may continue to click ‘Add Alias’ to add as many additional aliases in EOAS as necessary. Once all aliases are entered, the EOAS clicks ‘Next’ to proceed to the next screen in the case creation process.

Note: Alias information entered in the Additional Veteran Alias window is only available within EOAS. The first and last name of the alias is required for any additional aliases entered as an Additional Veteran Alias.

Table 40: Description of Additional Veteran Aliases Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Alias First Name	VETERAN_ALIAS	FIRST_NAME	
Alias Middle Name	VETERAN_ALIAS	MIDDLE_NAME	
Alias Last Name	VETERAN_ALIAS	LAST_NAME	
Alias Suffix	VETERAN_ALIAS	SUFFIX	

3.2.3.1.10. Add PreNeed Eligibility Case – Military Service Screen

The following figure depicts the Veteran History - Military Service Screen.

Figure 23: Veteran History - Military Service Screen

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Logout

Eligibility Office Automation System (EOAS)

Pre-Need

Veteran History - Military Service

Select	From Date	To Date	Discharge Status	Branch Of Service	State	Rank
No Periods of Service Found. Choose the 'Add Service' button...						

Delete Add Service

Previous Preview Cancel

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The EOAS User may select one of the following actions:

- Click 'Add Service' to add military service information for up to three periods of service.
- Click 'Previous' to navigate to any of the previous screens to correct or add any missing information.
- Click 'Preview' to view a summary of the case information via the Request for Verification of Military Service Preview Screen.
- Click 'Cancel' to cancel the case creation process.

Table 41: Description of Veteran History - Military Service Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Entered On Duty Date	VETERAN_PERIOD_OF_SERVICE	ENTER_DT	
Release From Active Duty Date	VETERAN_PERIOD_OF_SERVICE	RELEASE_DT	
Discharge Status	VETERAN_PERIOD_OF_SERVICE	DISCHARGE_STATUS_CD	
Branch Of Service	VETERAN_PERIOD_OF_SERVICE	BRANCH_OF_SERVICE_CD	
Rank	VETERAN_PERIOD_OF_SERVICE	RANK_CD	

3.2.3.1.11. Add PreNeed Eligibility Case – Military Service Screen

If the EOAS User selects Add Service, the Add Veteran History - Military Service Screen will be displayed. The following figure depicts the Add Veteran History - Military Service Screen.

Figure 24: Add Veteran History - Military Service Screen

The EOAS User completes the military service information fields for the selected period of service and clicks 'Save' to save the information and return to the prior Veteran History - Military Service Screen.

The State field has been added to the Military Data Screen to allow the EOAS User to record the State associated with National Guard service. It is only required and valid, if the EOAS User selects National Guard as the Branch of Service.

The Discharge Type field has been added to the Military Data Screen as a new optional field. The EOAS User will have the option of selecting one of the following values to identify the Discharge Type:

- Honorable
- General
- Entry Level Separation/Uncharacterized
- Other Than Honorable
- Bad Conduct Discharge
- Dishonorable
- Other

Table 42: Description of Add Veteran History - Military Service Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Entered On Duty Date	VETERAN_PERIOD_OF_SERVICE	ENTER_DT	

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Release From Active Duty Date	VETERAN_PERIOD_OF_SERVICE	RELEASE_DT	
Discharge Status	VETERAN_PERIOD_OF_SERVICE	DISCHARGE_STATUS_CD	
Branch Of Service	VETERAN_PERIOD_OF_SERVICE	BRANCH_OF_SERVICE_CD	
Rank	VETERAN_PERIOD_OF_SERVICE	RANK_CD	

The EOAS User may select to save and approve the PreNeed Request form, once all of the PreNeed information has been entered and reviewed. An automatic journal entry is generated when the Case is saved.

3.2.3.1.12. Add PreNeed Eligibility Case – Preview – Request for Verification Screen

If the EOAS User clicks ‘Preview’ on Veteran History - Military Service Screen, a case summary in the form of a preview of the Request for Verification of Military Service Screen is displayed. The following figure depicts the Request for Verification of Military Service Preview Screen.

Figure 25: Request for Verification of Military Service Preview Screen

REQUEST FOR VERIFICATION OF MILITARY SERVICE

TO: Eligibility1@va.gov **FROM:** NCA

As much information as possible below must be completed by the originating cemetery prior to submitting

Date and time of Request	
Point of Contact	
Phone Number	
Fax Number	
Email	
Who is being interred? Veteran/Dependent	
SSN	
Date of Birth	
Date of Death	
Verify Legal Widow Status Y/N	
Has SHARE/VIS been checked? Y/N	
If claim folder exists, enter claim number	
If claim folder exists, enter the location and call folder location	
PROVIDE ALL DOCUMENTATION AVAILABLE	

VETERAN INFORMATION

Last Name	
First Name	
Middle Name	
Suffix	
Other Names Used	
SSN	
SN	
Date of Birth	
Place of Birth	
Date of Death	
Sex (M/F)	
Race	

MILITARY DATA

Period	Branch of Service	Service Number	Date of Entry	Date of Discharge	Enlisted or Officer
1	US AIR NATIONAL GUARD				

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The EOAS User may select to approve the Request for VMS form, once all of the Eligibility information has been entered and reviewed. The EOAS User may select one of the following actions:

- Click 'Previous' to navigate to any of the previous screens to correct or add any missing information.
- Click 'Save' to complete the case creation process and add the PreNeed Eligibility Case.
- Click 'Cancel' to cancel the case creation process.

Table 43: Description of Request for Verification of Military Service Preview Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Date and Time of Receipt	EOAS_CASE	INSERT_DT	
Point Of Contact	EOAS_CASE	INSERT_USER	
Phone Number	EOAS_CASE	REQUESTOR_PHONE_NUM	
Fax Number	EOAS_CASE	REQUESTOR_FAX_NUM	
Who is Being Interred	EOAS_CASE	INTERRED_FIRST_NAME, INTERRED_MIDDLE_NAME, INTERRED_LAST_NAME	
SSN	EOAS_CASE	SOCIAL_SECURITY_NUM	
Date Of Birth	EOAS_CASE	BIRTH_DT	
Date Of Death	EOAS_CASE	DEATH_DT	
Verify Legal Widow Status	EOAS_CASE	VERIFIED_LEGAL_WIDOW	
Has SHARE/VIS been checked?	EOAS_CASE	SHARE_CHECKED	
If Claim Folder exists, enter the Claim Number	EOAS_CASE	CLAIM_NUMBER	
If Claim Folder exists, enter the location and call folder location	EOAS_CASE	CLAIM_FOLDER	
First Name	VETERAN_INFORMATION	FIRST_NAME	
Middle Name	VETERAN_INFORMATION	MIDDLE_NAME	
Last Name	VETERAN_INFORMATION	LAST_NAME	
Suffix	VETERAN_INFORMATION	SUFFIX	
Other Names	VETERAN_ALIAS	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX	
SSN	VETERAN_INFORMATION	SSN	
Date Of Birth	VETERAN_EXT	BIRTH_DT	
Place Of Birth	VETERAN_EXT	PLACE_OF_BIRTH	

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Date Of Death	VETERAN_EXT	DEATH_DT	
Sex	VETERAN_EXT	GENDER_CD	
Race	VETERAN_EXT	RACE_CD	

3.2.3.1.13. Open Case – Case Search Screen

The EOAS User must locate and open an Eligibility Case, before any actual processing or updating of the Eligibility Case can be completed. The EOAS User must enter one or more of the following search criteria to locate Eligibility for further action. The EOAS User will be provided with the option to search for cases based on the Case Type and/or Case Status in addition to other Case details.

The EOAS User may limit their search to cases based on a Case Type of either PreNeed or Time of Need or they may search cases of all Case Types. In addition, the EOAS User may select to limit their search to either New or Open Cases or they may search cases of all statuses. The following figure depicts the EOAS Case Search Screen.

Figure 26: EOAS Case Search Screen

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Eligibility Office Automation System (EOAS)

EOAS Case Search

Case Type: Pre-Need

Status:

Case ID:

Veteran's First Name:

Veteran's Middle Name:

Veteran's Last Name:

Veteran's Suffix:

Veteran's Other First Name:

Veteran's Other Middle Name:

Veteran's Other Last Name:

Veteran's Other Suffix:

Veteran's SSN:

Veteran's SN:

Decedent's ID in BOSS:

Decedent's First Name: JAMES

Decedent's Middle Name:

Decedent's Last Name: BROWN

Decedent's Suffix:

Search Cancel

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The EOAS User enters the search criteria and clicks 'Search' to locate the desired case.

Note: A percentage (%) can be used as a wildcard in text fields to search for records. A percent is considered as a valid entry by itself.

Table 44: Description of EOAS Case Search Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case Type	EOAS_CASE	CASE_TYPE	
Status	EOAS_CASE	CASE_STATUS	
Case ID	EOAS_CASE	CASE_ID	
Veteran's First Name	VETERAN_INFORMATION	FIRST_NAME	
Veteran's Middle Name	VETERAN_INFORMATION	MIDDLE_NAME	
Veteran's Last Name	VETERAN_INFORMATION	LAST_NAME	
Veteran's Suffix	VETERAN_INFORMATION	SUFFIX	
Veteran's other First Name	VETERAN_ALIAS	FIRST_NAME,	
Veteran's other Middle Name	VETERAN_ALIAS	MIDDLE_NAME	
Veteran's other Last Name	VETERAN_ALIAS	LAST_NAME	
Veteran's other Suffix	VETERAN_ALIAS	SUFFIX	
Veteran's SSN	VETERAN_INFORMATION	SOCIAL_SECURITY_NUM	
Decedent's ID in BOSS	EOAS_CASE	DECEDENT_ID	
Decedent's First Name	EOAS_CASE	FIRST_NAME	
Decedent's Middle Name	EOAS_CASE	MIDDLE_NAME	
Decedent's Last Name	EOAS_CASE	LAST_NAME	
Decedent's Suffix	EOAS_CASE	SUFFIX_NAME	

3.2.3.1.14. Open Case – Search Result Screen

If multiple Eligibility Cases were found that met the search criteria, a Search Results Screen is displayed to allow the EOAS User to select the specific case to open. The following figure depicts the EOAS Case Search Results Screen.

Figure 27: EOAS Case Search Results Screen

Select	Veteran's Name	Eligibility Case ID	Veteran's Other Names Used	Veteran's SSN	Veteran's SN	Decedent's ID	Decedent's Name	Type
<input type="radio"/>	BILLY JONES	494					BILLY JONES	Time of Need
<input type="radio"/>	BOB JONES	493		555123333		6505236	BILLY BOB JONES	Time of Need

Previous Select Cancel

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If a duplicate BOSS or EOAS Eligibility Case(s) was found during the duplicate check, the EOAS User will be allowed to either:

- Click 'Previous' to return to the EOAS Case Search Screen to modify the search criteria.
- Click on the radio button in the Select column and click 'Select' to open the case.
- Click 'Cancel' to cancel the search/open case process.

Table 45: Description of EOAS Case Search Results Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case Type	EOAS_CASE	CASE_TYPE	
Eligibility Case ID	EOAS_CASE	CASE_ID	
Veteran's Name	VETERAN_INFORMATION	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Veteran's other Name	VETERAN_ALIAS	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Veteran's SSN	VETERAN_INFORMATION	SOCIAL_SECURITY_NUM	
Decedent's ID in BOSS	EOAS_CASE	DECEDENT_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	

3.2.3.1.15. Open Case - Case Journal Information Screen

When an Eligibility Case is opened via the EOAS, the first screen displayed is the Journal Tree Screen of the Case. The EOAS User will be provided with the following Journal related options.

- View button to view or Open a Journal Entry (sorted by date in descending order and grouped based on organization).
- Add button to add a new Journal Entry.
- Edit button to update an existing manually created Journal Entry.
- Delete button to mark a manually created or Close Case Journal Entry for deletion. The actual Journal Entry will not be deleted.
- Fax button to generate one of the available Fax Cover Sheets.

In addition, the following are the usual Case options.

- ECF button to generate the ECF for the selected Time of Need Case. For PreNeed Cases, the ECF option will not be available.
- Case Close button to close the selected Eligibility Case.

The User ID of the person who added/updated an entry and the date and time the entry is created will be automatically recorded by the system. The EOAS User will also have the ability to navigate to any of the other Eligibility Case tabs to update or add case data as allowed.

The Main Case Screen, the Journal Tree Screen, is displayed to allow the EOAS User to document any case related activities or take a specific action. The Journal operates as a hierarchical tree as displayed by the Journal Tree Screen. The following figure depicts the Journal Tree Screen.

Figure 28: Journal Tree Screen

The screenshot shows the 'Journal Information' screen for Case ID 495. The header includes the Department of Veteran Affairs logo, the text 'United States Department of Veteran Affairs', and a 'Logout' link. The main title is 'Eligibility Office Automation System (EOAS)' with a 'Pre-Need' status. The case details are: Decedent's Name: JAMES BROWN, Date of Death: 5/1/2011, and Veteran's Name: JAMES BROWN. Below this are tabs for 'Journal', 'Case Comments', 'Attachments', 'Contact's Info', 'Decedent's Info', 'Veteran's Info', and 'Military Data'. The 'Journal' tab is active, showing a table with columns: Select, Date, Delivery Type, To, From, ECF, Doc Type, Showing, and Deleted. A single entry is shown with a radio button in the 'Select' column, Date '6/19/2012', Delivery Type 'VMS OPEN', To 'ELIGIBILITY OFFICE', From 'BRAD E ELIGIBILITY III', ECF, Doc Type 'VMS', Showing, and Deleted 'N'. At the bottom are buttons for 'Fax', 'View', 'Add', 'Edit', 'Delete', 'Close Case', and 'Exit'. The footer text is 'U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420'.

Select	Date	Delivery Type	To	From	ECF	Doc Type	Showing	Deleted
<input type="radio"/>	6/19/2012	VMS OPEN	ELIGIBILITY OFFICE	BRAD E ELIGIBILITY III		VMS		N

From this screen, the EOAS User may either:

- Click on 'Close Case' to complete case related activities.
- Click the radio button in the Select column to select a Journal entry prior to selecting any of the journal related activities. Once a Journal Entry has been selected, then the EOAS User may select to

perform any of the journal related activities to generate a Fax or View, Add, Edit, or Delete a Journal entry.

Note: Auto or system generated Journal entries cannot be edited. Only Close Case auto generated Journal entries can be marked as deleted to account for accidental Case Closures or updates. Otherwise, auto generated Journal entries cannot be deleted.

Table 46: Description of Journal Tree Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	DEATH_DT	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date	JOURNAL	INSERT_DT	
Delivery Type	JOURNAL	DELIVERY_TYPE_ID	
To	JOURNAL	SENDER_ID	
From	JOURNAL	RECIPIENT_ID	
ECF	JOURNAL	INCLUDE_ON_ECF_YN	
Doc Type	JOURNAL	DOCUMENT_TYPE_ID	
Showing	JOURNAL	SHOWING_ID	
Deleted	JOURNAL	IS_DELETED	

If the EOAS User selects to view a Journal entry, the Journal Detailed in displayed in view only mode.

3.2.3.1.16. Case Journal – View Journal Entry screen

A pre-populated Journal Detail Screen is displayed, once the EOAS User selects to view a Journal Entry. The following figure depicts the Journal Detail View Only Screen.

Figure 29: Journal Detail View Only Screen

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Eligibility Office Automation System (EOAS)

Pre-Need

Journal Information

Case ID: 495
 Decedent's Name: JAMES BROWN
 Date of Death: 5/1/2011
 Veteran's Name: JAMES BROWN

Journal	Case Comments	Attachments	Contact's Info	Decedent's Info	Veteran's Info	Military Data
---------	---------------	-------------	----------------	-----------------	----------------	---------------

Received From: BRAD E ELIGIBILITY III

Sent To: ELIGIBILITY OFFICE

Type of Delivery: VMS OPEN

Type of Document: VMS

Showing:

Remarks:

Add To ECF:

Request Completed:

User ID: [REDACTED]

Date and Time: 6/19/2012 9:27 PM

Back
Exit

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In View Only mode, the EOAS User options are limited to the selection of the Back button to close the Journal Detail View Only Screen and return to the Journal Tree Screen.

Table 47: Description of Journal Detail View Only Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	DEATH_DT	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Received From	JOURNAL	SENDER_ID	
Sent To	JOURNAL	RECIPIENT_ID	
Type Of Document	JOURNAL	DOCUMENT_TYPE_ID	
Type Of Delivery	JOURNAL	DELIVERY_TYPE_ID	
Showing	JOURNAL	SHOWING_ID	
Remarks	JOURNAL	REMARKS	
Add To ECF	JOURNAL	INCLUDE_ON_ECF_YN	
Request Completed	JOURNAL	REQUEST_COMPLETED	
User ID	JOURNAL	INSERT_USER	
Date and Time	JOURNAL	INSERT_DATE	

3.2.3.1.17. Case Journal - Add Manual Journal Entry

If the EOAS User selects to add a new Manual Journal Entry, a blank manual journal entry will be displayed for input of journal detail information.

The Manual Journal Detail Data Entry Screen is displayed for input of journal detail information once the EOAS User selects to add a new Manual Journal Entry. The following figure depicts the Manual Journal Detail Data Entry Screen.

Figure 30: Manual Journal Detail Data Entry Screen

United States Department of Veteran Affairs

Logout

Eligibility Office Automation System (EOAS)

Pre-Need

Journal Information

Case ID: 495
 Decedent's Name: JAMES BROWN
 Date of Death: 5/1/2011
 Veteran's Name: JAMES BROWN

Journal Case Comments Attachments Contact's Info Decedent's Info Veteran's Info Military Data

Received From * [Dropdown]
 Type of Delivery * [Dropdown]
 Type of Document * [Dropdown]
 Showing * [Dropdown]
 Remarks [Text Area]
 Add To ECF [No] [Dropdown]
 Request Completed [No] [Dropdown]

Save Cancel

Exit

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The EOAS User completes the journal detail fields and clicks 'Save' to save the Journal entry and return to the Journal Tree Screen.

Note: Required fields are identified by an asterisk.

Table 48: Description of Manual Journal Detail Data Entry Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	DEATH_DT	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Received From	JOURNAL	SENDER_ID	
Type Of Document	JOURNAL	DOCUMENT_TYPE_ID	
Type Of Delivery	JOURNAL	DELIVERY_TYPE_ID	
Showing	JOURNAL	SHOWING_ID	
Remarks	JOURNAL	REMARKS	
Add To ECF	JOURNAL	INCLUDE_ON_ECF_YN	
Request Completed	JOURNAL	REQUEST_COMPLETED	

3.2.3.1.18. Case Journal - Update Manual Journal Entry

If the EOAS User selects to update a Manual Journal Entry, a pre-populated Journal Detail Screen will be displayed to the EOAS User for update. The following figure depicts the Manual Journal Detail Screen.

Figure 31: Manual Journal Detail Screen

United States Department of Veteran Affairs [Logout](#)

Eligibility Office Automation System (EOAS)

Pre-Need

Journal Information

Case ID: 495
 Decedent's Name: JAMES BROWN
 Date of Death: 5/1/2011
 Veteran's Name: JAMES BROWN

Journal | Case Comments | Attachments | Contact's Info | Decedent's Info | Veteran's Info | Military Data

Received From: FBI
 Type of Delivery: FAX
 Type of Document: SUPPORTING DOCUMENTS
 Showing: NO ACTIVE DUTY - NATIONAL GUARD
 Remarks: ADDITIONAL INFORMATION ATTACHED.
 Add To ECF: No
 Request Completed: Yes

Save Cancel

Exit

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The EOAS User updates the journal information and clicks 'Save' to update the Journal Entry and return to the Journal Tree Screen.

Note: Required fields are identified by an asterisk.

Table 49: Description of Manual Journal Detail Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Received From	JOURNAL	SENDER_ID	
Type Of Document	JOURNAL	DOCUMENT_TYPE_ID	
Type Of Delivery	JOURNAL	DELIVERY_TYPE_ID	
Showing	JOURNAL	SHOWING_ID	
Remarks	JOURNAL	REMARKS	
Add To ECF	JOURNAL	INCLUDE_ON_ECF_YN	
Request Completed	JOURNAL	REQUEST_COMPLETED	

3.2.3.1.19. Case Comments

The Case Comments Screen displays any case comments that have been entered by the EOAS User for this Eligibility Case. The Case Comments Screen allows the EOAS User to review and add comments as necessary. The following figure depicts the Case Comments Screen.

Figure 32: Case Comments Screen

United States Department of Veteran Affairs Logout

Eligibility Office Automation System (EOAS)

Pre-Need

Case Comments

Case ID: 495
 Decedent's Name: JAMES BROWN
 Date of Death: 5/1/2011
 Veteran's Name: JAMES BROWN

Journal	Case Comments	Attachments	Contact's Info	Decedent's Info	Veteran's Info	Military Data
---------	---------------	-------------	----------------	-----------------	----------------	---------------

Date	From	Comment
6/19/2012	N769E03	PROCESSING ELIGIBLTY CASE

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Any existing comments along with the date the comment was added and User ID that added the comment are displayed on the Case Comments Screen. The EOAS User may click 'Add' to add new case comments.

Table 50: Description of Case Comments Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date	EOAS_COMMENT	USERNAME	
From	EOAS_COMMENT	ENTRY_DT	
Comment	EOAS_COMMENT	COMMENTS	

The following figure depicts the dialog box that displays when the EOAS User clicks on the Add button.

Figure 33: Add Case Comments Screen

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Eligibility Office Automation System (EOAS)

Pre-Need

Case Comments

Case ID: 495
 Decedent's Name: JAMES BROWN
 Date of Death: 5/1/2011
 Veteran's Name: JAMES BROWN

Journal Case Comments Attachments Contact's Info Decedent's Info Veteran's Info Military Data

Comments:
 PROCESSING ELIGIBILITY CASE

Add Cancel

Exit

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The EOAS User enters any free-form text that may be deemed useful to the case and clicks 'Add' to save the Comments and return to the Case Comments Screen.

Table 51: Description of Add Case Comments Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Comment	EOAS_COMMENT	COMMENTS	

3.2.3.1.20. View Case Attachments Screen

The 'Attachments' Screen displays any existing attachments associated with the Eligibility Case. The Attachment Screen allows the EOAS User to review, add, or delete relevant attachments. All documents are required to be saved as a PDF, before they can be attached to the Eligibility Case. The following figure depicts the Case Attachments Screen.

Figure 34: Case Attachments Screen

United States Department of Veteran Affairs Logout

Eligibility Office Automation System (EOAS)

Pre-Need

Case Attachments

Case ID: 495
 Decedent's Name: JAMES BROWN
 Date of Death: 5/1/2011
 Veteran's Name: JAMES BROWN

Journal Case Comments **Attachments** Contact's Info Decedent's Info Veteran's Info Military Data

Select	Type	Description
<input type="radio"/>	DISCHARGE	DISCHARGE DOCUMENTATION

View Delete Add File

Exit

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Any existing comments along with the date the comment was added and User ID that added the comment are displayed on the Case Comments Screen.

Table 52: Description of Case Attachments Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Type	EOAS_ATTACHMENT	EOAS_ATTACHMENT_TYPE	
Description	EOAS_ATTACHMENT	DESCRIPTION	

The EOAS User may either:

- Click 'Add File' to initiate the process to add an attachment to a case. Only attachments with a file type of PDF files may be attached in EOAS.
- Click the radio button in the Select column to select the file to be deleted and click the 'Delete' button to delete the selected attachment.

- Click the radio button in the Select column to select the file to view and click the ‘View’ button to view the attached file.

3.2.3.1.21. Upload Case Attachments Screen

If the EOAS User selected Add File on the Case Attachments Screen, the Case Attachments Upload Screen is displayed. The following figure depicts the Case Attachments Upload Screen.

Figure 35: Case Attachments Upload Screen

The screenshot shows the 'Case Attachments Upload Screen' within the 'Eligibility Office Automation System (EOAS)'. The header includes the Department of Veterans Affairs logo and a 'Logout' link. Below the header, the 'Pre-Need' status is indicated. The main section is titled 'Case Attachments'. On the left, case details are listed: Case ID: 495, Decedent's Name: JAMES BROWN, Date of Death: 5/1/2011, and Veteran's Name: JAMES BROWN. A navigation bar contains tabs for Journal, Case Comments, Attachments (selected), Contact's Info, Decedent's Info, Veteran's Info, and Military Data. The main form area has fields for 'Upload:' (with a file path 'C:\Documents and Settings' and a 'Browse...' button), 'Type:' (a dropdown menu showing 'DISCHARGE'), and 'Description:' (a text area containing 'DISCHARGE DOCUMENTATION'). At the bottom of the form are 'Upload' and 'Cancel' buttons. A footer bar contains an 'Exit' button and the address 'U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420'.

Table 53: Description of Case Attachments Upload Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Upload	EOAS_ATTACHMENT	EOAS_ATTACHMENT_ID	
Type	EOAS_ATTACHMENT	EOAS_ATTACHMENT_TYPE	
Description	EOAS_ATTACHMENT	DESCRIPTION	

To attach a PDF to an Eligibility Case, the EOAS User selects the file, selects a Document Type, enters a description, and clicks ‘Upload’ to attach the PDF to the Eligibility Case and return to the Case Attachments Screen.

3.2.3.1.22. Contact Information Screen

The Contact Information Screen displays any contact information entered via the case creation process along with any prior Eligibility Case updates. The EOAS User may review and update the information as needed. The following figure depicts the Contact Information Screen.

Figure 36: Contact Information Screen

United States Department of Veteran Affairs Logout

Eligibility Office Automation System (EOAS)

Pre-Need

Contact Information

Case ID: 495
 Decedent's Name: JAMES BROWN
 Date of Death: 5/1/2011
 Veteran's Name: JAMES BROWN

Journal | Case Comments | Attachments | **Contact's Info** | Decedent's Info | Veteran's Info | Military Data

Organization:
 First Name:
 Middle Name:
 Last Name:
 Suffix:
 Email:
 Street Address Line 1:
 Street Address Line 2:
 Street Address Line 3:
 City:
 State:
 Zip:
 Phone Number:
 Fax Number:
 Relation to Veteran
 Anyone buried in a VA National Cemetery using Veteran Burial Eligibility?

[Edit] [Save] [Cancel]

[Exit]

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Table 54: Description of Contact Information Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Organization	EOAS_CASE	REQUESTOR_ORG_NME	
First Name	EOAS_CASE	CONTACT_FIRST_NAME	
Middle Name	EOAS_CASE	CONTACT_MIDDLE_NAME	
Last Name	EOAS_CASE	CONTACT_LAST_NAME	
Suffix	EOAS_CASE	CONTACT_SUFFIX_NAME	
Email	EOAS_CASE	REQUESTOR_EMAIL	
Street Address Line 1	EOAS_CASE	CONTACT_ADDRESS_LINE1	
Street Address Line 2	EOAS_CASE	CONTACT_ADDRESS_LINE2	
Street Address Line 3	EOAS_CASE	CONTACT_ADDRESS_LINE3	
City	EOAS_CASE	CONTACT_ADDRESS_CITY	
State	EOAS_CASE	CONTACT_ADDRESS_STATE	
Zip	EOAS_CASE	CONTACT_ADDRESS_ZIP	
Phone Number	EOAS_CASE	REQUESTOR_PHONE_NUM	
Fax Number	EOAS_CASE	REQUESTOR_FAX_NUM	
Relation To Veteran	EOAS_CASE	CONTACT_RELATIONSHIP_CD	
Anyone Buried in VA National Cemetery using Veteran Burial Eligibility?	EOAS_CASE	BURIED_USING_ELIG	

The EOAS User may click the 'Edit' button to enable edit mode and update the contact information for the Eligibility Case. The EOAS User may then update the information as required and click the 'Save' button to save the updates and return to the default Contact Information Screen.

3.2.3.1.23. Decedent Information Screen

The Decedent Information Screen displays any decedent information entered via the case creation process along with any prior Eligibility Case updates. The EOAS User may review and update the information as needed. The following figure depicts the Decedent Information Screen.

Figure 37: Decedent Information Screen

United States Department of Veteran Affairs Logout

Eligibility Office Automation System (EOAS)

Pre-Need

Decedent Information

Case ID: 495
 Decedent's Name: JAMES BROWN
 Date of Death:
 Veteran's Name: JAMES BROWN

Journal Case Comments Attachments Contact's Info **Decedent's Info** Veteran's Info Military Data

Relation to Veteran
 First Name:
 Middle Name:
 Last Name:
 Suffix:
 Maiden Name:
 Gender
 SSN:
 Date of Birth:
 Date of Death:
 Verify Legal Widow Status, Yes/No
 Has SHARE/VIS been Checked? Yes/No

Yes

Edit Save Cancel

Exit

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Table 55: Description of Decedent Information Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Relation To Veteran	EOAS_CASE	RELATIONSHIP_CD	
First Name	EOAS_CASE	FIRST_NAME	
Middle Name	EOAS_CASE	MIDDLE_NAME	
Last Name	EOAS_CASE	LAST_NAME	

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Suffix	EOAS_CASE	SUFFIX_NAME	
Maiden Name	EOAS_CASE	MAIDEN_NAME	
Gender	EOAS_CASE	Gender_cd	
SSN	EOAS_CASE	SOCIAL_SECURITY_NUM	
Date Of Birth	EOAS_CASE	BIRTH_DT	
Date of Death	EOAS_CASE	DEATH_DT	
Verify Legal Widow Status	EOAS_CASE	VERIFIED_LEGAL_WIDOW	
Has SHARE/VIS been checked?	EOAS_CASE	SHARE_CHECKED	

The EOAS User may click the 'Edit' button to enable edit mode and update the decedent information for the Eligibility Case. The EOAS User may then update the information as required and click the 'Save' button to save the updates and return to the default Decedent Information Screen.

3.2.3.1.24. Veteran Information Screen

The Veteran Info Screen displays any Veteran information entered via the Request for VMS along with any prior Eligibility Case updates. The Veteran Info Screen allows the EOAS User to review and update the information as needed. The following figure depicts the Veteran Information Screen.

Figure 38: Veteran Information Screen

United States Department of Veteran Affairs Logout

Eligibility Office Automation System (EOAS)

Pre-Need

Veteran Information

Case ID: 495
 Decedent's Name: JAMES BROWN
 Date of Death:
 Veteran's Name: JAMES BROWN

Journal	Case Comments	Attachments	Contact's Info	Decedent's Info	Veteran's Info	Military Data
---------	---------------	-------------	----------------	-----------------	----------------	---------------

First Name:
 Middle Name:
 Last Name:
 Suffix (Jr., Sr., etc.)
 Alias First Name:
 Alias Middle Name:
 Alias Last Name:
 Alias Suffix (Jr., Sr., etc.)
 SSN:
 SN:
 Date of Birth:
 Place of Birth:
 Date of Death:
 Marital Status:
 Military Status:
 Race:
 Sex (Male/Female)
 If claim folder exists, enter the claim number:
 If claim folder exists, enter the location and call folder location (ie., 376 RMC etc.)

Additional Veteran Aliases

Select	First	Middle	Last	Suffix
No Aliases Found. Choose the 'Add Alias' button...				

Add Alias
Delete Alias

Edit
Save
Cancel

Table 56: Description of Veteran Information Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
First Name	VETERAN_INFORMATION	FIRST_NAME	
Middle Name	VETERAN_INFORMATION	MIDDLE_NAME	
Last Name	VETERAN_INFORMATION	LAST_NAME	
Suffix	VETERAN_INFORMATION	SUFFIX	
Alias First Name	VETERAN_ALIAS	FIRST_NAME	
Alias Middle Name	VETERAN_ALIAS	MIDDLE_NAME	
Alias Last Name	VETERAN_ALIAS	LAST_NAME	
Alias Suffix	VETERAN_ALIAS	SUFFIX	
SSN	VETERAN_INFORMATION	SSN	
Date Of Birth	VETERAN_EXT	BIRTH_DT	
Place Of Birth	VETERAN_EXT	PLACE_OF_BIRTH	
Date Of Death	VETERAN_EXT	DEATH_DT	
Marital Status	VETERAN_INFORMATION	MARITAL_STATUS_CD	
Military Status	VETERAN_INFORMATION	MILITARY_STATUS_CD	
Race	VETERAN_EXT	RACE_CD	
Sex	VETERAN_EXT	GENDER_CD	
If claim folder exists, enter the claim number	VETERAN_EXT	CLAIM_NUMBER	
If claim folder exists, enter the location and call folder location	VETERAN_EXT	CLAIM_FOLDER	

The EOAS User may click the 'Edit' button to enable edit mode and update the Veteran information for the Eligibility Case. The EOAS User may then update the information as required and click the 'Save' button to save the updates and return to the default Veteran Information Screen. While in edit mode, additional Veteran Aliases may be updated or added.

3.2.3.1.25. *Military Data - Veteran History View Screen*

The Veteran History Screen displays any military service information associated with the Veteran that has been entered during the case creation process along with any prior Eligibility Case updates. The Veteran History Screen

allows the EOAS User to review and update Veteran History/Military service information as needed. The following figure depicts the Veteran History Screen.

Figure 39: Veteran History Screen

United States Department of Veteran Affairs Logout

Eligibility Office Automation System (EOAS)

Pre-Need

Veteran History

Case ID: 495
 Decedent's Name: JAMES BROWN
 Date of Death: 5/1/2011
 Veteran's Name: JAMES BROWN

Journal Case Comments Attachments Contact's Info Decedent's Info Veteran's Info Military Data

Select	From Date	To Date	Discharge Status	Branch Of Service	State	Rank
<input type="radio"/>	6					

Edit Delete Add Service

Exit

U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420

Table 57: Description of Veteran History Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
From Date	VETERAN_PERIOD_OF_SERVICE	ENTER_DT	
To Date	VETERAN_PERIOD_OF_SERVICE	RELEASE_DT	
Discharge Status	VETERAN_PERIOD_OF_SERVICE	DISCHARGE_STATUS_CD	
Branch Of Service	VETERAN_PERIOD_OF_SERVICE	BRANCH_OF_SERVICE_CD	
State	VETERAN_PERIOD_OF_SERVICE	STATE	
Rank	VETERAN_PERIOD_OF_SERVICE	RANK_CD	

The EOAS User may click the radio button in the Select column and then select to perform either of the following actions:

- Click the 'Edit' button to enable edit mode to update the Veteran History information for the Eligibility Case.
- Click the 'Add Service' button to add Veteran History information to the Eligibility Case.
- Click the 'Delete' button to delete the selected Veteran History information from the Eligibility Case.

3.2.3.1.26. Military Data - Veteran History Form Screen

The following figure depicts the Veteran History Service Screen.

Figure 40: Veteran History Service Screen

United States Department of Veteran Affairs Logout

Eligibility Office Automation System (EOAS)

Pre-Need

Veteran History

Case ID: 495
 Decedent's Name: JAMES BROWN
 Date of Death: 5/1/2011
 Veteran's Name: JAMES BROWN

Journal Case Comments Attachments Contact's Info Decedent's Info Veteran's Info Military Data

Entered On Duty Date:
 6/2/1965

Released From Active Duty Date:
 8/1/1990

Discharge Status:
 Honorable

Branch Of Service:
 US AIR NATIONAL GUARD

State:
 MISSISSIPPI

Rank:
 STAFF SERGEANT -- [SSGT]

Save Cancel

Exit

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Table 58: Description of Veteran History Service Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
From Date	VETERAN_PERIOD_OF_SERVICE	ENTER_DT	
To Date	VETERAN_PERIOD_OF_SERVICE	RELEASE_DT	
Discharge Status	VETERAN_PERIOD_OF_SERVICE	DISCHARGE_STATUS_CD	
Branch Of Service	VETERAN_PERIOD_OF_SERVICE	BRANCH_OF_SERVICE_CD	
State	VETERAN_PERIOD_OF_SERVICE	STATE	
Rank	VETERAN_PERIOD_OF_SERVICE	RANK_CD	

When the EOAS User selects to edit or add Veteran History Service information, the Veteran History Service Screen is displayed for the EOAS User to select or update the service information as required. Once the information is updated or added, the EOAS User clicks the 'Save' button, the Veteran History information is saved or added, and the EOAS User is returned to the default Veteran Information Screen.

3.2.3.1.27. Close Case Screen

Once the EOAS User has received sufficient information necessary to determine eligibility, the Eligibility Case can be closed via the main Journal or Journal Tree Screen. When the EOAS User selects Close Case, a VMS Complete Journal entry is created to document the case closure. This auto-generated Journal entry is the only automatically generated journal entry that may be marked as deleted to account for the possibility of case that may be closed accidentally or in the event a case must be re-opened. Closing cases does not affect the EOAS User's ability to view or update Eligibility Cases. It only affects reporting results and statistics.

Figure 41: Close Case Screen

United States Department of Veterans Affairs

Logout

Eligibility Office Automation System (EOAS)

Time of Need

Journal Information

Case ID: 354
 Decedent's ID: 5000750
 Decedent's Name: JOSEPH P BLOW
 Date of Death: 3/14/2005
 Veteran's Name: JOSEPH P BLOW

Journal Case Comments Attachments Contact's Info Decedent's Info Veteran's Info Military Data

Previous 1-1 of 2 Next 1

Select	Date	Delivery Type	To	From	ECF	Doc Type	Showing	Deleted
<input type="radio"/>	3/11/2013	VMS OPEN	ELIGIBILITY OFFICE	TRAINING TRAINING		VMS		N
<input type="radio"/>	4/24/2013	FAX	TRAINING TRAINING	FBI	Y	SUPPORTING DOCUMENTS	ACTIVE DUTY FOR TRAINING ONLY	N

Generate ECF Fax View Add Edit Delete Close Case

Exit

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Use the **Close Case** button on the Journal tab to close a case once all of the information is received necessary to determine eligibility. Review the case information and record the final decision as a journal entry via the Journal tab.

Table 59: Description of the Close Case Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date	JOURNAL	INSERT_DT	
Delivery Type	JOURNAL	DELIVERY_TYPE_ID	
To	JOURNAL	SENDER_ID	
From	JOURNAL	RECIPIENT_ID	

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
ECF	JOURNAL	DOCUMENT_TYPE_ID	
Doc Type	JOURNAL	INCLUDE_ON_ECF_YN	
Showing	JOURNAL	SHOWING_ID	
Deleted	JOURNAL	IS_DELETED	

3.2.3.1.28. Fax List

A list of the available EOAS fax cover sheets will be displayed once the EOAS User selects to generate a fax. The EOAS User may select one of the following Fax:

- Archives
- FBI
- St. Adjutant National Guard
- VBA

The following figure depicts the Fax List Screen.

Figure 42: Fax List Screen

The EOAS User selects a Fax from the list, then clicks 'Next' to proceed to the Data Entry Screen for the selected fax.

3.2.3.1.29. Archives Fax Cover Sheet

The following Archives Fax Cover Sheet form will be displayed to the EOAS User for completion when Archive Fax is selected. The EOAS will automatically populate the form where appropriate. The following figure depicts the Archives Fax Cover Sheet Screen.

Figure 43: Archives Fax Cover Sheet Screen

United States Department of Veteran Affairs

Logout

Eligibility Office Automation System (EOAS)

Pre-Need

Journal Information

Case ID: 305
 Decedent's Name: JANET JACKSON
 Date of Death:
 Veteran's Name: Janet Jackson

Journal | Case Comments | Attachments | Contact's Info | Decedent's Info | Veteran's Info | Military Data

To: National Archives

VA File Number:

Veteran's Name: Janet Jackson

SSN:

SN:

FARC No:

Transfer Date (If available):

Prior Location (If available):

Box No:

Remarks: Please provide copy(ies) of the following document(s) to establish eligibility for burial in a national cemetery

☐ Separation Document(s)
☐ Marriage License
☐ VA Admin Decision
☐ Death Certificate
☐ Divorce Decree
☐ Other

Remarks:

This fax sheet consists of the cover page and 1 additional pages

Previous Preview Cancel

Exit

The EOAS User updates/enters the relevant information on the form and selects preview to generate the fax cover sheet with the Standard PDF Toolbar. The Standard PDF Toolbar will provide the User with several options, including options to save and print the cover sheet.

Table 60: Description of Archives Fax Cover Sheet Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	

3.2.3.1.30. *FBI Fax Cover Sheet*

The following FBI Fax Cover Sheet form will be displayed to the EOAS User for completion when FBI Fax is selected. The EOAS will automatically populate the form where appropriate. The following figure depicts the FBI Fax Cover Sheet Screen.

Figure 44: FBI Fax Cover Sheet Screen

United States Department of Veterans Affairs

Logout

Eligibility Office Automation System (EOAS)

Time of Need

Journal Information

Case ID: 354
Decedent's ID: 5000750
Decedent's Name: JOSEPH P BLOW
Date of Death: 3/14/2005
Veteran's Name: JOSEPH P BLOW

Journal Case Comments Attachments Contact's Info Decedent's Info Veteran's Info Military Data

To:
Last Name:
First Name:
Middle Name:
Suffix:
DOB:
Sex:
SSN:
POB:
Race:
Branch:
SN
Place of Entry:
Date of Entry:
Date of Death:
Additional Information:

Previous Preview Cancel

Exit

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The EOAS User updates/enters the relevant information on the form and selects preview to generate the fax cover sheet with the Standard PDF Toolbar. The Standard PDF Toolbar will provide the User with several options, including options to save and print the cover sheet.

Table 61: Description of FBI Fax Cover Sheet Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Birth	VETERAN_EXT	BIRTH_DT	
Sex	VETERAN_EXT	GENDER_CD	
SSN	VETERAN_INFORMATION	SSN	
Place Of Birth	VETERAN_EXT	PLACE_OF_BIRTH	
Race	VETERAN_EXT	RACE_CD	
Date Of Death	VETERAN_EXT	BIRTH_DT	
Additional Information	DELIVERABLE_TYPE	COMMENTS	

3.2.3.1.31. St. Adjutant National Guard Fax Cover Sheet

The following St. Adjutant National Guard Fax Cover Sheet form will be displayed to the EOAS User for completion when St. Adjutant National Guard Fax is selected. The EOAS will automatically populate the form where appropriate. The following figure depicts the St. Adjutant National Guard Fax Cover Sheet Screen.

Figure 45: St. Adjutant National Guard Fax Cover Sheet Screen

United States Department of Veteran Affairs

Logout

Eligibility Office Automation System (EOAS)

Pre-Need

Journal Information

Case ID: 305
Decedent's Name: JANET JACKSON
Date of Death:
Veteran's Name: Janet Jackson

Journal | Case Comments | Attachments | Contact's Info | Decedent's Info | Veteran's Info | Military Data

To: State of * California AG Office

Veteran's Name: Janet Jackson

SSN:
SN

Branch of Service: US ARMY

Date of Service: 8/6/1980

Remarks:

This fax sheet consists of the cover page and 1 additional pages

Previous Preview Cancel

Exit

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The EOAS User updates/enters the relevant information on the form, including multiple dates of service, and selects preview to generate the fax cover sheet with the Standard PDF Toolbar. The Standard PDF Toolbar will provide the User with several options, including options to save and print the cover sheet.

Table 62: Description of St. Adjutant National Guard Fax Cover Sheet Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Branch Of Service	VETERAN_PERIOD_OF_SERVICE	BRANCH_OF_SERVICE_CD	

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Date Of Service	VETERAN_PERIOD_OF_SERVICE	RELEASE_DT	
Remarks	VETERAN_PERIOD_OF_SERVICE	REMARKS	

3.2.3.1.32. VBA Fax Cover Sheet

The following VBA Fax Cover Sheet form will be displayed to the EOAS User for completion when VBA Fax is selected. The EOAS will automatically populate the form where appropriate. The following figure depicts the VBA Fax Cover Sheet Screen.

Figure 46: VBA Fax Cover Sheet Screen

The screenshot shows the 'Eligibility Office Automation System (EOAS)' interface. At the top, it says 'United States Department of Veteran Affairs' and 'Logout'. Below this is a 'Pre-Need' section with 'Journal Information'. The form displays the following information:

- Case ID: 305
- Decedent's Name: JANET JACKSON
- Date of Death:
- Veteran's Name: Janet Jackson

Below this is a tabbed interface with tabs for 'Journal', 'Case Comments', 'Attachments', 'Contact's Info', 'Decedent's Info', 'Veteran's Info', and 'Military Data'. The 'Journal' tab is active, showing a form with the following fields:

- To: VBA (dropdown)
- Reference: Janet Jackson
- SSN:
- SN
- Remarks: (text area)
- Date of Service: 8/6/1980
- VA File Folder:
- Date of Death):
- NPRC Point of Contact:

At the bottom of the form, it says 'This fax sheet consists of the cover page and 1 additional pages'. There are buttons for 'Previous', 'Preview', 'Cancel', and 'Exit'.

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The EOAS User updates/enters the relevant information, including multiple dates of service, on the form and selects preview to generate the fax cover sheet with the Standard PDF Toolbar. The Standard PDF Toolbar will provide the User with several options, including options to save and print the cover sheet.

Table 63: Description of VBA Fax Cover Sheet Screen

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
--------------------------------------	---	---	----------

Graphical User Interface (GUI) Field	Table (Database Table that field connects to)	Field (Field in Table that the GUI field connects to)	Comments
Case ID	EOAS_CASE	CASE_ID	
Decedent's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Date Of Death	EOAS_CASE	SENDER_ID	
Veteran's Name	VETERAN_INFORMATION	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
Veteran's Name	EOAS_CASE	FIRST_NAME, MIDDLE_NAME, LAST_NAME, SUFFIX_NAME	
SSN	<i>VETERAN_INFORMATION</i>	<i>SOCIAL_SECURITY_NUM</i>	
Remarks	VETERAN_PERIOD_OF_SERVICE	BRANCH_OF_SERVICE_CD	
Date Of Service	VETERAN_PERIOD_OF_SERVICE	RELEASE_DT	
Date Of Death	VETERAN_PERIOD_OF_SERVICE	<i>REMARKS</i>	

3.2.3.2. Application Report Interface

Use the Generate Reports link on the Main Screen to generate any of the available reports. Once the required report criteria are entered for the selected report, a preview of the selected report will be displayed on the screen with the Standard PDF Toolbar. The Standard PDF Toolbar will provide you with several options, including the options to save and print the selected report.

3.2.3.2.1. Generate Report Screen

A list of the available EOAS reports will be displayed to allow the EOAS User to select a report to generate. The EOAS User may select one of the following reports.

- Pending by Organization
- Pending Over 48 Hours (There is no report criteria associated with this report)
- Timeliness by Organization
- Timeliness by Case
- PreNeed Statistical Summary Report: For PreNeed Submissions, the Sort order will be Annually, Monthly, then PreNeed Submission Type (Manually or Via eBenefits)

- Records Closed
- Records Converted

The following figure depicts the Report List Screen.

Figure 47: Report List Screen

3.2.3.2.2. *Pending By Organization Screen*

The report provides a listing of Pending Cases sorted by organization in ascending order (A-Z), then sorted by the Date Requested in ascending order, showing the oldest request first. The report lists all Eligibility Cases that are pending responses from organizations where a request for information was previously sent, and Eligibility is not yet determined. The following Search Criteria Screen will be displayed when the Pending by Organization report is selected. The following figure depicts the Pending by Organization Screen.

Figure 48: Pending by Organization Screen

The EOAS User selects the report criteria and clicks 'Generate' to generate a preview of the report with the standard PDF toolbar. The EOAS User may select Previous to return to the Report List Screen to select an alternate report and/or change the report criteria.

Figure 49: Reports Display Screen

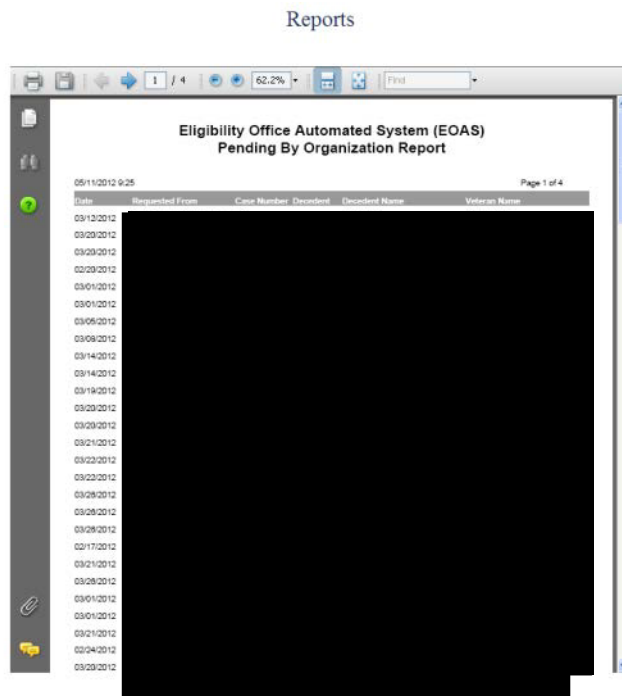


Table 64: Description of the Reports Display

Report Column	Data Source
Date	INSERT_DT
Requested From	SENDER_ID
Case Number	CASE_ID
Decedent Id	DECEDENT_ID
Decedent Name	EOAS_CASE. FIRST_NAME, EOAS_CASE. MIDDLE_NAME, EOAS_CASE. LAST_NAME, EOAS_CASE. SUFFIX_NAME
Veteran Name	VETERAN_INFORMATION. FIRST_NAME, VETERAN_INFORMATION. MIDDLE_NAME, VETERAN_INFORMATION. LAST_NAME, VETERAN_INFORMATION. SUFFIX_NAME

3.2.3.2.3. Pending Over 48 Hours Screen

The report provides a listing of Eligibility Cases where the eligibility has not been determined for over 48 hours from the time the request for VMS was sent to the EO via BOSS. The following Search Criteria Screen will be displayed when the Pending Over 48 Hours report is selected. The following figure depicts the Pending Over 48 Hours Screen.

Figure 50: Pending Over 48 Hours Screen

The EOAS User selects the report criteria and clicks ‘Generate’ to generate a preview of the report with the standard PDF toolbar. The EOAS User may select Previous to return to the Report List Screen to select an alternate report and/or change the report criteria.

Figure 51: Reports Display Screen

Table 65: Description of the Reports Display

Report Column	Data Source
Date	EOAS_CASE. INSERT_DT
Requested From	EOAS_CASE. SENDER_ID
Case Number	EOAS_CASE. CASE_ID
Decedent Id	EOAS_CASE. DECEDENT_ID

Report Column	Data Source
Decedent Name	EOAS_CASE. FIRST_NAME, EOAS_CASE. MIDDLE_NAME, EOAS_CASE. LAST_NAME, EOAS_CASE. SUFFIX_NAME
Veteran Name	VETERAN_INFORMATION. FIRST_NAME, VETERAN_INFORMATION. MIDDLE_NAME, VETERAN_INFORMATION. LAST_NAME, VETERAN_INFORMATION. SUFFIX_NAME

3.2.3.2.4. *Timeliness by Organization Screen*

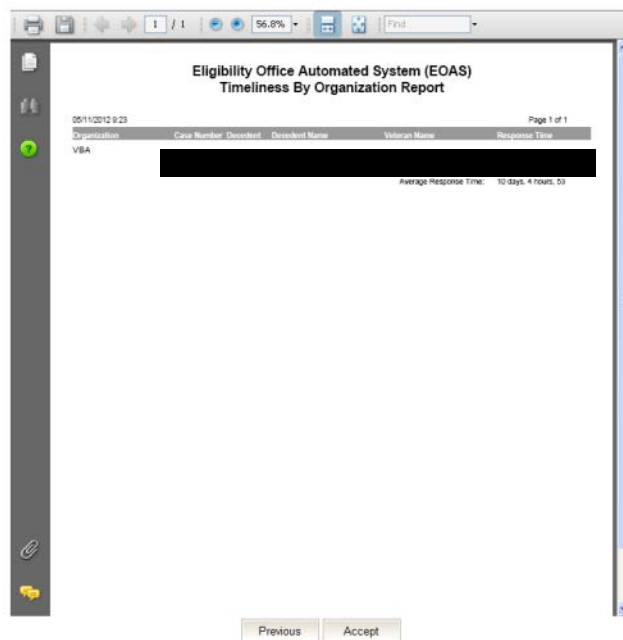
The report provides a listing of Closed Cases grouped by organization, showing the organization with the longest Response Time first. The report only include cases where the EO has completed the finding of eligibility Only the initial request for information and the final response from an organization that completes the inquiry shall be used to calculate the timeliness of a case. Follow-up inquiries are not counted towards the calculation of the organization's timeliness. The following selection screen will be displayed when the Timeliness by Organization report is selected. The following figure depicts the Timeliness by Organization Screen.

Figure 52: Timeliness by Organization Screen

The screenshot shows the 'Reports' section of the Eligibility Office Automation System (EOAS). At the top, there is a header with the United States Department of Veteran Affairs logo, the text 'United States Department of Veteran Affairs', and a 'Logout' link. Below the header, the title 'Eligibility Office Automation System (EOAS)' is displayed. The main content area is titled 'Reports' and contains a form for selecting report criteria. The form includes a 'Case Type' dropdown menu set to 'Pre-Need', a 'From' date field set to '5/1/2012', and a 'To' date field set to '5/31/2012'. Each date field has a calendar icon to its right. Below the date fields are three buttons: 'Previous', 'Generate', and 'Cancel'. At the bottom of the screen, a footer displays the address: 'U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420'.

The EOAS User selects the report criteria and clicks 'Generate' to generate a preview of the report with the standard PDF toolbar. The EOAS User may select Previous to return to the Report List Screen to select an alternate report and/or change the report criteria.

Figure 53: Report List Screen



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Table 66: Description of Report List Screen

Report Column	Data Source
Organisation	EOAS_CASE.SOURCE_SYSTEM
Response Time	
Case Number	EOAS_CASE. CASE_ID
Decedent Id	EOAS_CASE. DECEDENT_ID
Decedent Name	EOAS_CASE. FIRST_NAME, EOAS_CASE. MIDDLE_NAME, EOAS_CASE. LAST_NAME, EOAS_CASE. SUFFIX_NAME
Veteran Name	VETERAN_INFORMATION. FIRST_NAME, VETERAN_INFORMATION. MIDDLE_NAME, VETERAN_INFORMATION. LAST_NAME, VETERAN_INFORMATION. SUFFIX_NAME

3.2.3.2.5. *Timeliness by Case Screen*

The report provides a listing of Closed Cases sorted by the Response Time in ascending order, displaying the Eligibility Case with the longest Response Time within the time range selected. The report only includes cases where the EO has completed the finding of eligibility. Only the initial request for information and the final response that completes the inquiry shall be used to calculate the timeliness by Eligibility Case. Follow-up inquiries shall not be counted towards the calculation of timeliness. The following selection screen will be displayed when the Timeliness by Case report is selected. The following figure depicts the Timeliness by Case Screen.

Figure 54: Timeliness by Case Screen

The EOAS User selects the report criteria and clicks ‘Generate’ to generate a preview of the report with the standard PDF toolbar. The EOAS User may select Previous to return to the Report List Screen to select an alternate report and/or change the report criteria.

Figure 55: Timeliness by Case Report Display

Table 67: Description of Timeliness by Case Report Display

Report Column	Data Source
Case Type	EOAS_CASE.CASE_TYPE
Case Number	EOAS_CASE. CASE_ID
Decedent Id	EOAS_CASE. DECEDENT_ID

Report Column	Data Source
Decedent Name	EOAS_CASE. FIRST_NAME, EOAS_CASE. MIDDLE_NAME, EOAS_CASE. LAST_NAME, EOAS_CASE. SUFFIX_NAME
Veteran Name	VETERAN_INFORMATION. FIRST_NAME, VETERAN_INFORMATION. MIDDLE_NAME, VETERAN_INFORMATION. LAST_NAME, VETERAN_INFORMATION. SUFFIX_NAME

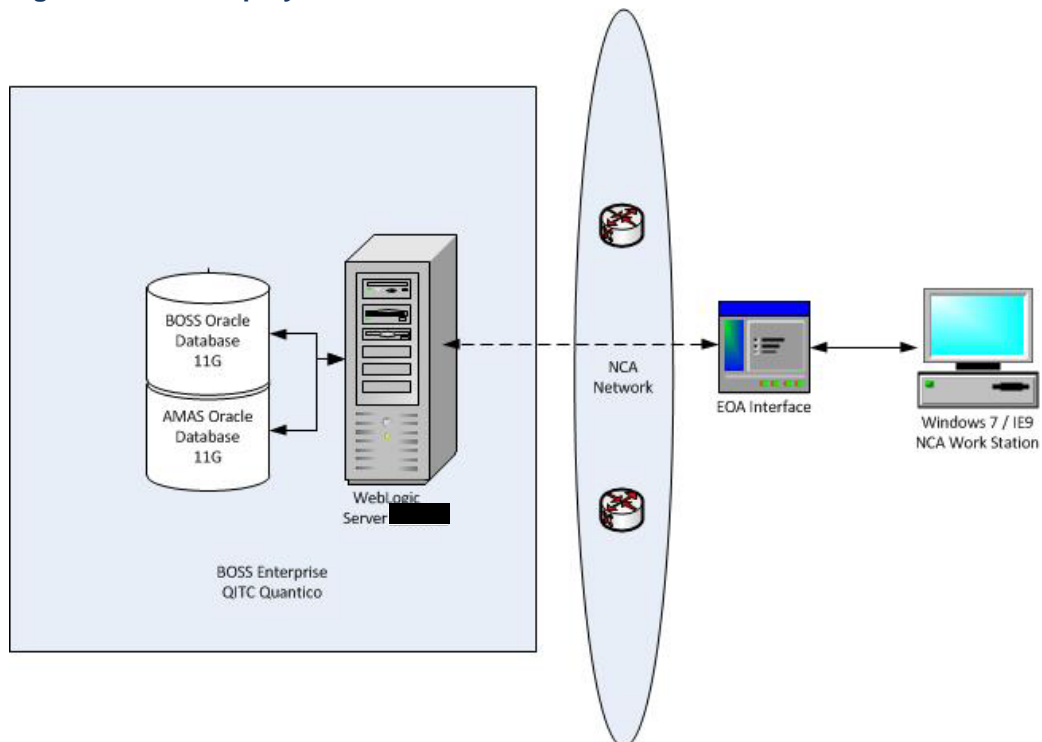
3.2.3.3. Unmapped Data Element

In this section describe any database element that was not mapped to a screen and the reason the data element(s) was not mapped. This section may be skipped if there is no User Interface involved in the project, such a building a service offering and so on

3.3. Conceptual Infrastructure Design

The EOA subsystem, from an application standpoint, exists as part of the BOSS / AMAS application developed and deployed on Oracle Weblogic Server and the data is persisted in BOSS Oracle database at the Quantico ITC. EOA presentation logic and business logic will be packaged and deployed in Oracle Weblogic Servers.

Figure 56: EOA Deployment Infrastructure



3.3.1. System Criticality and High Availability

The EOAS system will reside at QITC and will rely on the Disaster Recovery system at Culpepper ITC and Concept of Operations (CONOPS) plans in place to support systems that require continuous availability.

3.3.2. Special Technology

There are no special technologies needed in the current architecture.

Table 68: EOA Special Technology Requirements

Special Technology	Description	Notional Location	TRM Status
<name>	<business language description>	<At what type of location will this technology be deployed?>	<Is this technology in the TRM?(Yes / No)>

3.3.3. Technology Locations

All systems participating in EOAS will be located at QITC. Development and test systems will be located environment at the QITC.

Table 13: Technology Location Details

Technology Component Production 1	Location	Usage
Workstations	EOA Office	PSA and Supervisor Users
Special Hardware		
Interface Processors		
Legacy Mainframe		
Legacy Application Server	QITC Quantico, VA	Production: FNOD Application and other NCA Applications
Legacy Databases	QITC Quantico, VA	Production: FNOD Database and other NCA Database
Other		

Table 69: Technology Location Details (Production 2)

Technology Component Production 2	Location	Usage
<copy from Prod 1 set, or enter new ones as appropriate>		

Table 70: Technology Location Details (Certification)

Technology Component Certification	Location	Usage
------------------------------------	----------	-------

Technology Component Certification	Location	Usage

Table 71: Technology Location Details (Education)

Technology Component Education	Location	Usage

Table 72: Technology Location Details (Test)

Technology Component Test	Location	Usage

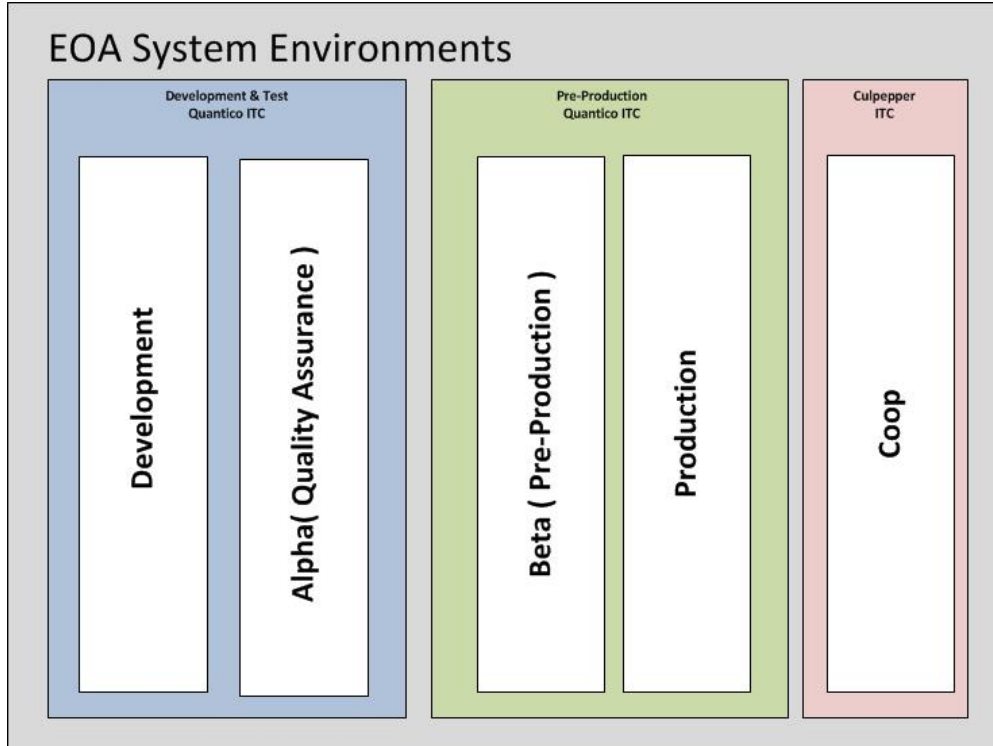
Table 73: Technology Location Details (Development)

Technology Component Development	Location	Usage

3.3.4. Conceptual Infrastructure Diagram

3.3.4.1. Location of Environments and External Interfaces

Table 74: EOA Environments and External Interfaces



- **Development Environment:** Environment used internally by developers to perform integration testing of the system.

- **QA Test Environment:** Environment used to do independent verification and validation of the system's functionality.
- **Pre-Production Environment:** Environment used to do initial field testing of the system under development. Generally one or more test sites or partners are selected to test the capabilities of the system.
- **Production Environment:** Environment that hosts the full production system.
- **COOP Environment:** Environment that acts as a Failover or disaster recovery in case there is a failure in production systems.

3.3.4.2. Conceptual Production String Diagram

Figure 57 in section 3.3 explains conceptual production string system architecture diagram

4. SYSTEM ARCHITECTURE

The EOA System is a sub-component of Burial Operations Support System (BOSS)/Automated Monument Application System (AMAS) Enterprise. The application is built using a Model View Controller (MVC) framework that will control service request and data calls made between client and backend databases. The services call's response for GET and PUT requests will use RESTful web services and will provide SOAP messages in XML and JSON format for all data exchanges. The application is designed to use Java and Oracle products. The application's compiled code is not limited to an Oracle platform and will function on any web application server that could host a Java application.

4.1. Hardware Architecture

The hardware is composed of several Oracle WebLogic web servers, one load balancer and a cluster database servers to support rapid and reliable data access. The application is supported by several IBM AIX 7 servers for the entire suite of MBMS applications with secure connections to database resources. Please see figure 33 for connection information between hardware devices and the use of the network resources. The EOA user capacity is approximately 10 users and throughput of transactions are minimal and will not be strained with growth.

4.2. Software Architecture

The application is designed using an MVC framework model. The Model contains the action calling element of the application. The controller manages the use and access to the model and the View provides the rendering of that data as a response to be consumed. EOA's model calls will perform the interaction between the database server and the user interface.

The EOA application is supported by software packages Hibernate, Java, Oracle database and WebLogic Server. Hibernate is a mapping tool for Java classes to database tables and provides data query and retrieval of data. It generates SQL calls and relieves the developer from manual result set handling and object conversion. The application is coded in Java and is deployed to the WebLogic server. The WebLogic is a web application hosting platform that serves up the application and facilitates access through a browser.

Software Diagram

4.3. Network Architecture

The EOA application uses TCP/IP for its primary communication on the network and with other applications. The database server will use UDP and TCP/IP to foster data communication between application and database. Applications or other resources that will leverage the services designed to support this application and access information will be communicated via TCP/IP and use URL's for services and either JSON or XML responses in SOAP messages. As outlined in figure 31, traffic between the application and the database over the network. The network is configured with routers, switches and load balancers to manage and control the flow of traffic between data points.

4.4. Service Oriented Architecture / ESS

The current design does not use SOA or consume any shared services. The to be design of EOA will use common services that the MBMS suite would use such as search, authentication, and CRUD (Create, Read, Update, Delete) functionality is provided as a shared service. These services will be secured at the application level to prevent unauthorized access of the information. The services can be configured and used by other applications that would access and use data collected in the BOSS and AMAS databases. These services are designed as RESTful services using SOAP to provide JSON and XML responses to the client interfaces. The current system is in-transition to the MVC framework architecture and will implement the use of common shared services.

4.5. Enterprise Architecture

The EOA application uses Oracle WebLogic 11g and Oracle Database 10 Server to support application functionality and user access to the MBMS data. These products are approved on the VA's TRM list. The EOA application applies the rules and guidelines that are outlined in the VA's 6500 series handbook. This application is a subset application of the MBMS Suite.

5. DATA DESIGN

This section outlines the design of the database management system (DBMS) and non-DBMS files associated with the EOA system. For networks, detail the distribution of data and identify any changes to the logical data model that may occur due to software or hardware requirements.

Note: Provide a data dictionary appendix showing data element name, type, length, source, validation rules, maintenance, data stores, outputs, aliases, and description.

5.1. DBMS Files

If a database will be used list and describe the logical requirements that exist for data formats, storage capabilities, data retention, data integrity, and so on

Describe how the database will be designed, including the following information, as appropriate:

- *Logical model; provide normalized table layouts, entity relationship diagrams, and other logical design information*
- *DBMS schemas, subschemas, records, sets, tables, storage page sizes*
- *Access methods (such as indexed, via set, sequential, random access, sorted pointer array)*
- *Estimate the database file size or volume of data within the file, data pages, including overhead resulting from access methods and free space*
- *Definition of the update frequency of the database tables, views, files, areas, records, and sets*
- *Estimates on the number of transactions that the database may have to process.*

5.2. Non-DBMS Files

- *Describe all non-DBMS files including narratives on the usage of each file.*
- *Identify if the file is used for input, output, or both; identify temporary files, which modules read and write the file, and similar.*
- *Identify record structures, record keys, indices, and reference data elements within the records.*
- *Define record length and blocking factors.*
- *Define the file access method such as: index sequential, virtual sequential, random access.*
- *Estimate the file size or volume of data within the file.*
- *Define the update frequency of the file if appropriate. Provide the estimated number of transactions per unit time and the statistical mean, mode, and distribution of those transactions.*

5.3. Data View

A "Data View" should be included in the Architectural Representation whenever persistent data objects are included in the system (they are typically present in most software systems). The data view describes the logical data model of the system and includes an Entity Relationship Diagram (ERD). For a description of Entity Relationship diagramming please refer to the whitepaper <http://www-106.ibm.com/developerworks/rational/library/content/03July/2500/2785/2785_uml.pdf>

6. DETAILED DESIGN

This section describes the proposed design in detail. Provide the necessary information for the development team to integrate the hardware components and write the software code, so that the hardware and software components will provide a functional product. This is the detailed design, based upon the conceptual design (high level) that was described in the document up to this point. Most sections prior to this are needed for Milestone 1, on a best effort basis as the design is visualized and refined. This section is needed for Milestone 2, this is where the design in described in the conceptual sections is refined and an in depth detailed design is documented.

Note: Every design item should map back to the Requirements Specification Document. These should be captured in the Requirement Traceability Matrix (RTM).

6.1. Hardware Detailed Design

The information requested in this section maybe provided by Engineering and/or the Developers. The information provided here is mainly for use by Engineering and Operations.

In this section, provide enough information for the developers to build and/or procure the system's hardware. The level of detail requested should be treated as a general guideline and can be omitted if it needs to be filled in by Engineering and Operations.

Note: If this section becomes too lengthy, consider incorporating it as an appendix or reference it in a separate document. Add additional diagrams, if necessary, to describe each component and its functions.

Include the following information (as applicable):

- *How much compute capacity? (MFLOPS, TPMs etc)*
- *System Memory*
- *Local and Shared storage*
- *Network requirements (Bandwidth, Latency etc.)*
- *Public or Private cloud*

6.2. Software Detailed Design

This section provides conceptual and final detailed information associated with the design of the software being delivered. This should be an extension of the corresponding section from Section 3.1, but should contain additional detail as the project progresses.

6.2.1. Conceptual Design

This section introduces the conceptual information that establishes the basis for how the software will be built.

6.2.1.1. Product Perspective

This subsection of the SDD should put the product into perspective with other related products. If the product is independent and completely self-contained, it should be stated here. If the SDD defines a product that is a component of a larger system, then this subsection should relate the requirements of that larger system to functionality of the software and should identify interfaces between that system and the software.

A block diagram showing the major components of the larger system, interconnections, and external interfaces can be helpful.

Sections of the Requirements Specification Document (RSD) can be referenced in the subsections, if applicable.

6.2.1.1.1. User Interfaces

This subsection should specify the logical characteristics of each interface between the software product and its users. This includes those configuration characteristics necessary to accomplish the software requirements (e.g., screens, roll and scroll, GUI interface).

Recommendation: Create a block diagram showing the user interfaces.

6.2.1.1.2. Hardware Interfaces

This subsection should specify the logical characteristics of each interface between the software product and the hardware components of the system. This includes configuration characteristics (for example, hardware platform or mainframe versus personal computer). It also covers matters such as what devices the system will support, how they will be supported, and protocols.

Examples include scanners, pen driven devices, and radio frequency devices.

Recommendation: Create a block diagram showing the hardware interfaces.

6.2.1.1.3. Software Interfaces

This subsection should specify the use of other required software products (e.g., VA Kernel, VA FileMan, Windows NT); and interfaces with other applications or other systems such as commercial off-the-shelf (COTS) or national databases. Specify the application interfaces (e.g., the linkage between an accounts receivable system and a general ledger system and a COTS software package that will be interfaced using an existing interface). This section should provide the following information for each required software product:

- Name*
- Version number*
- Discussion of the purpose of the interfacing software as related to this software product*
- Definition of the interface in terms of message content and format (e.g., Health Level Seven [HL7], electronic data interchange).*

6.2.1.1.4. Communications Interfaces

This subsection should specify the various interfaces to communications such as local network protocols, e-mail, Transmission Control Protocol (TCP), modems.

Recommendation: Create a block diagram showing the communications interfaces.

6.2.1.2. Product Features

This subsection should provide a summary of the major features of the software.

For example, an SDD for an accounting program might use this section to address customer account maintenance, customer statement, and invoice preparation without mentioning the vast amount of detail that each of those features requires.

Note: For clarity, remember these items when creating this section of the SDD:

- *The features should be organized in a way that makes the list of features understandable to the customer or to anyone else reading the document for the first time.*
- *Textual or graphical methods can be used to show the different features and their relationships.*
- *Such a diagram is not intended to show a design of a product, but simply shows the logical relationships among variables.*

6.2.2. Specific Requirements

6.2.2.1. Database Repository

The Database Repository section in the RSD can be referenced in this section.

If a logical database design is a part of the system, it should be listed here. Logical database design should specify the logical requirements for any information that is to be placed into a database. This may include:

- *Types of information used by various functions*
- *Frequency of use*
- *Accessing capabilities*
- *Data entities and their relationships*
- *Integrity constraints*
- *Data retention requirements.*

Recommendation: Create a block diagram showing the databases and where the data resides.

6.2.2.2. System Features

Describe the system features, functional requirements, sub-requirements, etc. which can be organized in an outline format that matches the RSD. Specific formatting and organization of the paragraphs (i.e., section numbering) is left to the discretion of the author and is dependent on the level of detail essential to fully describe the design. Some designs may only require two levels; others may require multiple levels. The information necessary to define the items or to specify modifications to the items affected by the functionality being designed should be provided in the appropriate design element tables. Where feasible, instead of duplicating the RSD, it can be referenced via a link, to avoid unnecessary duplication. The key goal is to provide traceability to requirements.

6.2.2.3. Design Element Tables

The design element tables are provided for your convenience. Copy each table as many times as necessary to address multiple items within each section. Add rows and headings to the tables to provide any additional required information to define the item or to specify the modifications to the item. Numbering of the design element tables to align them underneath the applicable requirement or sub-requirement is recommended, but is left to the author's discretion. For that reason they are not numbered in this template.

6.2.2.3.1. Routines (Entry Points)

Not applicable

6.2.2.3.2. Templates

Not applicable

6.2.2.3.3. Bulletins

Not applicable

6.2.2.3.4. Data Entries Affected by the Design

Not applicable

6.2.2.3.5. Unique Record(s)

Not applicable

6.2.2.3.6. File or Global Size Changes

Not applicable

6.2.2.3.7. Mail Groups

Not applicable

6.2.2.3.8. Security Keys

Not applicable

6.2.2.3.9. Options

Not applicable

6.2.2.3.10. Protocols

Not applicable

6.2.2.3.11. Remote Procedure Call (RPC)

Not applicable

6.2.2.3.12. Constants Defined in Interface

Provide the name and description.

Table 33: Constants Defined in Interface

Name	Description

6.2.2.3.13. Variables Defined in Interface

Provide the name, type, and description.

Table 34: Variables Defined in Interface

Name	Type	Description

6.2.2.3.14. Types Defined in Interface

Provide the name, type, and description.

Table 35: Types Defined in Interface

Name	Type	Description

6.2.2.3.15. GUI

The “to be” design of the EOA application’s GUI will be modified to accomdate changes outlined in the RTM.

Table 36: GUI

Unit Name	Description
EOA	The EOA interface.

6.2.2.3.16. GUI Classes**Table 37: GUI Classes (Instructions)**

GUI Classes	Instructions
Class Name	<i>List the name of the class affected. The headers in the following tables have names for the information outlined. Note that only the new properties and methods for a class are listed below. All ancestor properties and methods are still available and unchanged.</i>
Derived From Class	<i>List the class that this is derived from, its parent and any interfaces listed as part of this class.</i>
Purpose	<i>Describe the functionality that users can access from this class and related form, if any.</i>

Table 38: GUI Classes

GUI Classes	Instructions
Class Name	
Derived From Class	
Purpose	

6.2.2.3.17. Current Form

Provide a screen capture or graphical representation of the current layout.

6.2.2.3.18. Modified Form

Provide a screen capture or graphical representation of the layout that the design will implement.

6.2.2.3.19. Components on Form**Table 39: Components on Form**

Name	Type	Description
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Name	Type	Description

6.2.2.3.20. Events

Table 40: Events

Name	Type	Description

6.2.2.3.21. Methods

Table 41: Methods

Method Name	Procedure/Function	Description

6.2.2.3.22. Special References

Include references that are not listed elsewhere.

Special Reference Name	Type	Description

6.2.2.3.23. Class Events

Table 42: Class Events

Name	Type	Description

6.2.2.3.24. Class Methods

Table 43: Class Methods

Name	Procedure/Function	Description

6.2.2.3.25. Class Properties

Table 44: Class Properties

Class Properties Name	Type	Visibility	Description

6.2.2.3.26. Uses Clause

Not applicable

6.2.2.3.27. Forms

This section lists the forms that will be affected or created by the functionality being designed. A short description of the change that will be made to the forms should be included.

Table 45: Forms (Instructions)

Forms	Instructions
Form Name	<i>List the name of the form affected by the functionality being designed.</i>

Forms	Instructions
Enhancement Category	<i>Check the appropriate box: New, Modify, Delete, or No Change.</i>
Form Functionality	<i>Describe the form's functionality and refer to the usage of the form. An example of such a description is "This form is used to enter patient demographic data."</i>
Current Form Layout	<i>Define the current form layout that the design will modify. If this is a new form, enter "N/A".</i>
Modified Form Layout (Changes are in bold)	<i>Define the form layout that the design will implement.</i>

Table 46: Forms

Forms	Description
Form Name	
Enhancement Category	<input type="checkbox"/> New <input type="checkbox"/> Modify <input type="checkbox"/> Delete <input type="checkbox"/> No Change
Form Functionality	

Current Form Layout

Modified Form Layout (Changes are in bold)

6.2.2.3.28. Functions

The functions affected by the capabilities being designed should be listed in this section. A short description of what change will be made to the functions and/or new functions should be included.

Table 47: Forms (Instructions)

Functions	Instructions
Function Name	<i>List the specific function affected by the capability being designed.</i>
Short Description	<i>List a short description of the change that will be made to the functions and/or new functions.</i>
Enhancement Category	<i>Check the appropriate box: New, Modify, Delete, or No Change.</i>
Related Options	<i>List the options that directly call or are called by the function.</i>
Related Routines	<i>List the routines that directly call or are called by the function.</i>
Data Dictionary (DD) References	<i>List the files that reference the function through input transforms, cross reference logic, etc.</i>
Related Protocols	<i>List the protocols that reference or are referenced by the function.</i>
Related Integration Control Registrations (ICRs)	<i>List proposed new ICRs and subscribed ICRs. Also, list any obscure Supported ICRs.</i>

Functions	Instructions
Data Passing	<i>Check the appropriate box. An event that would trigger the new/changed function should be included in this section. An example of such a description would be a note that the new/changed function will be invoked as part of a function call or it would be invoked through system protocols, HL7 Logical Links, etc. This section refers specifically to the change implemented with the design.</i>
Input Attribute Name and Definition	<i>List the input attributes passed into the new or changed function logic. Each attribute should be defined.</i>
Output Attribute Name and Definition	<i>List the output attributes returned from the new or changed function logic. Each attribute should be defined.</i>
Current Logic	<i>Define the current logic in the function that the design will modify. If this is new code, enter "N/A".</i>
Modified Logic (Changes are in bold)	<i>Define the logic in the function that the design will implement.</i>

Table 48: Forms

Function Name	Activities
Short Description	
Enhancement Category	<input type="checkbox"/> New <input type="checkbox"/> Modify <input type="checkbox"/> Delete <input type="checkbox"/> No Change
Related Options	

Related Routines	Routines "Called By"	Routines "Called"

Function Name	Activities
Data Dictionary (DD) References	
Related Protocols	
Related Integration Control Registrations (ICRs)	
Data Passing	<input type="checkbox"/> Input <input type="checkbox"/> Output <input type="checkbox"/> Both <input type="checkbox"/> Global Reference <input type="checkbox"/> Local Reference
Input Attribute Name and Definition	Name: Definition:
Output Attribute	Name:

Function Name	Activities
Name and Definition	Definition:

Current Logic

Modified Logic (Changes are in bold)

6.2.2.3.29. Dialog

Not applicable

6.2.2.3.30. Help Frame

Not applicable

6.2.2.3.31. HL7 Application Parameter

Not applicable

6.2.2.3.32. HL7 Logical Link

Not applicable

6.2.2.3.33. COTS Interface

Not applicable

6.3. Network Detailed Design

Provide enough detailed information about the communication requirements to build and/or procure the communication components for the system. This section should provide sufficient detail to support the procurement of hardware for the system installation. Include the following information in the form of detailed designs (as appropriate):

- *Details of servers and clients to be included on each area network*
- *Specifications for bus timing requirements and bus control*
- *Format(s) for data being exchanged between components*
- *Diagrams showing connectivity between components, data flow (if applicable), and distances between components*
- *LAN topology.*

6.4. Service Oriented Architecture / ESS Detailed Design

This section provides details of provided and consumed services as follows:

- *Consumed Services: Provide link to Service Description Document for each consumed service.*

- *Provided Services: Give service design for each provided service.*

The information you provide here will be used to upload to the ESS Registry and Repository. At some point in the near future, we do not expect these SOA artifacts such as SLA, Service Description, etc. to be static documents. They will be dynamically generated from the ESS Registry and Repository tool in the form of reports. Any application and service integration design is also documented here.

A list of currently available Enterprise Shared Services is available here: <insert link to ESS list>

6.4.1. Service Description for <Consumed Service Name>

Provide link to Service Description document for the consumed service. This section will repeat for each consumed service.

6.4.2. Service Design for <Provided Service Name>

This section should describe the detailed service design for each ESS and SOA service needed to obtain an intended result.

This section will repeat for each provided service.

6.4.2.1. Introduction

6.4.2.1.1. Purpose and Scope of Service

This service was described at a high level in the charter document. Please refer to it here via a link.

6.4.2.1.2. Links to Other Documents

Provide links to other documents created for this service so far in the SOA lifecycle. At a minimum, provide links to:

- *Service Charter*
- *Service Roadmap*
- *Service Description*

6.4.2.2. Service Details

6.4.2.2.1. Service Identification

This section will be written as a table to provide a quick reference to the service's what, where, why and how - cheat sheet.

Service Attribute	Value
<i>Name and Alias (if any)</i>	<i>Name of the service and other names for the service, which might be used by someone searching for this service. Please follow ESS naming standards.</i>
<i>Overview</i>	<i>Brief textual overview of the service.</i>
<i>Version</i>	<i>Version number of the service being described here</i>

Service Attribute	Value
Latest Status	<i>This field shows the latest status for the above referenced version of this service! The status of a service shows the progress of the service from initiation through development, deployment, and eventual retirement. The status also has a status date associated with the status - and we will be using the latest one here in this document. Valid values include: Inception, Design, Provisioning, Certification / Testing, Operation, Deprecated, Retired, Rejected - Owner has decided not to develop the service.</i>
Service Type	<i>Used to define applicable architecture patterns. Examples (from Open Group):</i> <ul style="list-style-type: none"> • <i>Interaction</i> • <i>Process</i> • <i>Information</i> • <i>Partner</i> • <i>Business Application</i> • <i>Access</i> • <i>Service Connectivity</i>
Architecture Layer	<i>Referred to as class in VA Service template. Used to define applicable architecture patterns and relationships to governing bodies. Examples:</i> <ul style="list-style-type: none"> • <i>Solution</i> • <i>Process</i> • <i>Information</i> • <i>Utility</i> • <i>Underlying</i>
Business Domain	<i>Business Vertical or Business Division where this service belongs.</i>
Service Domain	<i>The service or technical domain that the service belongs to. Can be used to establish the namespace.</i>
Business Organization and Owner	<i>Person who approves this service & any changes. Include email.</i>
Technical Organization and Owner	<i>Person responsible for provisioning (specifying, acquiring certifying) this service. Include email.</i>
Development Organization and Owner	<i>Person who is responsible for the development processes and activities for this service. Include email.</i>
Support Organization and Owner	<i>Person who is responsible for the support of this service while in production. Include email.</i>
Target Consumer Organization(s) and Owner(s)	<i>Organizations and/or developers roles that service is intended for.</i>

6.4.2.2.2. Service Versions

Version Numbers	Current Status of Version	A Brief Description of the change implemented in that version
<i>This version</i>	<i>Being Designed</i>	
<i>Example: version 2</i>	<i>Example: In production. Will be retired with this release.</i>	<i>Example: This release added the ability to look up a person by address. Provide a link to each version of the service.</i>

<i>Example: version 1</i>	<i>Example: Retired.</i>	<i>Example: This release provided the base minimum functionality to look up a person by name. Provide a link to each version of the service.</i>
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6.4.2.2.3. Summary of Design and Platform Details

6.4.2.2.3.1. SOA Pattern(s) Implemented

Name of the SOA pattern implemented – for instance, this may be a Pub/Sub model. Just a name and reference to the document or book with the pattern is sufficient for popular patterns or VA's own patterns. If you are using some esoteric pattern, more details will help.

6.4.2.2.3.2. COTS Platform vendor names and versions for hosting platform

Example, TIBCO.

6.4.2.3. Dependencies

The Dependency Model identifies other services, systems, databases, etc. that [Service Name] is dependent upon or interacts with to perform its function.

This section should clearly identify all sources and external systems that are accessed by this service to fulfill the service consumers' request. This section should include diagrams to show as much detail as necessary to inform the developer. Provide a context diagram for the service.

Note: Here our primary audience includes the providers of the service. So this document in general will emphasize system components and sub-systems as much as external interactions.

6.4.2.4. Service Design Details

The next sub-section on Interface Technical Specs could be just a copy from the corresponding sub-section in Interface section in the Service Description Document. Here, you could provide more detail necessary for building this service but the interface spec needs to be consistent between this document and the Service Description Document. This section contains all information necessary to fully describe an interface published by this service..

6.4.2.4.1. Interface Technical Specs

The technical specification allows developers of service consumers to locate and discover the service for run time consumption.

6.4.2.4.1.1. Service Invocation Type

Such as: SOAP over HTTP, REST.

6.4.2.4.1.2. Service Interface Type

Such as: WSDL via Web Service 2.0

6.4.2.4.1.3. Service Name

Technical Service Name. Comply with ESS naming standards.

6.4.2.4.1.4. Interface

Link to WSDL or other interface document.

6.4.2.4.1.5. End Points

Provide if known! Calls that can be made into the service. Can be referenced to the WSDL or can be in a separate table.

6.4.2.4.1.6. Operations or Methods

In the table below, the technical names of the operations, inputs and outputs are used. Inputs and outputs, if parameters, must have a data type.

Non-primitive data types must be defined in the Service Information Model section.

This table could be generated automatically from the WSDL content or its equivalent.

Style can take any of these values: Parameters or Document; and One-way or Request-response or Solicit-response or Notification.

Use a separate column for the operation purpose if you wish.

You might use abbreviations in the Faults column and explain the abbreviations used below the table. For example, NF = Not Found, MI = Missing Input.

Operation Name	Inputs	Outputs	Transactional Qualities if relevant (Updating?, Atomic?, Can participate in transaction?)	Pre and Post Conditions	Exception (s)

Provide a link to the Service Information model so that the consumer of your system knows the schema for the input and output parameters.

6.4.2.4.1.7. Message Schemas

Provide definitions or links to definitions of the message(s) related to the service operations. These may be dependent on the implementation style and protocol binding of the interface.

6.4.2.4.2. Information Model

Even though this section looks similar to the corresponding section 3.2 in Service Description, remember that the primary objective here is to facilitate construction and to gain approvals from governing bodies. So you will provide more of a “white box” view of the design here to help your developers code the service.

6.4.2.4.2.1. Class Diagram and Description of Entities Involved

Map out all entities involved in the service: input, output, exceptions, entities manipulated in persistent media/DBs, intermediate entities created in memory etc.

6.4.2.4.2.2. Mappings from ELDM to Standards Based Schemas

Provide mappings from your native schema to any standards based schemas your service will use to communicate outside. For instance, if you are using HL7 based messages then you will show how data is converted from your native schema to HL7.

6.4.2.4.3. Behavior Model (AKA Use Case Realization)

The Behavior Model defines the actions and processes supported by the service. Actions and methods represented in the use cases and sequence diagrams shown below are further defined by the operation contracts and the message payloads.

6.4.2.4.3.1. Use Cases (Use Case Model)

*How does this service fit into the larger use case model of the consumer? You may need multiple models for multiple consumers. Focus is **not** on the internal workings of the new service instead of the calls made from external consumers. Just a summary or the Use Case Diagram may be sufficient. List the alternative and exception flows. Reference the detailed design documents via a URL.*

6.4.2.4.3.2. Interaction Diagrams

Cut and paste screen shot from RSA or similar tool or provide link to the model. Provide description to help developers build your service. The interaction diagrams should depict external interactions and internal sequences of calls between internal components. The sequence diagram should cut through all layers to show the main, alternate and exception flows.

6.4.2.5. Gap Analysis

Provide a Gap Analysis (Reference) to demonstrate compliance of this service with various standards, policies, guidelines and laws. The Gap Analysis may take the form of a matrix as shown in the sample below. This will help the governance boards expedite your request.

Design Elements→ Policies / SLD elements etc↓	Design Element A	Design Element B	Design Element C	Comment for non-conformance
<i>Policy X</i>	<i>Match</i>			
<i>Policy Y</i>		<i>Partial</i>		
<i>Policy Z</i>				<i>Commercial encryption server in prod will have to address this policy.</i>
<i>Policy A</i>				<i>Compliance with this policy not required until next year.</i>
<i>New / Additional Features</i>			<i>New element minimizes manual intervention</i>	

6.4.2.5.1. Variances from Enterprise Target Architecture

This list of “variances” will become a submission to the ESS dispensation process.

6.4.2.5.2. Variances from SLDs

This list of “variances” will become a submission to the ESS dispensation process.

6.4.2.5.3. Variances from Standards and Policies

This list of “variances” will become a submission to the ESS dispensation process.

6.4.2.5.4. Justification for Exceptions and Mitigation

This section will list out any non-functional and functional requirements that are not being met. The non-conformance may be in violation of elements of SLDs, enterprise architecture (TRM Technology Reference Model), privacy policies or guidelines. For each exception provide:

- 1. Reasons for non-conformance (cost, time, technology, etc)*

2. *Mitigating actions taken to reduce the impact of non-conformance*
3. *Plan (roadmap) to come back into conformance*

This list can grow depending on what the Review bodies may ask for.

7. EXTERNAL SYSTEM INTERFACE DESIGN

This section details interfaces external to system, that are NOT services (ESS/SOA). Typically, these may include, RPCs, Flat Data Files and so on

External systems are systems that are not within the scope of the system under development, regardless of whether the other systems are managed by the vendor or its client.

In this section, describe the interface(s) between the system under development (i.e., the system that is the subject of this SDD) and external systems and/or subsystem(s).

It is best to illustrate these sections with annotated diagrams to clearly identify the various elements of the interfaces.

7.1. Interface Architecture

Describe the interface(s) between the system being designed and other systems. Include the interface architecture(s) being implemented, such as wide area networks, gateways, and so on. Provide diagrams showing the communications path(s) between this system and other systems.

7.2. Interface Detailed Design

Provide sufficient detail about the interface requirements for the development team to format, transmit, and/or receive data across the interface.

Include the following information (as appropriate):

- *Data format requirements; if data must be reformatted before it is transmitted or after incoming data is received. Describe the tools and/or methods for the reformat process.*
- *Specifications for hand-shaking protocols between systems; content and format of hand-shake messages, timing for exchanging these messages, and errors handling.*
- *Format(s) for reports exchanged between the systems.*
- *Graphical representation of the connectivity between systems, showing the direction of data flow.*
- *Query and response descriptions.*
- *Describe the individual data elements that the interfacing entity(s) will provide, store, send, access, and receive, such as:*
- *Names/identifiers*
 - *Data Element Name*
 - *Data Format/Length*
 - *Data Type*
 - *Definition*
 - *Non-Technical Name*
 - *Non-Technical Synonyms*

- *Specifications*
- *Synonyms*
- *Range or enumeration of possible values (e.g., 0-99)*
- *Accuracy and precision (number of significant digits)*
- *Priority, timing, frequency, sequencing, and other constraints*
- *Security and privacy constraints*
- *Sources (setting/sending entities) and recipients (using/receiving entities).*

Describe the data element assemblies (records, messages, files and so on) that the interfacing entity(s) will provide, store, and send, such as:

- *Names/identifiers*
 - *Technical Name, e.g., data structure name*
 - *Non-technical Names, e.g. synonyms*
- *Data elements*
- *Medium/structure of data elements/assemblies*
- *Visual characteristics (e.g. layouts, fonts, icons and so on)*
- *Relationships among assemblies*
- *Security and privacy constraints*
- *Sources and recipients.*

Describe the communication methods that the interfacing entity(s) will use for the interface, such as:

- *Communication links, bands, frequencies, and media*
- *Message formatting*
- *Flow control (e.g. sequence numbering)*
- *Data transfer rate*
- *Routing*
- *Transmission services*
- *Safety*
- *Security and privacy considerations.*

Describe characteristics of the protocols that the interfacing entity(s) will use for the interface, such as:

- *Priority/layer of the protocol*
- *Packeting*
- *Legality checks, error control*
- *Recovery procedures*
- *Synchronization*
- *Status, identification, and other reporting features.*

Where appropriate describe other characteristics, such as physical compatibility of the interfacing entity(s) (dimensions, tolerances, loads, voltages, plug compatibility, and so on)

8. HUMAN-MACHINE INTERFACE

Describe the human-machine interface (i.e., GUI) relative to the user. Additional information may be added if the suggested headings are inadequate.

8.1. Interface Design Rules

Identify conventions and standards for designing the GUI.

8.2. Inputs

Identify the input media used by the user (i.e., operator) for providing information to the system, such as data entry screens, optical character readers, bar scanners, and so on

Identify the messages associated with operator inputs, including the following:

- *Form(s) if the input data is keyed or scanned for data entry*
- *Access restrictions*
- *Security considerations.*

8.3. Outputs

Describe the system output design relative to the user. System outputs include reports, data display screens, query results, and so on

Identify the following, if appropriate:

- *Access restrictions or security considerations*
- *Description of the purpose of the output*
- *Report requirements, including frequency of periodic reports*
- *Screen contents. (Provide a graphic representation of each layout. Define all data elements associated with the layout).*

8.4. Navigation Hierarchy

Provide a diagram of the navigation hierarchy that shows how a user moves through the GUI.

8.4.1. Screen [x.1]

Provide the layout of all input data screens or GUIs. Provide a graphic representation of each GUI, for example, a low-resolution screenshot. Define all data elements associated with each screen or GUI, or reference the data dictionary. Label each data input screen and/or GUI.

8.4.2. Screen [x.2]

Provide a graphic representation of each GUI, for example, a low-resolution screenshot. Define all data elements associated with each screen or GUI, or reference the data dictionary.

8.4.3. Screen [x.3]

Provide a graphic representation of each GUI, for example, a low-resolution screenshot. Define all data elements associated with each screen or GUI, or reference the data dictionary.

9. SECURITY AND PRIVACY

9.1. Security

Describe specific security mechanisms at the application level, as guided by NIST 800-53 revision 3 (or most current version). Also, summarize the security mechanisms to be provided by the VA GSSs. Reference the Security Risk Assessment.

The following information will be provided to address security controls:

A high-level description of the security controls, grouped according to the 18 control families identified in NIST 800-53 revision 3 (or most current version). A description of all 18 control families must be addressed; if a control family is not applicable, then state that control family does not apply and explain why it does not apply.

A description of the specific security controls that will be provided by existing VA infrastructure or VA GSSs.

Describe the planned use by the application of the infrastructure's centralized security mechanisms and VA GSSs (in particular, the identification and authentication, access control, and audit mechanisms), and infrastructure mechanisms, (e.g., Directory Services) to store user account information. Sufficient detail should be provided to show the feasibility of the integration and/or inter operation of application security mechanisms with infrastructure security mechanisms.

9.2. Privacy

Identify privacy design considerations. Describe specific privacy mechanisms at the application. Describe how the application's privacy requirements will be met. Reference the System Security Plan (SSP) and Privacy Impact Assessment (PIA).

A. APPROVAL SIGNATURES

This section documents the approval of the EOA SDD during Formal Review. Ideally, the review should be conducted face-to-face where signatures can be obtained ‘live’ during the review, however the following forms of approval are acceptable.

- Physical signatures obtained face to face or via fax
- Physical signature obtained in person or via fax
- Digital signature tied cryptographically to the signer

/es/ in the signature block, provided that a separate digitally signed e-mail indicating the signer’s approval is provided and kept with the document.

REVIEW DATE: August 13-15, 2014

DOCUMENT VERSION: 1.0

SCRIBE: Laura Manning, Memorial Products Delivery PMO

The Chair of the governing Integrated Project Team (IPT), Business Sponsor, IT Program Manager, Project Manager, and the Co-chairs of the Architecture and Engineering Review Board (AERB) are required to sign.

Signed: Dr. Timothy Godlove, NCA Business Sponsor and Integrated Project Team (IPT) Co-Chair

Signed: Dan Pate, IT Program Manager and IPT Co-Chair

Signed: Angel Stanislaus, EOA Project Manager

Signed: Vijay R. Bekkem, Architecture, Strategy, and Design (ASD) IPT Representative

B. ADDITIONAL INFORMATION

Attach any addition information that supplements the design specification.

B.1. RTM

Include an RTM that traces modules and data structures to the software requirements. A reference to the location of the RTM is also acceptable.

B.2. Packaging and Installation

Outline any special considerations for software packaging and installation.

B.3. Design Metrics

Describe all metrics to be used during the design activity.

B.4. Acronym List and Glossary

Identify and define all acronyms and terms that establish meaning within the context of the plan.

Table 59: Glossary

Term	Meaning

B.5. Required Technical Documents

The following documents must be submitted for review to support proper approval:

- *Conformance Validation Statement (CVS) - Section 508*
- *For additional information regarding how to obtain proper approval for this project, refer to the following documents:*
- *IT Infrastructure Standards*
- *Systems Engineering and Design Review (SEDR) process*
- *Enterprise Architecture Web page*
- *One-VA TRM*