

Department of Veterans Affairs

VistA Scheduling Enhancements (VSE) Enhancement 4: High Priority/Urgent Enhancements

System Design Document



August 2014

Version 1.0

Revision History

Date	Version	Description	Author
8/11/2014	1.0	Tech Writer Edits	
8/11/2014	1.0	Initial Draft	

Artifact Rationale

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

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1. Introduction

Veterans Health Administration (VHA) Access and Clinic Administrative Program (ACAP) is responsible for defining, standardizing, and coordinating system-wide administrative clinic operations and management. ACAP requests enterprise enhancements that will reduce operating cost for VHA, and improve operational efficiencies, resulting in patient centered access to care, coordinated care, increased customer satisfaction, and the reduction of excessive cycle/wait time used for scheduling patients.

1.1. Purpose of the SDD

The purpose of this document is to describe in sufficient detail how the proposed system will be constructed. The SDD translates the requirement specifications into a document from which the developers can create the actual system. It identifies the top-level system architecture, and identifies hardware, software, communication, and interface components.

1.2. Identification

Enhancement 4 of the VistA Scheduling Enhancement (VSE) project modifies the VistA Scheduling v5.3 package and will be developed and deployed across defined product releases.

The following standards apply to the design and development of the VSE project:

1. OMB Circular No. A-130, Management of Federal Information Resources
<http://www.whitehouse.gov/omb/circulars/a130/a130trans4.html>
2. OMB Circular No. A-11, Preparation, Submission and Execution of the Budget
<http://www.whitehouse.gov/omb/circulars/a11/currentyear/a11toc.html>
3. VA Earned Value Management System (VA Directive 6061)
[\[REDACTED\]vapubs/viewPublication.asp?PubID=4&FTtype=2](#)
4. OIT OED Change Control Process Plan
[\[REDACTED\]sepg/PEOVHITBoards/index.htm](#)
5. NIST 800-30
<http://csrc.nist.gov/publications/nistpubs/800-30/sp800-30.pdf>

1.3. Scope

Enhancement 4 of the VistA Scheduling Enhancement (VSE) project will deliver a series of enhancements to legacy VistA Scheduling v5.3.

The scope of Enhancement 4 of the VistA Scheduling Enhancement (VSE) project is constrained to enhancing existing functionality in the VistA Scheduling v5.3 package.

Table 1-1: Scope Inclusions

Includes
All code changes required to meet validated Enhancement 4 VSE requirements.
All database changes required to meet validated Enhancement 4 VSE requirements
All documentation required by VSE project management requirements.

Table 1-2: Scope Exclusion

Excludes
Integrator activities such as site training, installation, configuration, etc.

1.4. Constraining Policies, Directives and Procedures

VSE shall follow all VA regulations, mandates, security requirements, and standard operating procedures (SOPs) for software development and all other applicable Federal regulations. Applicable documents include:

1. VA procedures such as *PMAS* and *ProPath*
2. Federal mandates such as the Health Insurance Portability and Accountability Act (HIPAA)
3. VA DIRECTIVE 6508 - Privacy Impact Assessments
[REDACTED]
4. VA Directive 6500 – Information Security Program
[REDACTED]

If the planned system design is found to conflict with a VA policy, directive or procedure, this conflict will be discussed with the VA Project Manager who will help determine whether a waiver or exception will be requested with the applicable VA governing board.

1.5. User Characteristics

The VistA Scheduling Module is used by clinical and administrative staff at VA Medical Centers nationwide. This includes users involved in various aspects of the outpatient appointment process.

1.6. Relationship to Other Documents and Plans

This document is closely related to the Requirements Specification Document (RSD), but provides more detail on VSE Enhancement 4.

1.7. References

The following document is referenced for the performance of this effort:

- Department of Veterans Affairs, Office of Information and Technology, Transformation Twenty-One Total Technology (T4) Performance Work Statement (PWS) TAC-14-15100 Task Order PWS Version Number 2.6, June 2014.

2. Background

The following sections describe the background of the project.

2.1. Overview of the System

The VistA Scheduling Module is available on-line to a wide range of users throughout VA Medical Centers nationwide. Through Scheduling, necessary National Patient Care Database (NPCDB) workload is transparently collected and may be transmitted to the Austin Information Technology Center (AITC), (formerly the Austin Automation Center (AAC)).

The Scheduling module automates all aspects of the outpatient appointment process, including the ability to check in/check out patients, clinic set-up and maintenance, enrollment/scheduling/discharge of patients to and from various clinics, and the generation of managerial reports, statistical reports, patient letters, and workload reporting. It provides for multiple- appointment booking, which enables the user to schedule, at one time, numerous appointments on a consecutive day/week basis.

2.2. Overview of the Business Process

VSE Enhancement 4 will support VistA Patient Appointment Management business processes. Refer to Figure 2-1.

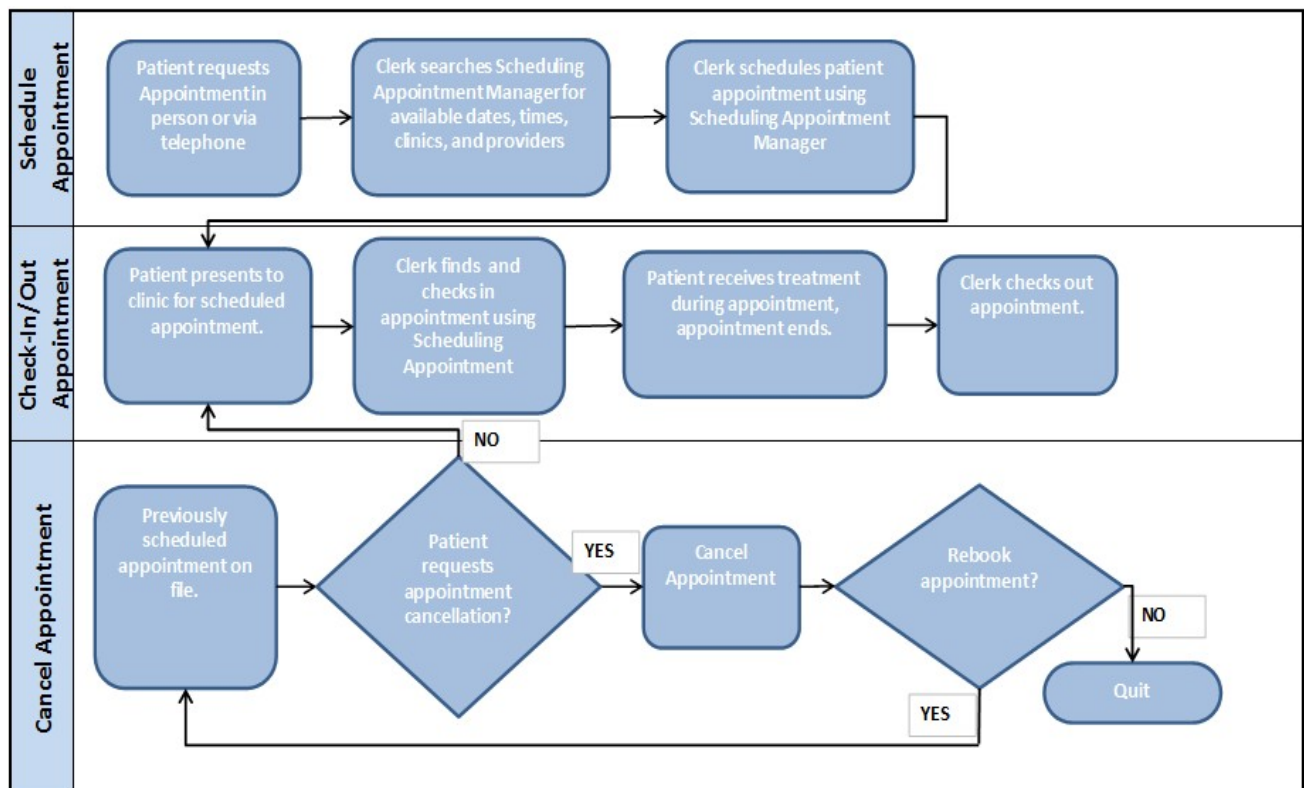


Figure 2-1: Patient Appointment Workflow

2.3. Business Benefits

VHA reviewed its backlog of service request (enhancements) to determine if any of pending enhancements could provide immediate assistance to the field. Requirements for VSE Enhancement 4 are a result of this review, and include enhancements to Appointment Management and Clinic Setup.

2.4. Assumptions and Constraints

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

2.4.1. Design Assumptions

The VSE Enhancement 4 design and this document were developed based on a number of assumptions including:

1. The VistA Scheduling v5.3 Module will continue as a component in the scheduling of clinical appointments.
2. The VSE Development Team shall provide infrastructure requirements and specifications to VA, in support of establishing and maintaining the VSE Development, SQA, Pre-Production, and Production environments.

2.4.2. Design Constraints

The VSE Enhancement 4 design shall be compliant with VA Enterprise Architecture and VA policies and procedures unless an explicit written waiver is provided to the VSE project manager.

2.4.3. Design Trade-offs

N/A

2.5. Overview of the Significant Requirements

VSE Enhancement 4 consists of a set of services requests determined, by VHA, to be “High Priority/Urgent Enhancements”. These requirements modify existing Appointment Management and Clinic Setup features of the VistA Scheduling v5.3 package.

2.5.1. Overview of Significant Functional Requirements

Table 2-1: Functional Requirements

ID	Requirement
2.6.1	When scheduling an appointment, VistA Scheduling currently prompts the clerk to pick “next available date.” The to-be process shall prompt the clerk to enter the patient’s desired date and only display the “next available” option if the clerk enters NEXT at the patient’s desired date prompt.
2.6.2	<p>Clinic Setup Redesign</p> <ul style="list-style-type: none">• Create a 45-character expanded clinic profile name field• Add the expanded clinic profile name and the default providers to the following scheduling letters:<ul style="list-style-type: none">○ Appointment Cancelled○ Clinic Cancelled○ No Show○ Pre-Appointment• Use the expanded clinic profile name on the un-reviewed clinic report• Create a new 26 character alpha-numeric field in the Clinic Profile entitled Clinic Extension
2.6.3	When setting a Clinic to Inactive, schedule a mailman message to the user group as a reminder of the date the clinic becomes inactive.
2.6.4	In the Appointment Manager Package, allow the user to auto-generate and print a letter when making an appointment for the patient within the Appointment Manager Package (similar to when cancelling an appointment). Provide the clerk a “yes or no” option to print an appointment letter upon making the patient appointment.
2.6.5	<p>When creating a series of appointments, currently the desired date entered is assigned to all subsequent appointments. In the to-be solution, the desired date should only populate the first appointment in the series and the all subsequent appointments should be adjusted accordingly.</p> <p>For multiple appointments:</p> <p>The desired date for the first appointment will be based on the original desired date; for subsequent appointments, the desired dates will be calculated from the initial desired date plus the interval.</p>

2.5.2. Overview of Functional Workload / Performance Requirements

N/A

2.5.3. Overview of Operational Requirements

N/A

2.5.4. Overview of the Technical Requirements

N/A

2.5.5. Overview of the Security or Privacy Requirements

N/A

2.5.6. Overview of System Criticality and High Availability Requirements

N/A

2.5.7. Single Sign-on Requirement

N/A

2.5.8. Requirement for Use of Enterprise Portals

N/A

2.5.9. Special Device Requirements

N/A

2.6. Legacy System Retirement

N/A

3. Conceptual Design

This section of the SDD provides details about the following topics:

- Conceptual Application Design
- Conceptual Data Design
- Conceptual Infrastructure Design

3.1. Conceptual Application Design

This section provides the conceptual design of the application that is being produced by this project.

3.1.1. Application Context

All development for VSE Enhancement 4 will be performed within the context of the VistA Scheduling v5.3 package. These enhancements do not require additional interfaces to outside subsystems, external data stores, or services.

3.1.2. High-Level Application Design

The fundamental design of the VistA Scheduling package will remain unchanged as a result of VSE Enhancement 4. These enhancements require modification or development of the following:

- Modification of Prompting for “Next Available Date” in routine SDM0
- Addition of an Expanded Clinic Profile Name field to File #44
- Addition of the Clinic Profile Name and Provider to the following scheduling letters:
 - Appointment Cancelled
 - Clinic Cancelled
 - No Show
 - Pre-Appointment
- Modification of the Un-reviewed Clinic report to include expanded Clinic Profile Name
- Creation of a Clinic Extension field within the Clinic Profile (File #44)
- Creation of a TASKMAN job that will send a MAILMAN message when a clinic goes inactive
- Modification of Appointment Manager package to prompt for and , if selected, allow printing of the appointment letter

3.1.3. Application Locations

The hosted locations of VistA instances will not change as a result of VSE Enhancement 4.

3.2. Conceptual Data Design

3.2.1. Project Conceptual Data Model

N/A

3.2.2. Database Information

Table 3-1: Database Inventory

Database Name	Description	Type	Steward
VistA	Veterans Health Information System and Technology Architecture	Interface/Modify	VHA

3.2.3. User Interface Data Mapping

N/A

3.2.3.1. Application Screen Interface

N/A

3.3. Conceptual Infrastructure Design

Existing VistA Infrastructure will be used to support VSE Enhancement 4 design.

3.3.1. System Criticality and High Availability

N/A

3.3.2. Special Technology

N/A

3.3.3. Technology Locations

N/A

3.3.4. Conceptual Infrastructure Diagram

3.3.4.1. Location of Environments and External Interfaces

N/A

3.3.4.2. Conceptual Production String Diagram

N/A

4. System Architecture

VSE Enhancement 4 will utilize existing VistA Architecture.

4.1. Hardware Architecture

N/A

4.2. Software Architecture

N/A

4.3. Network Architecture

N/A

4.4. Service Oriented Architecture / ESS

N/A

4.5. Enterprise Architecture

N/A

5. Data Design

VSE Enhancement 4 does not require the additional data design beyond the structures already in place within VistA. Minor modifications will be made to File #44 for Enhancement 4.

5.1. DBMS Files

N/A

5.2. Non-DBMS Files

VSE Enhancement 4 will utilize the existing VistA data repository. Minor modifications will be made within this repository to File #44 HOSPITAL LOCATION. Changes will:

- Create a 45 character Expanded Clinic Profile Name field
- Create a new 26 character alpha numeric field for the Clinic Extension

5.3. Data View

N/A

6. Detailed Design

6.1. Hardware Detailed Design

VSE Enhancement 4 will utilize existing VistA infrastructure.

6.2. Software Detailed Design

TBD

6.2.1. Conceptual Design

TBD

6.2.1.1. Product Perspective

TBD

6.2.1.1.1. User Interfaces

TBD

6.2.1.1.2. Hardware Interfaces

N/A

6.2.1.1.3. Software Interfaces

N/A

6.2.1.1.4. Communications Interfaces

N/A

6.2.1.1.5. Memory Constraints

TBD

6.2.1.1.6. Special Operations

TBD

6.2.1.2. Product Features

VSE Enhancement 4 will:

- Provide a more user friendly interaction when a clerk is scheduling an appointment based on the “next available date”
- Improve metric calculations for appointments in series which are some number of days ahead of the patient’s desired date
- Provide clerks with the option to immediately print a scheduling letter when an appointment is created
- Generate a reminder message when a clinic’s status changes to “Inactive”
- Create an Expanded Clinic Profile Name field to File #44, which will be populated from the Clinic Set Up option and also display in the Clinic Profile option
- Create a field for Clinic Extension

6.2.1.3. User Characteristics

It is envisioned that VSE Enhancement 4 will be delivered as a patch to the existing VistA Scheduling package. This patch will not fundamentally change VistA Scheduling's pre-existing user group.

6.2.1.4. Dependencies and Constraints

TBD

6.2.2. Specific Requirements

6.2.2.1. Database Repository

VSE Enhancement 4 will utilize the existing VistA data repository. Minor modifications will be made within this repository to File #44 HOSPITAL LOCATION. Changes will:

- Create a 45 character Expanded Clinic Profile Name field
- Create a new 26 character alpha numeric field for the Clinic Extension

6.2.2.2. System Features

TBD

6.2.2.3. Design Element Tables

6.2.2.3.1. Routines (Entry Points)

Table 6-1: Routines

Routine Name	SDM0
Tags	SRTY,DASK
Enhancement Category	<input checked="" type="checkbox"/> New <input type="checkbox"/> Modify <input type="checkbox"/> Delete <input type="checkbox"/> No Change
Requirement Reference #	
Related Options	
Data Dictionary References	HOSPITAL LOCATION (44)
Related Integration Control Registration(s)	
Design Narrative	
Research Comments	N/A

6.2.2.3.2. Templates

Table 6-2: Templates

Template Name		
Enhancement Category	<input type="checkbox"/> New <input type="checkbox"/> Modify <input type="checkbox"/> Delete <input checked="" type="checkbox"/> No Change	
Requirement Reference #		
Template Type	<input type="checkbox"/> Sort <input checked="" type="checkbox"/> Input <input type="checkbox"/> Print <input type="checkbox"/> Other	
Related Options	SDBUILD – SET UP A CLINIC	
Related Routines	Routines “Called By”	Routines “Called”
	SDB	
Data Dictionary References	#44	
Global References		
Design Narrative	Entering of diagnosis codes for a clinic is controlled by the data dictionary. No change required to this template. This template must be included in the build to generate FileMan routines.	

6.2.2.3.3. Bulletins

Not used for this project.

6.2.2.3.4. Data Dictionaries

Table 6-3: Data Dictionaries

Table Name	FILE #44 HOSPITAL LOCATION
Requirements Reference #	
Related Options	
Data Dictionary References	#44
Related Database Integration Agreements	
Design Narrative	<p>The HOSPITAL LOCATION file (#44) will have 2 fields added:</p> <ol style="list-style-type: none">1) Expanded Clinic Name (45 character alpha/numeric)2) Telephone Number Extension (26 character alpha/numeric)

Table Name	FILE #44 HOSPITAL LOCATION
Research Comments	None
Related SDD items	

6.2.2.3.5. Data Entries Affected by the Design

Table 6-4: Data Entries Affected by the Design

Field Name	Current Value	New Value
TBD	TBD	TBD

6.2.2.3.6. Unique Record(s)

Table 6-5: Unique Record ID

Field Name(s)	Current Value	New Value
TBD	TBD	TBD

6.2.2.3.7. File or Global Size Changes

Not used for this project.

6.2.2.3.8. Mail Groups

Table 6-6: Mail Groups (Instructions)

Mail Groups	Instructions
Mail Group Name	TBD
Enhancement Category	TBD
Related Options	TBD
Related Routines	TBD
Data Dictionary (DDs) References	TBD
Related Protocols	TBD
Mail Group Description	TBD
Self-Enrollment Allowed	TBD
Type	TBD

Table 6-7: Mail Groups

Mail Groups	Activities
Mail Group Name	TBD
Enhancement Category	<input type="checkbox"/> New <input type="checkbox"/> Modify <input type="checkbox"/> Delete <input type="checkbox"/> No Change
Related Options	

Related Routines	Routines “Called By”	Routines “Called”
TBD	TBD	TBD

Mail Groups	Instructions
Data Dictionary (DD) References	TBD
Related Protocols	
Mail Group Description	
Self-Enrollment Allowed	<input type="checkbox"/> Yes <input type="checkbox"/> No
Type	<input type="checkbox"/> Public <input type="checkbox"/> Private

6.2.2.3.9. Security Keys

Not used for this project.

6.2.2.3.10. Protocols

Not used for this project.

6.2.2.3.11. Remote Procedure Call (RPC)

Not used for this project

6.2.2.3.12. Constants Defined in Interface

Not used for this project.

6.2.2.3.13. GUI

Not used for this project.

6.2.2.3.14. GUI Classes

Not used for this project.

6.2.2.3.15. Current Form

Not used for this project.

6.2.2.3.16. Modified Form

Not used for this project.

6.2.2.3.17. Components on Form

Not used for this project.

6.2.2.3.18. Events

Not used for this project.

6.2.2.3.19. Methods

Not used for this project.

6.2.2.3.20. Special References

Not used for this project.

6.2.2.3.21. Class Events

Not used for this project.

6.2.2.3.22. Class Methods

Not used for this project.

6.2.2.3.23. Class Properties

Not used for this project.

6.2.2.3.24. Uses Clause

Not used for this project.

6.2.2.3.25. Forms

Not used for this project.

6.2.2.3.26. Functions

Not used for this project.

6.2.2.3.27. Dialog

Not used for this project.

6.2.2.3.28. Help Frame

Not used for this project.

6.2.2.3.29. HL7 Application Parameter

Not used for this project.

6.2.2.3.30. HL7 Logical Link

Not used for this project.

6.2.2.3.31. COTS Interface

Not used for this project.

6.3. Network Detailed Design

N/A

6.4. Service Oriented Architecture / ESS Detailed Design

N/A

6.4.1. Service Description for <Consumed Service Name>

N/A

6.4.2. Service Design for <Provided Service Name>

N/A

6.4.2.1. Introduction

6.4.2.1.1. Purpose and Scope of Service

N/A

6.4.2.1.2. Links to Other Documents

N/A

6.4.2.2. Service Details

6.4.2.2.1. Service Identification

N/A

6.4.2.2.2. Service Versions

N/A

6.4.2.2.3. Summary of Design and Platform Details

6.4.2.2.3.1. SOA Pattern(s) Implemented

N/A

6.4.2.2.3.2. COTS Platform vendor names and versions for hosting platform

N/A

6.4.2.3. Dependencies

N/A

6.4.2.4. Service Design Details

N/A

6.4.2.4.1. Interface Technical Specs

N/A

6.4.2.4.1.1. Service Invocation Type

N/A

6.4.2.4.1.2. Service Interface Type

N/A

6.4.2.4.1.3. Service Name

N/A

6.4.2.4.1.4. Interface

N/A

6.4.2.4.1.5. End Points

N/A

6.4.2.4.1.6. Operations or Methods

N/A

6.4.2.4.1.7. Message Schemas

N/A

6.4.2.4.2. Information Model

N/A

6.4.2.4.2.1. Class Diagram and Description of Entities Involved

N/A

6.4.2.4.2.2. Mappings from ELDM to Standards Based Schemas

N/A

6.4.2.4.3. Behavior Model (AKA Use Case Realization)

N/A

6.4.2.4.3.1. Use Cases (Use Case Model)

N/A

6.4.2.4.3.2. Interaction Diagrams

N/A

6.4.2.5. Gap Analysis

N/A

6.4.2.5.1. Variances from Enterprise Target Architecture

N/A

6.4.2.5.2. Variances from SLDs

N/A

6.4.2.5.3. Variances from Standards and Policies

N/A

6.4.2.5.4. Justification for Exceptions and Mitigation

N/A

7. External System Interface Design

VSE Enhancement 4 does not create, modify, or use external system interfaces.

7.1. Interface Architecture

N/A

7.2. Interface Detailed Design

N/A

8. Human-Machine Interface

VSE Enhancement 4 will modify portions of the existing “roll and scroll” VistA Scheduling interface by adding fields and additional prompts. However, these enhancements will not affect any Graphical User Interfaces and will not fundamentally change the menu structure or hierarchy of the existing “roll and scroll” interface.

8.1. Interface Design Rules

N/A

8.2. Inputs

N/A

8.3. Outputs

N/A

8.4. Navigation Hierarchy

N/A

8.4.1. Screen [x.1]

N/A

8.4.2. Screen [x.2]

N/A

8.4.3. Screen [x.3]

N/A

9. Security and Privacy

9.1. Security

VSE Enhancement 4 does not modify the existing VistA Scheduling security mechanisms.

9.2. Privacy

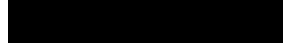
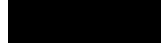


VSE Enhancement 4 does not modify any of the existing VistA Scheduling privacy features.

Attachment A – Approval Signatures

This section is used to document the approval of the System Design Document. The review should be conducted face to face where signatures can be obtained ‘live’ during the review. If unable to conduct a face-to-face meeting then it should be held via LiveMeeting and concurrence captured during the meeting. The Scribe should add /es/name by each position cited. Example provided below.

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

Signed:

 Executive Director, ACAP Business Sponsor	Date
 Director, Scheduling Program	Date
 Integrated Project Team (IPT) Co-Chair / Project Manager	Date
 Integrated Project Team (IPT) Co-Chair	Date

Signed:

Date:

Co-Chair of Architecture & Engineering Review Board (AERB)
Architecture, Strategy, and Design (ASD)

Signed:

Date:

Co-Chair of Architecture & Engineering Review Board (AERB)
Service, Delivery, and Engineering (SDE)

A. Additional Information

TBD

A.1. RTM

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

A.2. Packaging and Installation

TBD

A.3. Design Metrics

TBD

A.4. Acronym List and Glossary

Term	Meaning
ACAP	Access and Clinic Administrative Program
AITC	Austin Information Technology Center
CVS	Conformance Validation Statement
GUI	Graphical User Interface
HIPAA	Health Insurance Portability and Accountability Act
ISO	Information Security Officer
IT	Information Technology
N/A	Not Applicable
NPCDB	National Patient Care Database
OI&T	Office of Information and Technology
PMAS	Program Management Accountability System
PWS	Performance Work Statement
RTM	Requirement Traceability Matrix
SDD	System Design Document
SEDR	Systems Engineering and Design Review
SOP	Standard Operating Procedures
T4	Transformation Twenty-One Total Technology
TBD	To Be Determined
TRM	Technical Reference Model
VA	Department of Veterans Affairs
VHA	Veterans Health Administration
VistA	Veterans Health Information System and Technology Architecture
VSE	VistA Scheduling Enhancements

A.5. Required Technical Documents

TBD