

DS LogOn

Business Requirements Document



June 2014

Revision History

NOTE: The revision history cycle begins once changes or enhancements are requested after the initial Business Requirements Document has been completed.

Date	Description	Author
5/12/2014	Initial version.	
Date BRD submitted to Business Owner(s) and Health Enterprise Systems Manager for sign-off	Approved version	
Date BRD submitted to Customer Advocate for sign-off		Customer Advocate Name (date of approval)

Table of Contents

1. Purpose	1
2. Overview	1
3. Customer and Primary Stakeholders	1
4. Scope	1
5. Goals, Objectives and Outcome Measures	1
6. Enterprise Need/Justification	2
7. Flow Diagrams/Process Models	1
8. Requirements	1
8.1. Primary and Secondary Users	1
8.2. Epics/User Stories	1
8.3. Non-Functional Requirements	2
8.3.1. Performance, Capacity, and Availability Requirements	4
8.3.2. Usability Requirements	5
8.4. Known Interfaces	9
8.5. Related Projects or Work Efforts	9
9. Other Considerations	9
9.1. Alternatives	9
9.2. Assumptions	9
9.3. Dependencies	9
9.4. Constraints	9
9.5. Business Risks and Mitigation	10
Appendix A. References	11
Appendix B. Models	12
Appendix C. Wireframes	13
Appendix D:Stakeholders, Primary/Secondary Users, and Workgroups	14
Stakeholders	14
Appendix E. Enterprise Requirements	16
Appendix F. Acronyms and Abbreviations	18
Appendix G. Approval Signatures	19

Business Requirements Document

1. Purpose

The Business Requirements Document (BRD) is authored by the business community for the purpose of capturing and describing the business needs of the customer/business owner. The BRD provides insight into the AS IS and TO BE business area, identifying stakeholders and profiling primary and secondary user communities. It identifies what capabilities the stakeholders and the target users need and why these needs exist, providing a focused overview of the request requirements, constraints, and Information Technology (IT) options considered. This document does not state the development methodology. The intended audience for this document is the Office of Information and Technology (OIT).

2. Overview

DS Logon is a secure self-service logon ID that allows individuals affiliated with the DoD or VA to access several websites using a single username and password. Currently, service members (active duty, guard/reservists, retirees), veterans, spouses, and eligible family members over the age of 18 are eligible for a DS Logon.

Veteran and Caregiver users of VA applications have experienced difficulty obtaining or upgrading a DS Logon account. Some do not know what a DS Logon account is, how to obtain one, what level of access is required for different applications, as well as how it relates to an eBenefits account and/or My HealtheVet account that they may already have. Some veterans are also experiencing issues with remote proofing authentication. In order to provide additional assistance, VA has published and made available additional DS Logon information on a public-facing VA website and established a process of sending informational emails, developed informational brochures, and set up Help Desk support to provide further assistance. Unfortunately, many veterans and caregivers still have difficulties.

VHA has a business need for a robust, comprehensive, portable education tool to help veteran and caregiver users obtain a DS Logon account.

3. Customer and Primary Stakeholders

Brian Olinger and Kevin Troutner, representing the Web/Mobile Solutions Program Office is the primary stakeholder for this request. Review [Appendix C](#) for the complete list of primary and secondary stakeholders.

4. Scope

The DS Logon app will provide content—both guidance and instructions—to the Veteran that will simplify the current process and explain the pathways that they would go through to obtain a DS Logon, depending on what accounts the veteran may already have. The content will be provided within the DS Logon app using text, screenshots, PDFs, and videos. Any videos used must be approved for public consumption, 508 compliant, closed captioned, and formatted for mobile devices.

5. Goals, Objectives and Outcome Measures

The DS Logon mobile application will be a tool to educate and help make the process easier for the veteran. The application will simplify the process and provide clear, concise direction on how to obtain and use a DS Logon. The VA needs the DS Logon application to convey the importance of the DS Logon and then provide the steps that an individual would take depending on their situation (e.g. no account, Level 1, registered in DEERS, etc.).

The DS Logon mobile app will be developed using HTML5, layout by CSS3, javascript, etc. to ensure that it will run on any platform (Apple, Android, web browser). The Mobile Development (MD) team will endeavor to keep it as pure HTML5 as possible, but it may be necessary to incorporate “native code” to deliver platform-specific functionality thereby making it a “hybrid app”.

Additional Goals and Objectives introductory text to be entered HERE. Style = Normal

Goal/Objective and Desired Outcome	Impact	Measurement
The application will simplify the process and provide clear, concise direction on how to obtain and use a DS Logon.	<ul style="list-style-type: none">Simplify the process and provide clear, concise direction on how to obtain and use a DS Logon.	User feedback for this application will be positive. The format for feedback will be determined at a later time.

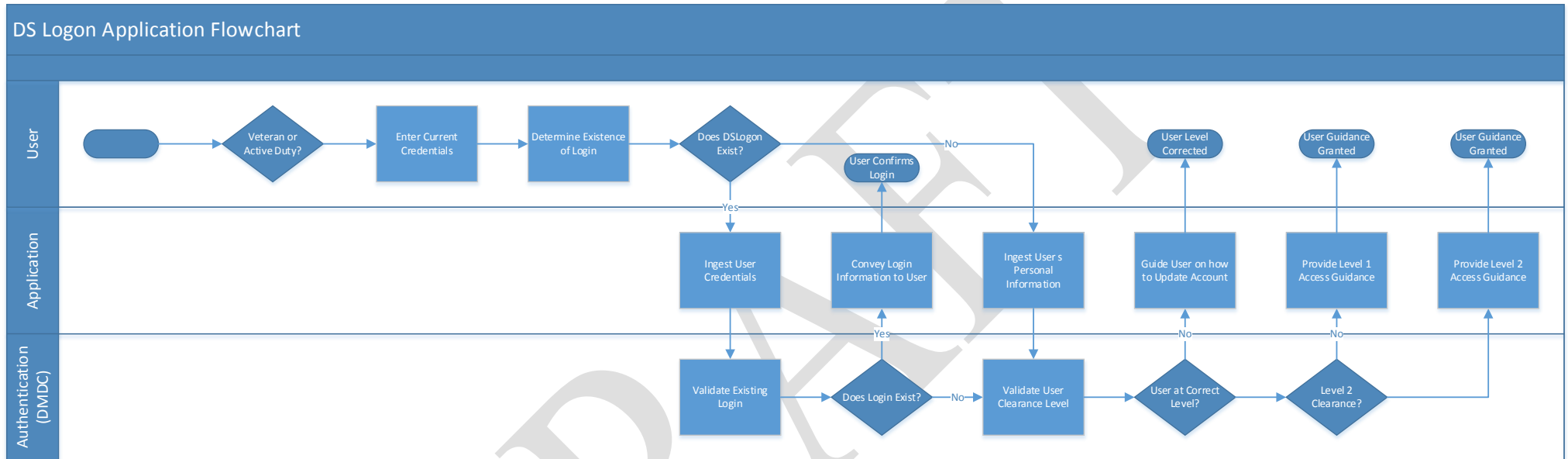
6. Enterprise Need/Justification

The proposed enhancements and national deployment of the DS Logon mobile application supports the VA’s FY2011-2015 Strategic Plan integrated objective to build the internal capacity to serve Veterans efficiently and effectively through the creation of a Department-wide capability to make data-driven decisions. It also supports VA’s Excellence in the 21st Century approach to healthcare by implementing tools that enforce a data-driven approach for ongoing tracking, monitoring, and measurement of patient performance, that allow for the continuous analysis and design of treatment.

7. Flow Diagrams/Process Models

7.1.

DS Logon Application Top Level Flowchart



8. Requirements

8.1. Primary and Secondary Users

Type of User	Description	Responsibilities
Primary Users	Veterans	????
Secondary Users	Active Duty Military	????

8.2. Epics/User Stories

These User Stories describe all the functionality of the system for the first phase of the DS Logon project. Agile projects use a product backlog which is a prioritized list of the functionality to be developed in a product or service. Although product backlog items can be whatever the team desires, user stories have emerged as the best and most popular form of product backlog item.

While a product backlog can be thought of as a replacement for the requirements document of a traditional project, it is important to remember that the written part of a user story (“As a user, I want...”) is incomplete until the discussions about that story occur. It is often best to think of the written part as a pointer to the real requirement. **User Stories are your Product Backlog.**

The epics and user stories for this work effort are documented in a Requirements Traceability Matrix (RTM). The RTM is located in the New Service Request Database:

[Insert link to Requirements Traceability Matrix here when completed.](#)

Current high level RTM below:

Issue Type	Key	Epic Link	Summary	Description	Priority
	DSLGN-1		As a veteran, I want to know whether my DS Logon Account exists		
	DSLGN-2		As a veteran, I want to check the status of my existing DS Logon Account		
	DSLGN-3		As a veteran, I want to check my level of clearance		
	DSLGN-4		As a veteran, I want to upgrade my existing account to its appropriate level depending on my clearance		
	DSLGN-5		As a veteran, I want the DS Logon guidance to be tailored to my appropriate level		

	DSLGN-6		As an active duty military member, I want to know whether my DS Logon Account exists		
	DSLGN-7		As an active duty military member, I want to check the status of my existing DS Logon Account		
	DSLGN-8		As an active duty military member, I want to check my level of clearance		
	DSLGN-9		As an active duty military member, I want to upgrade my existing account to its appropriate level depending on my clearance		
	DSLGN-10		As an active duty military member, I want the DS Logon guidance to be tailored to my appropriate level		
	DSLGN-11		As a consumer application of VAMF Authentication Services, I want to be able to enumerate the DSLogon user type and level. (Note: this information may come from the VAAFI HTTP headers)		
	DSLGN-12		As a consumer application of VAMF Authentication Services, I want to be able to specify the "logout", "error", "unable to authenticate(unauthorized)", and "home" page URLs.		

*All listed user stories illustrate functionality needed by the business community. The Priority is merely a mechanism to suggest a sense of urgency and order to the technical community if the requirements are to be parsed into phases. The order of importance begins with those that are designated as **High** priority.

8.3. Non-Functional Requirements

Upon completion of this non-functional requirement section (including performance, capacity, and availability questions), send the entire BRD to the Service Coordination Team for review (mail to: [VHA 10P7B Service Coordination SRM Team](#)).

- Enable the Mobile application(s) to operate successfully within a wide spectrum of operating conditions, such as a range of supported screen resolutions and form factors, network bandwidth situations and network types (2G, 3G, Wi-Fi), etc.
- Enable the Mobile application(s) to interact with the device's sensors such as GPS, accelerometer, the ambient light sensor, camera, etc. The application must respect the sensor's operating characteristics such as its operating range, sensitivity, accuracy, maximum polling interval, etc.
- Ensure all network-enabled features in the mobile application are either network fault tolerant or degrade gracefully when the channel over which it is operating becomes unavailable or the signal strength reduces.
- Ensure a seamless transition to a new channel or a graceful degradation or failure when the mobile device transitions from one channel to another.
- Provide support for multiple channels. (ex. the application will always prefer the Wi-Fi channel over all others)
- Enable the mobile applications to adjust accordingly for different screen resolutions. (font adjustment, layout, background image.)
- Ensure that touch is enabled for all features in the application when the application is operating in touch screen mode.

RegPro Tag	Non-Functional Requirements (NONF) Category
	System Performance Reporting Requirements
NONF2811	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.
NONF2812	Make the performance measurements available to the IT Performance Dashboard to enable display of "actual" system metrics to customers and IT staff.
	Operational Environment Requirements
	Applications must be capable of being deployed via the VA Enterprise App Store.
	The system shall respond to user actions in 10 seconds or less in 80% of the attempts, and never more than 20 seconds.
	Maintenance, including maintenance of externally developed software incorporated into the mobile application(s), shall be scheduled during off peak hours or in conjunction with relevant VistA maintenance schedules.
NONF1608	Mobile applications shall be capable of being rendered on multiple platforms, including smart phones, tablets and computer workstations.
	Documentation Requirements
NONF1612	A technical training curriculum shall be developed and delivered to all levels of staff users in the form of a user guide.
	The user guide must provide accurate views of the mobile application with descriptions of user interface components.
	The training curriculum shall state the expected training time for primary users and secondary users to become productive at using the mobile application.
	All training curricula, user manuals and other training tools shall be updated by Veteran's Health Administration and delivered to all levels of. The curricula shall include all aspects of the mobile application(s) and all changes to processes and procedures.

NONF1613	The training curriculum shall state the expected task completion time for primary and secondary users.
NONF2228	Updates shall be made, as necessary, to applicable user manuals and other training tools and shall be delivered to all levels of users. If no user documentation exists, it shall be produced.
	Updates shall be made, as necessary, to the applicable technical documentation including Operations and Maintenance (OM) Plans related to the application(s) located on the VA Software Documentation Library. If no User or OM documentation exists, it shall be produced.
	Implementation Requirements
	An implementation plan shall be developed for all aspects of the mobile application.
	Technical Help Desk support for the application shall be provided or users to obtain assistance with mobile application.
NONF1614	The IT solution shall be designed to comply with the applicable approved Enterprise Service Level Agreements (SLA).
	Mobile devices must have network safeguards, such as Mobile Device Management (MDM) policies and Virtual Private Network (VPN) capabilities, applied before they are allowed to interface to the VA network.”
	Applications must undergo a review and vulnerability scanning in order to be given the Authority to Operate (ATO). The ATO must be provided to the Certification Program Office in OIT.
	Data Quality/Assurance Requirements
NONF2229	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.
	User Access/Security Requirements
	Applications must meet VA’s mobile guidelines in place at the time of the development/deployment.
NONF1616	Due to patient safety considerations, data protection measures such as backup intervals and/or redundancy shall be consistent with systems categorized as critical
NONF1617	Ensure the proposed solution meets all VHA Security, Privacy and Identity Management requirements including VA Handbook 6500 . (See Enterprise Requirements Appendix).

8.3.1. Performance, Capacity, and Availability Requirements

8.3.1.1. Performance

If this is a system modification, how many users does the current system support?
This is not a system modification, this application is to serve as an electronic instructional manual to guide users through existing procedures for other systems.
How many users will the new system (or system modification) support?
This application supports unlimited users, it is a stand alone application which serves as an instructional manual for guiding users through DS Logon creation procedures.
What is the predicted annual growth in the number of system users?
There is no way to predict annual growth at this time.

8.3.1.2. Capacity

What is the predicted size (average) of a typical business transaction?
This system does ingest character values for names and personal identifiable information of a maximum of 500 characters. It also guides users to appropriate instructions based on button inputs. As such, normal business transactions are limited.
What is the predicted number of transactions per hour (day, or other time period)?
This system does not ingest character values, it guides users to appropriate instructions based on button inputs. As such, normal business transactions are not measurable.
Is the transaction profile expected to change (grow) over time?
This system does not ingest character values, it guides users to appropriate instructions based on button inputs. As such, normal business transactions are not measurable.
What are the dependencies, interactions, and interfaces with other systems?
<p>This system does not ingest character values, it guides users to appropriate instructions based on button inputs. As such, normal business transactions are not measurable. This system may depend on external data stores to access existing instructional content.</p> <p>For Logon status validation, any existing DS Logon capacity is authenticated against the DMDC (Defense Manpower Data Center) servers owned by DoD. This will create a cross-agency dependency. Verification of collaboration with the DoD will need to occur to address the development of the DS Logon mobile app for those features leveraging any available web services.</p>
What is the process for planning/adjusting capacity?
All capacity planning is dependent on capacity increases and decreases of external systems. As such, there is no planning needed for this application.
Does the update require a surge capacity that would be different from the base application?
This application does not require surge capacity.

8.3.1.3. Availability

Describe when the envisioned system will need to be available (business hours only, weekends, holidays, etc) to support the business.
The availability of this application's functionalities shall be 99.9% of the same uptime as the availabilities of the external systems it depends on.

8.3.2. Usability Requirements

User Experience encompasses the entire interaction between the user and the system. This includes direct interaction with the system as well as other interactions, understanding, awareness, perceptions, beliefs, feelings, and actions that result from that interaction. One key component of the user experience is the usability of the system. Improving usability over the prior version is a key requirement for DS Logon application. The International Organization for Standardization (ISO) defines usability as “the extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use” (1998).

In order for the DS Logon application to achieve a good user experience for users who interact with it, the system must meet the requirements outlined in this section. These involve attributes of the application as well as the process that is required to achieve them.

In order to improve usability of VA-developed or purchased applications, the following action are required:

- In accordance with the Office of the National Coordinator for Health Information Technology's (ONC) Meaningful Use (MU) Stage 2 final ruling, employ an industry recognized User Centered Design (UCD) process. The methods for UCD are well defined in documents and requirements such as ISO 9241-11, ISO 13407, ISO 16982, National Institute of Standards and Technology Interagency Report (NISTIR) 7741, ISO/International Electrochemical Commission (IEC) 62366, and ISO 9241-210. Developers will choose their UCD approach; one or more specific UCD processes will not be prescribed.
- Adhere to an industry recognized User Interface (UI) Best Practices Guideline or Style Guide. For example, first follow UI guidelines for the development platform. In instances where platform guidelines are not available, adhere to the VA's Best Practices Guidelines/Style Guide.
- Inform requirements and designs with detailed human factors work products that have been completed will be completed for the specific project. Examples of specific human factors activities might include heuristic evaluations, site visits, interviews, application-specific design guides, and usability testing on existing systems or prototypes.

A sound UCD and development process based on human factors should include the following activities:

- Understanding of the users, the users' tasks, and the users' environments;
- Review of similar or competitive systems to inform requirements and design;
- Heuristic evaluation of prior versions, prototypes, or baseline applications, if applicable;
- Iterative design and formative usability testing (Formative usability testing is used to discover usability problems during the design and development process);
- User risk analysis; and
- Summative validation usability testing (Summative usability testing is used to quantify and validate usability of a product with measures of effectiveness, efficiency, user perceptions, etc.).

To demonstrate high usability, the application should be:

- Intuitive and easy to learn with minimal training;
- Effective by allowing users to successfully complete tasks;
- Efficient by allowing users to complete their work in a manner consistent with clinical practice and workflow;
- Have high perceived usability as demonstrated by appropriate survey measures; and
- Designed to aid users in meeting task goals without being an additional burden.

The system must be reliable and enable user trust by providing:

- Stable and reliable performance;
- Accurate data;
- Display of all data that is available in native or interfaced systems and intended to be available in the application; and

- Accessible information related to the source of data.

The application should include a modern graphical user interface that allows the user to view data from multiple sources and include:

- Integrated display of structured and unstructured data;
- Rich data visualization and graphical display of data;
- Ability to switch between tabular and graphical data views;
- Ability to interact with displayed data to obtain additional details related to the data and source of the data; and
- User customizable components and settings.

The application must provide for advanced and up-to-date searching to include:

- Fast Google-like Lucene search functionality with auto-complete and real-time display of matched results during typing; and
- Search history.

The application must provide for advanced filtering capabilities to include:

- Filtering of data tables, lists, and grids; and
- Filtering of search results.

The application design should be modified to:

- Address the specific findings from a human factors heuristic evaluation conducted on the prior version of the application;
- Address the specific findings reported from field use of the prior version; and
- Address the specific findings reported from usability testing of the prior version or relevant prototypes.

The application design should be modified to address the following UI guidelines provided in the table below, as applicable.

ReqPro Tag	Usability/User Interface Requirements
NONF2661	Left align content in table cells to facilitate quick visual scan.
NONF2662	Left align text for column headers to facilitate visual scan and make columns and content appear more organized.
NONF2663	Use mixed case instead of all caps whenever possible (e.g., dropdown list items, table data, table headers, hyperlinks, tab names). Limit the use of “all caps” throughout the application.
NONF2664	Simplify button labels. Re-label buttons to reflect standard terminology that is common in web interfaces and other applications (e.g., “Cancel”). Emphasize the action being performed in the most succinct way possible. Minimize redundancy in text/terminology that is used to convey the same action.
NONF2665	Left align page/section titles to anchor titles in consistent locations regardless of window sizing.
NONF2666	Labels for fields should be left aligned to facilitate quick visual scan and make forms and field groupings appear more organized.
NONF2667	Avoid using acronyms or abbreviations unless (a) they are widely understood/well known or (b) there is very limited space to display the full meaning. This supports naïve user understanding. If limited space results in using a non-common acronym/abbreviation, ensure it is specified within “Help” and/or as a tooltip.

NONF2668	Use colors such as red and green only for status driven content. Avoid using red for text/content, links, button labels, etc. This will reduce risk for user error, improve link discoverability, and facilitate understanding of differences in navigation/actions/content. It will also help users to isolate important status information (using red, green, etc.) from other less important information when viewing and processing information provided to them on a page.
NONF2669	Provide visual separation between the navigation space and the main content area.
NONF2670	Add field level validation and notification of missing information on the same page without launching a new window or navigating to another page.
NONF2671	Make all text hyperlinks appear consistent in style.
NONF2672	Make drop-down selection box widths appropriate for content and visual appeal.
NONF2673	Use standard and always visible radio buttons for “Yes/No” options instead of requiring the user to click in a drop down box and then click to select the “Yes” or “No” option.
NONF2674	Use standard date and time selection widgets. Where date and time are selected/picked from a standard widget, also provide direct data entry to support keyboard navigation. Enable field level validation immediately upon entry. Include instructional format text within the field entry box.
NONF2675	Provide standard sort behavior and visual indications on columns in all tables.
NONF2676	Define and adhere to a standard model for use and design of controls, buttons, hyperlinks, and navigation elements.
NONF2677	Ensure that text is sized to be readable (for example, by using the 007 Rule to assure text size is readable for users with 20/40 vision. The formula: Text height = .007 * distance between eyes and screen).
NONF2678	Place common navigation elements in consistent locations.
NONF2679	Place critical information “above the fold” (i.e., in the top portion of the screen that is immediately viewable).
NONF2680	Use consistent screen flow models, elements, and terms to support similar workflows.
NONF2681	Use consistently named buttons when actions are the same (e.g., Add vs. Save vs. Submit).
NONF2682	Enable users to print views from where they are in the interface. Avoid requiring the user to “run a report” in order to print something that is viewable on the screen.
NONF2683	Provide field entry tool tips at the field location. Ensure consistency across the application in field labels, formats, location of tooltips, and tool tip text.
NONF2684	Provide visual indication of required fields.
NONF2685	Display field labels in close proximity to entry elements.
NONF2686	Use consistent elements to filter data.
NONF2687	Use consistent elements to sort data.
NONF2688	Use a consistent model for display, layout, and grouping of data entry fields.
NONF2689	Provide alternate row shading in lengthy tables of data, form elements, etc.
NONF2690	Ensure that icons are recognized by users.
NONF2691	Provide some “white space” between status icons in report views, white board views, etc.
NONF2692	Auto-populate default values in entry/selection fields when possible and appropriate.
NONF2693	Visually differentiate status icons from clickable icons, when appropriate.

NONF2694	Define and support the appropriate user tab sequence through fields in forms in order to support keyboard navigation when entering data in forms.
NONF2695	Define and adhere to standard action button placement on screens, forms, etc.
NONF2696	Visually distinguish the primary action button on a page.
NONF2697	Consistently use screen elements, action elements, workflow sequences within/across screens, language, etc.
NONF2698	Provide error messages in user-centric language with specific instructions on the meaning of the error and how to recover from it. Use error messages and method of display consistently across the interface.
NONF2699	Provide context specific Help.
NONF2700	Do not use the term “sex” or any like abbreviations of that to represent gender.

8.4. Known Interfaces

This is the business community’s best understanding of known interfaces and may not be a comprehensive listing. All required interfaces will be stated as Business Needs in [Section 7.1](#).

User clearance level authentication and existing DS Logon status is determined by checking the DMDC (Defense Manpower Data Center). These servers are owned by the DoD and this is a cross-agency dependency.

8.5. Related Projects or Work Efforts

Use this section to list other active projects or work efforts that will need to be referenced in the development of design requirements. Include hyperlinks to related documentation. Also, provide a brief description of the request/project and how it affects this BRD.

If this mobile application is intended for use by healthcare providers, identify current or future CPRS/VistA, iEHR, innovations, government/commercial off-the-shelf (GOTS/COTS) product functionality used by VHA that may have similar functionality or requirements to this app. Identify the product name, description, business owner, program office, and points of contact.

Project/Work Efforts title HERE.

[Hyperlink](#)

Include a summary of the project/work efforts HERE.

There are no active projects or other related work efforts to this request.(remove if not true)

9. Other Considerations

9.1. Alternatives

There are no alternatives identified at this time.

9.2. Assumptions

There are no assumptions made at this time.

9.3. Dependencies

This application depends on authentication mechanisms which exist internal to the VA as well as with the DoD (ie. DMDC) in order to validate user credentials.

9.4. Constraints

This application is dependent on device and network availability on the user end.

9.5. Business Risks and Mitigation

List any potential business threats to the development and/or implementation of the proposed enhancement. Include any possible mitigation strategies for minimizing or eliminating the risk.

The VA IT Project Risk Management Risk Log Table is located here:

[REDACTED]

Business Risk:

Mitigation:

DRAFT

Appendix A. References

Provide a complete alphabetical list of all documents referenced elsewhere in this document, including sources from the VA Software Document Library and relevant hyperlinks. Identify each document by title, report number (if applicable), date, and publishing organization. Specify the sources from which the references can be obtained. If necessary, provide this information by reference to an appendix or another document. Include strategies, HIPAA, public law.

References text to be entered HERE. Style = Body Bullet

[hyperlink](#)

VA Handbook 6500 – Information Security Program



Appendix B. Models

Describe, with Flowcharts or other business process models, the “as is” user experience with the current solution. In some cases, especially where business processes are being modified, it may also be necessary to document the “to be” state of user experience with the desired solution. Models to be inserted, imbedded or hyperlinked.. Examples of the BPMN format can be found at the following link - - <http://go.va.gov/svxy>.

Models text to be entered HERE. Style = Body Text

DRAFT

Appendix C. Wireframes

Human Factors Engineering ([REDACTED]) should be engaged to develop wireframes for Mobile Applications efforts.

DRAFT

Appendix D:Stakeholders, Primary/Secondary Users, and Workgroups

Stakeholders

It is necessary to identify and involve all of the stakeholders as part of the Requirements Modeling process to effectively provide products and services that meet the needs of stakeholders and users. It is necessary to identify the users of the system and ensure that the stakeholder community adequately represents them. Provide a profile of the stakeholders and users involved in the request.

There are a number of stakeholders with an interest in the system's development and not all of them are end users. Present a summary list of the business owner and these non-user stakeholders. The stakeholders identified in this section should be linked to the business architecture. List all contributors to the BRD in this section. Certain representatives may act in the role of more than one type of stakeholder.

Type of Stakeholder	Description	Responsibilities
<i>Delete this row after reviewing instructional text.</i>	<i>Name, (use Shift + Enter to put a character return after the name) Title, Organization of Stakeholder</i>	<i>Summarize the stakeholders' key responsibilities with regard to the system being developed; that is, their interest as a stakeholder. For example, this stakeholder monitors the project's progress and approves funding.</i>
Requester	<ul style="list-style-type: none"> Name, Title, Organization 	Submitted request. Submits business requirements. Monitors progress of request. Contributes to BRD development.
Endorser	<ul style="list-style-type: none"> Name, Title, Organization 	Endorsed this request. Provides strategic direction to the program. Elicits executive support and funding. Monitors the progress and time lines.
Business Owner(s)/Program Office(s)	<ul style="list-style-type: none"> Name, Title, Organization 	Provide final approval of BRD with sign-off authority. Provide strategic direction to the program. Elicits executive support and funding. Monitors the progress and time lines.
Business Subject Matter Expert(s) (SME)	<ul style="list-style-type: none"> Name, Title, Organization 	Provide background on current system and processes. Describe features of current systems, including known problems. Identify features of enhancement.
Technical SME(s)	<ul style="list-style-type: none"> Name, Title, Organization 	Provide technical background information about the current software and requested enhancements.

Type of Stakeholder	Description	Responsibilities
User SME(s)	<ul style="list-style-type: none"> Name, Title, Organization 	Ensure that the enhancements will account for current business processes and existing software capabilities.

Stakeholder Support Team (BRD Development)

Type of Stakeholder	Description	Responsibilities
Security Requirements SME(s)	<ul style="list-style-type: none"> Name, Title, Organization 	Responsible for determining the Certification and Accreditation (CA) and other security requirements for the request.
Service Coordination SME(s)	<ul style="list-style-type: none"> Name, Title, Organization 	Responsible for ensuring all aspects of non-functional requirements have been accurately recorded for this request.
Health Enterprise Systems Management Portfolio Staff	<ul style="list-style-type: none"> Name, Title, Organization 	Serve as the liaison between the Program Office (Business Owner) and Product Development throughout the life cycle.
Health Enterprise System Management Requirements Analysis and Engineering Management (RAEM) Staff	<ul style="list-style-type: none"> Name, Title, Organization 	Responsible for working with all stakeholders to ensure the business requirements have been accurately recorded for this request.

Appendix E. Enterprise Requirements

Below is a subset of Enterprise-level Requirements that are of particular interest to the business community. These requirements **MUST** be addressed within each project resulting from this work effort. If OIT cannot address these Enterprise-level requirements, the Business Owners responsible for each area **MUST** be engaged in any waiver discussions prior to any decisions being made. This section is not meant to be a comprehensive list of all Enterprise-level requirements that may apply to this work effort and should not preclude the technical community from reviewing all Enterprise-level requirements, and identifying others that should apply to this work effort as well.

Enterprise-level requirements are contained in the VA Requirements Management Repository (RMR). Contact the RMR Team to gain access to the RMR and to obtain the comprehensive allocation of Enterprise-level requirements for the project development iteration at [REDACTED]

*The Security Category is the basis for determining the Certification and Accreditation (CA) and other security requirements for the work effort. The Security Engineer (SE) assigned to the work effort will assist the stakeholders in the determination of the Security Categorization. **Once that determination is made, delete all “Security” requirement types that are not applicable from the table below.***

ReqPro Tag	Requirement Type	Description
ENTR25	Security	<p>All VA security requirements will be adhered to. Based on Federal Information Processing Standard (FIPS) 199 and National Institute of Standards and Technology (NIST) SP 800-60, recommended Security Categorization is _____.</p> <p>The Security Categorization will drive the initial set of minimal security controls required for the information system. Minimum security control requirements are addressed in NIST SP 800-53 and VA Handbook 6500, Appendix D.</p>
ENTR99	Security	<p>All VA security requirements will be adhered to. Based on Federal Information Processing Standard (FIPS) 199 and National Institute of Standards and Technology (NIST) SP 800-60, recommended Security Categorization is High.</p> <p>The Security Categorization will drive the initial set of minimal security controls required for the information system. Minimum security control requirements are addressed in NIST SP 800-53 and VA Handbook 6500, Appendix D.</p>
ENTR100	Security	<p>All VA security requirements will be adhered to. Based on Federal Information Processing Standard (FIPS) 199 and National Institute of Standards and Technology (NIST) SP 800-60, recommended Security Categorization is Moderate.</p> <p>The Security Categorization will drive the initial set of minimal security controls required for the information system. Minimum security control requirements are addressed in NIST SP 800-53 and VA Handbook 6500, Appendix D.</p>
ENTR101	Security	<p>All VA security requirements will be adhered to. Based on Federal Information Processing Standard (FIPS) 199 and National Institute of Standards and Technology (NIST) SP 800-60, recommended Security Categorization is Low.</p>

		The Security Categorization will drive the initial set of minimal security controls required for the information system. Minimum security control requirements are addressed in NIST SP 800-53 and VA Handbook 6500, Appendix D.
ENTR10	Privacy	All VA Privacy requirements will be adhered to. Efforts that involve the collection and maintenance of individually identifiable information must be covered by a Privacy Act system of records notice.
ENTR95	508 Compliance	All Section 508 requirements will be adhered to. Compliance with Section 508 will be determined by fully meeting the applicable requirements as set forth in the VHA Section 508 checklists (1194.21, 1194.22, 1194.24, 1194.31 and 1194.41) located at: http://www.ehealth.va.gov/508/resources_508.html or as otherwise specified. Checkpoints will be established to ensure that accessibility is incorporated from the earliest possible design or acquisition phase and successfully implemented throughout the project.
ENTR7	Executive Order	All executive order requirements will be adhered to.
ENTR8	Identity Management	All Enterprise Identity Management requirements will be adhered to. These requirements are applicable to any application that adds, updates, or performs lookups on persons.
ENTR103	Terminology Services	Application/services shall reference the Standard Data Services (SDS) as the authoritative source to access non-clinical reference terminology.
ENTR104	Terminology Services	Application/Services shall use the VA Enterprise Terminology Services (VETS) as the authoritative source to access clinical reference terminology.
ENTR105	Terminology Services	Applications recording the assessments and care delivered in response to an Emergency Department visit shall conform to standards defined by the VHA-endorsed version of C 28 – Health Information Technology Standards Panel (HITSP) Emergency Care Summary Document Using Integrating the Healthcare Enterprise (IHE) Emergency Department Encounter Summary (EDES) Component.
ENTR106	Terminology Services	Applications exchanging data summarizing a patient’s medical status shall conform to standards defined by the VHA-endorsed version of C 32 – HITSP Summary Documents Using Health Level Seven (HL7) Continuity of Care Document (CCD) Component.

Appendix F. Acronyms and Abbreviations

Include terms used in the document and process models other than instructional text.

OIT Master Glossary:

Term	Definition
BN	Business Need
BRD	Business Requirements Document
CA	Certification and Accreditation
CCD	Continuity of Care Document
EDES	Emergency Department Encounter Summary
FIPS	Federal Information Processing Standard
HITSP	Health Information Technology Standards Panel
HL7	Health Level Seven
IEC	International Electrochemical Commission
IHE	Integrating the Healthcare Enterprise
ISO	International Organization for Standardization
IT	Information Technology
LOINC	Logical Observation Identifiers, Names, and Codes
MU	Meaningful Use
NIST	National Institute of Standards and Technology
NISTIR	National Institute of Standards and Technology Interagency Report
NSR	New Service Request
NTRT	New Term Rapid Turnaround
OIT	Office of Information and Technology
ONC	Office of the National Coordinator for Health Information Technology
OWNR	Owner Requirement
RAEM	Requirements Analysis and Engineering Management
RMR	Requirements Management Repository
SDS	Standard Data Services
SME	Subject Matter Expert
SNOMED CT	Systematized Nomenclature of Medicine Clinical Terms
STS	Standards and Terminology Services
UCD	User Centered Design
UI	User Interface
VA	Department of Veterans Affairs
VETS	VA Enterprise Terminology Services
VHA	Veterans Health Administration
VistA	Veterans Health Information Systems and Technology Architecture

Appendix G. Approval Signatures

The requirements defined in this document are the high level business requirements necessary to meet the strategic goals and operational plans of the <<Program Office (insert name of PO)>>. Further elaboration to these requirements will be done in more detailed artifacts.

Business Owner

Signifies that the customer approves the documented requirements, that they adequately represent the customers desired needs, and that the customer agrees with the defined scope.

Signed: _____ Date: _____
<<Business Owner Name and Title>>

[Include approval message attachments HERE](#)

Business Liaison

Signifies appropriate identification and engagement of necessary stakeholders and the confirmation and commitment to quality assurance and communication of business requirements to meet stakeholder expectations.

Signed: _____ Date: _____
<<Business Liaison Name and title>>

[Health Enterprise Systems Manager \(for VHA\)](#)
[XXXXX \(for VBA\)](#)
[XXXXX \(for NCA\)](#)
[XXXXX \(for Corporate\)](#)

[Include approval message attachments HERE](#)

Remove blue instructional text and DRAFT watermarking upon finalizing document and Template Revision History sections below. After removing these sections, update the Table of Contents.