

# **Memorial Benefits Management System**

## **First Notice of Death Enhancements**

### **Requirements Specification Document**



**Department of Veterans Affairs**

**October 2014**

**Version 3.1 (Interim)**

## 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
11/7/14	3.1	Interim version includes updates from Face-to-Face visit. Modifications include: section 2.3, 2.15; Section 4, and subsection 4.1. Appendix A, added new context diagrams, and Appendix B Use Cases are outlined per the current Context diagram. All updates are shaded yellow to ease the review cycle. Shading will be removed once changes are approved.	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.
8/18/2014	2.0	Updated with changes from FNOD Business Analyst (20140818). This version will be base-lined and the PDF will be signed.	NCA, OI&T

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# 1. Introduction

This Requirements Specification Document (RSD) captures the functional and technical requirements for remediating and enhancing the First Notice of Death (FNOD) 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 FNOD application provides a process by which Program Support Assistants (PSAs) can take actions to establish or update the Beneficiary Identification and Records Locator Subsystem (BIRLS) record upon death of a Veteran or of a Veteran's Spouse (and automatically cancel benefits being provided).

This RSD specifically covers the FNOD enhancements project. These enhancements are identified as part of NCA-PMO collaboration to accommodate the current business process that ensures the data integrity and quality of service historically provided by NCA. FNOD enhancements are needed to 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. FNOD enhancement project development will enable Users to create records and to store, query, retrieve, print, and update record information. Users will also be able to associate and save one or more document(s) to the record. This will provide time saving workflow and will improve quality of data, a new form of reporting capabilities and User creation of ad-hoc queries.

## 1.1. Purpose

This document outlines the scope and level of effort involved for implementing the changes and enhancements requested for the First Notice of Death Enhancements project. It captures essential requirements which ensure data integrity and quality of service provided by the FNOD office. This document 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 FNOD system. The NCA Business Requirements Division (BRD) is a key stakeholder for verifying business requirements and representing the end user community.

## 1.2. Scope

The scope for this application, as characterized in the MBMS BOSS Enterprise Enhancements PWS, is to provide software development and systems engineering services to develop the FNOD version 2.1 application. The updated FNOD product shall be delivered as an enhancement to BOSS Enterprise. FNOD version 2.1 shall automate the FNOD processing of Flag Applications, AMAS cases, AMAS Spouse cases, BOSS cases, Arlington cases, and VA Insurance cases.

The scope of the FNOD version 2.1, will achieve the following:

- Increase the efficiency of processing eligible beneficiary first notice of death notifications by eliminating the manual processing associated with Flag applications and systems records.

- Create a first notice case management function that allows processing to be managed more effectively.
- Reduce data entry errors that are currently experienced through the manual processing FNOD notifications.
- Increase FNOD reporting capabilities, as detailed in the FRD and BRD, to include ad-hoc reporting, Veteran Benefits Cancelled Report, and Spouse Benefits Cancelled Report.
- Allow field users to access notice of death cases in accordance with the BRD.
- Users will be able to create a record; store, query, retrieve, print, and update record information; and save one or more documents to record as desired.
- Metrics of employees'/reviewers' performances will be recorded automatically when FNOD records are created and parked by each user.

Application enhancements are further described in FNOD RSD v2.0, as enumerated below:

- Provide an automated system that creates a unique electronic document of each Flag Application case, Automated Monument Application System (AMAS) case, AMAS Spouse case, BOSS case, BOSS Spouse case, Arlington case, Arlington Spouse case, Insurance case, and Prudential case.
- Enable each case to be viewed individually and easily on the User's monitor screen and to be used to update Share.
- The enhanced product should eliminate manual processing associated with approximately 385,000 Flag Applications and approximately 280,000 AMAS, BOSS, Arlington, Insurance and Prudential, system records annually.
- Users will be able to create a record; store, query, retrieve, print, and update record information; and save one or more documents to a record as desired.
- Metrics of employees'/reviewers' performances will be recorded automatically when FNOD records are created and parked by each User.

The scope of this project does not include the plan to add a significant number of new Users to the system over the next five years because the business process is already in place and this is an automated effort.

Details around this capability are further specified in the Functional Requirements section and Appendices A and B of this document.

### 1.3. Scope Exclusion

This section identifies specific exclusions to project scope. As of this draft, no exclusions of note have been identified.

### 1.4. References

Other relevant documents that provide input to application features and business requirements are noted below. *Note: documents indicated (below) as an Attachment were received as PWS attachments; more recent drafts have since been published to MBMS TSPR.*

- [MBMS BOSS Enterprise Enhancements RTEP, Attachment 5 –MBMS FNOD Enhancements BRD.](#)
- [MBMS BOSS Enterprise Enhancements RTEP, Attachment 8 –NCA FNOD Case Processing FRD.](#)
- [MBMS FNOD Enhancements RSD, Version 2.0, dated August 2014](#)
- [Memorial Affairs Letters Enhancement FNOD User Guide.](#)

## 2. Overall Description

This section describe the general factors that affect the FNOD application and its specifications. The sub-sections that follow provide additional background and detail.

### 2.1. Accessibility Specifications

All specifications take into account VA 508 Accessibility standards. AS part of the FY14 Acquisition Strategy, product support and development management will ensure 508 compliance of FNOD application and any future enhancement of the FNOD application.

### 2.2. Business Rules Specification

The following background information was extracted from the FNOD RSD v2.0 Business Rules Specification section:

As part of a planned, phased transition of FNOD processing from Veterans Benefits Administration (VBA) to NCA, the FNOD Office Supervisors and PSAs began using the Share system for accessing BIRLS in order to process FNODs from case information, including the following:

- Hardcopy completed Flag Apps and associated supporting documentation received from VAROs and the SDC
- AMAS FNOD report, BOSS FNOD report, AMAS Spouse FNOD report, and BOSS Spouse FNOD report; all generated daily by QRPC
- Arlington FNOD report and an Arlington Spouse FNOD report generated daily by Arlington National Cemetery
- Insurance FNOD report generated daily by Philadelphia VARO Life Insurance Office
- Prudential FNOD report generated weekly by Prudential Insurance Group

Additional business rules are further detailed, as applicable, in the requirements section of this document.

### 2.3. Design Constraints Specification

Design constraints for the MBMS FNOD Enhancements project are listed below.

- FNOD application design is constrained by the technical standards, tools, and guidelines approved by VA and identified in the One-VA TRM ([\*\*Technical Reference Model\*\*](#)).

- 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

As noted in FNOD RSD v2.0, BOSS/AMAS support documentation is maintained by DCO Staff and includes a Disaster Recovery Plan. The BOSS/AMAS Information System Contingency Plan is coordinated with the Continuity of Operations Plan, Incident Response Plan, and Disaster Recovery Plan, and calls for coordination with other entities that provide support to the LAN, such as DCO and VA-NSOC.

FNOD falls within the purview of the 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 FNOD v2.1 will comply with existing PMAS policies and ProPath templates. As specified in the MBMS BOSS Enterprise Enhancements PWS, the MBMS FNOD Enhancements project requires the following documentation deliverables.

**Table 2-1: FNOD Documentation Requirements**

Document	Description
FNOD v2.1 User Guide	The existing FNOD Enhancements User Guide will be updated to reflect the changes made to the application.
FNOD v2.1 Training Manual	The existing FNOD Training Manual, if available, will be updated to reflect the changes made to the application. If not available, a Training Manual will be developed.

## 2.6. Functional Specifications

The functional specifications for this application, as documented in FNOD RSD v2.0 are listed below. Operational characteristics and additional business rules are further specified in the Appendix A, Use Case Context Diagram and Appendix B, Use Case Specifications.

User stories are written from the perspective of the users of the system. The following functional specifications pertain to the FNOD Enhancements project.

### US0001 Modification of Insurance Case Data Field Length

As Supervisor, I need to be able to load the CSV file in FNOD in order to capture the records.

**Table 2-2: US0001 Requirement Elaboration**

<b>BN#</b>	BN2 Modification of Insurance Case Data Field Length
<b>OWNER#s</b>	OWNER#2.1, OWNER#2.2
<b>Business Goal</b>	Increase the field length for Insurance File Number and Address Line 1 for Case Insurance Table.



<b>Feature Capability</b>	FNOD Insurance Case
<b>Constraints</b>	None
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ Case_Insurance Table field length will match the field length of the VBA Insurance Group for the following fields: <ul style="list-style-type: none"> <li>○ Insurance File Number</li> <li>○ Name and Address Line 1</li> </ul> </li> <li>▪ No error messages encountered.</li> </ul>

### US0002 Display Printable PDF Link

As Supervisor, I need to be able to load the file FNOD ANC file and FNOD ANC Spouse file via sFTP in FNOD ANC and click on Display Printable PDF link without any errors in order to verify the records.

**Table 2-3: US0002 Requirement Elaboration**

<b>BN#</b>	BN3 Display Printable PDF Link
<b>OWNER#s</b>	OWNER#3.1, OWNER#3.2
<b>Business Goal</b>	Allow uploading the file via FNOD ANC and the User to click on Display Printable PDF Link.
<b>Feature Capability</b>	FNOD ANC File Management
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ No error will be encountered when clicking Display Printable PDF link of an uploaded FNOD ANC record or FNOD ANC Spouse record, whether the records were part of the files uploaded before or after July 9, 2013.</li> <li>▪ Multiple ANC FNOD files and multiple ANC FNOD Spouse files each with multiple records in each file can be loaded and each will be displayed on the Display Printable PDF click without any error.</li> </ul>

### US0003 Load/Ingest BOSS, AMAS, Veteran and Spouse files to FNOD

As Supervisor, I need to be able to load the BOSS/AMAS Veteran and Spouse file in the FNOD application.

**Table 2-4: US0003 Requirement Elaboration**

<b>BN#</b>	BN4 Load/Ingest BOSS, AMAS, Veteran and Spouse files to FNOD
<b>OWNER#s</b>	OWNER#4.1, OWNER#4.2
<b>Business Goal</b>	The FNOD system will properly load/ingest BOSS Veteran, BOSS Spouse, AMAS Veteran and AMAS Spouse files.
<b>Feature Capability</b>	FNOD File Load

<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	FNOD will successfully and thoroughly load/ingest the following files without error fields: <ul style="list-style-type: none"> <li>▪ BOSS Veteran</li> <li>▪ BOSS Spouse</li> <li>▪ AMAS Veteran</li> <li>▪ AMAS Spouse</li> </ul>

#### **US0004 Modify Non-Supervisor User Search Capability**

As a Non-Supervisor User, I need to be able to query FNOD Database in order to save workflow time.

**Table 2-5: US0004 Requirement Elaboration**

<b>BN#</b>	BN5 Modify Non-Supervisor User Search Capability
<b>OWNER#s</b>	OWNER#5.1, OWNER#5.2
<b>Business Goal</b>	Allow a Non-Supervisor User to query the entire FNOD database but restrict the query to exclude query by a specific User ID.
<b>Feature Capability</b>	FNOD Non-Supervisor User Permissions
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ Non-Supervisory users can query the entire FNOD database.</li> <li>▪ Non-Supervisory users may not query the FNOD database by using a specific User ID.</li> </ul>

#### **US0005 Modify FNOD System Date and Time Creation**

As FNOD User, I need the system to reflect the correct time zone within FNOD Cases and Reports.

**Table 2-6: US0005 Requirement Elaboration**

<b>BN#</b>	BN6 Modify FNOD System Date and Time Creation
<b>OWNER#s</b>	OWNER#6.1, OWNER#6.2
<b>Business Goal</b>	System will reflect system generated time zone to FNOD Record fields and Reports.
<b>Feature Capability</b>	FNOD Case
<b>Constraints</b>	None Identified

<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ The following fields in the FNOD system will reflect the system-generated time zone of the User: <ul style="list-style-type: none"> <li>○ Case Locked</li> <li>○ FNOD Created</li> <li>○ Audit</li> </ul> </li> <li>▪ Dates that appear within the 18 FNOD reports must reflect the time zone of the User.</li> </ul>
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## US0006 Provide On-Line Help

As an FNOD User, I need to have detailed on-line help information available within each FNOD Case.

**Table 2-7: US0006 Requirement Elaboration**

<b>BN#</b>	BN7 Provide On-Line Help
<b>OWNER#s</b>	OWNER#7.1, OWNER#7.1.1, OWNER#7.1.2, OWNER#7.1.3
<b>Business Goal</b>	Provide detailed on-line help.
<b>Feature Capability</b>	FNOD On-Line Help
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ Each field that appears on every FNOD screen will have detailed help information about the field displayed automatically at the bottom of the screen. (Example: Veteran Last Name, 25 alphabetic characters, provided from the BOSS record).</li> <li>▪ The field help information will include the following details: <ul style="list-style-type: none"> <li>○ Name of the field</li> <li>○ Size of the field</li> <li>○ Description</li> <li>○ Characteristics</li> <li>○ Source of the field data</li> </ul> </li> <li>▪ The information displayed will not inhibit the data entry or view of other information that appears on the screen.</li> <li>▪ User will see the help information of the field at the bottom of the screen as User navigates through the field.</li> </ul>

## US0007 Enhance system to accept Enter key for Login

As an FNOD User, I want to have the option of clicking ENTER at the login screen in addition to mouse-clicking the Login screen button.

**Table 2-8: US0007 Requirement Elaboration**

<b>BN#</b>	BN8 Enhance system to accept Enter key for Login
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<b>OWNER#s</b>	OWNER#8.1
<b>Business Goal</b>	Make enter key actionable for FNOD Login Screen
<b>Feature Capability</b>	FNOD Login Screen
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>An FNOD User can click ENTER from the login screen as an alternative to mouse-clicking the Login screen button.</li> </ul>

### US0008 Enhance system to include slashes in the DOB/DOD

As an FNOD User, I would like slashes to be automatically included in the DOB and DOD fields of the FNOD system to speed data entry and ensure correct format.

**Table 2-9: US0008 Requirement Elaboration**

<b>BN#</b>	BN9 Enhance system to include slashes in the DOB/DOD
<b>OWNER#s</b>	OWNER#9.1
<b>Business Goal</b>	Automatically include slashes in DOD and DOB fields of the system.
<b>Feature Capability</b>	FNOD Date field
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	Dashes will automatically be included, as default, in the DOD and DOB fields in the system in the following format: MM/DD/YYYY.

### US0009 Enhance system to add Attachment Indicator

As an FNOD User, I need the FNOD system to show an indicator alerting me when there are case attachments without having to click on the Attachments button.

**Table 2-10: US0009 Requirement Elaboration**

<b>BN#</b>	BN10 Enhance system to add Attachment Indicator
<b>OWNER#s</b>	OWNER#10.1
<b>Business Goal</b>	Display an Attachments indicator on the case when Attachments exist.
<b>Feature Capability</b>	FNOD Case
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>An indicator will be displayed to the User when Attachments exist for a case so that the User does not have to click the Attachments link to know they exist.</li> </ul>

### US00010 Modify User Profile Link Name

As an FNOD User, I need to be able to see “Change Password” on FNOD Main Menu screen to improve usability.

**Table 2-11: US00010 Requirement Elaboration**

<b>BN#</b>	BN11 Modify User Profile Link Name
<b>OWNER#s</b>	OWNER#11.1, OWNER#11.2
<b>Business Goal</b>	Change “User Profile Link” to read as “Change Password” and located under Main Menu and Logout.
<b>Feature Capability</b>	FNOD Login Screen
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ The User Profile link will now display as “Change Password”.</li> <li>▪ The Change Password link will appear underneath the Main Menu and Logout.</li> </ul>

**US00011 Enhance system to include back link**

As an FNOD User, I need to be able to use a back link to navigate to an FNOD Record displayed on the search screen.

**Table 2-12: US00011 Requirement Elaboration**

<b>BN#</b>	BN12 Enhance system to include a back link
<b>OWNER#s</b>	OWNER#12.1, OWNER#12.2
<b>Business Goal</b>	Add back link on each of the Search FNOD Record Screen, Parking Lot Screen and Process Case Screen.
<b>Feature Capability</b>	FNOD Screen
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ A ‘Back’ link will be displayed at the top of the following screens: <ul style="list-style-type: none"> <li>○ Search FNOD Records</li> <li>○ Parking Lot</li> <li>○ Process Case</li> </ul> </li> <li>▪ The ‘Back’ link will provide the User navigation back to an FNOD record.</li> <li>▪ The ‘Back’ link at the top of the indicated screens will function in the same manner as the ‘Back’ link that appears at the bottom of each of the three screens.</li> </ul>

**US00012 Add Main Menu hyperlink to all FNOD Screens**

As an FNOD User, I need to be able to navigate to the Main Menu from all FNOD screens.

**Table 2-13: US00012 Requirement Elaboration**

<b>BN#</b>	BN13 Add Main Menu hyperlink to all FNOD Screens
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<b>OWNER#s</b>	OWNER#13.1
<b>Business Goal</b>	Add main menu hyperlink at the upper right-hand corner of all FNOD Screens and positioned to the immediate left of "Logout".
<b>Feature Capability</b>	FNOD Screen
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	A 'Main Menu' hyperlink will be displayed in the upper-right-hand corner of all FNOD screens, immediately to the left of 'Logout'.

### US00013 Increase Spacing between Main Menu Functions

As an FNOD User, the Main Menu functions should be displayed with increased spacing for ease of reading and selection.

**Table 2-14: US00013 Requirement Elaboration**

<b>BN#</b>	BN14 Increase Spacing between Main Menu Functions
<b>OWNER#s</b>	OWNER#14.1
<b>Business Goal</b>	Increase spacing between Main Menu Functions.
<b>Feature Capability</b>	FNOD Screen
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	The system will display the Main Menu options with liberal spacing enough to improve readability and prevent User selection errors.

### US00014 Implement Business Rule for NIS and Sensitive Fields

As an FNOD User, I need to be able to select either the NIS or Sensitive field.

**Table 2-15: US00014 Requirement Elaboration**

<b>BN#</b>	BN15 Implement Business Rule for NIS and Sensitive Fields
<b>OWNER#s</b>	OWNER#15.1, OWNER#15.2
<b>Business Goal</b>	Implement business rule that helps to select either NIS or Sensitive fields.
<b>Feature Capability</b>	FNOD Case
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ When the NIS Field is selected, Sensitive will be Null.</li> <li>▪ When the Sensitive Field is selected, NIS will be Null.</li> </ul>

## US00015 Implement Business Rule for DOD Already Present, Benefits Cancelled and IRIS fields

As an FNOD User, I need to be able to select either the DOD, Already Present, or Benefits Cancelled fields. If IRIS is selected, Benefits cannot be null.

**Table 2-16: US00015 Requirement Elaboration**

<b>BN#</b>	BN16 Implement Business Rule for DOD Already Present, Benefits Cancelled and IRIS fields
<b>OWNER#s</b>	OWNER#16.1, OWNER#16.1.1, OWNER#16.1.2, OWNER#16.1.3, OWNER#16.1.4, OWNER#16.2, OWNER#16.2.1
<b>Business Goal</b>	The system will provide that the DOD Already Present field and Benefits Cancelled fields cannot both be selected. The system will provide that when IRIS is selected, Benefits Cancelled cannot be null.
<b>Feature Capability</b>	FNOD Case
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ The system will allow selection of only one of the following fields: <ul style="list-style-type: none"> <li>○ DOD Already Present</li> <li>○ Benefit Cancelled</li> </ul> </li> <li>▪ When DoD Already Present is selected, the Benefit Cancelled field will be Null.</li> <li>▪ When Benefit Cancelled is selected, DOD Already Present will be Null.</li> <li>▪ Current rules for Benefits Cancelled and Monthly Amount fields remain unchanged.</li> <li>▪ Upon record completion, if DOD Already Present and Benefit Cancelled are both selected, an error message shall display stating that when DOD Already Present is selected, Benefits Cancelled must be Null, and when Benefit Cancelled is selected, DOD Already Present must be Null.</li> <li>▪ For the following case types, when IRIS is selected, Benefit Cancelled must be selected: <ul style="list-style-type: none"> <li>○ AMAS FNOD Spouse</li> <li>○ ANC FNOD Spouse</li> <li>○ BOSS FNOD Spouse</li> </ul> </li> <li>▪ Upon record completion for the case types of AMAS FNOD Spouse, ANC FNOD Spouse or BOSS Spouse case type, if IRIS is selected and Benefits Cancelled is Null, an error message shall display stating that Benefits Cancelled cannot be Null when IRIS is selected.</li> </ul>

### **US00016 Update No Search Results found message and Navigation for processing a Flag Application Case.**

As an FNOD User, I need an appropriate message to be displayed when a search yields no results and the system to return me to the Process Case: Flag Applications screen.

**Table 2-17: US00016 Requirement Elaboration**

<b>BN#</b>	BN17 Update No Search Results found message and Navigation for processing a Flag Application Case
<b>OWNER#s</b>	OWNER#17.1
<b>Business Goal</b>	Update the message indicating the name of the Regional Office and navigate the User to the Process Case: Flag Application Screen.
<b>Feature Capability</b>	FNOD Process Query Screen
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"><li>▪ On the Process Case Query screen, when a Regional Office is selected for which there are no cases to process, a message will display indicating the Name of the Regional Office for which there were no cases to process.</li><li>▪ After the message displays, the system will leave the User at the Process Case: Flag Applications screen.</li></ul>

### **US00017 Update Regional Office Names**

As an FNOD Supervisor, I need to be able to see the Regional Office name instead of abbreviated state names.

**Table 2-18: US00017 Requirement Elaboration**

<b>BN#</b>	BN18 Update Regional Office Names
<b>OWNER#s</b>	OWNER#18.1
<b>Business Goal</b>	Update the name of the regional office names replacing the state abbreviation.
<b>Feature Capability</b>	FNOD Screen
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<p>Regional Office names will be displayed as follows:</p> <ul style="list-style-type: none"><li>▪ 328 Chicago</li><li>▪ 333 Des Moines</li><li>▪ 437 Fargo</li><li>▪ 362 Houston</li><li>▪ 334 Lincoln</li></ul>



## US00018 Update the Amount value on Benefits Cancelled Reports

As an FNOD Supervisor, I need to be able to retrieve consistent monthly and cumulative totals in the reports.

**Table 2-19: US00018 Requirement Elaboration**

<b>BN#</b>	BN19 Update the Amount value on Benefits Cancelled Reports
<b>OWNER#s</b>	OWNER#19.1, OWNER#19.2
<b>Business Goal</b>	Modify the monthly and cumulative totals for the same data elements and same time period resulting on multiple reports.
<b>Feature Capability</b>	FNOD Reports
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<p>The system will display consistent monthly and cumulative totals for the same data element for the same time period populated on the following reports:</p> <ul style="list-style-type: none"><li>▪ Veterans Benefits Cancelled Reports</li><li>▪ Veterans Benefits Cancelled by Workgroup Report</li><li>▪ Spouse Benefits Cancelled Report</li><li>▪ Spouse Benefits Cancelled by Workgroup Report</li></ul>

## US00019 Correct a spelling error

As an FNOD User, I need to receive an appropriate error message when an Invalid Military Service Number is entered/used.

**Table 2-20: US00019 Requirement Elaboration**

<b>BN#</b>	BN20 Correct a spelling error
<b>OWNER#s</b>	OWNER#20.1
<b>Business Goal</b>	Update spelling error for the application error message displayed for Invalid Military Service Number.
<b>Feature Capability</b>	FNOD Reports
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	The invalid Military Service Number error message will display without spelling errors.

## US00020 Modify Record Requirements for Supervisor and PSA

As an FNOD Supervisor or PSA, I need the system to apply the processing rules while saving the FNOD record and receive appropriate success or failure message upon record completion.

**Table 2-21: US00020 Requirement Elaboration**

<b>BN#</b>	BN21 Modify Record Requirements for Supervisor and PSA
<b>OWNER#s</b>	OWNER#21.1, OWNER#21.1.1, OWNER#21.1.1.1, OWNER#21.1.1.2, OWNER#21.1.1.3, OWNER#21.1.1.4, OWNER#21.1.1.5, OWNER#21.1.1.6, OWNER#21.1.1.7, OWNER#21.1.1.8, OWNER#21.1.1.9, OWNER#21.2, OWNER#21.2.1, OWNER#21.2.2, OWNER#21.2.3, OWNER#21.2.4, OWNER#21.2.5, OWNER#21.2.6, OWNER#21.2.7, OWNER#21.2.8, OWNER#21.2.9, OWNER#21.2.10, OWNER#21.2.11, OWNER#21.2.12, OWNER#21.2.13, OWNER#21.3, OWNER#21.3.1, OWNER#21.3.2, OWNER#21.3.3, OWNER#21.3.4, OWNER#21.3.5, OWNER#21.3.6, OWNER#21.3.7, OWNER#21.4, OWNER#21.4.1, OWNER#21.4.2, OWNER#21.4.3, OWNER#21.4.4, OWNER#21.4.5, OWNER#21.4.6, OWNER#21.4.7, OWNER#21.4.8, OWNER#21.4.9, OWNER#21.4.10, OWNER#21.4.11, OWNER#21.5, OWNER#21.5.1, OWNER#21.5.2, OWNER#21.6, OWNER#21.6.1, OWNER#21.6.2, OWNER#21.7, OWNER#21.7.1, OWNER#21.7.2, OWNER#21.7.3, OWNER#21.7.4, OWNER#21.7.5, OWNER#21.7.6, OWNER#21.7.7, OWNER#21.7.8, OWNER#21.7.9, OWNER#21.7.10, OWNER#21.7.11, OWNER#21.7.12, OWNER#21.7.13
<b>Business Goal</b>	System to apply processing rules and display correct messages to the User.
<b>Feature Capability</b>	FNOD Record Screen
<b>Constraints</b>	None Identified

<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ FNOD Supervisors must select at least one of the following fields for case types that include AMAS FNOD, AMAS FNOD Spouse, ANC FNOD, ANC FNOD Spouse, BOSS FNOD, BOSS FNOD Spouse, Insurance Report, and Prudential: Benefits Cancelled, NMI, FNOD, BIRLS Add, BIRLS Update, DOD Already Present, IRIS, NIS, Sensitive.</li> <li>▪ For a Flag Application Case Type, an FNOD Supervisor must select at least one of the following fields: Benefits Cancelled, NMI, FNOD, BIRLS Add, BIRLS Update, DOD Already Present, IRIS, NIS, Sensitive, Flag Issued, PMC, Too Old to Create, Folder Only Benefit.</li> <li>▪ An FNOD PSA User must select at least one of the following fields for case types that include AMAS FNOD, AMAS FNOD Spouse, ANC FNOD, ANC FNOD Spouse, BOSS FNOD, BOSS FNOD Spouse, Insurance Report, and Prudential: Benefits Cancelled, FNOD, BIRLS Add, BIRLS Update, DOD Already Present, IRIS, NIS.</li> <li>▪ For a Flag Application Case Type, an FNOD PSA User must select at least one of the following fields: Benefits Cancelled, FNOD, BIRLS Add, BIRLS Update, DOD Already Present, IRIS, NIS, Flag Issued, PMC, Too Old to Create, Folder Only Benefit.</li> <li>▪ PSA User cannot complete an FNOD record when NMI is selected. When NMI is selected, upon record completion an error message is displayed stating “When NMI is selected; the case must be Parked for later update or Supervisor completion of the FNOD record”. When NMI is selected, the FNOD record must be Parked.</li> <li>▪ PSA User cannot complete an FNOD record when Sensitive is selected. When Sensitive is selected, upon record completion an error message is displayed stating “When Sensitive is selected, the case must be Parked for later update or Supervisor completion of the FNOD record”. When Sensitive is selected, the FNOD record must be Parked.</li> <li>▪ Current business rules for the following fields will remain unchanged: Benefit Cancelled, NMI, FNOD, BIRLS Add, BIRLS Update, DOD Already Present, IRIS, NIS, Sensitive, Flag Issued, PMC, Too Old to Create, Folder Only Benefit.</li> </ul>
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## US00021 Update Display Printable PDF Form for all Case Types

As an FNOD User, I need to be able to see the Display Printable PDF link including Veteran Suffix field and check box fields on the FNOD Screen.

**Table 2-22: US00021 Requirement Elaboration**

<b>BN#</b>	BN22 Update Display Printable PDF form for all Case Types
<b>OWNER#s</b>	OWNER#22.1, OWNER#22.2, OWNER#22.2.1, OWNER#22.2.2, OWNER#22.2.3, OWNER#22.2.4, OWNER#22.3, OWNER#22.4, OWNER#22.5
<b>Business Goal</b>	Update Display Printable PDF on FNOD screen to include Veteran Suffix Field and check box field for all the case types.

<b>Feature Capability</b>	FNOD Record Screen
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ For all case types, the Display Printable PDF link on the FNOD Record Screen will include the Veteran Suffix field.</li> <li>▪ For all case types, the Display Printable PDF link listed on the FNOD Record Screen will include the following check box fields directly under the Monthly Amount field, in the following sequence: <ul style="list-style-type: none"> <li>○ IRIS</li> <li>○ NIS</li> <li>○ Sensitive</li> <li>○ Folder Only Benefit</li> </ul> </li> <li>▪ For all case types, the values from the FNOD record for all 5 fields should display to the User.</li> </ul>

## US00022 Update System Generated Messages

As an FNOD User, I need to be able to see system generated messages each time an FNOD Record is successfully saved.

**Table 2-23: US00022 Requirement Elaboration**

<b>BN#</b>	BN23 Update System Generated Messages
<b>OWNER#s</b>	OWNER#23.1, OWNER#23.1.1, OWNER#23.1.2, OWNER#23.1.3, OWNER#23.1.4, OWNER#23.1.5, OWNER#23.1.6, OWNER#23.1.7, OWNER#23.1.8, OWNER#23.1.9
<b>Business Goal</b>	Notify the User each time an FNOD Record is successfully saved.
<b>Feature Capability</b>	FNOD Record Screen
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ Each time an FNOD record is successfully saved, the system will generate a success message indicating case type and FNOD Record number (displayed as XXXX, below) as follows: <ul style="list-style-type: none"> <li>○ Success. AMAS FNOD Record XXXX Saved.</li> <li>○ Success. AMAS FNOD Spouse Record XXXX Saved.</li> <li>○ Success. ANC FNOD Record XXXX Saved.</li> <li>○ Success. ANC FNOD Spouse Record XXXX Saved.</li> <li>○ Success. BOSS FNOD Record XXXX Saved.</li> <li>○ Success. BOSS FNOD Spouse Record XXXX Saved.</li> <li>○ Success. Flag Application Record XXXX Saved.</li> <li>○ Success. Insurance Report Record XXXX Saved.</li> <li>○ Success. Prudential Record XXXX Saved.</li> </ul> </li> </ul>

## US00023 Update View Aggregate Counts Screen to display Award Audit Pending

As an FNOD Supervisor, I need to be able to see the Aggregate Counts Screen for cases pending Award Audit in order to enhance reporting and processing capabilities.

**Table 2-24: US00023 Requirement Elaboration**

<b>BN#</b>	BN24 Update View Aggregate Counts Screen to display Award Audit Pending
<b>OWNER#s</b>	OWNER#24.1, OWNER#24.2, OWNER#24.3, OWNER#24.4, OWNER#24.5, OWNER#24.6, OWNER#24.7, OWNER#24.7.1, OWNER#24.7.2, OWNER#24.7.3, OWNER#24.8
<b>Business Goal</b>	Display Aggregate Counts Screen statistics for cases pending Award Audit.
<b>Feature Capability</b>	FNOD Report
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"><li>▪ The View Aggregate Counts screen will display statistics for cases pending Award Audit.</li><li>▪ The View Aggregate Counts screen will include a listing of Award Audits Pending.</li><li>▪ The Award Audits Pending information will be a separate table from the existing Pending and Parked case totals.</li><li>▪ The Award Audits Pending table will display before the current Pending and Parked case totals and after the View Aggregate Counts Screen heading.</li><li>▪ The Award Audit Pending table will display the total number of FNOD records pending Award Audit for each case type.</li><li>▪ The Award Audit Pending table will display a cumulative total of all FNOD records pending Award Audit.</li><li>▪ For each Case Type, the Award Audit Pending table will display the total number of Award Audits pending by date.</li><li>▪ This functionality will work in the same manner as the Upload Date for the existing Pending and Parked cases table.</li><li>▪ When the User clicks on the case type, a separate screen will display with the total number of Award Audits Pending by date.</li><li>▪ Information should only displays if there are pending Award Audits for a specific date.</li></ul>

## US00024 Update Parking Lot Screen

As an FNOD User, I need to be able to sort the parking lot by clicking on either the Case Type, NMI, or Sensitive column heading.

**Table 2-25: US00024 Requirement Elaboration**

<b>BN#</b>	BN25 Update Parking Lot Screen
<b>OWNER#s</b>	OWNER#25.1, OWNER#25.2, OWNER#25.3, OWNER#25.3.1, OWNER#25.3.2, OWNER#25.4, OWNER#25.4.1, OWNER#25.4.2, OWNER#25.5, OWNER#25.5.1, OWNER#25.5.2, OWNER#25.6, OWNER#25.6.1, OWNER#25.6.2, OWNER#25.6.3, OWNER#25.6.4, OWNER#25.6.5, OWNER#25.6.6, OWNER#25.6.7, OWNER#25.6.8
<b>Business Goal</b>	Update FNOD Parking Lot Screen to remove the Source System Code and Case Type Code column and add Case Type, NMI and Sensitive.
<b>Feature Capability</b>	FNOD Parking Lot Screen
<b>Constraints</b>	None Identified

<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ The Source System Code and Case Type Code will no longer be displayed on the Parking Lot Screen.</li> <li>▪ The Case Type column will display the Source Case Type Description of the records in the Parking Lot. <ul style="list-style-type: none"> <li>○ AMAS FNOD</li> <li>○ AMAS FNOD Spouse</li> <li>○ ANC FNOD</li> <li>○ ANC FNOD Spouse</li> <li>○ BOSS FNOD</li> <li>○ BOSS FNOD Spouse</li> <li>○ Flag Application</li> <li>○ Insurance Report</li> <li>○ Prudential</li> </ul> </li> <li>▪ The system will allow the User to change the “sort” of the Parking Lot by clicking on the Case Type column heading.</li> <li>▪ The NMI column will display the value of the NMI field of the records in the Parking Lot.</li> <li>▪ The Sensitive column will display the value of the Sensitive field of the records in the Parking Lot.</li> <li>▪ The system will allow sorting of the Parking Lot by clicking on the value of NMI column.</li> <li>▪ The system will allow sorting of the Parking Lot by clicking on the value of the Sensitive column.</li> <li>▪ The FNOD Application will display the column information and associated data for the Parking Lot in the following order left to right: <ul style="list-style-type: none"> <li>○ Select</li> <li>○ Case Id</li> <li>○ User</li> <li>○ Case Type</li> <li>○ NMI</li> <li>○ Sensitive</li> <li>○ Veteran Name</li> <li>○ Case Locked Date</li> </ul> </li> </ul>
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## US00025 Increase Size of Case Data Information Displayed

As an FNOD User, I need to be able to view Case Data without zooming or scrolling in the FNOD Application for improved readability.

**Table 2-26: US00025 Requirement Elaboration**

<b>BN#</b>	BN26 Increase Size of Case Data Information Displayed
<b>OWNER#s</b>	OWNER#26.1, OWNER#26.2

<b>Business Goal</b>	Increase the size of the display View Case Data window as full screen for FNOD Application.
<b>Feature Capability</b>	FNOD Application
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ The FNOD Application will display the View Case Data window to the User as a full screen.</li> <li>▪ The FNOD Application will display the document preview within the View Case Data window large enough to not need zooming in and scrolling for viewability.</li> <li>▪ For Flag Applications document preview within the View Case Data window will be displayed fully readable without the need for zooming in or scrolling.</li> </ul>

### US00026 FNOD Application Service Accounts

As Operations staff, I need to be able to manage the ROOT and FNODCRON passwords in order to ensure FNOD data is loaded without any disruptions.

**Table 2-27: US00026 Requirement Elaboration**

<b>BN#</b>	BN27 FNOD Application Service Accounts
<b>OWNER#s</b>	OWNER#27.1
<b>Business Goal</b>	Ensure password of ROOT and FNODCRON does not expire.
<b>Feature Capability</b>	FNOD Application
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ User will not be prompted to update ROOT and FNODCRON passwords.</li> <li>▪ Operations will update ROOT and FNODCRON Passwords to expire every 3 years and will handle reset/update for Users.</li> </ul>

### US00027 Ensure FNOD can Ingest Source Data

As an FNOD Supervisor, I need the system to ingest the Source data files to FNOD system without error (FNOD Data Load).

**Table 2-28: US00027 Requirement Elaboration**

<b>BN#</b>	BN28 Ensure FNOD can Ingest Source Data
<b>OWNER#s</b>	OWNER#28.1
<b>Business Goal</b>	Ensure received data files are properly ingested within FNOD.
<b>Feature Capability</b>	FNOD Application
<b>Constraints</b>	None Identified



<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ System will properly, successfully, and thoroughly ingest data files from Arlington, Prudential, and Insurance without error.</li> <li>▪ Data files received for Arlington Veteran, Arlington Spouse, Prudential, and Insurance will be properly ingested within the application for Unit and Alpha testing.</li> </ul>
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## US00028 Ensure FNOD Source Data can be provided using sFTP

As an FNOD Supervisor, I need the system to be able to ingest the Source data files to FNOD system using sFTP (FNOD Data Load).

**Table 2-29: US00028 Requirement Elaboration**

<b>BN#</b>	BN29 Ensure FNOD Source Data can be provided using sFTP
<b>OWNER#s</b>	OWNER#29.1, OWNER#29.2
<b>Business Goal</b>	Ensure data files received are properly ingested to the application using sFTP.
<b>Feature Capability</b>	FNOD Application
<b>Constraints</b>	None Identified
<b>Acceptance Criteria</b>	<ul style="list-style-type: none"> <li>▪ The FNOD system will properly and successfully ingest all FNOD Source Data from Arlington Veteran Data, Arlington Spouse Data, Insurance Data, and Prudential Data using sFTP in Beta.</li> <li>▪ The FNOD system will properly and successfully ingest all FNOD Source Data including Arlington Veteran Data, Arlington Spouse Data, Insurance Data, and Prudential Data using sFTP in Prod.</li> </ul>

## 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:* Wireframes Document for GUI specifications.

## 2.8. Multi-divisional Specifications

The FNOD sub-system is a component of the BOSS enterprise application designed to provide memorial benefit information to external State and Federal entities. Operation of FNOD is limited to the NCA First Notice of Death Office, located in St. Louis, MO.

## 2.9. Performance Specifications

FNOD RSD v2.0 indicates the following performance specifications:

- FNOD is not expected to add any new users to the system because the business process is already in place and this is an automated effort.

- There are approximately twenty-five (25) users of the FNOD system; twenty (20) are involved in processing FNOD cases, five (5) are involved in generating reports and running ad hoc queries.
- FNOD will not create any growth on any timeframe.

FNOD BRD v1.0 states that each system developed by VA OIT must comply with the following performance reporting requirements:

- Include instrumentation to measure all performance metrics specified in the Non-Functional Requirements section of the BRD. At a minimum, systems will have the ability to measure reporting requirements for Responsiveness, Capacity, and Availability as defined in the non-functional requirements section of this document.
- Make the performance measurements available to the IT Performance Dashboard to enable display of “actual” system metrics to customers and IT staff.

*Note:* the above two requirements to be vetted with OIT and BRD stakeholders.

## 2.10. Quality Attributes Specification

FNOD will comply with the quality specifications defined in the FNOD v2.1 Test Plan. No specific quality attributes have been defined as of this draft version of the FNOD RSD.

## 2.11. Reliability Specifications

FNOD RSD v2.0 identifies the following reliability requirements:

- The FNOD system must be available 99.9% of the time.
- The system needs to be available 24-hours a day, seven (7) days a week.
- While the administrative staff will be working during business hours, non-VA providers may want to return results to the VA at alternative times of the day; therefore, the system needs to be available to accept results at any time.

## 2.12. Scope Integration

From an application standpoint, the FNOD subsystem exists as part of the BOSS Enterprise system. The FNOD application is deployed to an Oracle Java EE application server, with a dedicated Oracle database.

The table below, derived from FNOD RSD v2.0, provides a matrix of FNOD related system-to-system interfaces.

**Table 2-30: FNOD System Interfaces**

ID	Name	Description	Interface Name
S1	BOSS	Interface that provides Veteran and Spouse Decedent records	<ul style="list-style-type: none"> <li>• BOSS Veteran Report</li> <li>• BOSS Spouse Report</li> </ul>
S2	AMAS	Interface to provide Veteran and Spouse Decedent records	<ul style="list-style-type: none"> <li>• AMAS Veteran Report</li> <li>• AMAS Spouse Report</li> </ul>

ID	Name	Description	Interface Name
S3	VICTARS	VICTARS was developed to automate the input and processing activities for claims, transactions, and responses to policy-holders. Interface to provide Veteran Decedent records	• Insurance Report
S4	Prudential	Interface to provide Veteran Decedent records	• Prudential Report
S5	SHARE	A Microsoft Windows-based application to access BIRLS, Compensation and Pension (C&P) Master Records, and other VA Applications.	• SHARE BIRLS ADD_or_Update

## 2.13. Security Specifications

As indicated in FNOD RSD v2.0, the web component of FNOD application 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 and the following business-specific security requirements for User Access control. [**Note:** this is a partial sentence quoted from RSD v2.0.]

MBMS FNOD BRD v1.0, Appendix C provides the following matrix of user roles and responsibilities. Additional information related to user roles and privileges is provided in Section 7, User Class Characteristics, of this RSD

**Table 2-31: Primary and Secondary User Responsibilities**

User Role	Description	Responsibilities
PSA	FNOD Office employee with Share access for FNOD processing.	Non-management employee in charge of processing FNODs. May only generate the Daily Activity by User report.
Supervisor	Management employee with supervisory or management responsibility within the FNOD Office. Have system access to Share for FNOD processing.	The Supervisor user may process FNODs, select any report to generate, and perform functions, including: Sample Pending Cases, Audit Awards, Review Completed Cases, Delete a Flag App Pending Case, Review all Parked Cases, Reassign a Parked Case and complete a case for any user, and view or print Audit Trail information.
System Administrator	Users with the System Administrator Role are usually high-level IT Help Specialists (Tier 3) who manage system settings and user accounts.	Create and delete user accounts, assign user roles. Manage system FNOD system parameters.

## 2.14. System Features

The core system features for the Eligibility Office Automation System and Pre-Need Enablement Enhancement are defined in the form of Use Cases, as elaborated in Appendices A and B. As of this draft version of the RSD, the following Use Cases have been identified:

**Table 2-32: 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. ( <b>Note:</b> format, such as 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).

## **2.15. Usability Specifications**

Usability Specification and measurements are provided in the Acceptance Criteria for each requirement. Our approach used to measure usability is to provide a demonstration of implemented enhancements following each sprint. Demonstration attendees will determine if acceptance criteria (system usability) was met, or not met by the development team.

## **3. Applicable Standards**

Applicable standards, as enumerated in FNOD 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.

## **4. System Interfaces**

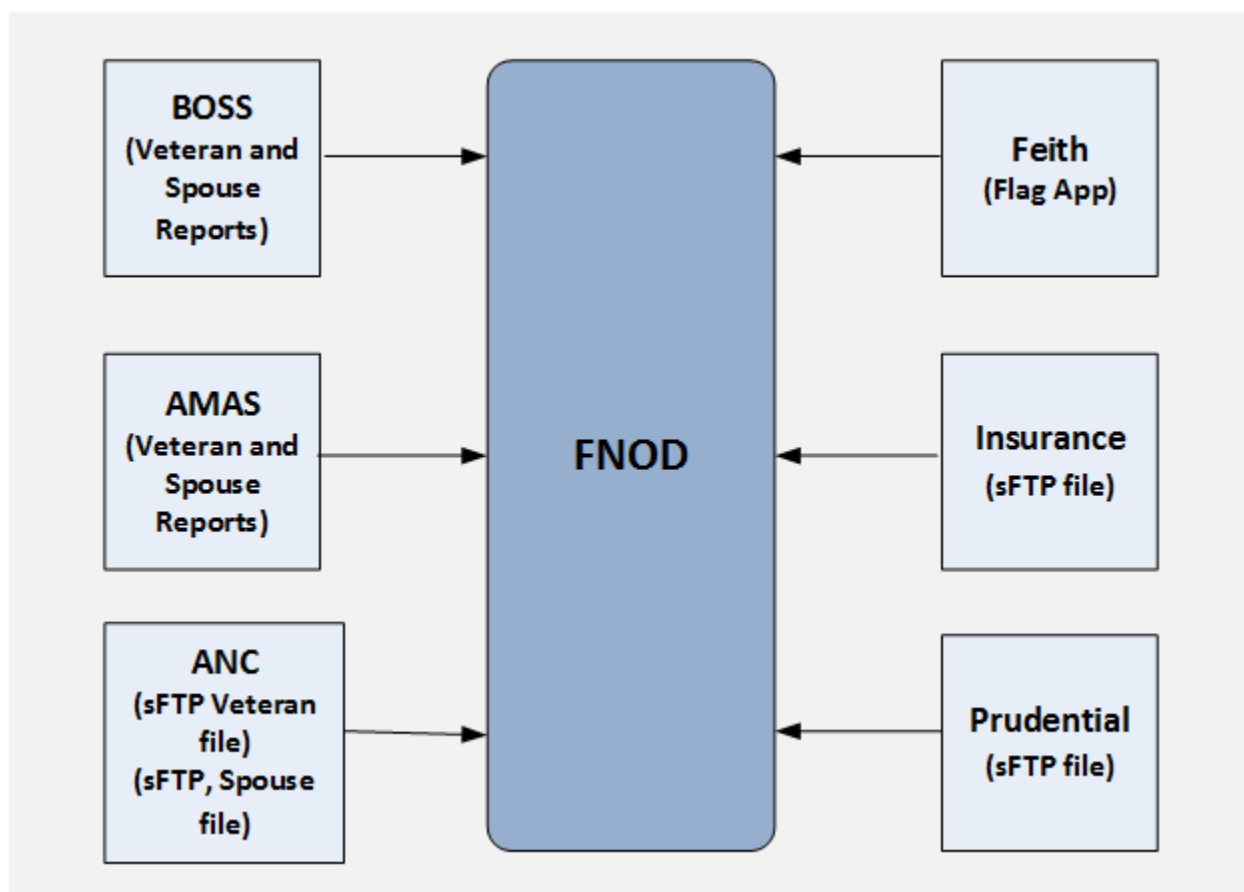
This section identifies the systems that interact with FNOD by providing Notice of Death (NOD) data, such as data records from insurance companies, flag applications, and Veteran and Spouse report data. More technical details surrounding SFTP protocol, system hardware, communication paths, file design and file format will be defined in the System Design Document (SDD).

### **4.1. Software Interfaces**

- FNOD RSD v2.0 provides a summary of the required software interfaces to external systems. These requirements, along with a proposed Context Diagram are shown below. The proposed FNOD application will require access to receive data from the existing BOSS, AMAS, ANC, Prudential, and Insurance Systems.
- Electronic versions of Flag Applications will come from the contractor responsible for scanning the Flag Applications.
- The User will have the ability to have multiple applications open at the same time.
- The User will have the ability to view the case and FNOD record at the same time.
- The User will have the ability to toggle between NCA FNOD Application and other relevant applications.

The figure below shows the interfacing systems of the FNOD Application.

**Figure 4-1: FNOD Interfacing Systems**



## 4.2. User Interfaces

The FNOD 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.

## 5. Legal, Copyright, and Other Notices

There are no known legal, copyright, or other notice requirements for FNOD.

## 6. Purchased Components

There are no purchased components for the FNOD application or interfaces that communicate to the FNOD SFTP site.

## 7. User Class Characteristics

The following User Class Characteristics information was excerpted from FNOD RSD v2.0.

Each User of the system is assigned one or more roles. A User's role determines what the User can do with the system. User roles can be combined to confer additional privileges to a User.

Note that where this document refers to a User by a role name like "Supervisor", it means "a User with the role Supervisor". In general, two roles define the majority of Users - Program Support Assistant (PSA) and Supervisor.

Users with the PSA Role receive an NOD and research the Veteran within Share to ensure that there is enough information to process the NOD. If more information is necessary to process the NOD, the record is set aside for later processing. When there is sufficient information to process the NOD, the employee creates or updates the Veteran's BIRLS and then creates a new FNOD record.

Users with the PSA Role also report their activities to the Supervisor who can assess and manage workloads.

Users with the Supervisor Role can manage employee workloads and assignments, review completed cases, monitor the quality of incoming NODs, and use system reports to manage the system. Supervisors collect, analyze, and evaluate daily employee performance data. Each day, Supervisors also review all cases where an employee cancelled a monthly benefit.

An additional user class, System Administrator, is responsible for managing FNOD system settings and configuration, as well as administering user accounts.

## 8. 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: [FNOD Increment 1 Function Point Estimate Workbook](#).

## 9. Approval Signatures

REVIEW DATE:

SCRIBE:

Signed:

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Integrated Project Team (IPT) Chair

Date

---

Business Sponsor

Date

---

IT Program Manager

Date

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Project Manager

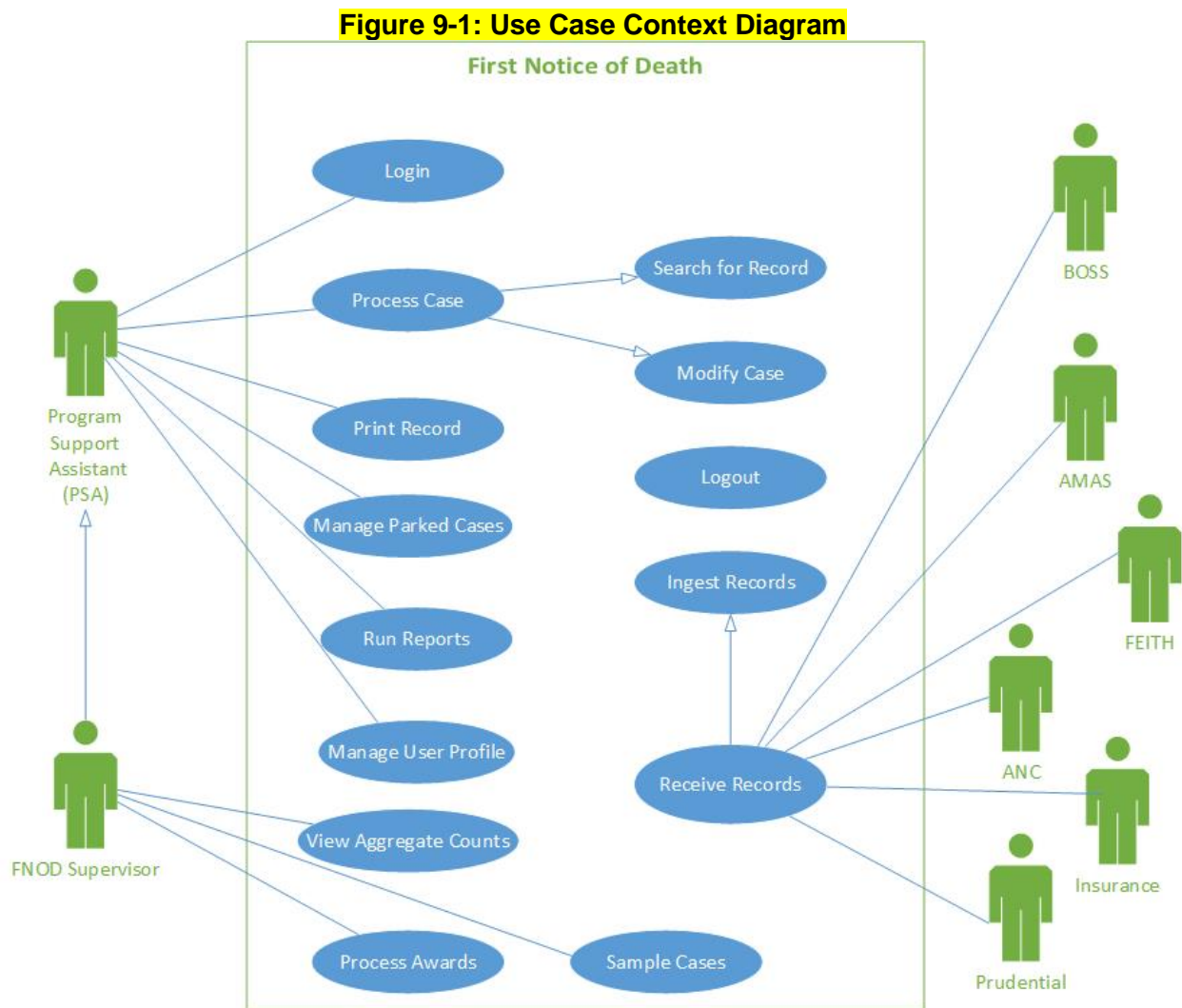
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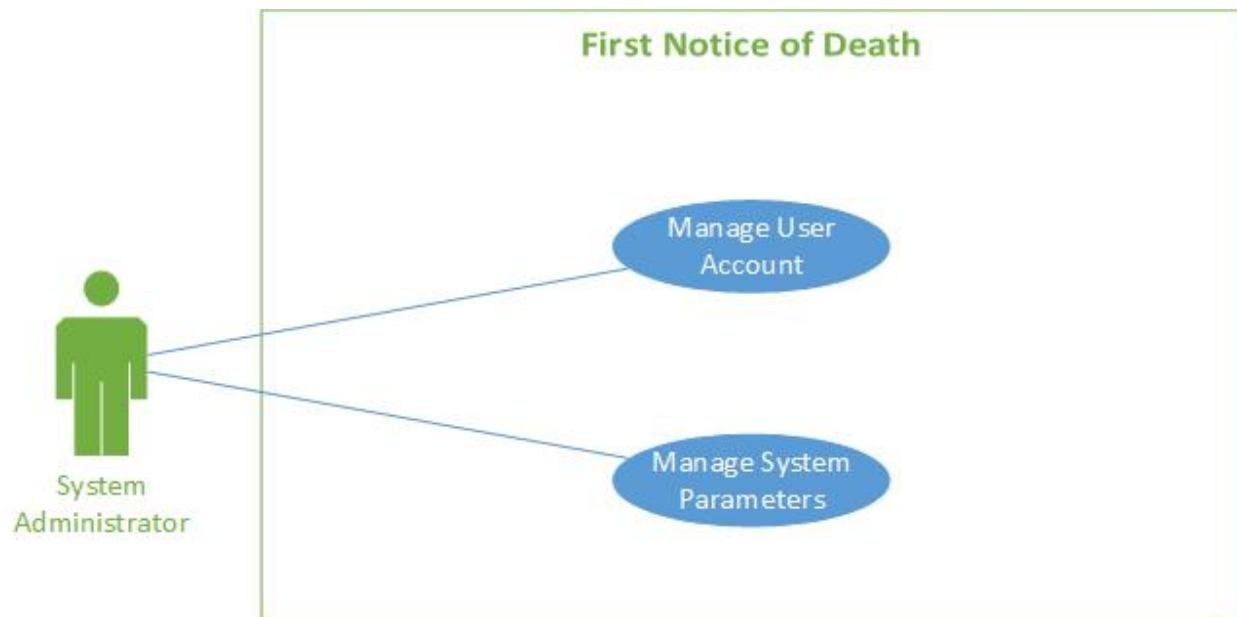


## Appendix A Use Case Context Diagram

The First Notice of Death subsystem will accomplish a defined set of functions, as shown in Figure 9-1, and **Figure 9-2** Use Case Context Diagrams. These diagram calls out the activities and associated system users that comprise the FNOD workflow. Each of these components is summarized in Table 9-1, Context Diagram Elements.

This view of the FNOD application will be further refined by detailing out the significant use cases, such as Login, Process Case, Modify Case, and Run Reports (to name a few). As applicable, additional specifications, such as business rules, will be provided.





**Table 9-1: Context Diagram Elements**

<i>Component Name</i>	<i>Type</i>	<i>Description</i>
PSA	Actor	A non-management office employee with Share access, responsible for processing Notices of Death / FNOD cases.
Supervisor	Actor	A management employee with supervisory responsibility within the FNOD Office, who may process FNODs, run reports, review audit trails, and perform other functions.
System Administrator	Actor	User with the System Administrator Role who manages system settings and user accounts.
BOSS	Actor	Provides Notice of Death records to FNOD.
AMAS	Actor	Provides Notice of Death records to FNOD.
Feith (Flag App)	Actor	Provides Flag Application records to FNOD.
ANC	Actor	Provides Notice of Death records to FNOD.
Insurance	Actor	Provides death notice reports to FNOD.
Prudential	Actor	Provides death notice reports to FNOD.

<i>Component Name</i>	<i>Type</i>	<i>Description</i>
Login	Use Case	Standard login flow for user to access FNOD system. Factors in user roles, permissions, passwords, and other related login considerations.
Process Case	Use Case	Top-level use case for performing all tasks related to processing an FNOD case.
Search for Record		Entended from Process Case; provides use the ability to search for a specific record by type.
Modify Record	Use Case	Extension from Process Case; Allows the user to view and update existing cases.
Print FNOD Record	Use Case	Allows authorized user to print a selected FNOD record.
Logout	Use Case	Standard logout flow for user exiting FNOD application.
Manage Parked Case	Use Case	Workflow for managing cases in a “Parked Case” status.
Run Reports	Use Case	Standard flow for selecting a report type and associated criteria for generating a pre-defined report.
Print Reports	Use Case	Extends Run Report. Allows user to save the produced report to a designated location, such as local or VA shared drive, in a defined format.
Manage User Profile	Use Case	Provides ability for user to update their passwords regularly.
View Agreggate Counts	Use Case	Supervisor Actor only; this use case describes the actions for pulling aggregate record counts.
Process Awards	Use Case	Supervisor Actor only; this use case describes the actions for processing award records.
Sample Cases	Use Case	Supervisor Actor only; describes the actions for requesting a subset of case records
Manage User Account	Use Case	Create and update user accounts; manage user roles and privileges.
Manage System Parameters	Use Case	Set and update system parameters for optimal system performance.
Receive Records	Use Case	Receive FNOD records from external source system.
Ingest Records	Use Case	Describes the system actions for processing data received from external source systems.



## Appendix B Use Case Specifications

*This section to be completed in collaboration with NCA business stakeholders. The First Use Case has been drafted to provide a starting point for collaborations.*

### B.1. Use Case: Login

#### Brief Description

This use case describes the user actions and system workflow for logging into the FNOD application and processing a case.

#### Use Case Trigger

A Program Support Assistant or Supervisor initiates FNOD and desires to process a case.

#### Use Case Actors

- PSA (User)
- Supervisor (User)
- FNOD Application (System)

#### Preconditions

- User has defined FNOD user role and access permission
- User has a printing device installed on their local network

#### Alternative Flow of Events

- None

#### Postconditions

- The user has successfully processed a new FNOD case.

#### Business Rules

- Main menu options will be different per user profile.
- User Accounts have the following statuses:
  - **Unlocked** (normal) – Login is enabled
  - **Temporarily Locked** – User credentials are ‘timed-out’ (credentials are not recognized after so many login attempts). Time-out event is configurable, and once time-out expires, the user is able to login
  - **Locked** – Login credentials are locked until a system administrator unlocks the user account.

## Extension Points

- Search for Case
- Modify Case

## Basic Flow of Events

Step	Actor Action	Step	System Action
1	This use case starts when User initiates the FNOD application.	2	System launches the application and displays the login page.
3	The User enters login credentials (username and password).	4	The System displays the main menu.
5	From the main menu, the User selects a case type to process.	6	The sytem displays the FNOD Record page
7	The User enters Veteran or Spouse data in the FNOD Record page, and saves work.	8	The System save the FNOD Record, and creates an audit history with the User ID that created the record, and the date and time the record was created.

### B.2. Use Case: Process Case

### B.3. Use Case: Search for Record

### B.4. Use Case: Modify Case

### B.5. Use Case: Print Record

### B.6. Use Case: Logout

### B.7. Use Case: Manage Parked Case

### B.8. Use Case: Run Reports

### B.9. Use Case: Manage User Profile

### B.10. Use Case: View Aggregate Counts

### B.11. Use Case: Process Awards

- B.12. Use Case: Sample Cases**
- B.13. Use Case: Receive Records**
- B.14. Use Case: Ingest Records**
- B.15. Use Case: Manage User Account**
- B.16. Use Case: Manage System Parameters**

## Appendix C Acronym List and Glossary

This section provides the definitions of important terms, acronyms, and abbreviations used in this Requirements Specification Document.

**Table 9-2: Acronyms**

Term	Meaning
AMAS	Automated Monument Application System
ANC	Arlington National Cemetery
BIRLS	Beneficiary Identification and Records Locator Subsystem
BOSS	Burial Operations Support System
BRD	Business Requirements Division
DOB	Date of Birth
DOD	Date of Death
FNOD	First Notice of Death
GUI	Graphical User Interface
IRIS	Inquiry Routing Information System
MPS	Memorial Programs Service
NCA	National Cemetery Administration
NIS	Not in System
NMI	Need More Information
NOD	Notice of Death
PSA	Program Support Assistant
QITC	Quantico Information Technology Center
QRPC	Quantico Regional Processing Center
SDC	Service Distribution Center
VAMC	VA Medical Center
VARO	VA Regional Office

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

**Table 9-3: Glossary**

Term	Meaning
Applicant	The individual applying for the U.S. Burial Flag.



<b>Term</b>	<b>Meaning</b>
BIRLS	Beneficiary Identification and Records Locator Subsystem index.
BOSS Enterprise	The overarching IT systems used by NCA for burial operations and supporting activities
Case Information	<p>Serves as the notification of death. There are two types of cases: Veteran Decedent and Spouse Decedent.</p> <p>The sources for these cases can come from:</p> <p>Flag App: Information found on the Flag App and all supporting documentation provided with the Flag App, such as a copy of the DD 214, Certificate of Death, Certificate of Release or Discharged from Activity Duty, or other correspondence.</p> <p>Insurance: Insurance report containing Insurance Veteran decedent records.</p> <p>AMAS: AMAS FNOD report containing AMAS Veteran or Spouse decedent records.</p> <p>BOSS: BOSS FNOD report containing BOSS Veteran or Spouse decedent records.</p> <p>ANC: ANC FNOD report containing ANC Veteran or Spouse decedent records.</p> <p>Prudential: Prudential report containing Prudential Veteran decedent records.</p>
Completed Case	When a FNOD record has been created through FNOD Record Establishment, and has not been selected for processing by a user.
Electronic Document	For Flag App Case: created during the scanning process and contains all images associated with each Flag App case received.
Flag Application (App)	VA Form 21-2008 Application for United States Flag for Burial Purposes.
FNOD	First notice of death. Processing an FNOD transaction within Share documents the Veteran's death and causes the system to stop any benefit being paid.
NMI	Need more information. Commonly used within the FNOD Office when there is not enough information provided within the case information to perform any Share update action.
NOD	Notice of death. An FNOD is processed within Share only upon receipt of an acceptable NOD. This includes one that furnishes sufficient information concerning the Veteran to permit definite identification of the Veteran or Veteran's existing record within the system.
Parked	A case record that has been selected for processing by a user and has not yet been completed through FNOD Record Establishment.

<b>Term</b>	<b>Meaning</b>
Pending Case	A case record that is pending both Share inquiry and processing, and FNOD Record Establishment, and has not been selected for processing by a user.
PSA	FNOD Office employee with Share access for FNOD processing.
SDC	Service and Distribution Center, located in Hines, IL. Receives and stores U.S. Burial Flags from manufacturers, replenishes distribution centers with flags, ships flags, and bills VBA monthly for reimbursement for flags issued.
SHARE	A Microsoft Windows-based application to access BIRLS, Compensation and Pension (C&P) Master Records, and other VA applications. Share is not an acronym. Share is used to update BIRLS.
Supervisor	Individuals with supervisory or management responsibility within the FNOD Office. Individuals that have system access to Share for FNOD processing.
U.S. Burial Flag Issuing Location	Includes VAROs, Cemeteries (National, Private, State, Post, and Military), and Post Offices. In total, VBA estimates there are approximately 40K issuing locations.