Memorial Benefits Management System

Eligibility Office Automation Capability/Manual Pre-Need

Requirements Specification Document

Department of Veterans Affairs

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Version 4.0

Revision History

Note: The revision history cycle begins once changes or enhancements are requested after the Requirements Specification Document has been baselined.

Date	Version	Description	Author
1/28/15	4.0	This version has been base-lined and the PDF version will be signed.	NCA, OIT PD
1/22/15	3.5	Previous revision changes were accepted and shading removed. During EOA RTM updates, noticed note from NCA regarding requirement 25. Per note, the status of requirement 25 is inactive, as it is out of scope for MBMS. Included the requirement in section 1.3 (Scope Exclusion), and updated Epic 015. Revisions appear with tracked changes on, and are shaded yellow.	SRA International, Inc.
1/12/15	3.4	Final review revisions include: 1. Removed pink shading from previous review cycle. 2. Kept tracked changes from NCA (shaded yellow), and includes revisions #3 - #6 below: 3. Section 2.6.2, Epic 002 has revised requirements (2.6 and 2.8). Req. 2.6 includes a definition of 'Added' and req.2.8 defines eligibility case manager access to Workload reports 4. Section 2.6.7, Epic 007 revised requirement per EOA FRD to read: "Received – Letter Sent" "Incomplete – Letter Sent" Removed reference to closed status 'Undetermined'. 5. Section 2.6.12, Epic 012 contains revised sentence prior to the reports table to read: The following table provides the seven Reports that are required by the program 6. Section 2.6.12, Epic 012, contains revised reqs: 12.6: Removed reference to requirement 2.8. 7. Tech edits: spell check, grammar, update TOC, punctuation consistency, incomplete sentences.	SRA International, Inc.

Date	Version	Description	Author
1/5/15	3.3	Final version updates include tracked changes from the NCA and BAH; all changes are shaded pink to ease review; shading will be removed upon approval.	SRA International, Inc.
12/1/14	3.2	Final version updates: Cover/title page, section 1.3and 2.3; added 2.6.1, 2.6.2, 2.6.3, and 2.6.4; updated 2.11 and 2.15. All changes are shaded blue to ease review; shading will be removed once changes are approved.	SRA International, Inc.
11/7/14	3.1	Interim version contains reviewer feedback. Updated sections include: 1. Introduction (subsections 1.2, 1.3, and 1.4). 2. Overall Description, subsection 2.6 (US002.1, US013.1); subsection 2.10 and 2.11. Appendix A, context diagram, and Appendix B is formatted to begin collaboration discussions. All changes are shaded yellow to ease review; shading will be removed prior to publication.	SRA International, Inc.
10/24/14	3.0	Initial version of RSD in conjunction with MBMS BOSS Enterprise Enhancements scope of work.	SRA International, Inc.
8/14/2014	2.0	This version has been baselined and the PDF version will be signed	NCA, OI&T PD

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1 Introduction

This Requirements Specification Document (RSD) captures the functional and technical requirements for remediating and enhancing the Eligibility Office Automation (EOA) system. This system falls under the Memorial Benefits Management System (MBMS) initiative. The information provided in this RSD serves as input to application design and development.

The Burial Operations Support System (BOSS) provides benefit delivery support to national cemetery facilities nationwide. In the spring of 2013, the Eligibility Office Automation system was implemented as part of BOSS enterprise. EOA automates 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 MBMS Program, EOA will be modified to provide much needed enhancements that will facilitate greater and better use of the EOA system. EOA Capability/Manual Pre-Need enhancements will support the business functions of the Eligibility Office by providing features for faster eligibility determination, case management tracking, improved reporting, and capability to process Pre-Need cases and associate them with Time-of-Need cases.

1.1 Purpose

This document outlines the scope and level of effort involved for implementing the changes and enhancements requested for the Eligibility Office Automation Capability/Manual Pre-Need project and is intended for use by the Office of Information and Technology (OIT) to implement enhancements, and defect remediation leading to greater and better use of the EOA system.

1.2 Scope

The scope for this application is characterized in the MBMS BOSS Enterprise Enhancements Performance Work Statement (PWS) as the delivery of critical enhancements to the production BOSS Eligibility Office Automation system, providing features for faster eligibility determination, tracking of eligibility case history, automated creation of essential case documents and faxes, improvement to overall case management, enhanced reporting accuracy, and improved information access rights.

The scope of the EOA project will allow enhanced system functionality for Time of Need and Manual Pre-Need application processing. The overarching enhancements, as enumerated in EOA RSD v2.0 are listed below.

- 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 eligibility.

- 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 exchange of data between BOSS and EOAS.
- Analyze how configuration and design enhancements will affect downstream eBenefits portal/interface exchange. (See Pre-Need US025.0.)

Details around this capability are further specified in the Functional Requirements section.

1.3 Scope Exclusion

Enhancements to Pre-Need eBenefits Portal/Interface exchange and Pre-Need queue are out of scope for the MBMS project. For MBMS, Pre-Need cases are created manually, there is not an active queue in which to pull or put Pre-Need cases into; these cases will be assigned to the user who manually creates the case, and there will not be an occasion in which a Pre-Need case is unassigned. Therefore, the following requirements are out of scope for Pre-Need.

The following requirements are out of scope for Pre-Need, but are in scope for Time of Need

- 17 - The system shall prevent a case from leaving the Process New Case queue without being worked.
- 17.1 - The system shall give the option to return the case to the queue or be assigned the case, if the user is exiting from the case without working it.
- 19. – The system shall allow the Eligibility Office Supervisor to review the unassigned cases in the system.
- 24.10 - The system shall accumulate separate counts for Pre-Need cases Added in EOAS versus those that originated from eBenefits on the Pre-Need Statistical Report.
- 24.11 - the system shall show the number of Parked eBenefits cases, and Parked eBenefits + new Pre-Need cases on the Pre-Need Statistical Report.
- 25. - Complete an analysis of the design changes for the Pre-Need/eBenefits interface to determine how it will be adopted for or impact Manual Pre-Need.

1.4 References

Other relevant documents that provide input to application features and business requirements are noted below.

- EOA/Manual Pre-Need Business Requirements Document (FY14), v. 1.0, dated: May 2014
- EOA Requirements Specification Document, v1.0, dated: August 2014
- EOAS User Guide, v1.0, dated: July 2013

- Attachment 1.1 To Pre-Need BRD v1.4, updated July 2014,

2 Overall Description

This section describes the general factors that affect the EOA system and its specifications. The sub-sections that follow provide additional background and detail.

2.1 Accessibility Specifications

All specification take into account Veterans Affairs (VA) 508 Accessibility standards. AS part of the FY14 Acquisition Strategy, product support and development management will ensure 508 compliance of the EOA application and any future enhancement of the EOA application.

2.2 Business Rules Specification

Applicable business rules are detailed in the requirements section of this document.

2.3 Design Constraints Specification

Design constraints for the MBMS EOAS and Manual Pre-Need application are listed below.

- EOA application design is constrained by the technical standards, tools and guidelines approved by VA and identified in the One-VA Technical Reference Model (TRM).
- Further analysis during the development phase may impact the design specification of the system and will be noted in an update to this section.

2.4 Disaster Recovery Specification

Burial Operations Support System (BOSS) and Automated Monument Application System (AMAS) support documentation is maintained by Data Center Operations (DCO) Staff and includes a Disaster Recovery Plan. The BOSS/AMAS Information System Contingency Plan is coordinated with the Continuity of Operations Plan (COOP), Incident Response Plan, and Disaster Recovery Plan, and calls for coordination with other entities that provide support to the Local Area Network (LAN), such as DCO and VA-Network Security Operations Center (NSOC).

EOA falls within the purview of the Quantico Information Technology Center (QITC) COOP and disaster recover operational plan. This RSD does not constrain, change, or impose further requirements in this regard.

2.5 Documentation Specifications

Implementation of these enhancements for EOA/Pre-Need Capability will comply with existing Project Management Accountability System (PMAS) policies and ProPath templates. As specified in the MBMS BOSS Enterprise Enhancements PWS, the MBMS EOA project requires the following documentation deliverables.

Table 2-1: EOA Documentation Requirements

Document	Description
EOAS & Pre-Need User Guide	The existing EOAS & Pre-Need User Guide will be updated to reflect the changes made to the application.
Online BOSS User Guide	The existing Online BOSS User Guide will be updated to reflect the changes made to the application.

2.6 Functional Specifications

This section identifies the functional specifications for Manual Pre-Need and Time of Need features. During stakeholder review of the interim version of this RSD, it was determined there are several duplicate requirements, as previous versions attempted to address the difference between Pre-Need and Time of Need features. EOA is one system, in which the user is able to select a case type of Pre-Need or Time of Need, therefore the requirements apply to both Manual Pre-Need and Time of Need features and functionality. The subtle difference in Pre-Need and Time of Need cases is the data options available for selection, see examples below:

- Pre-Need cases provide "conditional" eligibility determinations, which means that prior to death, the applicant may appear eligible, but eligibility is determined at the Time of Need, therefore, the options the user selects to indicate eligibility and to close a Manual Pre-Need case are different than Time of Need.
- The Pre-Need Statistical Report is a new report available to users who select Pre-Need Reports from the EOA main menu. The data that appears on this report is specific to Pre-Need cases only.

This section is organized by Epics, a high-level statement of the functionality indicated by the requirements, and is directly mapped to the Business Need (BN) identifier found in the EAO Business Requirement Document (BRD).

2.6.1 Epic 001: Add User Roles and Authorities (BN1 and BN15)

The following table identifies the user roles and authorities for Time of Need and Manual Pre-Need.

Table 2-2: 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	Read only access to Pre-Need Cases. No access to Time of Need cases. Submit a VMS.

Role	Authority
Cemetery Users	Update access to Sensitive Case Advisory processing. Submit a VMS. No Access to Pre-Need Cases.

2.6.2 Epic 002: Add EOA Case Management Feature (BN2 and BN16)

Table 2-3: Epic 002: Add EOA Case Management Feature

OWNR#	Requirements	CR/CCR/HD	Rank
2.1	The system shall provide a feature to allow Eligibility Office Supervisors to assign/reassign cases to Eligibility Case Managers using their USERID and Name. (Duplicate requirement 16.1)	CCR 2151	High
2.2	The system shall automatically update each case based on the Operator's USERID with the following Actions: ▪ The case is Added - "ADDED" ▪ The case is selected from Process New Case and the case is updated - "OPENED" ▪ Anytime an update is made to the case - "UPDATED" ▪ When the CASE CLOSED is selected – "CLOSED" ▪ When the case is reassigned - "REASSIGNED" (Duplicate requirement 16.2)	CCR 2151	High
2.3	The system shall provide a history of the User ID's and Names of those who updated each case. (Duplicate requirement 16.3)	CCR 2151	High
2.4	The system shall allow the case assignments to be changed by the Eligibility Office Manager (Duplicate requirement 16.4)	CCR 2151	High
2.5	The system shall allow all cases to be viewed by any eligibility case manager or eligibility office supervisor (viewing is not limited to the assigned agent). (Duplicate requirement 16.5)	CCR 2151	High

OWNR#	Requirements	CR/CCR/HD	Rank
2.6	The system shall allow for Workload Reports to be generated for any selected timeframe: ▪ Number of cases Added (defined as cases that are manually added by an EOAS Case Manager). ▪ Number of cases pending (worked but not added or completed) ▪ Number of cases completed (Duplicate requirement 16.6)	CCR 2151	High
2.7	The eligibility office manager shall be able to request the Workload reports by employee, with cumulative daily, monthly and annual counts. (Duplicate requirement 16.7)	CCR 2151	High
2.8	The system shall allow the eligibility case manager to generate the Pending Over 48 Hours and Pending by Organization for only themselves. (Duplicate requirement 16.8)	CCR 2151	High
2.9	The system shall add User ID to the existing reports: ▪ Pending by Organization ▪ Pending Over 48 Hours ▪ Timeliness by Organization ▪ Timeliness by Case (Duplicate requirement 16.9)	CCR 2151	High

2.6.3 Epic 003: Prevent an EOA Case from Leaving its Queue Before it is Worked.

Note: 17 and 17.1 are specific requirements for Manual Pre-Need, and are out of scope for MBMS.

Table 2-4: Epic 003: Prevent an EOA Case from Leaving its Queue Before it is Worked

OWNR#	Requirements	CR/CCR/HD	Rank
3.1	The system shall give the option to return the case to the queue or be assigned the case, if the user is exiting from the case without working it.	CCR 2114	High
3.2	The system shall 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.	CCR 2114	High

OWNR#	Requirements	CR/CCR/HD	Rank
17.	The system shall prevent a case from leaving the PROCESS NEW CASE queue without being worked. (Out of scope for Manual Pre-Need.)		High
17.1	The system shall give the option to return the case to the queue or be assigned the case, if the user is exiting from the case without working it. (Out of scope for Manual Pre-Need.)		High

2.6.4 Epic 004: Enable Open Case Search (BN4 and BN18)

Table 2-5: Epic 004: Enable Open Case Search

OWNR#	Requirements	CR/CCR/HD	Rank
4.	The system menu screen shall be modified for the "Open Case" feature to include search capability using the "User ID" of the last person to update the case. (Duplicate requirement 18.)	CCR 2151	High

2.6.5 Epic 005: Add Supervisor Review of Unassigned Cases (BN5 and BN19)

Note: Requirement 19 (listed in the table below) is out of scope for MBMS Manual Pre-Need.

Table 2-6: Epic 005: Add Supervisor Review of Unassigned Cases

OWNR#	Requirements	CR/CCR/HD	Rank
5.	The system shall allow the Eligibility Office Supervisor to review the unassigned cases in the system.	CCR 2151	High
19.	The system shall allow the Eligibility Office Supervisor to review the unassigned cases in the system. (Out of scope for Manual Pre-Need.)		High

2.6.6 Epic 006: Add VMS Functionality (BN6 and BN20)

Table 2-7: Epic 006: Add VMS Functionality

OWNR#	Requirements	CR/CCR/HD	Rank
6.1	The system shall automatically prepopulate Date of Birth and Date of Death and other available data on Veteran Information Screen. (Duplicate requirement 20.1.)	CCR2121	High

OWNR#	Requirements	CR/CCR/HD	Rank
6.2	The EOAS system shall prepopulate the Veteran fields with Veteran data on the VMS input screens. (Duplicate requirement 20.2.)	CCR2122	High
6.3	The EOAS system shall prepopulate the Descendent fields with Decedent data on the VMS input screens. (Duplicate requirement 20.3.)	CCR2122	High
6.4	The system shall allow for the VMS to be generated on demand at any time from the journal screen, with the most current data. (Duplicate requirement 20.4.)	CCR2127	High
6.5	The system shall be modified to rename the VMS output form field title of “Sex (M/F)” to “Gender”. (Duplicate requirement 20.5.)	CCR2338	Low
6.6	The system shall be modified to rename the VMS Preview screen ‘Save’ button to ‘Submit’. (Duplicate requirement 20.6.)	CCR2123	Medium
6.7	The system shall add the following values to the Organization drop down list on the Contact Information screen: ▪ NPRC ▪ RMC ▪ 391 ▪ Microfilm ▪ Merchant Marines (Duplicate requirement 20.7.)		High

2.6.7 Epic 007: Add Journal Functionality

The journal feature allows users to enter information pertinent to the case, such as indicating case status and eligibility. The following requirements are enhancements to existing functionality.

Table 2-8: Epic 007: Add Journal Functionality

OWNR#	Requirements	CR/CCR/HD	Rank
7.1	The system shall allow an option of “Sent To” for use in lieu of generating a fax request (Duplicate requirement 21.1.)		High
7.2	The system shall provide the following entry field for the “Sent to” feature: ▪ “Type of Deliver” – required ▪ “Remarks” – optional (Duplicate requirement 21.2.)		High

OWNR#	Requirements	CR/CCR/HD	Rank
7.3	The system shall record the “Sent to” information similar to Fax generation for reporting purposes on the Pending by Org Report and Timeliness by Org Report. (Duplicate requirement 21.3.)		High
7.4	The system shall have additional values for the field “Showing” on the manual Journal entries titled "Discharge Under Honorable Conditions” and “Discharge General (Under Honorable Conditions)”. (Duplicate requirement 21.4.)	CCR2124	High
7.5	For manual journal entries, in the Type of Document field, the system shall rename “ADMIN DECISION” to “ADMIN DECISION/MEMORANDUM.” (Duplicate requirement 21.5.)	CCR2148	Low
7.6	The EOAS system shall allow Military branch to be displayed on the Journal Military tab when no additional military data is available. (duplicate requirement 21.6.)	CCR2144	Medium
7.7	The EOAS system shall not allow military date periods to overlap when there are multiple periods of service on the military data tab. (Duplicate requirement 21.7.)	CCR2143	Medium
7.8	The EOAS system’s “Organizations” drop down list shall be modified to include: “State Cemetery”, “MPS”, “MIAP”, and “Other” (Duplicate requirement 21.8.)	CCR2139	High
7.9	When a case is closed, the system shall add ability to record the case as “Y”/”N” for eligibility.		High

OWNR#	Requirements	CR/CCR/HD	Rank
7.10	When a case is marked as “N” for Eligible, the EOAS system shall require an entry of the Eligibility Denied Reason & Codes: 1 DVA, 2 ACDUTRNG, 3 Less than 24 Months, 4 Reserve/Guard Time, 5 No Military Service, 6 Merchant Marine, 7 Non-US Citizen, 8 Adult Dependent Child, 9 Not Legal Spouse, 10 MIAP, 11 State Cemetery, 12 MPS, 13 Academy Attendee, 14 Oregon State Hospital, 15 Voided Enlistment, 20 MIAP-DVA, 21 MIAP-ACDUTRNG, 22 MIAP-Less Than 24 Months, 23 MIAP-Reserve/Guard Time, 24 MIAP-No Military Service, 25- MIAP-Merchant Marine, 26 MIAP-Non-US Citizen, 27 MIAP-Adult Dependent Child, 28 MIAP-Not Legal Spouse, 29 MIAP-Academy Attendee.	CCR2125	High
21.9	When a Pre-Need case is closed, the system shall require that the case be marked as one of the following: ▪ “Received – Letter Sent” ▪ “Incomplete – Letter Sent”	CCR2125	High
21.10	When a case is marked as “Incomplete” for Eligible, the EOAS system shall require an entry of the Eligibility Denied Reason & Codes: • Military Discharge • Veteran’s Death Certificate • Adult Dependent Statements • Other	CCR2125	High

2.6.8 Epic 008: Add ECF Functionality (BN8)

Note: The Electronic Coordination Form (ECF) is used when a Time of Need application is denied. This functionality is not needed for Time of Need applications, as applicant’s eligibility is conditional and re-determined at Time of Need. Duplicate requirements do not exist for this epic.

Table 2-9: Epic 008: Add ECF Functionality

OWNR#	Requirements	CR/CCR/HD	Rank
8.1	The system shall provide capability for the ECF to be approved.	CCR2134	High

OWNR#	Requirements	CR/CCR/HD	Rank
8.2	The EOAS system shall be modified so that the 'Previous' button is renamed ‘Approve' on the ECF Preview screen.	CCR2136	High
8.3	The EOAS system shall automatically generate a Journal entry when the ECF is approved.	CCR2120	High
8.4	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.	CCR2137	Medium
8.5	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.	CCR2351	Low

2.6.9 Epic 009: Improve System Navigation (BN8 and BN22)

Note: BN22 is a duplicate of BN8.

Table 2-10: Epic 009: Improve System Navigation

OWNR#	Requirements	CR/CCR/HD	Rank
9.1	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: ▪ When a Time of Need or Pre-Need is created/established (manually) in EOAS. ▪ When a Time of Need is created from a record being transferred in from BOSS. (Duplicate requirement 22.1.)	CCR2134	Low

2.6.10 Epic 010: Enhance BOSS and EOAS Interface (BN10 and BN23)

Note: BN23 is a duplicate of BN10, but the requirements are not duplicated. The requirements beginning with 23 are specific to Pre-Need cases.

Table 2-11: Epic 010 Enhance BOSS and EOAS Interface

OWNR#	Requirements	CR/CCR/HD	Rank
10.1	The system shall generate a notification to the Eligibility Office if the NCSO scheduler schedules a burial when the EO office has a pending eligibility case.	CCR1993	Low

OWNR#	Requirements	CR/CCR/HD	Rank
10.2	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.		Low
10.3	The system shall allow that any case created in EOAS must have the ability to be sent to EOAS at Time of Need.		Low
23.1	The system shall allow that any Pre-Need case created in EOAS must have the ability to be sent to EOAS at Time of Need.		
23.2	The BOSS system shall record a “PN” on the History screen when a Pre-Need record is converted to a Time of Need record.	CCR2146	
23.3	The BOSS system shall maintain the ability to perform exhaustive queries on other veteran records in BOSS (for duplicate record checks), even though a match is found on a Pre-Need case. Maintain the independence of the Veteran record queries from the case establishment process.		
23.4	BOSS shall allow a Pre-Need Veteran record to be attached to a dependents Time of Need case.	CCR2163	

2.6.11 Epic 011: Add SCA Functionality (BN11)

Note: Sensitive Case Advisory is used for Time of Need cases only. This functionality alerts the National Cemetery of a high profile or otherwise sensitive interment.

Table 2-12: Epic 011: Add SCA Functionality

OWNR#	Requirements	CR/CCR/HD	Rank
11.1	The system shall auto populate the EO case number on the top of the SCA form.		Medium
11.2	The system shall enable BOSS records in any case status to be populated on the SCA, not just eligible records.	CCR2147	Medium
11.3	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.	CCR2161	Medium
11.4	The system shall allow cemetery users to access SCA processing, but no other portion of the EOAS system.		Medium

2.6.12 Epic 012: Add Reporting (BN12 and BN24)

Note: BN24 is a Duplicate of BN12.

There are seven (7) reports for the EOA application, and five are required for both Time of Need (TON) and Manual Pre-Need (PN). The following table provides the seven (7) reports that are required by the program:

Table 2-13: Epic 012: Add Reporting

Report Name	Description
Pending Over 48 Hours	Required for TON and PN, this report provides a list of cases that remain open 48 hours after the case is created.
Pending by Organization	Required for TON and PN, this report provides a list of cases that are pending VMS by Organization.
Timeliness by Case	Required for TON and PN, this report provides a list of cases that were completed within 48 hours of case creation.
Timeliness by Organization	Required for TON and PN, this report provides a list of cases in which VMS response by Organization was received within 48 hours of case creation.
Closed Cases	Required for Pre-Need.
Statistics Report	Required for Pre-Need.
Workload Report	Required for Pre-Need and Time of Need.

The table below lists the reporting requirements for Epic 012: Add Reporting.

Note: requirements 24.10 and 24.11 are out of scope for Manual Pre-Need; requirement 24.13 replaces 24.11.

Table 2-14: Epic 12: Add Reporting

OWNR#	Requirements	CR/CCR/HD	Rank
12.1	The EOAS 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. (Duplicate requirement 24.1.)	CCR1993	High
12.2	The EOAS system shall be modified to add a column for the EOAS Case Number on the "Pending Over 48 Hours" report. (Duplicate requirement 24.2.)	CCR2112	High

12.3	The system shall be modified to replace the "Decedent ID" with the cases' most current USERID on the following reports: ▪ Pending Over 48 Hours ▪ Pending by Organization ▪ Timeliness by Case ▪ Timeliness by Organization (Duplicate requirement 24.3.)	CCR2149	High
12.4	The system shall allow the reports to be sorted Case Number and User ID. (Duplicate requirement 24.4.)		High
12.5	The system shall consider the "Sent to" journal information in the same respect as generated Fax Sheets for report purposes on the Pending by Org Report and Timeliness by Org Report. (Duplicate requirement 24.5.)		High
12.6	The system shall provide the following Workload Report (requirements stated in 2.6-2.7(Duplicate Requirement 24.6.)		High
12.7	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.		High
24.7	The system shall provide a report of "Closed Pre-Need Cases" showing counts based on their closing status ("Received", "Incomplete") for any selected timeframe. Pre-Denied cases shall indicate the counts by reason code and reason legend.		High
24.8	The system shall provide separate counts for "Cases Opened," "Cases Closed," and "Cases Converted to Time of Need" on the Pre-Need Statistical Report.		
24.9	The system shall accumulate counts on a monthly and annual basis for a 12 month period on the Pre-Need Statistical Report.		
24.10	The system shall accumulate separate counts for Pre-Need cases Added in EOAS versus those that originated from eBenefits on the Pre-Need Statistical Report. (Out of Scope for Manual Pre-Need.)		

24.11	The system shall show the number of Parked eBenefits cases, and Parked eBenefits + new Pre-Need cases on the Pre-Need Statistical Report. (Out of Scope for Manual Pre-Need.)		
24.12	The Pending Over 48 Hours report shall reflect counts for the Pre-Need cases that are older than 48 hours.		
24.13	The system shall show and accumulate the number of Pre-Need cases on the Pre-Need Statistical Report.		

2.6.13 Epic 013: Enhance BOSS Processing Associated with EOAS (BN13)

The following table of requirements is identified for Time of Need case processing only.

Table 2-15: Epic 013: Enhance BOSS Processing Associated with EOAS

OWNR#	Requirements	CR/CCR/HD	Rank
13.1	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.	CCR2521	High
13.2	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.	CCR2502	High

2.6.14 Epic 014: Enhance FBI Fax Sheet (BN14)

The following requirement is needed for both PN and TON cases.

Table 2-16: Epic 014: Enhance FBI Fax Sheet

OWNR#	Requirements	CR/CCR/HD	Rank
14	The system shall provide a modified FBI Fax sheet that has expanded entry fields, and uses the entire page, consistent with the business requirements.		High

2.6.15 Epic 015: Analyze Design Changes for Pre-Need/eBenefits Interface

Note: eBenefits and portal enhancements are out of scope for the MBMS project; requirement 25 is out of scope for MBMS and is marked inactive in the EOA RTM.

Table 2-17: Epic 015: Analyze Design Changes for Pre-Need/eBenefits Interface

OWNR#	Requirements	CR/CCR/HD	Rank
25	Complete an analysis of the design changes for the Pre-Need/eBenefits interface to determine how it will be adopted for or impact Manual Pre-Need. (Inactive – see Scope Exclusion section 1.3)		High

2.7 Graphical User Interface Specifications

The Graphical User Interface (GUI) specifications for this application are captured in a separate artifact, per the MBMS BOSS Enterprise Enhancements PWS. ***See***: EOA Wireframes Document for GUI specifications.

2.8 Multi-divisional Specifications

The EOA sub-system is a component of the BOSS enterprise application designed to provide benefit delivery support to national cemetery facilities nationwide. Operation of EOA is limited to the NCA Eligibility Office, located in St. Louis, MO.

2.9 Performance Specifications

EOA BRD v1.0 indicates the following performance specifications:

System response times and page load times shall be consistent with BOSS standards (using the scheduling module as one of the highest usage requirements. There are approximately 30 scheduling agents presently performing an average of 6-7 case establishment transactions per hour in BOSS; in addition, in the national cemetery arena there are a minimum of three cemetery representatives at 131 national cemeteries performing an average of 8-12 transactions daily in BOSS).

EOA BRD v1.0 is the source of the following statement:

- The best available information is that the national cemeteries are presently in their peak demand cycle and should stay that way for the next few years. Demand is projected to slow down since many of the WWII-era Veterans have already passed on. This trend is expected to accelerate if an expected withdrawal from the Iraq and Afghanistan wars takes place. However, many Veterans of the Korean and Vietnam wars are approaching the age when they are more likely to pass on.

2.10 Quality Attributes Specification

EOA will comply with the quality specifications defined in the EOAS & Pre-Need Enablement Test Plan. The current ProPath/PMAS Requirements Traceability Matrix (RTM) template provides the following Enterprise specification:

- A monitoring process shall be provided to ensure that data is accurate and up-to-date and provides accurate alerts for malfunctions while minimizing false alarms.

2.11 Reliability & Performance Specifications

The following specification was identified in an earlier version of this EOA RSD (v1.0):

- Continuity of operations and disaster recovery should be as close to 24/7 as possible.
- Notification of scheduled maintenance periods that require the service to be offline or that may degrade system performance shall be disseminated to the business user community a minimum of 48 hours prior to the scheduled event.

The table below provides performance metrics that were measured in the update of BOSS cases in three sites. Query and Update transactions were instantaneous. Pulling up of documents took longer.

Table 2-18: Performance Measurement Results (in Seconds)

Performance Area	Fort Snelling NC, MN	Miramar NC, CA	Riverside NC, CA
1-Update Identity	0.2	0.3	0.2
	0.3	0.4	0.4
	0.2	0.3	0.2
	0.2	0.2	0.2
	Average: 0.2	**Average: 0.3**	**Average: 0.3**
2-Case Search	0.2	0.4	0.4
	0.5	0.3	0.5
	0.3	0.5	0.5
	0.3	0.4	0.3
	Average: 0.3	**Average: 0.4**	**Average: 0.4**
3-Documents List	2.4	4.1	5.5
	2.2	3.8	4.9
	2.2	3.9	5.2
	N/A	4.2	4.3
	Average: 2.3	**Average: 4.0**	**Average: 5.0**
4-Display Single File	3.2	10.3	4.9
	18.2	14.8	5.5
	28.5	12.9	3.9
	N/A	11.2	5.1
	Average: 16.6	**Average: 12.3**	**Average: 4.9**
5-Display Large File	132.2	50.2	140.7
	N/A	45.8	135.2
	130.3	43.9	138.5
	132.2	45.3	142.3
	Average: 131.6	**Average: 46.3**	**Average: 139.2**

2.12 Scope Integration

From an application standpoint, the EOA subsystem exists as part of the BOSS/AMAS application developed and deployed on Oracle Forms Server. EOA specific data is persisted in the BOSS Oracle database located at the QITC. EOA presentation and business logic is presently packaged and deployed in Oracle Forms Servers.

The two figures below, extracted from EOA RSD v2.0, provide the business process flow and application context for the currently developed EOA enhancement application.

Figure 2-1: EOA Business Process Diagram

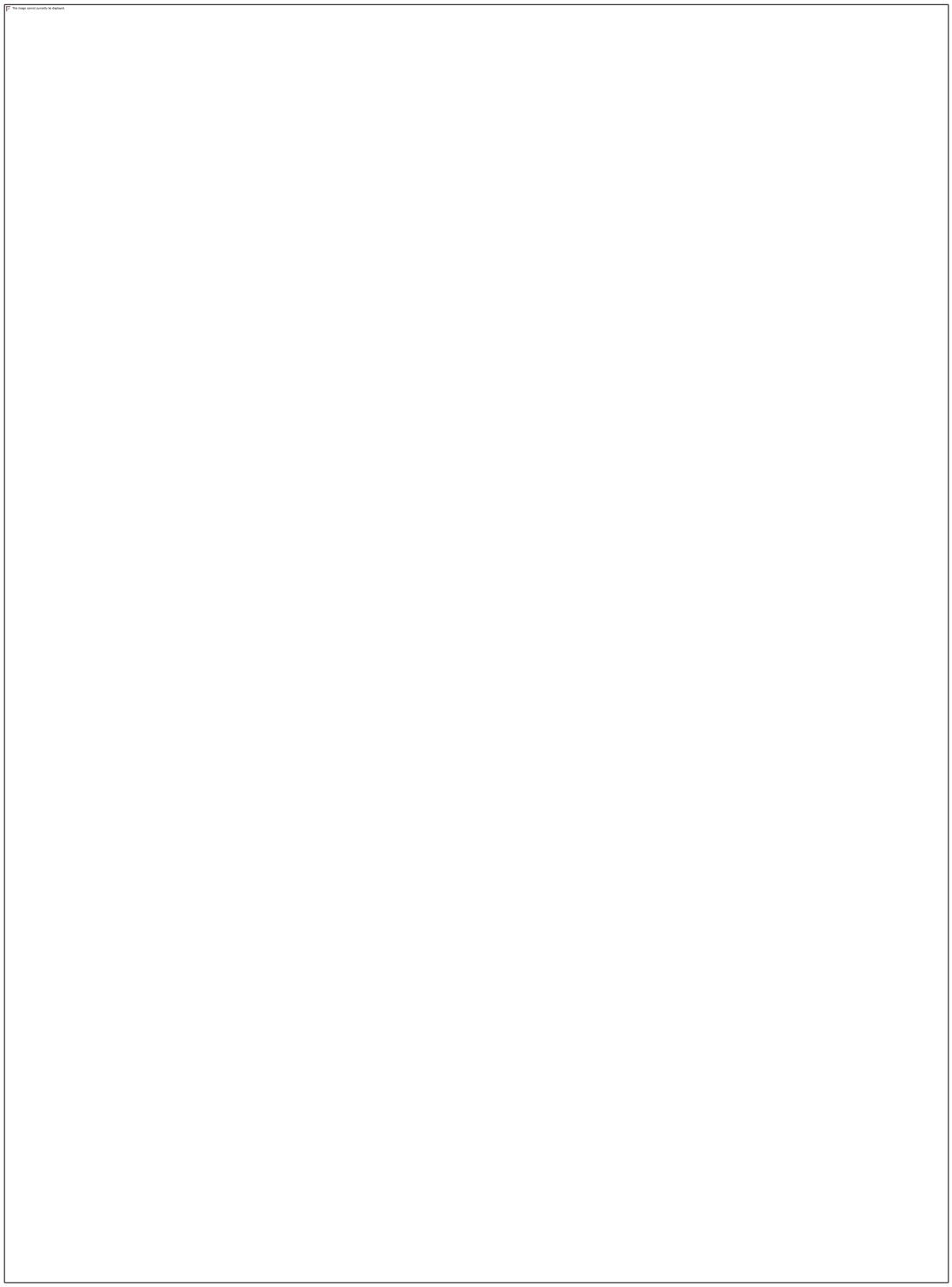
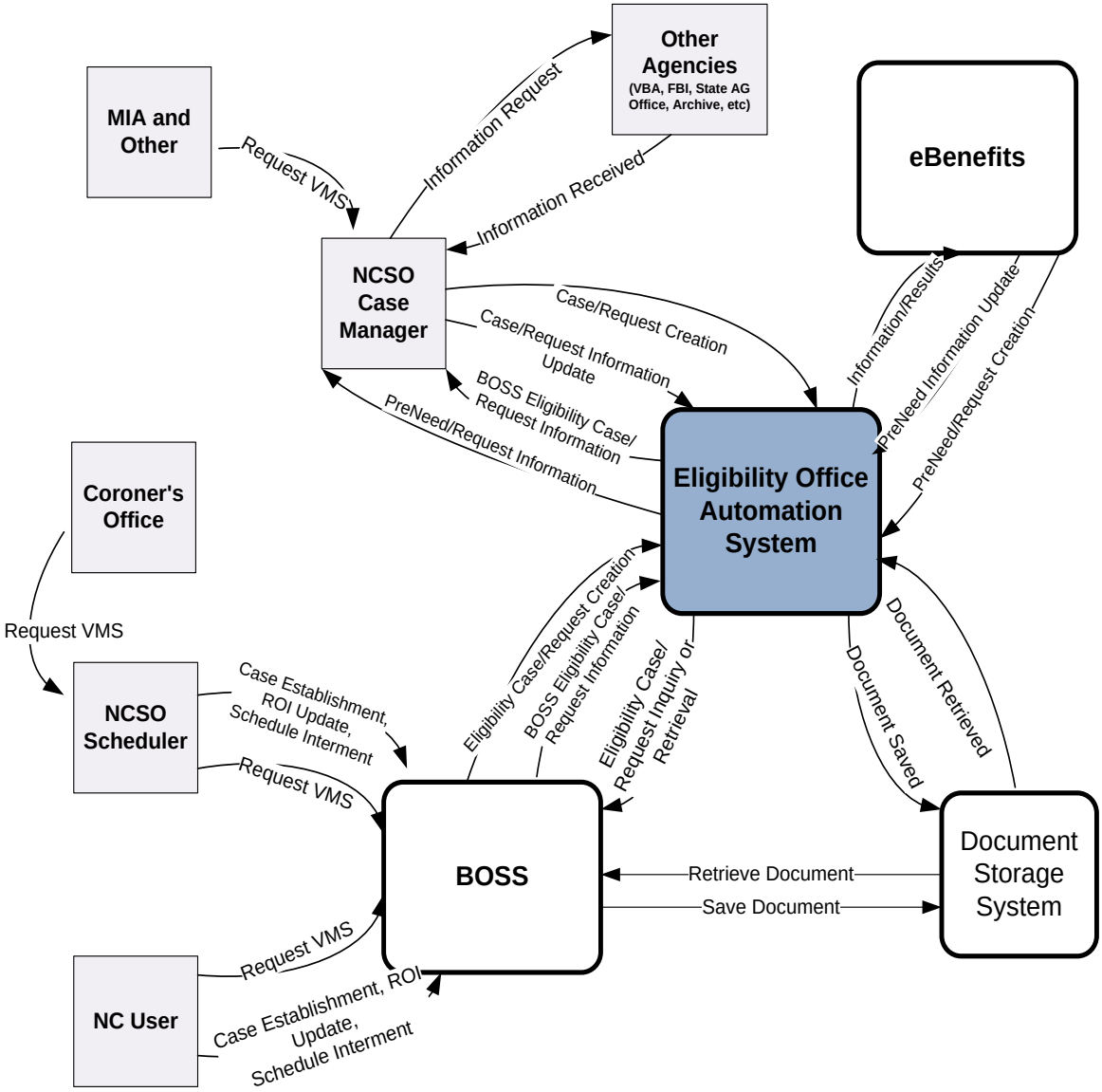


Figure 2-2: EOA Application Context Diagram



2.13 Security Specifications

The following information was taken from EOA RSD v2.0. This material was caveated by a highlighted statement that c*larification is needed from Dave to confirm whether the information is sufficient*.

EOA will not transmit any digitalized information outside of the VA organization. The VA 6500 requirements for “moderate” categorized systems will be adhered to.

Table 2-19: 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 report
Scheduling Agent/Call Center Lead	Read only access to Pre-Need Cases No access to Time of Need cases Submit a VMS
Cemetery Users	Update access to Sensitive Case Advisory processing Submit a VMS

2.14 System Features

The table below defines the core EOA system features for MBMS.

Table 2-20: Primary System Features

Login	Standard login flow for user to access EOA system. Factors in user roles, permissions, passwords, and other related login considerations.
Create New Case	Top-level use case for manually creating a new EOA case. This use case will be further decomposed and elaborated in a separate use case model.
Perform Duplicate Check	Extends Create New Case. A set of steps to ensure that the new EOA record to be entered does not already exist. If confirmed as a new record, system will allow processing to continue.
Process Case	Top-level use case for performing all tasks related to processing an EOA case.
View/Update Case	Process flow for selecting an existing case for viewing and/or updating.
Logout	Standard logout flow for user exiting EOA application.
Request Additional Information	Workflow for requesting additional supporting information related to a case from an external data source.
Receive Additional Information	Workflow for receiving additional supporting information related to a case from an external data source.
Reassign Case	Process and business rules for reassigning an existing EOA case from the current owner to a new owner.

Run Report	Standard flow for selecting a report type and associated criteria for generating a pre-defined report.
Print Report	Extends Run Report. Allows user to send the produced report to a printer device.
Save Report	Extends Run Report. Allows user to save the produced report to a designated location (e.g., local or VA shared drive) in a defined format. (***Note***: format, such as portable document format (PDF) to be determined.)
Receive VMS Request	Workflow for receiving a Verification of Military Service request from the BOSS application (as a result of a BOSS user action).

2.14.1 Usability Specifications

The EOA system is used six (6) days a week, and a minimum of sixteen (16) hours per day. Routine scheduled maintenance should be performed during off peak hours. Users of this system are located in the National Cemetery Scheduling Office (NCSO), located in St Louis, MO.

2.14.2 Applicable Standards

Applicable standards, as enumerated in EOA RSD v2.0 are listed below.

- All specification will comply with VA 508 Accessibility standards.
- The VA 6500 requirements for "moderate" categorized systems and the following business-specific security requirements for User Access control.

3 Interfaces

Technical details around ports, protocols, hardware, and other interfaces are outside the scope of this RSD. As applicable, technical interfaces will be defined as part of the System Design Document (SDD).

3.1 Communications Interfaces

Technical details around these communications interfaces are outside the scope of this RSD. As applicable, communications interfaces will be defined as part of the SDD.

3.2 Hardware Interfaces

Details around hardware interfaces are outside the scope of this RSD. As applicable, they will be defined as part of the SDD.

3.3 Software Interfaces

Details around the software interface are outside the scope of this RSD. As applicable, they will be defined as part of the SDD.

3.4 User Interfaces

The EOA application will adhere to a modern data processing application, with standard controls and workflows common to application users. Details around the graphical user interface will be defined as part of the Wireframes Document.

4 Legal, Copyright, and Other Notices

There are no copyright, or other notice requirements for this application.

5 Purchased Components

There are no purchased or licensed components.

5.1 Defect Source

The two tables below were extracted from EOA RSD v2.0.

Table 5-1 lists the Change Code Request's (CCR) identified for each of the EOA Time of Need Business Needs in the BRD as part of the EOA enhancement project.

Table 5-1: EOA Time of Need Change Code Requests

BN#	BN Title	CCR#
BN1	EOS User Roles and Authorities	NA
BN2	Add EOA Case Management Feature	CCR2138
BN3	Prevent an EOA Case from Leaving its queue without Being Worked	CCR2114
BN4	Enable Open Case to Search Using User ID of Last Person	CCR2151
BN5	Allow Eligibility Office Supervisor to Review Unassigned Cases	NA
BN6	Correct/Improve System for VMS Functionality	CCR2121 CCR2122 CCR2122 CCR2127 CCR2338 CCR2123

BN#	BN Title	CCR#
BN7	Improve System for Journal Functionality	CCR2124 CCR2148 CCR2144 CCR2143 CCR2139 CCR2125
BN8	Improve System for ECF Functionality	CCR2136 CCR2120 CCR2137 CCR2351
BN9	Improve System Navigation	CCR2134
BN10	Enhance the Interface between BOSS and EOAS	NA
BN11	Modify EOAS for the Sensitive Case Advisory (SCA)	CCR2147 CCR2161
BN12	Enhance System for Reporting	CCR1993 CCR2112 CCR2149
BN13	BOSS Processing Associated with EOAS	CCR2521 CCR2502
BN 14	Provide Modified FBI Fax Sheet	NA

Table 5-2 lists the CCR's identified for each of the EOA Manual Pre-Need Business Needs in the BRD as part of the EOA enhancement project.

Table 5-2: EOA Manual Pre-Need Change Code Requests

BN#	BN Title	CCR#
BN15	EOS User Roles and Authorities	NA
BN16	Add Pre-Need Case Management Feature	CCR2151
BN17	Prevent a Pre-Need Case from Leaving Its Queue without Being Worked	CCR2114
BN18	Enable Open Case to Search Using User ID of Last Person	NA
BN19	Allow Eligibility Office Supervisor to Review Unassigned Cases	NA

BN#	BN Title	CCR#
BN20	Correct/Improve System for VMS Functionality	CCR2121 CCR2122 CCR2122 CCR2127 CCR2338 CCR2123
BN21	Improve System for Journal Functionality	CCR2124 CCR214 CCR2144 CCR2143 CCR2139 CCR2125
BN22	Improve System Navigation	CCR2134
BN23	Enhance the Interface between BOSS and EOAS	CCR2146 CCR2150 CCR2163
BN24	Enhance System for Reporting	CCR1993 CCR2112 CCR2149

6 User Class Characteristics

As provided in EOA RSD v2.0, the following table lists the intended users of the EOA System and Pre-Need Enablement Enhancement.

Table 6-1: Users of EOA System Enhancements

User	Role
BOSS User	A user at any national cemetery and generally works with the decedent's Time of Need case from case establishment to case closure. This user may only access the SCA feature in EOA System.
NCSO Eligibility Office User	Is either a NCSO Eligibility Case Manager or Eligibility Supervisor.
NCSO Eligibility Case Manager	A person in the NCSO Eligibility Office who processes the Eligibility requests, and eventually Pre-Need requests. This person is the primary user of EOA System.

User	Role
NCSO Eligibility Supervisor	A person who supervises the NCSO Eligibility Office. This person has authority over the EOA system, and sole authority for using the case management function in EOA for assigning and re-assigning cases. In practice, this role may also be assigned to the Director of the NCSO as well as to other designated EO individuals in a leadership role.
NCSO Scheduler	A person who schedules the “Time of Need” burial of a Veteran and is located at the NCSO Scheduling Office. This person sends eligibility requests to the Eligibility Office via the EOA System Verification of Military Service (VMS) process.

7 Estimation

Implementation of EOA System and Pre-Need Enablement capability has been scoped to occur within a time-constrained six month period. The complete product backlog will be captured, prioritized, and allocated across multiple development sprints during the six-month development and release period.

Note that the prior RSD version (v2.0, dated August 2014) included a Function Point Analysis (FPA). The MBMS BOSS Enterprise Enhancements PWS did not include this information and the current project execution plan is not based on the FPA model; rather, it is based on the time-based six month period of performance, as prescribed by the contract.

As a point of reference, see: EOA ES14 Function Point Estimate Workbook.

8 Approval Signatures

REVIEW DATE:

SCRIBE:

Signed:

_____

Integrated Project Team (IPT) Chair Date

_____

Business Sponsor Date

_____

IT Program Manager Date

_____

Project Manager Date

Appendix A Acronym List and Glossary

This section provides the definitions of important terms, acronyms, and abbreviations used in this Requirements Specification Document. Additionally, acronyms and abbreviations are standardized and available online via the VA Acronym Lookup.

Table 8-1: Acronyms

Term	Meaning
AMAS	Automated Monument Application System
BOSS	Burial Operations Support System
BRD	Business Requirements Division
COOP	Continuity of Operations
CCR	Change Code Request
CR	Change Request
DCO	Data Center Operations
ECF	Eligibility Coordination Form
EO	Eligibility Office
EOA	Eligibility Office Automation
EOAS	Eligibility Office Automation System
FBI	Federal Bureau of Investigation
FPA	Function Point Analysis
GUI	Graphical User Interface
LAN	Local Area Network
MBMS	Memorial Benefits Management System
MPD	Memorial Products Division
NCA	National Cemetery Administration
NCSO	National Cemetery Scheduling Office
NSOC	Network Security Operations Center
OIT	Office of Information and Technology
PDF	Portable Document Format
PMAS	Project Management Accountability System
PWS	Performance Work Statement
QITC	Quantico Information Technology Center
RSD	Requirement Specification Document

Term	Meaning
RTM	Requirement Technical Matrix
SDD	Software Design Document
SCA	Sensitive Case Advisory
TRM	Technical Reference Model
VA	Veterans Affairs
VBA	Veterans Benefits Administration
VMS	Verification of Military Service

The following table lists and defines terms used throughout this document.

Table 8-2: Glossary

Term	Meaning
BOSS Enterprise	The overarching IT systems used by NCA for burial operations and supporting activities
BOSS User(s)	The NCSO Schedulers and National Cemetery Representatives.
EOAS User(s)	The EO Case Managers and the Site Managers.
NCSO Team Lead	The NCSO Team Leads with access to the EOAS.
Feith Scanning System	An online document database (commercial off the shelf product) which allows for the management of scanned document. http://www.feith.com/
SHARE	A system that allows access to multiple data sources located on different databases. Sources include Beneficiary Inquiry Records Locator System (BIRLS), Compensation and Pension (C&P) Master Records, Pending Issue File (PIF), Payment History File (PHF), Corporate database, Social Security Administration, and COVERS records
User	All individuals with access to the EOAS.