Beneficiary Travel Self-Service System (BTSSS)

System Design Document



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Version 1.01

Department of Veterans Affairs

Revision History

| Date | Version | Description | Author |
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| 03-20-17 | 1.01 | Build 2 Final | E. Schroen  D. Wroten |
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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 needed, to reflect the as-built product.

When to Complete Each Section of the SDD

| Section | Completed On or Before PMAS Phase | Rationale |
| --- | --- | --- |
| 1 – Introduction | MS 0 Review; updated thereafter | Conceptual design should inform evaluation of investments |
| 2 - Background | MS 0 Review; updated thereafter | Conceptual design should inform evaluation of investments |
| 3 – Conceptual Design | MS 0 Review; updated thereafter | Conceptual design should inform evaluation of investments |
| 4 – System Architecture | MS 0 Review; updated thereafter | Conceptual design should inform evaluation of investments |
| 5 – Data Design | MS 1 Review; updated thereafter | Design details should be elaborated upon during Project Management Accountability Management (PMAS) Planning phase and prior to development |
| 6 – Detailed Design | MS 1 Review; updated thereafter | Design details should be elaborated upon during PMAS Planning phase and prior to development |
| 7 – External System Interface Design | MS 1 Review; updated thereafter | Design details should be elaborated upon during PMAS Planning phase and prior to development |
| 8 – Human Machine Interfaces | MS 1 Review; updated thereafter | Design details should be elaborated upon during PMAS Planning phase and prior to development |
| Attachments | MS 1 Review; updated thereafter | Design details should be elaborated upon during PMAS Planning phase and prior to development |

A product’s system design should be defined conceptually prior to the allocation of personnel and resources that occur at project initiation. This gives the enterprise an opportunity to evaluate IT investments before project teams are stood up and funding is allocated. Sections 1-4, which discuss the high level design, should be completed prior to MS 0. All sections should be completed and updated before MS 1. Projects will need to address all SDD approval constraints prior to the MS 2 review. In addition, the SDD should reflect the as-built product going into the MS 2 review.

Instructions

| Activity | New Capability (1) | Feature Enhancement (2) |
| --- | --- | --- |
| **Field Deployment (A)** | Yes | Yes |
| **Cloud/Web Deployment (B)** | Yes | Yes |
| **Mobile Application (C)** | Yes | Yes |

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# Introduction

The Department of Veterans Affairs (VA) operates the nation’s largest integrated health care network, operating over 150 hospitals, over 130 community living centers, and over 900 outpatient clinics. There are over 8.5 million Veterans enrolled in the VA health care system, with over 5.5 million Veterans using the Veterans Health Administration (VHA) health care system in any given year. In addition to the health care facilities available for the Veteran, the VA has authority to provide, to eligible persons, reimbursement for mileage driven in a private vehicle and transportation by common carrier/public transportation (plane, bus, taxi, etc.). In addition, when medically justified by a VA health care provider, special mode of transportation (ambulance, wheelchair van, etc.) may be approved for Beneficiary Travel (BT)-eligible Veterans. The eligible Beneficiary requests travel reimbursement through the BT program.

In 1978, the VA travel mileage reimbursement rate was 11 cents per mile; the rate was increased to 28.5 cents per mile in February 2008; and increased again, in November 2008, to 41.5 cents per mile. As a result, BT experienced significant growth in both use and cost. BT is now one of the most highly funded federal transportation programs for people with special needs. In December 2009, the VHA reported that, following the mileage rate reimbursement increase in November 2008, mileage claims grew by 76 percent, with a 30 percent increase in the number of Veterans claiming travel reimbursements.

The VHA estimates that if all Veterans eligible for mileage reimbursement sought it, the VA would incur expenses in excess of $1.5 billion per year. BT obligations were approximately $861 million in FY 2012; starting in 2010, the VHA began a series of initiatives to improve oversight of the BT and travel reimbursement claims processing. The Beneficiary Travel Self-Service System (BTSSS) is a portion of the BT overall improvement effort.

The VA seeks to advance the BT program by creation of a web-based beneficiary self-service application that will automate claims submission and travel reimbursement payment. The current travel reimbursement process is manual, time consuming, and requires the assistance of a VA clerk. The BTSSS will continue the efforts of the VA to improve its services to Veterans, and reduce long-term costs, by streamlining the travel claim and reimbursement process.

The BTSSS will provide features and capabilities that leverage automation and multiple user-interface capabilities to manage and process Beneficiary Travel claims, common in commercial software. The VA plans to acquire a Commercial Off-the-Shelf (COTS) software product that can be customized to integrate with the VA’s Veteran identification systems for records and the appointment scheduling systems.

## Scope

The scope of the BTSSS is to implement a solution that replaces the existing BT functions. The foundation of the BTSSS is COTS software, customized for processing Veteran and Beneficiary reimbursement claims for mileage, transportation, meals, and lodging expenses. The BTSSS adds the following key features and capabilities:

Table 1: Scope Inclusions

| Key Capability | Description |
| --- | --- |
| Support for Electronic Funds Transfer payments | A central Business need is to eliminate BT cash reimbursement payments and to alleviate the lines at the facilities. The BTSSS will be a key to moving to this new cashless model. |
| Support for Veteran and Non-Veteran Beneficiary Travel Claimants | The BTSSS will support the creation of BT profiles for both Veterans and Non-Veteran BT Claimants to ensure efficient processing and payment. |
| Support for Multiple User Interfaces and Modes | The BTSSS will be accessible via the following user interfaces:   * A standard desktop web browser (for example, PC Desktop, laptop, etc.). This is to ensure quick deployment of the solution and immediate use; * A user Interface optimized for mobile devices (for example, mobile browser); * A user Interface optimized for use on Kiosk devices. |
| Support for Submission of Receipts and Non-Receipt Expenses | The BTSSS will support the ability to submit expenses that require a receipt (for example, Air Travel) and expenses that do not require are receipt (for example, Mileage expense). |
| Support for Submission of Expense Report | The BTSSS will support the ability to submit an “expense report” composed of expense entries with scanned images of the supporting documentation. The supporting documentation is used to document expenses for Meals/Lodging, Other Expenses (for example, Tolls), other Transportation modes (for example, Air Travel), and Special Mode. |
| Ability to plan for future Beneficiary Travel | The BTSSS will need to provide the BT Claimant the ability to plan for future trips. This would entail allowing the BT Claimant to submit information for a particular future appointment and receive information from the BTSSS on how the claim may be adjudicated (for example, the eligibility of the trip for BT reimbursement and, if eligible, the estimated reimbursement amount).   In addition, the BTSSS will allow the BT Claimant to create a claim for a future appointment and submit it for payment. However, the BTSSS will not process or calculate the payment until the appointment has been completed. The purpose of this feature is to reduce the numbers of steps between planning to travel and submitting a claim. |
| Business Intelligence and Reporting | The BTSSS will need to include the ability to produce a range of reports to ensure that the solution is effective and meets the goals and objectives of the Business Owners. |

## User Profiles

The table contains the descriptions and characteristics of the intended users of the BTSSS:

Table 2: User Roles and Access Levels

| User Level | Role | Responsibilities | BTSSS Capabilities  Access Level |
| --- | --- | --- | --- |
| Primary | Beneficiary Travel Claimants | Represents a Veteran, Caregiver, or other party that is requesting Beneficiary Travel reimbursement. | * Enter/View/Edit profile; * Enter/View/Edit claims (reimbursement requests) |
| Primary | Travel Clerk | Represents the person(s) responsible for assisting the Beneficiary Travel Claimant with issues with their claim.  May need to process the claim manually in some cases when exceptions or special situations are encountered. | * Enter/View/Edit profile; * Enter/View/Edit claims (reimbursement requests); * Approve requests; * Trigger/Send notifications. |
| Primary | Business User | Represents the person who utilizes the BTSSS data for business intelligence and reporting analysis. | * Run/View reports |
| Secondary | Application Super User | Represents the person who is engaged in report design/customization, workflow design/modification, and parameters configuration setup/modification. | * Design/Edit Reports; * Design/Edit Workflow; * Enter/Edit Configurable parameters. |
| Secondary | System Administrator | Represents the person who has full control on the system. | Full control. |

# Background

Not all Veterans are eligible for travel benefits, and not all travel costs are covered by the BT program. The VA determination of eligibility for BT program benefits are based on the characteristics of the Veteran, generally related to service connection and income levels, and the type of medical appointment, or a combination of the criteria. Time limits also apply for requesting reimbursement. A limited group of non-Veterans is also eligible for reimbursement of some travel costs related to medical appointments at VA facilities.

Travel benefits are provided only for care that is being paid for by the VA, and only for care that has been previously scheduled, unless it is emergency care. Those eligible for benefits through the program receive a per-mile payment for travel by car, reimbursement for “special mode” transportation when justified, and in some circumstances reimbursement for air travel. Veterans must submit requests for reimbursement within 30 days of the travel, although certain cost reimbursements must be requested before the travel takes place. Deductibles apply in most cases.

The current BT process requires claimants to apply in person or in writing within 30 calendar days of completing the travel. Veterans and other beneficiaries may apply for travel reimbursement at the VA medical center in which their appointment was held, through a travel office or business office within the facility. Medical centers also establish procedures to provide benefits for eligible Veterans traveling to Community Based Outpatient Clinics (CBOC) or other facilities under their jurisdiction. The reimbursement request uses Veteran information stored in the Veterans Health Information Systems and Technology Architecture (VistA), and includes the Veteran’s home address, and verification that the Veteran had a qualifying appointment on the request date for travel reimbursement.

VA clerks determine mileage to be reimbursed, which can be one-way or round-trip. The mileage is entered into the VistA Beneficiary Travel Package, which computes the amount payable. The beneficiary signs the payment voucher certifying the claim is correct. Beneficiaries present the form to the agent cashier for cash reimbursement. Other methods of payment include by check and Electronic Funds Transfer.

The VHA recognizes the need to improve financial management for BT payments to reduce the risk of fraudulent payments. As examples, the VHA did not perform regular reconciliations of approved travel reimbursements with paid reimbursements, nor accurately code financial transactions. This occurred because VHA had not established policies and mechanisms that addressed reconciliations of BT financial data, provided adequate training to ensure accurate coding of beneficiary travel expenses, nor established procedures to mitigate the risk for making duplicate payments on approved travel reimbursements. In addition, information system limitations present challenges to performing automated reconciliations.

As a result of inadequate financial controls, VHA lacks assurance that its liabilities, expenditures, and the full costs of BT are consistently and accurately recorded, monitored, and uniformly reported. An audit by the Office of the Inspector General (OIG), in February 2013, recommended the Under Secretary for Health strengthen authorization, payment, and oversight controls for the Beneficiary Travel Program.

## Overview of the System

The new travel reimbursement solution, the BTSSS, will interface with existing VA systems that provide Veteran information, identity and access control, and Electronic Funds Transfer (EFT) information. The Veteran, or a non-Veteran claimant, will be able to submit their own claims, receive claim status, and file an appeal. The VHA will be able to generate liability, expenditure, and other BT reports to provide the oversight mandated by OIG. The BTSSS needs to be web-based and accessible through the following means:

* Using standard web-browsers;
* Being integrated with VA self-service portals, such as MyHealtheVet and eBenefits;
* Using mobile devices; and
* Using Veteran Point of Service (VSP) Kiosks located in VA medical facilities.

The BTSSS will need to provide many of the features and capabilities found in the typical third-party expense management services and solutions. These can be summarized as:

* The ability to create a user profile with contact and financial information, which is used for EFT payment.
* The ability to create expense entries.
* The ability to upload scanned images of receipts and supporting documentation and links these to the expense entries.
* The ability to plan for future Beneficiary Travel.
* The ability to submit expenses for either manual or automatic review for approval.
* The ability to receive the payment in the form of an EFT transaction.
* The ability to improve Business Intelligence and Reporting.

The main difference between the BTSSS and the typical third-party expense management services and solutions is the need to evaluate claims based on the VA Beneficiary Travel rules and guidelines, and using Medical Appointment and Eligibility information found in external VA systems.

The BTSSS Requirements Specification Document (RSD) specifies the functional and non-functional requirements of the BTSSS. The BTSSS solution replaces the existing BT program functions performed by the current process and systems, while adding the following key features and capabilities:

* **Support for EFT Payments**

A central Business need is to eliminate BT cash reimbursement payments and to alleviate the lines at the facilities. The BTSSS will be a key to moving to this new cashless model.

* **Support for Veteran and Non-Veteran BT Claimants**

The BTSSS will support the creation of BT profiles for both Veterans and non-Veteran BT Claimants to ensure efficient processing and payment.

* **Support for Multiple User Interfaces and Modes**

The BTSSS will be accessible via the following user interfaces:

* A standard desktop web browser (for example, PC Desktop, laptop, etc.). This is to ensure quick deployment of the solution and immediate use;
* A user interface optimized for mobile devices (for example, mobile browser); and
* A user interface optimized for use on VA VPS Kiosk devices.
* **Support for Submission of Receipts and Non-Receipt Expenses**

The BTSSS will support the ability to submit expenses that require a receipt (for example, air travel) and expenses that do not require are receipt (for example, mileage expense).

* **Support for Submission of Expense Report**

The BTSSS will support the ability to submit an “expense report” composed of expense entries with scanned images of the supporting documentation. The supporting documentation is used to document expenses for meals/lodging, other expenses (for example, tolls), other transportation modes (for example, air travel), and special mode.

* **Ability to Plan for Future Beneficiary Travel**

The BTSSS will need to provide the BT claimant the ability to plan for future trips. This would entail allowing the BT claimant to submit information for a particular future appointment and receive information from the BTSSS about how the claim may be adjudicated (for example, the eligibility of the trip for BT reimbursement and, if eligible, the estimated reimbursement amount).

* **Business Intelligence and Reporting**

The BTSSS will need to include the ability to produce a range of reports to ensure that the solution is effective and meets the goals and objectives of the Business Owners.

## Overview of the Significant Requirements

For a complete list of the requirements, please refer to the BTSSS Requirements Traceability Matrix (RTM).

Figure 1 illustrates the “AS-IS” business process and Figure 2 illustrates the “TO-BE” business process for the BTSSS.

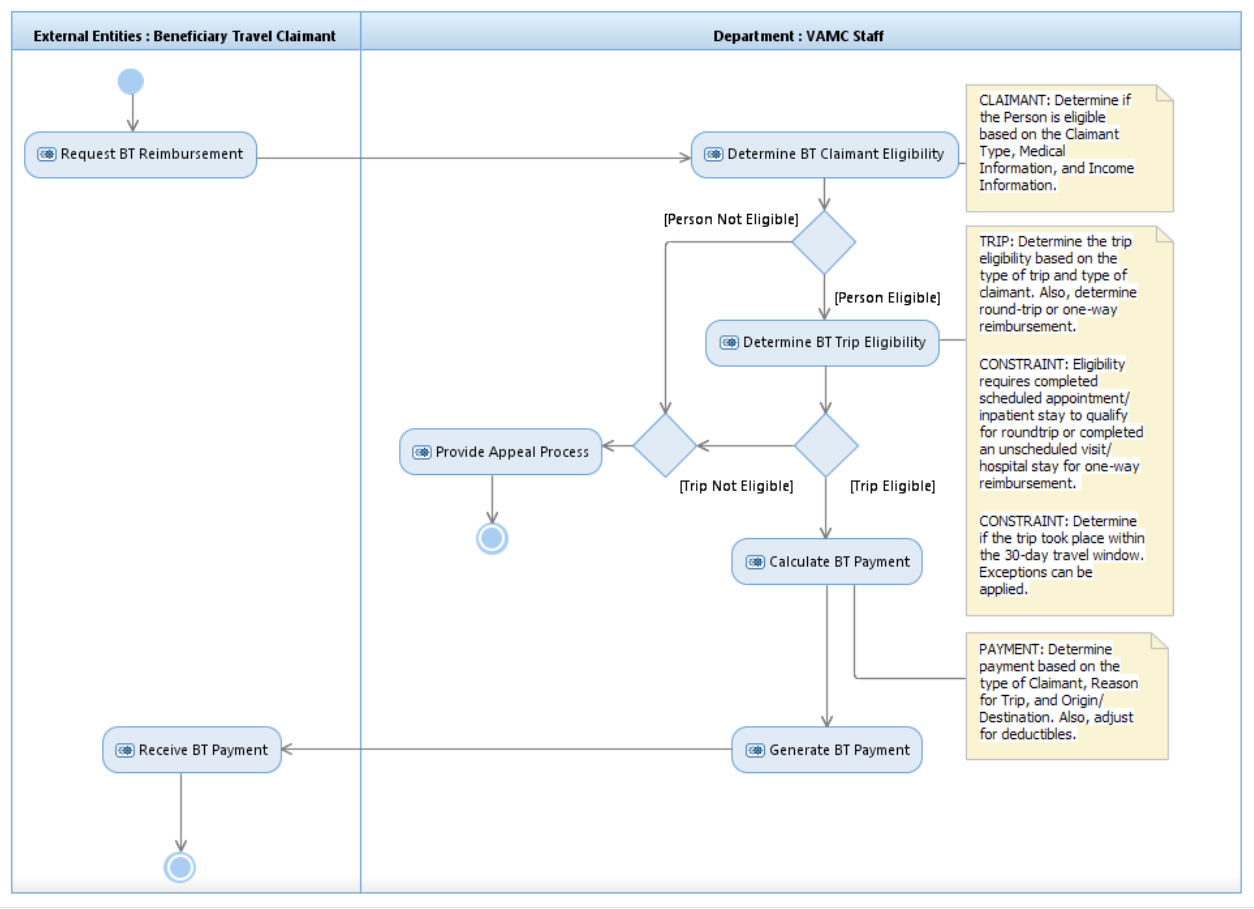


Figure 1: AS-IS Beneficiary Travel Self-Service System



Figure 2: TO-BE Beneficiary Travel Self-Service System

### Overview of Significant Functional Requirements

The table below highlights the significant functional requirements for the BTSSS.

Table 3: Significant Functional Requirements

| ID | Requirement |
| --- | --- |
| BN1 | The BTSSS will adhere to the Enterprise-level requirements within the Requirements Management Repository (RMR) and as specifically addressed in Appendix D of the Business Requirement Document (BRD). |
| BN2 | Apply for Beneficiary Travel Profile – The Beneficiary Travel Self-Service System solution will need to provide the Beneficiary Travel Claimant the ability to Apply for Beneficiary Travel Profile. |
| BN3 | Set Up Beneficiary Travel Claimant Profile - If the Beneficiary Travel Claimant application for Beneficiary Travel is approved the Beneficiary Travel Self-Service System solution will set up the Beneficiary Travel Claimant profile. |
| BN4 | Request Beneficiary Travel Reimbursement – The Beneficiary Travel Self-Service System solution will provide the Beneficiary Travel Claimant the ability to request Beneficiary Travel reimbursement. |
| BN5 | Submit Expense Report - The Beneficiary Travel Self-Service System solution will allow the Beneficiary Travel Claimant to create and submit an expense report. An "expense report" will be required for claims that require receipts and/or other supporting documentation attached in the form of scanned images. |
| BN6 | Process Manual Claims - The Beneficiary Travel Self-Service System solution will provide the capability for the Travel Claimant to manually process a claim. This is required for claims that cannot be processed automatically by the Beneficiary Travel Self-Service System solution. |
| BN7 | Determine Beneficiary Travel Claimant Eligibility – The Beneficiary Travel Self-Service System solution will determine the eligibility of the Beneficiary Travel Claimant using prescribed regulations and guidelines. |
| BN8 | Determine Beneficiary Travel Trip Eligibility – The Beneficiary Travel Self-Service System solution will determine the eligibility of the Beneficiary Travel Claimant’s trip using prescribed regulations and guidelines. |
| BN9 | Calculate Beneficiary Travel Payment – The Beneficiary Travel Self-Service System solution will calculate the payment for the Beneficiary Travel Claimant using prescribed regulations and guidelines. |
| BN10 | Apply Payment Adjustments – The Beneficiary Travel Self-Service System solution will apply any required adjustments to the payment for the Beneficiary Travel Claimant using prescribed regulations and guidelines. |
| BN11 | Generate Beneficiary Travel Payment – The Beneficiary Travel Self-Service System solution will ensure that a payment is generated only when payment criteria is met, and will forward the request for payment to the correct party (for example, Fiscal Department). |
| BN12 | Receive Beneficiary Travel Payment – This would cover activities related to ensuring that the Beneficiary Travel Claimant receives the payment. |
| BN13 | Provide Appeal Process – The Beneficiary Travel Self-Service System solution will provide the Beneficiary Travel Claimant with the appropriate appeals process depending on the issue encountered and as prescribed by regulations and guidelines. |
| BN14 | Plan Future Beneficiary Travel – The Beneficiary Travel Self-Service System solution will need to provide the Beneficiary Travel Claimant the ability to plan for future trips and submit these as claims. |
| BN15 | Business Intelligence and Reporting – Business Intelligence and Reporting affects the ability to implement and manage all of the capabilities. Business Intelligence and Reporting tools are also a critical component to ensure that the system meets efficiency and costs requirements. |
| BN16 | Automated Workflow Management – The Beneficiary Travel Self-Service System solution will need to include Automated Workflow features (for example, status tracking, notifications). Automated Workflow features are a critical component to ensure that claims are processed within the specified objectives. |
| BN17 | Business Rules Management – The Beneficiary Travel Self-Service System solution will need to include Business Rules management features. Business Rules management features are a critical component to ensure that the solutions allow for flexible changes to rules and guidelines. |
| BN18 | Access Beneficiary Travel Self-Service System Via Standard Web Browser – The Beneficiary Travel Self-Service System will need to be accessible via standard browsers as specified by Office of Information and Technology (OI&T) standards. In addition, the Beneficiary Travel Self-Service System solution will need to be integrated into existing VA Web Sites. |
| BN19 | Access Beneficiary Travel Self-Service System Via Mobile Device – The Beneficiary Travel Self-Service System will need to be accessible via mobile devices as specified by OI&T standards. In addition, the Beneficiary Travel Self-Service System solution will need to be integrated into existing VA Web Sites. |
| BN20 | Access Beneficiary Travel Self-Service System Via Kiosk – The Beneficiary Travel Self-Service System will need to be accessible via Kiosks as specified by OI&T standards. In addition, the Beneficiary Travel Self-Service System solution will need to be integrated into existing VA Web Sites. |

### Overview of Functional Workload/Performance Requirements

The table below highlights the BTSSS Functional Workload/Performance Requirements.

Table 4: Functional Workload/Performance Requirements

| ID | Requirement |
| --- | --- |
| PFM01 | The BTSSS response times provide a visible response to the user (for example, cursor change to hourglass or data being modified on the screen) that activity is occurring within one second of user input (for example, mouse click) 95% of the time and within two seconds of user input 99% of the time. |
| PFM03 PFM04 | The BTSSS shall support 1.5 million initial users, capable of expanding to support a [Threshold = 5%, Objective = 10%] increase in users per year, and is available on a 24 x 7 basis. |
| PFM07 PFM08 PFM09 | The BTSSS shall support 4.5 million claims per year initially. The BTSSS shall be scalable to support 10 million claims per year. At peak periods, the BTSSS shall be capable of processing 25,000 claims an hour. |
| PFM10 | The BTSSS shall be capable of performing a minimum of 157 instances of CRUD (Create/Read/Update/Delete) operations on VistA source systems. |

### Overview of Operational Requirements

The table below highlights the operational requirements for the BTSSS.

Table 5: Operational Requirements

| ID | Requirement |
| --- | --- |
| REL01 REL02 | The BTSSS maintenance shall be scheduled during off-peak hours (4PM–9AM EST) or in conjunction with relevant VistA maintenance schedules. The BTSSS solution will need to support minimal troubleshooting and maintenance, as defined by the VA for this type of field-deployed system. |
| REL12 | The BTSSS shall require no more than 8 hours of maintenance per month. Servicing and maintenance is expected to occur on the weekends during periods of least usage. |
| REL03 REL04 REL08 | Information about response-time degradation resulting from unscheduled system outages and other events that degrade system functionality and/or performance shall be disseminated to the user community by the standard notification protocol defined by VA. When/if lapses in system/update availability occur, the BTSSS shall display a detailed message including approximate time to come back. The notification shall include the information described in the current Automated Notification Reporting (ANR) template maintained by the VA Service Desk. The business impact must be noted. |
| REL07 | Notification of scheduled maintenance periods that require the service to be offline or that may degrade system performance shall be disseminated to the internal user community (for example, Travel Clerks, Business Users, Application Users, and System Administrators) prior to the scheduled event by the standard notification protocol defined by VA. |
| REL05 | Provide a real-time monitoring solution during the maintenance windows. |
| REL06 SEC05 | The BTSSS shall provide periodic preventative backups every 7 days. Data protection measures, such as backup intervals and/or redundancy, shall be consistent with systems categorized as Semi-critical. |

### Overview of Pivotal Technical Requirements

The table below highlights the pivotal technical requirements for the BTSSS.

Table 6: Pivotal Technical Requirements

| ID | Requirement |
| --- | --- |
| Refer to BTSSS RSD Section 2.10 | The BTSSS shall follow VA coding practices guidelines. The system shall be compatible with the standards defined in the Technical Reference Model (TRM). |

### Overview of the Security and Privacy Requirements

The table below highlights the security and privacy requirements for the BTSSS.

Table 7: Security and Privacy Requirements

| ID | Requirement |
| --- | --- |
| SEC01 SEC10 | The BTSSS shall utilize VA’s Active Directory for Travel Clerk authentication. The BTSSS shall utilize VA’s Active Directory for Beneficiary Travel internal users (for example, Travel Clerks, Business Users, Application Users, and System Administrators) access control. |
| SEC06 | Ensure the BTSSS security requirements meet all VHA Security, Privacy, and Identity Management requirements, including VA Handbook 6500. |
| ENTR25 | The Security Categorization will drive the initial set of minimal security controls required for the information system. Minimum security control requirements are addressed in National Institute of Standards and Technology (NIST) SP 800-53 and VA Handbook 6500, Appendix D. |
| ENTR99 | All VA security requirements will be adhered to. Based on Federal Information Processing Standard (FIPS) 199 and NIST SP 800-60, recommended Security Categorization is High. |
| ENTR10 | 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. |

### Overview of System Criticality and High Availability Requirements

The table below highlights the system criticality and high availability requirements for the BTSSS.

Table 8: System Criticality and High Availability Requirements

| ID | Requirement |
| --- | --- |
| REL09 | The BTSSS solution shall be available from 6AM to 11PM Eastern Standard Time (EST), 7 days a week, and 365 days a year. |
| REL10 REL11 | During this time window, the BTSSS shall maintain operational availability (Ao) of 99% from 6AM to 11PM EST. Outside of this time window, the BTSSS solution shall maintain Ao 95% of the time. |

### Overview of Single Sign on Requirements

The table below highlights the single sign on requirements for the BTSSS.

Table 9: Single Sign-On Requirements

| ID | Requirement |
| --- | --- |
| SEC02 | The BTSSS Travel Clerk authentication shall be provided through Single Sign-On (SSO) with the existing VA Microsoft Active Directory servers. |
| SEC06 | Ensure the proposed solution meets all VHA Security, Privacy and Identity Management requirements, including VA Handbook 6500 and VA Handbook 6500.6 Contract Security. |

### Overview of Enterprise Portals Requirements

The table below highlights the use of Enterprise Portals for the BTSSS.

Table 10: Enterprise Portals Requirements

| ID | Requirement |
| --- | --- |
| OWNR 3.03 | The BTSSS will need to interact with other VA systems and interfaces, including but not limited to: the Financial Management System (FMS), Enrollment System Redesign (ESR), Master Veteran Index (MVI) and Patient Care Encounter (PCE). |
| OWNR 19.02 OWNR 19.03 | The BTSSS will need to be available from within MyHealtheVet and eBenefits. |
| REL13 | The BTSSS shall ensure 100% synchronization for data extracted from systems of record. |

### Overview of Special Device Requirements

No special device requirements have been identified at this time.

# Conceptual Design

This section of the System Design Document (SDD) contains the design and location of the BTSSS, as well as the various data it will contain.

## Conceptual Application Design

The goal of the BTSSS system is to connect the smaller systems of the VA in order to create a more usable system for users. Through the BTSSS, users can access MyHealtheVet, eBenefits, Kiosks, FMS, Patient Care Encounter (PCE), Health Benefits Capabilities Environment, Non-VA Appointment Systems, Enrollment System Redesign (ESR), CareT, Identity and Access Management (IAM), Enrollment & Eligibility, and VistA. See Section 3.1.1 for a more in-depth look at the various systems connected by the BTSSS.

The BTSSS system will consist of three layers: Presentation, Business Logic, and Data. These layers will envelop the modules and components found in the BTSSS. The Presentation Layer will allow the BTSSS to interact with its intended users, the Business Layer contains the business rules and workflows of the BTSSS, and the Data Layer will give BTSSS the ability to process, store, and share data. See Section 3.1.2 for a more in-depth look at the three layers.

The interface users interact with when using the BTSSS system is Microsoft Dynamics CRM. Microsoft Dynamics CRM will contain forms for both entering and displaying data in a format that is 508 compatible. The BTSSS system will have many users, some with personal data that needs to be protected. Because of this, there will be checks and balances in place to prevent unauthorized users from accessing personal and private data.

The BTSSS system is currently formatted for use on PC, but will, in the future, be formatted for use on mobile devices and kiosks.

### Application Context

The application context describes the system as a whole and allows us to focus on the external factors and events that impact the BTSSS. The BTSSS will have inputs and output from existing services and system.



Figure 3: Sample Application Context Diagram

Table 11 describes the information in the Application Context Diagram in four sections. Note that the system for which this design applies is represented by a single object (typically in the center of the diagram). Therefore, it is not referred to in Table 11 below.

Table 11: (Object Grouping): Application Context Description

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ID** | **Name** | **Description** | **Interface Name** | **Interface System** |
| <<System>> | MyHealtheVet | One of the many VA | BTSSS/MyHealtheVet | MyHealtheVet |
| MyHealtheVet |  | portals for Veteran’s |  |  |
|  |  | personal health |  |  |
|  |  | record. |  |  |
| <<System>> eBenefits | eBenefits | VA portal for Veteran benefits information and management | BTSSS/eBenefits | eBenefits |
| <<System>> | VPS Kiosk | Standalone systems | BTSSS/Kiosk | Kiosk |
| Kiosk |  | at various VAMCs |  |  |
|  |  | that allow users to |  |  |
|  |  | access different VA |  |  |
| <<System>> | Fiscal | This system, or group | BTSSS/Payment | FMS |
| Financial | Department | of systems, is | Source (FMS or Other |  |
| Management |  | responsible for the | Systems) |  |
| System |  | processing and |  |  |
| (FMS) |  | distribution of travel |  |  |
|  |  | reimbursement |  |  |
|  |  | payments to |  |  |
| <<System>> | Patient Care | This system is used to | BTSSS/PCE | PCE |
| Patient Care | Encounter | manage outpatient |  |  |
| Encounter |  | encounters and |  |  |
| (PCE) |  | appointment |  |  |
|  |  | information in VAMC |  |  |
| <<System>> | Health | One of the many VA | BTSSS/HBCE | HBCE |
| Health | Benefits | portals for Veteran |  |  |
| Benefits | Capabilities | health benefits. |  |  |
| Capabilities | Environment |  |  |  |
| Environment |  |  |  |  |
| <<System>> | Non-VA | This object represents | BTSSS/Non-VA | Non-VA |
| Non-VA | entities | appointment systems | Appointment System | Appointment |
| Appointment |  | used by non-VA |  | System |
| System |  | medical facilities |  |  |
| <<System>> | Enrollment & | This object represents | BTSSS/ESR | E & E |
| Enrollment | Eligibility (E & | a to-be system used |  |  |
| System | E) | by E & E |  |  |
| Redesign |  |  |  |  |
| (ESR) |  |  |  |  |
| <<System>> | Caregiver | This object represents | BTSSS/CareT | CareT |
| CareT | Support | the to-be system used |  |  |
|  | Program | by CSP to support |  |  |
|  | (CSP) | disabled Veterans |  |  |
|  |  | and their caregivers |  |  |
| **ID** | **Name** | **Description** | **Interface Name** | **Interface System** |
| <<Service>> Identity and Access Management (IAM) | IAM | This object represents the enterprise service that will provide provisioning, credentialing, and identity authentication to the BTSSS | BTSSS/IAM | IAM |
| <<Service>> Eligibility and Enrollment | E & E | This service provides enrollment/eligibility information. | BTSSS/ Eligibility and Enrollment | E & E |
| <<Service>> VistA | VistA | This service is an enterprise-wide information service used throughout the VA medical system | BTSSS/ VistA | VistA |

Table 12: Interfaces External to OI&T

| ID | Name | Related Object | Input Messages | Output Messages | External Party |
| --- | --- | --- | --- | --- | --- |
| 1 | BTSSS/Non-VA Appointment System | <<System>>  Non-VA Appointment System | Appointment/Encounter Information | Information Requests | Non-VA entities |
| 2 | BTSSS/FMS | <<System>>  Financial Management System (FMS) | Payment Response File | EFT Information  Payment Information File | Fiscal Department |

Table 13: Interfaces Internal to OI&T

| ID | Name | Related Object | Input Messages | Output Messages | External Party |
| --- | --- | --- | --- | --- | --- |
| 1 | BTSSS/MyHealtheVet | <<System>>  MyHealtheVet | Claimant Information | N/A | MyHealtheVet |
| 2 | BTSSS/eBenefits | <<System>>  eBenefits | Claimant Information | N/A | eBenefits |
| 3 | BTSSS/Kiosk | <<System>>  Kiosk | Claimant Information | N/A | Kiosk |
| 4 | BTSSS/PCE | <<System>>  Patient Care Encounter (PCE) | Medical Appointment Status and Encounter Information | Information Requests | PCE |
| 5 | BTSSS/HBCE | <<System>>  Health Benefits Capabilities Environment | Claimant Information | Request for Claimant’s Information | Health Benefits Capabilities Environment |
| 6 | BTSSS/ESR | <<System>>  Enrollment System Redesign (ESR) | Claimant Enrollment Information | Request for E & E Information | Enrollment & Eligibility (E & E) |
| 7 | BTSSS/CareT | <<System>>  CareT | Claimant’s Caregiver Status | Request for Caregiver’s Status | Caregiver Support Program (CSP) |
| 8 | BTSSS/IAM | <<Service>>  Identity and Access Management (IAM) | User Identity | User Access Request | IAM |
| 9 | BTSSS/ Eligibility and Enrollment | <<Service>>  Eligibility and Enrollment | Claimant Enrollment Information | Request for E & E Information | E & E |
| 10 | BTSSS/ VistA | <<Service>>  VistA | Medical Record  Appointment Information | N/A | VistA |

Table 14: Externally Shared Data Stores

| ID | Name | Data Stored | Owner | Access |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |

### There are no externally shared data stores available in Build 2.

### High-Level Application Design

The BTSSS will most likely consist of three layers – Presentation, Business Logic, and Data. These layers will encapsulate the various modules and components of BTSSS. The designer will formulate BTSSS modules and components in these layers.



Figure 4: BTSSS High-Level Application Design

Table 15: Objects in the High Level Application Design - Objects/Components to be Built or Modified

| ID | Name | Description | Service or Legacy Code | External Interface Name | External Interface ID | Internal Interface Name | Internal Interface ID | SDP Sections 1&2 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | Presentation Layer | This layer provides BTSSS with the ability to interact with its intended users. | n/a | System Administrator  Travel Clerk  Beneficiary Travel Claimant  Application Super User  Beneficiary Travel Coordinator | System Administrator  Travel Clerk  Beneficiary Travel Claimant  Application Super User  Beneficiary Travel Coordinator | Presentation/Business Logic | Presentation/Business Logic |  |
| 2 | Business Layer | This layer encapsulates BTSSS business rules and work flows | n/a | MyHealtheVet  eBenefits  VistA  IAM  E & E  CareT  Kiosk  PCE  ESR  HBCE  FMS  Non-VA Appt. System | MyHealtheVet  eBenefits  VistA  IAM  E & E  CareT  Kiosk  PCE  ESR  HBCE  FMS  Non-VA Appt. System | Presentation/Business Logic  Business Logic/Data | Presentation/Business Logic  Business Logic/Data |  |
| 3 | Data Layer | This object provides BTSSS with the ability to process, store, and share data | n/a | Enterprise BTSSS Database | Enterprise BTSSS Database | Business Logic/Data | Business Logic/Data |  |

### 

Table 16: Internal Data Stores

| ID | Name | Data Stored | Steward | Access |
| --- | --- | --- | --- | --- |
| 4 | Enterprise  BTSSS Database | This database contains Beneficiary’s Personal Identifiable Information (PII), financial information, and travel plan information. | BTSSS | CRUD |

### Application Locations

Table 17: Application Locations

| Application Component | Description | Location at Which Component is Run | Type |
| --- | --- | --- | --- |
| . | CRM Web Front End | Liberty ITS Azure Environment | CRMWFE subnet |
|  | CRM Web Front End | Liberty ITS Azure Environment | CRMWFE subnet |
|  | CRM Web Front End | Liberty ITS Azure Environment | CRMWFE subnet |
|  | CRM Web Front End | Liberty ITS Azure Environment | CRMWFE subnet |
|  | CRM Backend | Liberty ITS Azure Environment | CRMBE subnet – |
|  | CRM Backend | Liberty ITS Azure Environment | CRMBE subnet – |
|  | Database | Liberty ITS Azure Environment | SQL subnet – |
|  | Database | Liberty ITS Azure Environment | SQL subnet – |
|  | Access Control | Liberty ITS Azure Environment | VPN subnet – |
|  | Configuration Management | Liberty ITS Azure Environment | Git subnet – |
|  | Configuration Management | Liberty ITS Azure Environment | Git subnet – |
|  | Integration and Migration | Liberty ITS Azure Environment | IntMig subnet – |
|  | Integration and Migration | Liberty ITS Azure Environment | IntMig subnet – |

Table 18: Application Users

| Application Component | Location | User |
| --- | --- | --- |
|  | Liberty ITS Azure Environment | Beneficiary Travel Coordinator, Travel Clerk, Application Super User |
|  | Liberty ITS Azure Environment | System Administrator |
|  | Liberty ITS Azure Environment | System Administrator |
|  | Liberty ITS Azure Environment | System Administrator |
|  | Liberty ITS Azure Environment | System Administrator |
|  | Liberty ITS Azure Environment | System Administrator |
|  | Liberty ITS Azure Environment | System Administrator |
|  | Liberty ITS Azure Environment | System Administrator |
|  | Liberty ITS Azure Environment | System Administrator |
|  | Liberty ITS Azure Environment | System Administrator |

## Conceptual Data Design

This section will be updated when the software developer has been identified and has begun development agile sprint cycles.

### Project Conceptual Data Model

BTSSS is comprised of 18 data entities: VeteranProfile, CareGiverProfile, Profile, User, Facility, Appointment, ExternalSystem, Claim, RulesConfig, ReinbursementRate, ExpenseLineItem, ExpenseLineItemMileage, ExpenseLineItemMeals, ExpenseLineItemLodging, ExpenseLineItemTolls, ExpenseLineItemAirTravel, ExpenseLineItemPublicTransport, and ExpenseLineItemOther. Each of these data entities have their own fields for storing data relevant to them. Figure 5 shows a more detailed look at these entities and their relationships.



Figure 5: Project Conceptual Data Mode

### Database Information

Table 19: Database Inventory

| Database Name | Description | Type | Steward |
| --- | --- | --- | --- |
|  | Database for US East | SQL subnet | Liberty ITS |
|  | Database for US East | SQL subnet | Liberty ITS |
| dbo.btsss\_facilityBase | Contains field data for facility forms | SQL server | Liberty ITS |
| dbo.btsss\_regionBase | Contains data for region forms | SQL server | Liberty ITS |
| dbo.btsss\_visnBase | Contains data for Veteran Integrated Service Network (VISN) forms | SQL server | Liberty ITS |

### User Interface Data Mapping

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

#### Application Screen Interface

This section shows and describes the Graphical User Interface (GUI) that users of the BTSSS will have access to.

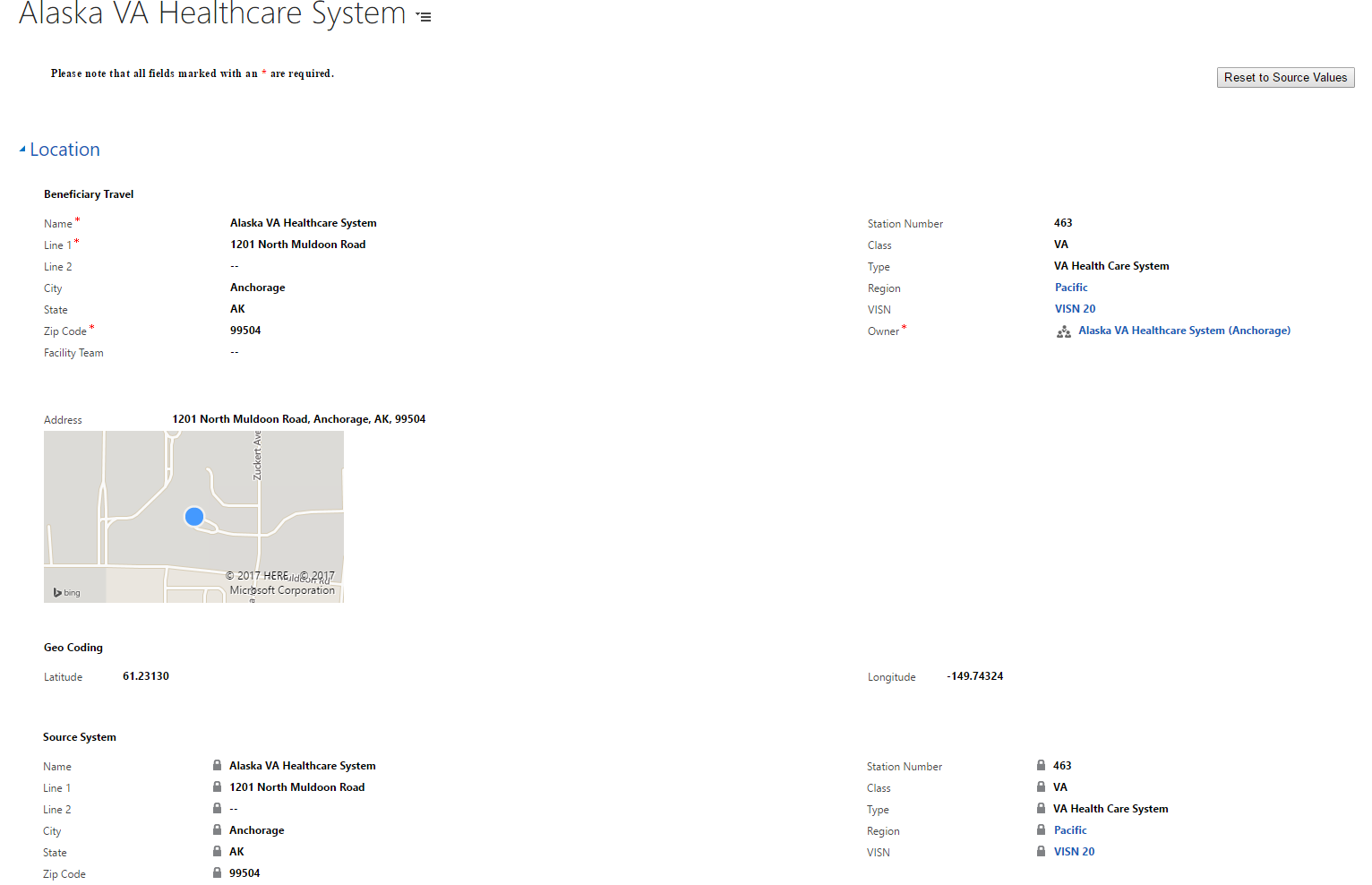


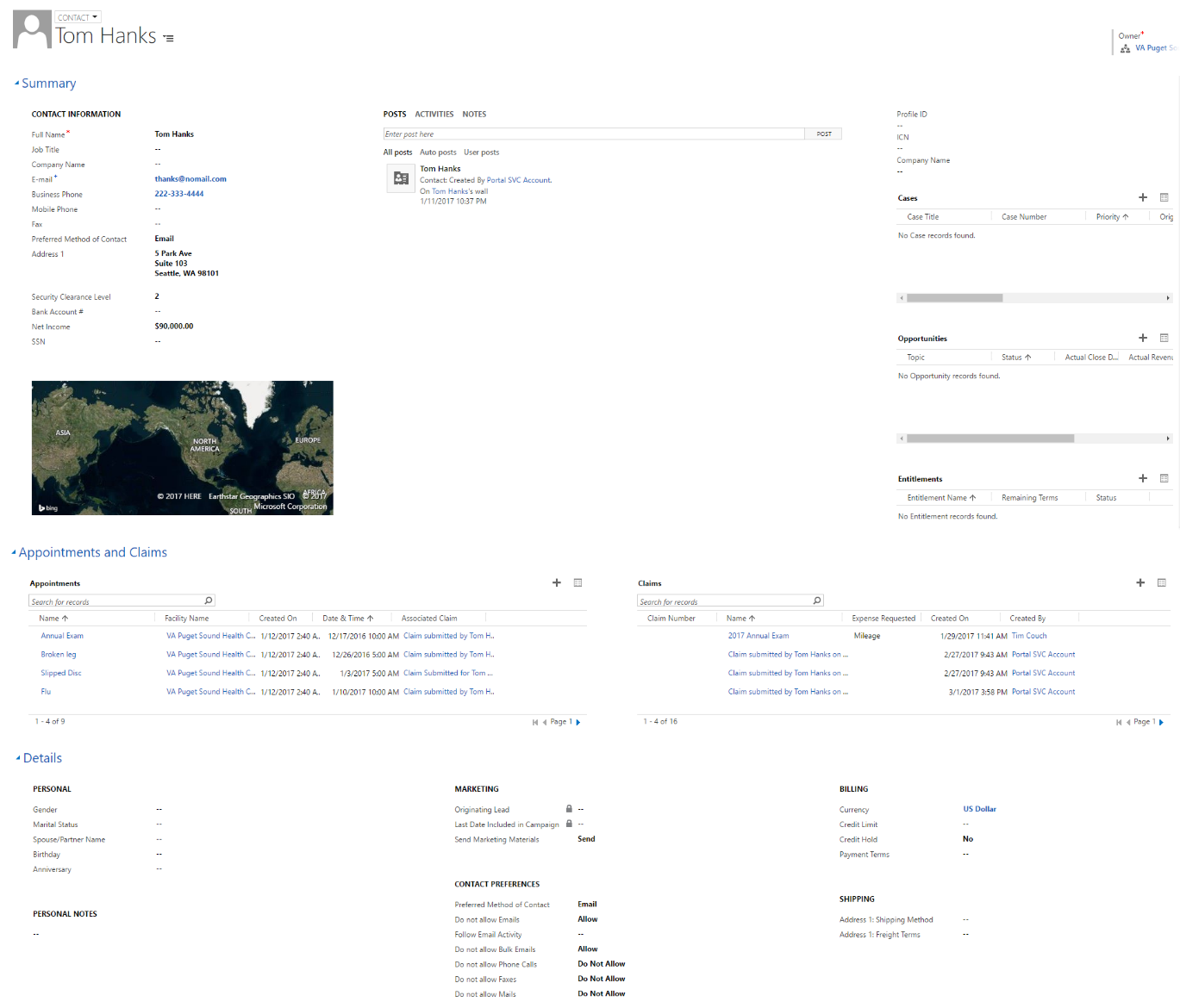
Figure 6: Facility Information Screen

##### Facility Information Form

Table 20: Facility Information Screen Description

| Graphical User Interface (GUI) Field | Table (Database Table that field connects to) | Field (Field in Table that the GUI field connects to) | Comments |
| --- | --- | --- | --- |
| Name | Btsss\_facilityId | btsss\_name | This field is in the Beneficiary Travel Section of the form. This field is marked as required. |
| Line 1 | Btsss\_facilityId | btsss\_addr\_line1 | This field is in the Beneficiary Travel Section of the form. This field is marked as required. |
| Line 2 | Btsss\_facilityId | btsss\_addr\_line2 | This field is in the Beneficiary Travel Section of the form |
| City | Btsss\_facilityId | btsss\_city | This field is in the Beneficiary Travel Section of the form |
| State | Btsss\_facilityId | btsss\_state | This field is in the Beneficiary Travel Section of the form |
| Zip Code | Btsss\_facilityId | btsss\_zipcode | This field is in the Beneficiary Travel Section of the form |
| Station Number | Btsss\_facilityId | btsss\_stationnumber | This field is in the Beneficiary Travel Section of the form |
| Class | Btsss\_facilityId | btsss\_class | This field is in the Beneficiary Travel Section of the form |
| Type | Btsss\_facilityId | btsss\_facilitytype | This field is in the Beneficiary Travel Section of the form |
| Region | Btsss\_facilityId | btsss\_regionid | This field is in the Beneficiary Travel Section of the form. It is a unique identifier in the database. |
| VISN | Btsss\_facilityId | btsss\_visnid | This field is in the Beneficiary Travel Section of the form. It is a unique identifier in the database. |
| Owner | Btsss\_facilityId | ownerid | This field is in the Beneficiary Travel Section of the form. It is a unique identifier in the database. This field is marked as required. |
| Latitude | Btsss\_facilityId | btsss\_geo\_lat | This field is in the Geo Coding Section of the form |
| Longitude | Btsss\_facilityId | btsss\_geo\_long | This field is in the Geo Coding Section of the form |
| Name | Btsss\_facilityId | btsss\_src\_name | This field is in the Source System Section of the form. It is locked by default. |
| Line 1 | Btsss\_facilityId | btsss\_src\_addr\_line1 | This field is in the Source System Section of the form. It is locked by default. |
| Line 2 | Btsss\_facilityId | btsss\_ src\_addr\_line2 | This field is in the Source System Section of the form. It is locked by default. |
| City | Btsss\_facilityId | btsss\_ src\_city | This field is in the Source System Section of the form. It is locked by default. |
| State | Btsss\_facilityId | btsss\_ src\_state | This field is in the Source System Section of the form. It is locked by default. |
| Zip Code | Btsss\_facilityId | btsss\_ src\_zipcode | This field is in the Source System Section of the form. It is locked by default. |
| Station Number | Btsss\_facilityId | btsss\_ src\_stationnumber | This field is in the Source System Section of the form. It is locked by default. |
| Class | Btsss\_facilityId | btsss\_ src\_class | This field is in the Source System Section of the form. It is locked by default. |
| Type | Btsss\_facilityId | btsss\_ src\_facilitytype | This field is in the Source System Section of the form. It is locked by default. |
| Region | Btsss\_facilityId | btsss\_ src\_regionid | This field is in the Source System Section of the form. It is locked by default. It is a unique identifier in the database. |
| VISN | Btsss\_facilityId | btsss\_ src\_visnid | This field is in the Source System Section of the form. It is locked by default. It is a unique identifier in the database. |

##### 

Figure 7: Contact Form

##### Contact Form

Table 21: Contact Form

| Graphical User Interface (GUI) Field | Table (Database Table that field connects to) | Field (Field in Table that the GUI field connects to) | Comments |
| --- | --- | --- | --- |
| Full Name | Contact | fullname | This field is in the Contact Information Section of the form. This field is marked as required. |
| Job Title | Contact | jobtitle | This field is in the Contact Information Section of the form. |
| Company Name | Contact | parentcustomerid | This field is in the Contact Information Section of the form. |
| E-mail | Contact | emailaddress1 | This field is in the Contact Information Section of the form. |
| Business Phone | Contact | business1 | This field is in the Contact Information Section of the form. |
| Mobile Phone | Contact | mobilephone | This field is in the Contact Information Section of the form. |
| Fax | Contact | fax | This field is in the Contact Information Section of the form. |
| Preferred Method of Contact | Contact | preferredcontactmethodcode | This field is in the Contact Information Section of the form. |
| Address 1 | Contact | address1\_line1 | This field is in the Contact Information Section of the form. |
| Security Clearance Level | Contact | btsss\_securityclearancelevel | This field is in the Contact Information Section of the form. |
| Bank Account # | Contact | Btsss\_maskedbankaccount number | This field is in the Contact Information Section of the form. |
| Net Income | Contact | Btsss\_netincome | This field is in the Contact Information Section of the form. |
| SSN | Contact | Btsss\_maskedsocial | This field is in the Contact Information Section of the form. |
| Profile ID | Contact | Btsss\_profileid | This field is in the Contact Information Section of the form. |
| ICN | Contact | Btsss\_icn | This field is in the Contact Information Section of the form. |
| Company Name | Contact | parentcustomerid | This field is in the Contact Information Section of the form. |
| Cases | Contact | Subgrid – no field | This field is in the Contact Information Section of the form. |
| Opportunities | Contact | Subgrid – no field | This field is in the Contact Information Section of the form. |
| Entitlements | Contact | Subgrid – no field | This field is in the Contact Information Section of the form. |
| Appointments | Contact | Subgrid – no field | This field is in the Appointments and Claims section of the form. |
| Claims | Contact | Subgrid – no field | This field is in the Appointments and Claims section of the form. |
| Gender | Contact | gendercode | This field is in the Details section of the form. |
| Marital Status | Contact | familystatuscode | This field is in the Details section of the form |
| Spouse/Partner Name | Contact | spousesname | This field is in the Details section of the form |
| Birthday | Contact | birthdate | This field is in the Details section of the form |
| Anniversary | Contact | anniversary | This field is in the Details section of the form |
| Originating Lead | Contact | originatingleadid | This field is in the Details section of the form |
| Last Date Included in Campaign | Contact | lastusedincampaign | This field is in the Details section of the form |
| Send Marketing Materials | Contact | donotsendmm | This field is in the Details section of the form |
| Preferred Method of Contact | Contact | preferredcontactmethodcode | This field is in the Details section of the form |
| Do not allow Emails | Contact | donotmeail | This field is in the Details section of the form |
| Follow Email Activity | Contact | followemail | This field is in the Details section of the form |
| Do not allow Bulk Emails | Contact | donotbulkemail | This field is in the Details section of the form |
| Do not allow Phone Calls | Contact | donotphone | This field is in the Details section of the form |
| Do not allow Faxes | Contact | donotfax | This field is in the Details section of the form |
| Do not allow Mails | Contact | donotpostmail | This field is in the Details section of the form |
| Currency | Contact | transactioncurrencyid | This field is in the Details section of the form |
| Credit Limit | Contact | creditlimit | This field is in the Details section of the form |
| Credit Hold | Contact | creditonhold | This field is in the Details section of the form |
| Payment Term | Contact | paymenttermscode | This field is in the Details section of the form |
| Address 1: Shipping Method | Contact | address1\_shippingmethodcode | This field is in the Details section of the form |
| Address 1: Freight Terms | Contact | address1\_freighttermscode | This field is in the Details section of the form |

##### Claims Form

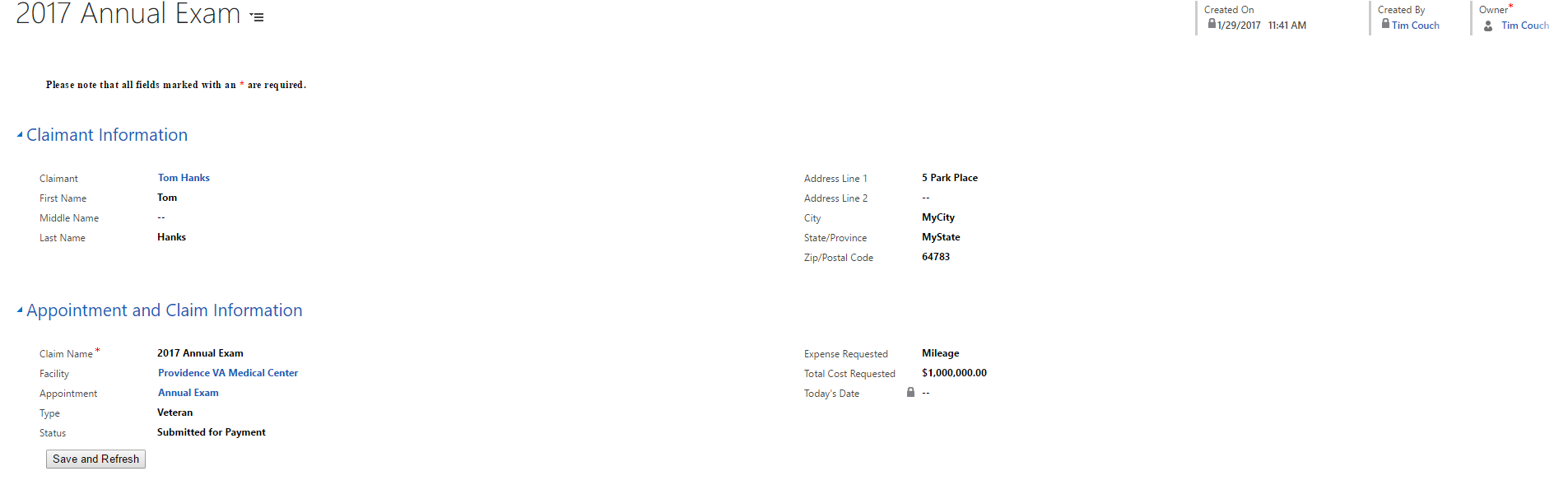


Figure 8: Claims Form

Table 22: Claims Form

| Graphical User Interface (GUI) Field | Table (Database Table that field connects to) | Field (Field in Table that the GUI field connects to) | Comments |
| --- | --- | --- | --- |
| Claimant | Claim | btsss\_claimant | The field is in the Claimant Information section of the form. |
| First Name | Claim | btsss\_claimantfirstname | The field is in the Claimant Information section of the form. |
| Middle Name | Claim | btsss\_claimantmiddlename | The field is in the Claimant Information section of the form. |
| Last Name | Claim | btsss\_claimantlastname | The field is in the Claimant Information section of the form. |
| Address Line 1 | Claim | btsss\_claimantprimaryaddressline1 | The field is in the Claimant Information section of the form. |
| Address Line 2 | Claim | btsss\_claimantprimaryaddressline2 | The field is in the Claimant Information section of the form. |
| City | Claim | btsss\_claimantprimarycity | The field is in the Claimant Information section of the form. |
| State/Province | Claim | btsss\_claimantprimarystate | The field is in the Claimant Information section of the form. |
| Zip/Postal Code | Claim | btsss\_claimantprimaryzip | The field is in the Claimant Information section of the form. |
| Claim Name | Claim | Btsss\_name | This field is in the Appointment and Claim Information section of the form. |
| Facility | Claim | Btsss\_facilityid | This field is in the Appointment and Claim Information section of the form. |
| Appointment | Claim | Btsss\_appointmentid | This field is in the Appointment and Claim Information section of the form. |
| Type | Claim | Btsss\_type | This field is in the Appointment and Claim Information section of the form. |
| Status | Claim | Btsss\_status | This field is in the Appointment and Claim Information section of the form. |
| Expense Requested | Claim | Btsss\_type\_of\_claim | This field is in the Appointment and Claim Information section of the form. |
| Total Cost Requested | Claim | Btsss\_claimtotalreimburstmentcostrequested | This field is in the Appointment and Claim Information section of the form. |
| Today’s Date | Claim | Btsss\_submitteddate | This field is in the Appointment and Claim Information section of the form. |

##### Air Travel Expense Form

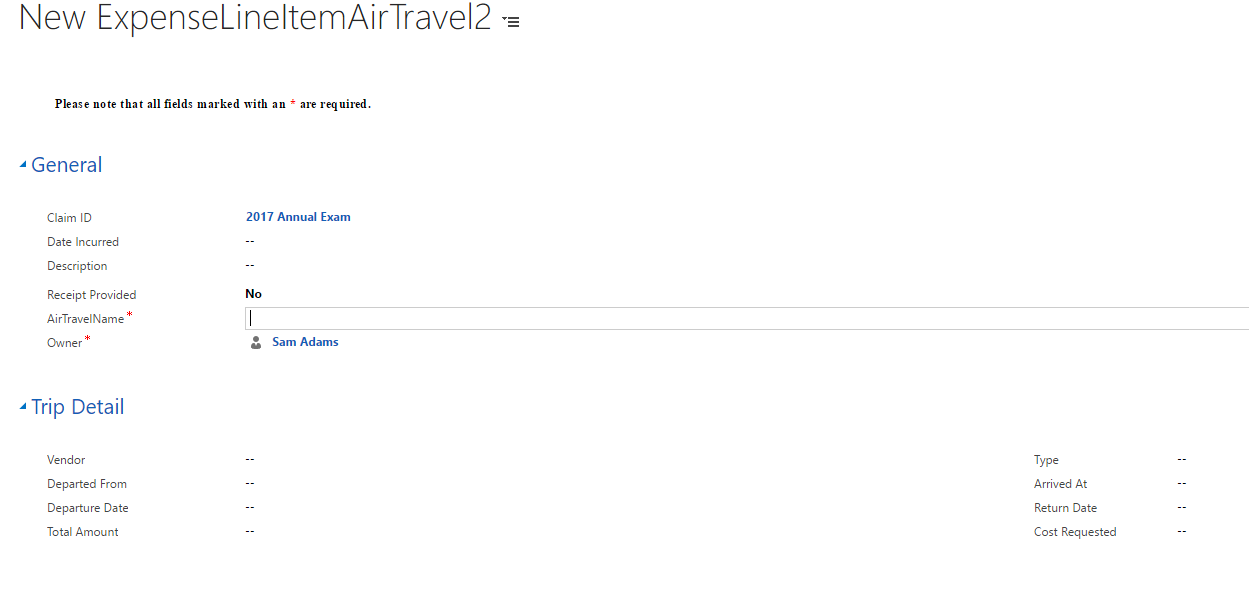


Figure 9: Air Travel New Expense Line Item

Table 23: Air Travel Expense Form

| Graphical User Interface (GUI) Field | Table (Database Table that field connects to) | Field (Field in Table that the GUI field connects to) | Comments |
| --- | --- | --- | --- |
| Claim ID | Expense | btsss\_claimidair | This field is in the General section of the form. |
| Date Incurred | Expense | btsss\_dateincurredair | This field is in the General section of the form. |
| Description | Expense | btsss\_descriptionair | This field is in the General section of the form. |
| Receipt Provided | Expense | btsss\_recieptprovidedair | This field is in the General section of the form. |
| AirTravelName | Expense | btsss\_airtravelname | This field is in the General section of the form. |
| Owner | Expense | ownerid | This field is in the General section of the form. |
| Vendor | Expense | btsss\_vendornameair | This field is in the Trip Detail section of the form. |
| Departed From | Expense | btsss\_departedfromair | This field is in the Trip Detail section of the form. |
| Departure Date | Expense | btsss\_departuredateair | This field is in the Trip Detail section of the form. |
| Total Amount | Expense | btsss\_totalamountair | This field is in the Trip Detail section of the form. |
| Type | Expense | btsss\_typeair | This field is in the Trip Detail section of the form. |
| Arrived At | Expense | btsss\_arrivedtoair | This field is in the Trip Detail section of the form. |
| Return Date | Expense | btsss\_returnedair | This field is in the Trip Detail section of the form. |
| Cost Requested | Expense | btsss\_costrequestedair | This field is in the Trip Detail section of the form. |

##### Lodging Expense Form

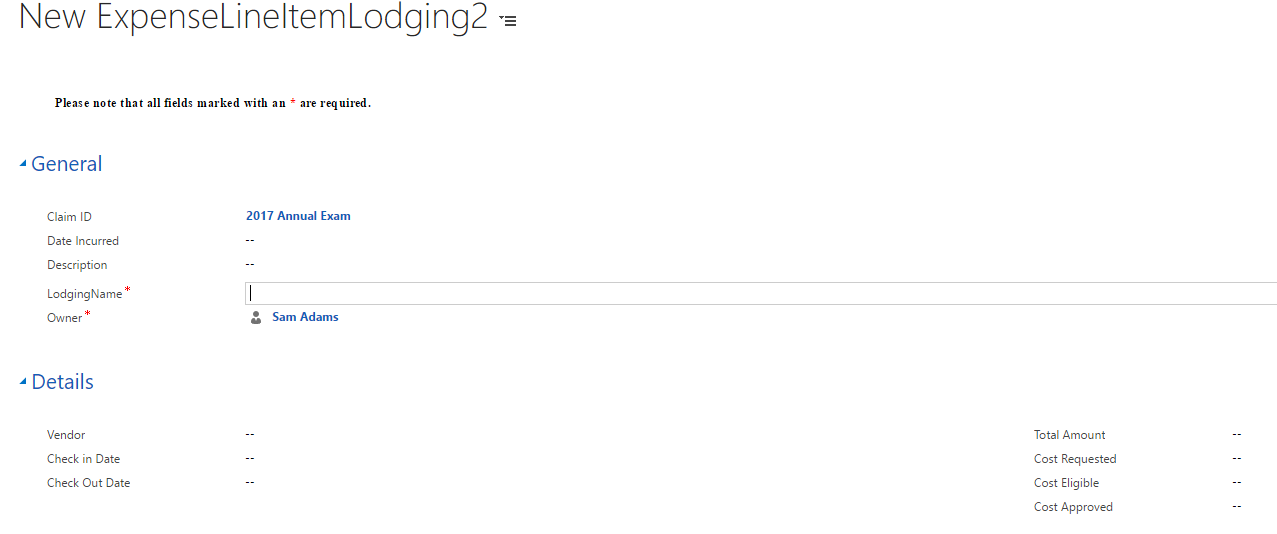


Figure 10: Lodging Expense New Line Item

Table 24: Lodging Expense Form

| Graphical User Interface (GUI) Field | Table (Database Table that field connects to) | Field (Field in Table that the GUI field connects to) | Comments |
| --- | --- | --- | --- |
| Claim ID | Expense | btsss\_claimidlodging | This field is in the General section of the form. |
| Date Incurred | Expense | btsss\_dateincurredlodging | This field is in the General section of the form. |
| Description | Expense | btsss\_descriptionlodging | This field is in the General section of the form. |
| LodgingName | Expense | btsss\_lodgingname | This field is in the General section of the form. |
| Owner | Expense | ownerid | This field is in the General section of the form. |
| Vendor | Expense | btsss\_vendoridlodging | This field is in the General section of the form. |
| Check in Date | Expense | btsss\_checkindatelodging | This field is in the Details section of the form. |
| Check Out Date | Expense | btsss\_checkoutdatelodging | This field is in the Details section of the form. |
| Total Amount | Expense | btsss\_totalamountlodging | This field is in the Details section of the form. |
| Cost Requested | Expense | btsss\_costrequestedlodging | This field is in the Details section of the form. |
| Cost Eligible | Expense | btsss\_costeligiblelodging | This field is in the Details section of the form. |
| Cost Approved | Expense | btsss\_costapprovedlodging | This field is in the Details section of the form. |

##### Meal Expense Form

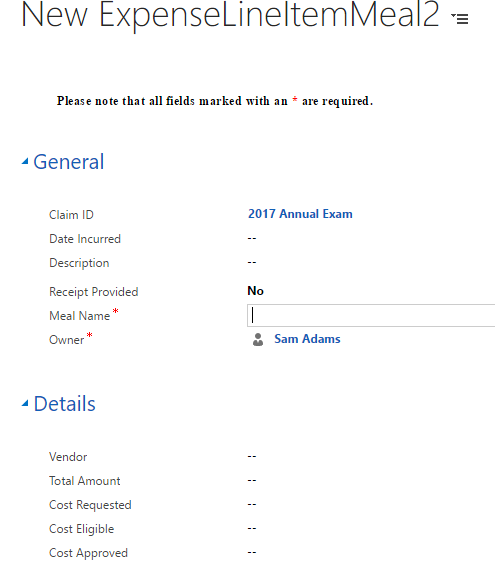


Figure 11: Meal Expense New Line Item

Table 25: Meal Expense Form

| Graphical User Interface (GUI) Field | Table (Database Table that field connects to) | Field (Field in Table that the GUI field connects to) | Comments |
| --- | --- | --- | --- |
| Claim ID | Expense | btsss\_claimidmeal | This field is in the General section of the form. |
| Date Incurred | Expense | btsss\_dateincurredmeal | This field is in the General section of the form. |
| Description | Expense | btsss\_decriptionmeal | This field is in the General section of the form. |
| Receipt Provided | Expense | btsss\_receiptprovidedmeal | This field is in the General section of the form. |
| Meal Name | Expense | btsss\_mealname | This field is in the General section of the form. |
| Owner | Expense | ownerid | This field is in the General section of the form. |
| Vendor | Expense | btsss\_vendoridmeal | This field is in the Details section of the form. |
| Total Amount | Expense | btsss\_toralamountmeal | This field is in the Details section of the form. |
| Cost Requested | Expense | btsss\_costrequestedmeal | This field is in the Details section of the form. |
| Cost Eligible | Expense | btsss\_costeligiblemeal | This field is in the Details section of the form. |
| Cost Approved | Expense | btsss\_costapprovedmeal | This field is in the Details section of the form. |

##### Mileage Expense Form

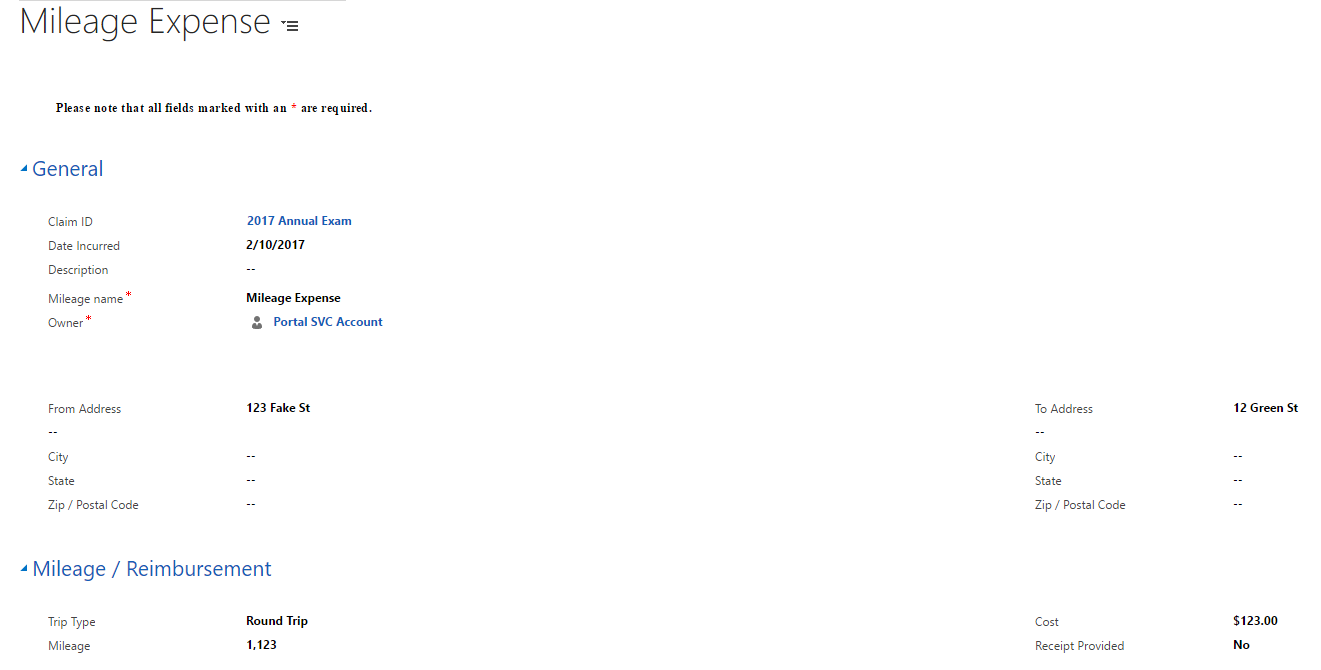


Figure 12: Mileage Expense

Table 26: Mileage Expense Form

| Graphical User Interface (GUI) Field | Table (Database Table that field connects to) | Field (Field in Table that the GUI field connects to) | Comments |
| --- | --- | --- | --- |
| Claim ID | Expense | btsss\_claimidmileage | This field is in the General section of the form. |
| Date Incurred | Expense | btsss\_dateincurredmileage | This field is in the General section of the form. |
| Description | Expense | btsss\_descriptionmileage | This field is in the General section of the form. |
| Mileage Name | Expense | btsss\_mileagename | This field is in the General section of the form. |
| Owner | Expense | ownerid | This field is in the General section of the form. |
| From Address | Expense | btsss\_fromaddressmileage | This field is in the Address Information section of the form. |
| City | Expense | btsss\_addressfromcitymileage | This field is in the Address Information section of the form. |
| State | Expense | btsss\_addressfromstatemileage | This field is in the Address Information section of the form. |
| Zip/Postal Code | Expense | btsss\_addressfromzipmileage | This field is in the Address Information section of the form. |
| To Address | Expense | btsss\_addrestomileage | This field is in the Address Information section of the form. |
| City | Expense | btsss\_addresstocitymileage | This field is in the Address Information section of the form. |
| State | Expense | btsss\_addresstostatemileage | This field is in the Address Information section of the form. |
| Zip/Postal Code | Expense | btsss\_addresstozipmileage | This field is in the Address Information section of the form. |
| Trip Type | Expense | btsss\_triptypemileage | This field is in the Mileage / Reimbursement section of the form. |
| Mileage | Expense | btsss\_mileagerequested | This field is in the Mileage / Reimbursement section of the form. |
| Cost | Expense | btsss\_costrequestedmileage | This field is in the Mileage / Reimbursement section of the form. |
| Receipt Provided | Expense | btsss\_receiptprovidedmileage | This field is in the Mileage / Reimbursement section of the form. |

##### Other Expense Form

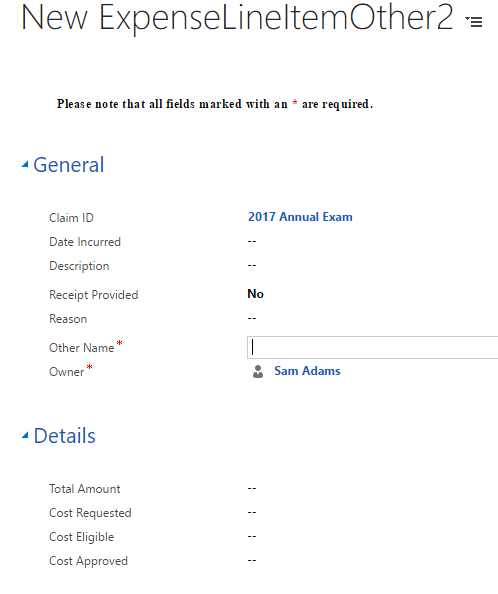


Figure 13: Other Expense New Line Item

Table 27: Other Expense Form

| Graphical User Interface (GUI) Field | Table (Database Table that field connects to) | Field (Field in Table that the GUI field connects to) | Comments |
| --- | --- | --- | --- |
| Claim ID | Expense | btsss\_claimidother | This field is in the General section of the form. |
| Date Incurred | Expense | Btsss\_dateincurredother | This field is in the General section of the form. |
| Description | Expense | Btsss\_descriptionother | This field is in the General section of the form. |
| Receipt Provided | Expense | Btsss\_recieptprovidedother | This field is in the General section of the form. |
| Reason | Expense | Btsss\_reasonother | This field is in the General section of the form. |
| Other Name | Expense | Btsss\_othername | This field is in the General section of the form. |
| Owner | Expense | Ownerid | This field is in the General section of the form. |
| Total Amount | Expense | Btsss\_totalamountother | This field is in the Details section of the form. |
| Cost Requested | Expense | Btsss\_costrequestedother | This field is in the Details section of the form. |
| Cost Eligible | Expense | Btsss\_costeligibleother | This field is in the Details section of the form. |
| Cost Approved | Expense | Btsss\_costapprovedother | This field is in the Details section of the form. |

##### Public Transportation Expense Form

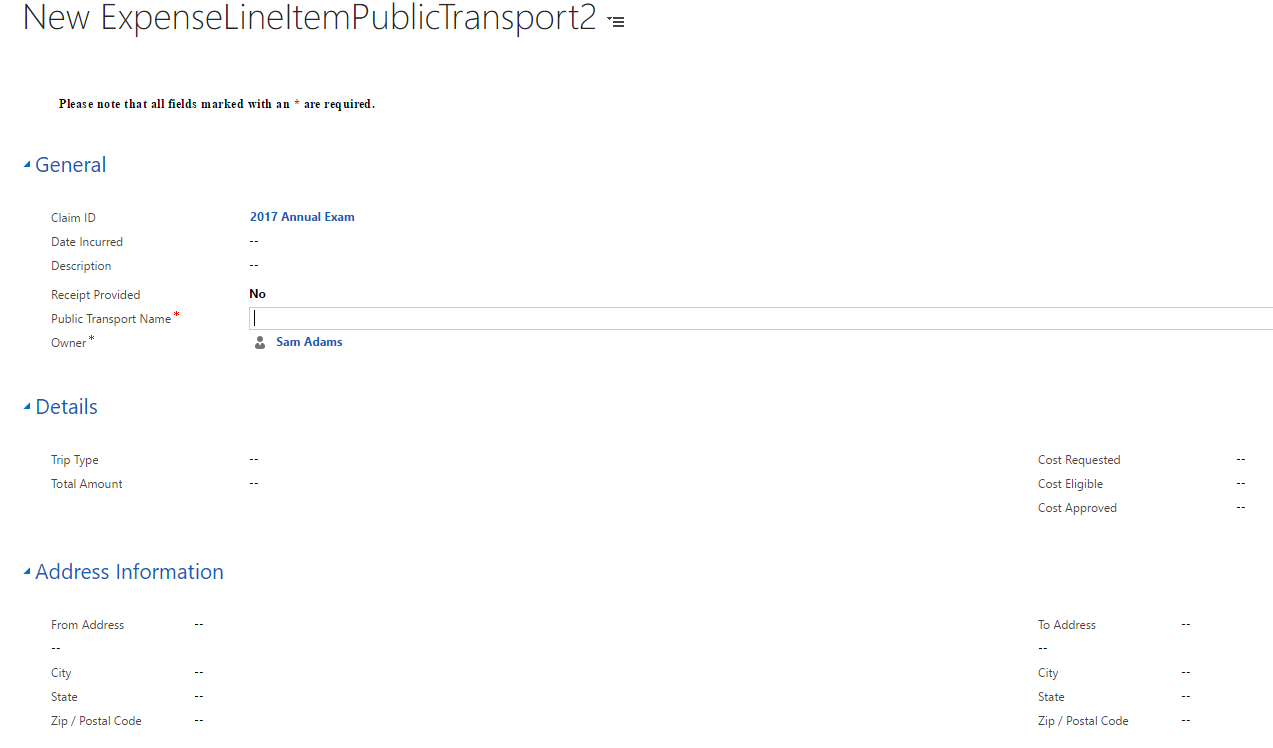


Figure 14: Public Transportation New Expense Line Item

Table 28: Public Transportation Expense Form

| Graphical User Interface (GUI) Field | Table (Database Table that field connects to) | Field (Field in Table that the GUI field connects to) | Comments |
| --- | --- | --- | --- |
| Claim ID | Expense | btsss\_claimidpublictransport | This field is in the General section of the form. |
| Date Incurred | Expense | btsss\_dateincurredpublictransport | This field is in the General section of the form. |
| Description | Expense | btsss\_descriptionpublictransport | This field is in the General section of the form. |
| Receipt Provided | Expense | btsss\_receiptprovidedpublictransport | This field is in the General section of the form. |
| Public Transport Name | Expense | btsss\_publictransportname | This field is in the General section of the form. |
| Owner | Expense | ownerid | This field is in the General section of the form. |
| Trip Type | Expense | btsss\_triptypepublictransport | This field is in the Details section of the form. |
| Total Amount | Expense | btsss\_totalamountpublictransport | This field is in the Details section of the form. |
| Cost Requested | Expense | btsss\_costrequestedpublictransport | This field is in the Details section of the form. |
| Cost Eligible | Expense | btsss\_costeligiblepublictransport | This field is in the Details section of the form. |
| Cost Approved | Expense | btsss\_costapprovedpublictransport | This field is in the Details section of the form. |

##### Toll Expense Form

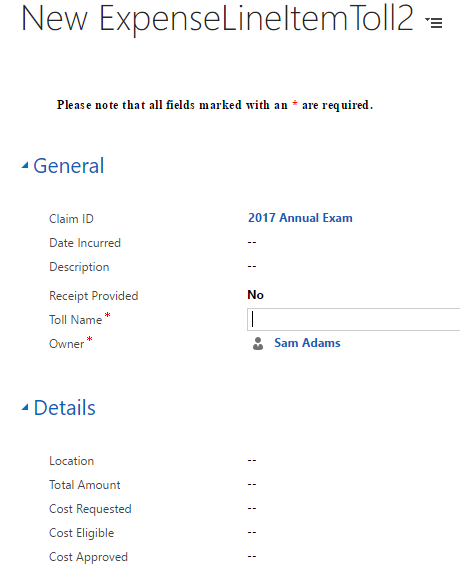


Figure 15: Toll Expense New Line Item

Table 29: Toll Expense Form

| Graphical User Interface (GUI) Field | Table (Database Table that field connects to) | Field (Field in Table that the GUI field connects to) | Comments |
| --- | --- | --- | --- |
| Claim ID | Expense | btsss\_claimidtoll | This field is in the General section of the form. |
| Date Incurred | Expense | Btsss\_dateincurredtoll | This field is in the General section of the form. |
| Description | Expense | Btsss\_descriptiontoll | This field is in the General section of the form. |
| Receipt Provided | Expense | Btsss\_receiptprovidedtoll | This field is in the General section of the form. |
| Toll Name | Expense | Btsss\_tollname | This field is in the General section of the form. |
| Owner | Expense | Ownerid | This field is in the General section of the form. |
| Location | Expense | Btsss\_locationtoll | This field is in the Details section of the form. |
| Total Amount | Expense | Btsss\_totalamountoll | This field is in the Details section of the form. |
| Cost Requested | Expense | Btsss\_costrequestedtoll | This field is in the Details section of the form. |
| Cost Eligible | Expense | Btsss\_costeligibletoll | This field is in the Details section of the form. |
| Cost Approved | Expense | Btsss\_costapprovedtoll | This field is in the Details section of the form. |

##### Region Information Form

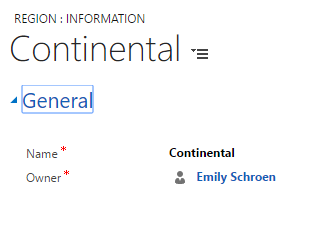


Figure 16: Region Information Form

Table 30: Region Information Form

| Graphical User Interface (GUI) Field | Table (Database Table that field connects to) | Field (Field in Table that the GUI field connects to) | Comments |
| --- | --- | --- | --- |
| Name | btsss\_regionBase | btsss\_name | This field is in the General Tab of the form. This field is marked as required. |
| Owner | btsss\_regionBase | ownerid | This field is in the General Tab of the form. This field is marked as required. |

##### Task Form

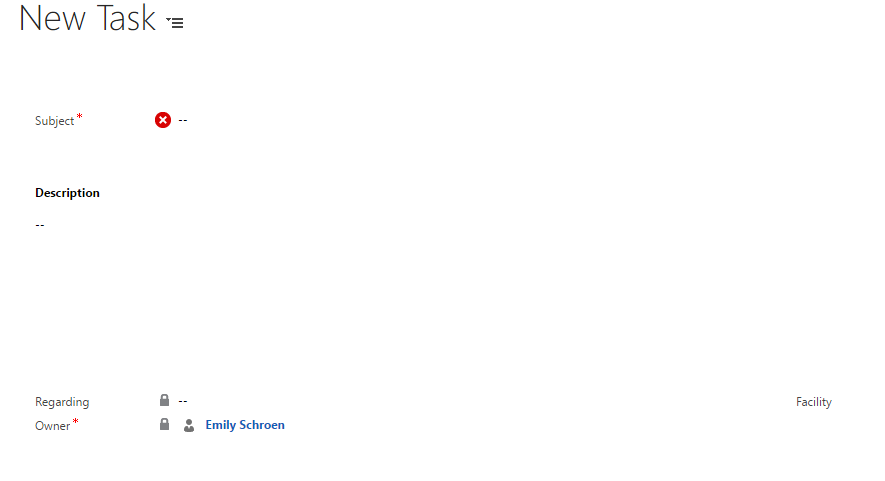


Figure 17: Task Form

Table 31: Task Form

| Graphical User Interface (GUI) Field | Table (Database Table that field connects to) | Field (Field in Table that the GUI field connects to) | Comments |
| --- | --- | --- | --- |
| Subject | Activity | subject | This field is marked as required. |
| Description | Activity | description |  |
| Regarding | Activity | regardingobjectid | This field is locked by default. |
| Facility | Activity | btsss\_facility |  |
| Owner | Activity | ownerid | This field is locked by default. This field is marked as required. |

##### VA Appointment Form

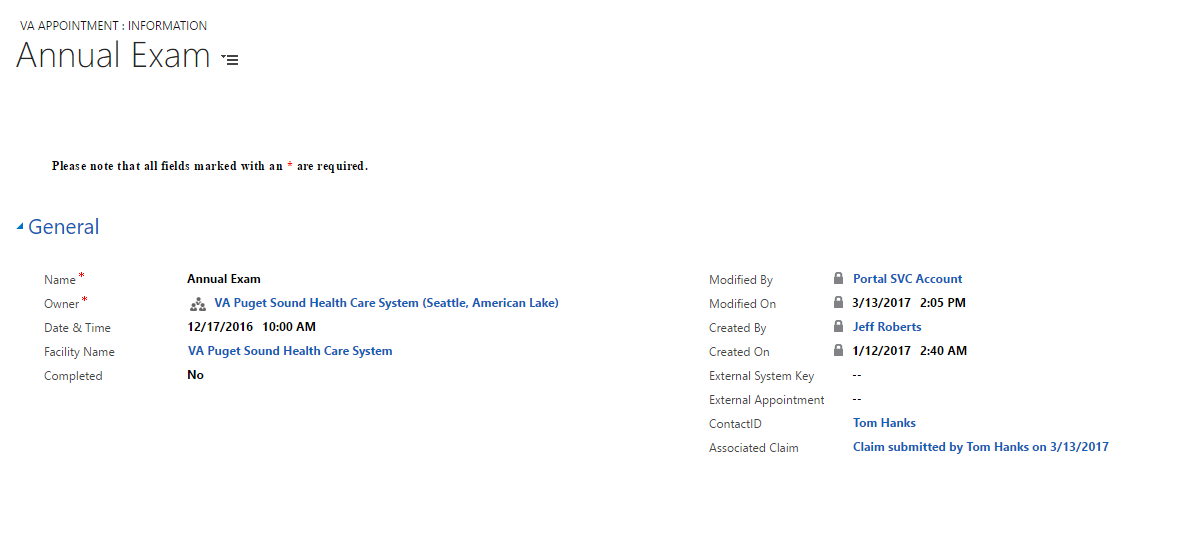


Figure 18: VA Appointment Form

Table 32: VA Appointment Form

| Graphical User Interface (GUI) Field | Table (Database Table that field connects to) | Field (Field in Table that the GUI field connects to) | Comments |
| --- | --- | --- | --- |
| Name | btsss\_VAAppointment | btsss\_name | This field is in the General Tab of the form. It is marked as required. It is locked by default. |
| Owner | btsss\_VAAppointment | ownerid | This field is in the General Tab of the form. It is marked as required. It is locked by default. |
| Date & Time | btsss\_VAAppointment | btsss\_appointmentscheduledate | This field is in the General Tab of the form. It is marked as required. |
| Facility Key | btsss\_VAAppointment | btsss\_facilitykey | This field is in the General Tab of the form. It is marked as required. |
| Completed | btsss\_VAAppointment | btsss\_completed | This field is in the General Tab of the form. It is marked as required. |
| Modified By | btsss\_VAAppointment | Modifiedby | This field is in the General Tab of the form. It is marked as required. |
| Modified On | btsss\_VAAppointment | Modifiedon | This field is in the General Tab of the form. It is marked as required. |
| Created By | btsss\_VAAppointment | createdby | This field is in the General Tab of the form. It is marked as required. |
| Created On | btsss\_VAAppointment | createdon | This field is in the General Tab of the form. It is marked as required. |
| External System Key | btsss\_VAAppointment | Btsss\_externalsystemkey | This field is in the General Tab of the form. It is marked as required. |
| External Appointment Key | btsss\_VAAppointment | Btsss\_externalappointmentkey | This field is in the General Tab of the form. It is marked as required. |
| ContactID | btsss\_VAAppointment | Btsss\_contactid | This field is in the General Tab of the form. It is marked as required. |
| Associated Claim | btsss\_VAAppointment | Btsss\_claimid | This field is in the General Tab of the form. It is marked as required. |

##### VISN Information Form

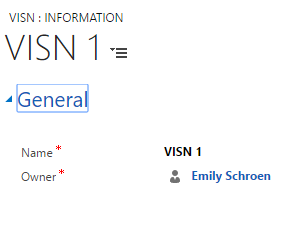


Figure 19: VISN Information Form

Table 33: VISN Information Form

| Graphical User Interface (GUI) Field | Table (Database Table that field connects to) | Field (Field in Table that the GUI field connects to) | Comments |
| --- | --- | --- | --- |
| Name | btsss\_visnBase | btsss\_name | This field is in the General Tab of the form. It is marked as required. It is locked by default. |
| Owner | btsss\_visnBase | ownerid | This field is in the General Tab of the form. It is marked as required. It is locked by default. |

#### Application Report Interface

This section of the SDD will describe and define the reports available in the user interface. For Build 2, there are no reports available.

##### Reports

There are no reports available in Build 2.

To be added when available

Figure 20: Report

Table 34: Description

| Report Column | Data Source |
| --- | --- |
| Patient | There are no reports available in Build 2. |
| SSN | There are no reports available in Build 2. |
| DOB | There are no reports available in Build 2. |

#### Unmapped Data Element

Some fields in the database have not been currently been mapped to a form. The reason for this is that the forms which would use these fields have not been created for Build 2 or the fields were defaults that came with the CRM solution and have been deemed unneeded. In the future, unused fields will either be used or, if unneeded, removed.

On the VA Appointment forms, these fields have not been used:

* btsss\_associatedclaim
* btsss\_contactid
* createdby
* createdonbehalfby
* createdon
* btsss\_externalappointmentkey
* btsss\_externalsystemkey
* btsss\_facilitykey
* modifiedby
* modifiedonbehalfby
* modifiedon
* ownerid
* statecode
* statuscode

On the Claims forms, these fields have not been used:

* btsss\_adjudacateddate
* btsss\_adjuacatedtype
* btsss\_applicationid
* btsss\_appointment
* btsss\_caregiver
* btsss\_claimautonumber
* btsss\_claimnumber
* btsss\_claimantesig
* btsss\_claimantprimaryaddresslat
* btsss\_claimantprimaryaddresslong
* btsss\_claimtotalrebursementcostapproved
* btsss\_ claimtotalrebursementcostapproved\_base
* btsss\_claimtotalreinburstmentcoseeligible
* btsss\_claimtotalreinburstmentcoseeligible\_base
* btsss\_claimtotalreinburstmentcostrequested
* btsss\_clerkesig
* createdby
* createdon
* transactioncurrencyid
* btsss\_enrollmentstatus
* exchangerate
* btsss\_externalcomments
* btsss\_facilityidclaim
* btsss\_internalcomments
* btsss\_manualadjuncatedreason
* modifiedby
* modifiedonbehalfby
* modifiedon
* ownerid
* btsss\_paymentcompletedate
* btsss\_paymentreason
* btsss\_rejectedreason
* btsss\_servicedate
* btsss\_servicelocation
* statecode
* statuscode
* btsss\_submittedforpaymentdate
* btsss\_temporaryteamid
* btsss\_tripreason
* btsss\_tripeligibility
* btsss\_tripeligibilityreason
* btsss\_veteraneligibility
* btsss\_veteraneligibilityreason

On the Expense forms, these fields have not been used:

* btsss\_costapprovedair
* btsss\_costapprovedlodging
* btsss\_costapprovedmeals
* btsss\_costapprovedmileage
* btsss\_costapprovedother
* btsss\_costapprovedpublictransport
* btsss\_costapprovedtoll
* btsss\_costapprovedair\_base
* btsss\_costapprovedlodging\_base
* btsss\_costapprovedmeals\_base
* btsss\_costapprovedmileage\_base
* btsss\_costapprovedother\_base
* btsss\_costapprovedpublictransport\_base
* btsss\_costapprovedtoll\_base
* btsss\_costeligibleair
* btsss\_costeligiblelodging
* btsss\_costeligiblemeal
* btsss\_costeligiblemileage
* btsss\_costeligibleother
* btsss\_costeligiblepublictransport
* btsss\_costeligibletoll
* btsss\_costeligibleair\_base
* btsss\_costeligiblelodging\_base
* btsss\_costeligiblemeal\_base
* btsss\_costeligiblemileage\_base
* btsss\_costeligibleother\_base
* btsss\_costeligiblepublictransport\_base
* btsss\_costeligibletoll\_base
* btsss\_costrequestedair\_base
* createdby
* createonbehalfby
* createdon
* transactioncurrencyid
* exchangerate
* modifiedby
* modifiedonbehalfby
* modifiedon
* statecode
* statuscode
* btsss\_totalamountair\_base
* btsss\_totalamountlodging\_base
* btsss\_totalamountmeal\_base
* btsss\_totalamountmileage\_base
* btsss\_totalamountother\_base
* btsss\_totalamountpublictransport\_base
* btsss\_totalamountoll\_base

On the facility forms, these fields have not been used:

* createdby
* createdonbehalfby
* modifiedby
* modifiedon
* modifiedonbehalfby
* statuscode
* statecode

On the region forms, these fields have not been used:

* createdby
* createdon
* createdonbehalfby
* importsequencenumber
* modifiedby
* modifiedon
* modifiedonbehalfby
* owningbusinessunit
* owningteam
* owninguser
* timezoneruleversionnumber
* utcconversiontimezonecode

On the VISN forms, these fields have not been used:

* createdby
* createdon
* createdonbehalfby
* importsequencenumber
* modifiedby
* modifiedon
* modifiedonbehalfby
* owningbusinessunit
* owningteam
* owninguser
* timezoneruleversionnumber
* utcconversiontimezonecode

## Conceptual Infrastructure Design

This section of the SDD describes the technology that will be used in the BTSSS, both technology that is a part of the system, as well as those that attach to it.

### System Criticality and High Availability

The BTSSS RSD calls for an operational availability (Ao) of 99% from 6AM to 11PM Eastern Standard Time, and an Ao of 95% during all other hours. The BTSSS is to maintain this operational availability year-round, with the exception of maintenance. The Mean Time To Repair (MTTR), as specified by the Requirement Specification Document, is less than 24 hours.

To achieve this goal, BTSSS may utilize several design strategies:

1. Redundancy in both hardware components and software processing modules
2. Conduct fault-tree analysis and determine potential failure modes for BTSSS
3. Reuse of implemented service/code/database

Redundancy enables BTSSS to perform its functions in the event of error/failure in one or more parts of the system. This applies to both hardware and software of BTSSS. Hardware that supports BTSSS (workstations, servers, etc.) should be redundant to guard against failure of critical equipment. The same logic applies to the software portion of BTSSS as well. Software components that perform critical BTSSS system functions should also have redundant or alternative pathways to complete these functions.

In order to mitigate the possibility of software failure, fault-tree analysis should also be conducted to identify potential failure modes of BTSSS. These potential failure modes should be tracked and mitigated as the system development progresses.

Finally, reuse of implemented services/code/databases should be done to minimize development time and integration difficulty. BTSSS should reuse services, database, and other software/hardware components as much as feasible.

In addition to system availability, BTSSS will follow VA guidance on contingency planning and disaster recovery. Detailed specifications can be found in the BTSSS RSD, Section 2.9, Disaster Recovery Specifications.

### Special Technology

Special Technology is not available for Build 2.

Table 35: Special Technology Requirements

| Special Technology | Description | Notional Location | TRM Status |
| --- | --- | --- | --- |
| Special Technology is not available for Build 2 | Special Technology is not available for Build 2 | Special Technology is not available for Build 2 | Special Technology is not available for Build 2 |

### Technology Locations

Technology locations are not available for Build 2.

Table 36: (Grouping) Technology Location Details

| Technology Component  Production 1 | Location | Usage |
| --- | --- | --- |
| Workstations | Technology locations are not available for Build 2. |  |
| Special Hardware | Technology locations are not available for Build 2. |  |
| Interface Processors | Technology locations are not available for Build 2. |  |
| Legacy Mainframe | Technology locations are not available for Build 2. |  |
| Legacy Application Server | Technology locations are not available for Build 2. |  |
| Legacy Databases | Technology locations are not available for Build 2. |  |
| Other | Technology locations are not available for Build 2. |  |

| Technology Component  Production 2 | Location | Usage |
| --- | --- | --- |
| Workstations | Technology locations are not available for Build 2. |  |
| Special Hardware | Technology locations are not available for Build 2. |  |
| Interface Processors | Technology locations are not available for Build 2. |  |
| Legacy Mainframe | Technology locations are not available for Build 2. |  |
| Legacy Application Server | Technology locations are not available for Build 2. |  |
| Legacy Databases | Technology locations are not available for Build 2. |  |
| Other | Technology locations are not available for Build 2. |  |

| Technology Component  Certification | Location | Usage |
| --- | --- | --- |
| Technology locations are not available for Build 2. |  |  |

| Technology Component  Education | Location | | Usage | |
| --- | --- | --- | --- | --- |
| Technology locations are not available for Build 2. |  | |  | |
| Technology Component  Test | | Location | | Usage |
| Technology locations are not available for Build 2. | |  | |  |

| Technology Component  Development | Location | Usage |
| --- | --- | --- |
| Technology locations are not available for Build 2. |  |  |

### Conceptual Infrastructure Diagram

This section of the SDD contains information regarding productions and interfaces of the BTSSS.

#### Location of Environments and External Interfaces

VAAZLDCBTS1 is a Windows Server 2012 Datacenter domain controller. This is server provides Active Directory, Domain Name Server (DNS) and Lightweight Directory Access Protocol (LDAP) for the domain and holds all Flexible Single Master Operation (FSMO) roles.

VAAZLDCBTS2 is a Windows Server 2012 Datacenter domain controller. This is server provides Active Directory, DNS and LDAP for the domain.

VAAZLVPNBTS1 is a Linux server running OpenVPN. This allows remote users to connect to the systems over encrypted Virtual Private Network (VPN) tunnels to manage the systems. Users connecting to VPN are authenticated against Active Directory via LDAP.

VAAZLCRMFEBTS1 is a Windows Server 2012 Datacenter server running the Internet Information Server (IIS) web server and the following front end Microsoft Dynamics CRM services: Microsoft Dynamics CRM Monitoring Service, Microsoft Dynamics CRM Unzip Service and Microsoft Dynamics CRM VSS Writer Service. This server also hosts each CRM organization web site.

VAAZLCRMBEBTS1 is a Windows Server 2012 Datacenter server running the following back end Microsoft Dynamics CRM services: Microsoft Dynamics CRM Asynchronous Processing Service, Microsoft Dynamics CRM Asynchronous Processing Service(maintenance), Microsoft Dynamics CRM Monitoring Service and Microsoft Dynamics CRM Sandbox Processing Service.

VAAZLPRTBTS1 is a Windows Server 2012 Datacenter server running IIS and the ADX Studio Customer Portal sites for each CRM organization.

VAAZLSQLBTS1 is a Windows Server 2012 Datacenter server running Microsoft Structured Query Language (SQL) Server 2012 Enterprise (64-bit). This server is the back end database for CRM and houses every CRM organization database.

VAAZLSVNBTS1 is a Linux server running Apache Subversion. Apache Subversion is an open source version control system. All builds are checked into this server. Users connecting to this system are authenticated with Active Directory via LDAP.

VAAZLJENBTS1 is a Linux server running Jenkins. Jenkins is an open source continuous integration service and has a subversion plug-in.

VAAZLINTBTS1 is a Windows Server 2012 Datacenter server. This server is intended to be used as a connection to other integration services in the future.

VAAZLMIGBTS1 is a Windows Server 2012 Datacenter server. This server is intended to be used for migration tasks in the future.

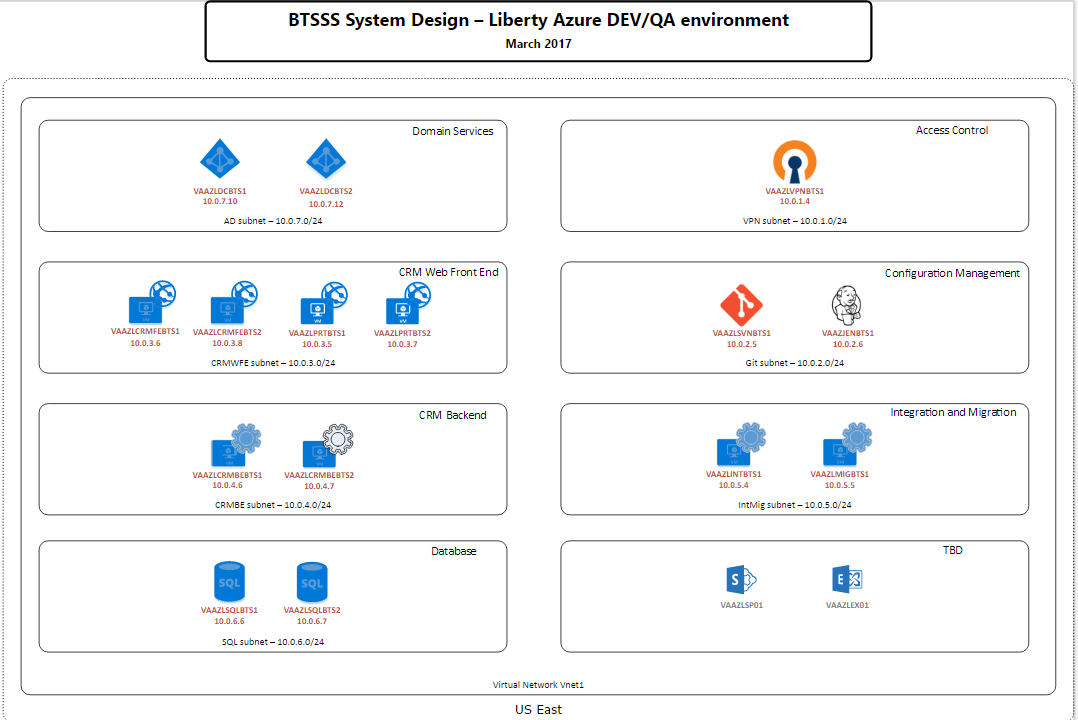


Figure 21: Sample Conceptual Networks and Environments

Please note that this is a DEV environment and does not connect to any of the VA sites.

#### Conceptual Production String Diagram

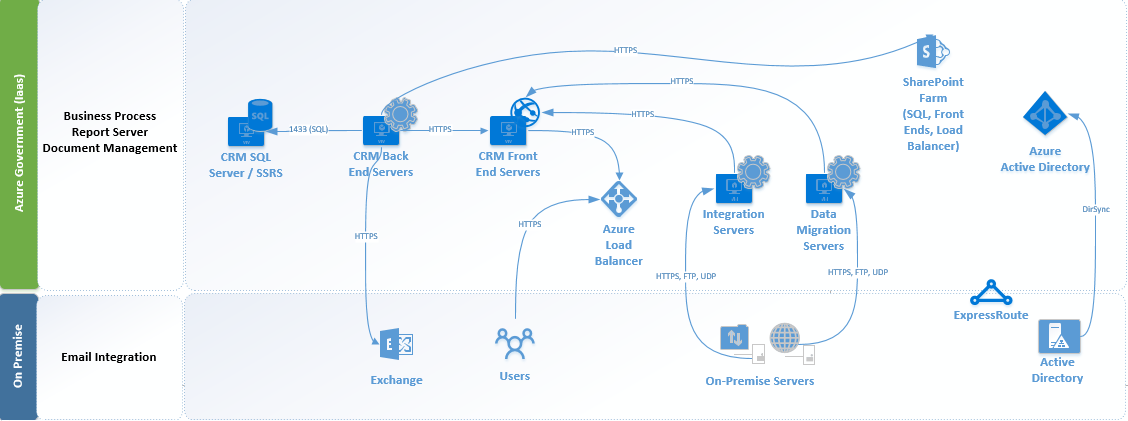


Figure 22: Conceptual Production Diagram

# System Architecture

This section describes BTSSS hardware, software, and network architectures. In addition, this section will also describe BTSSS in relation to Enterprise Shared Services and VA’s Enterprise Technical Architecture.

## Hardware Architecture

BTSSS will be virtually hosted in the Austin Information Technology Center (AITC). The high-level hardware architecture listed below represents the typical hardware set-up for virtually hosted systems at AITC. The developer may revise the hardware architecture at a later date, pending VA approval.

BTSSS capacity and resource needs fluctuate throughout the day; virtually hosting at AITC (or other VA technical centers) enables dynamic resource allocation (storage, processing power, memory, etc.). Resource allocation can be arranged based on demand. As demand for BTSSS grows during peak hours, processing power and memory from server(s) can be temporarily allocated to BTSSS.



Figure 23: BTSSS Hardware Architecture

BTSSS hardware will comprise application server(s), database server(s), and web server(s). Application server(s) is where business logics are executed. Web server(s) is the portal in which BTSSS will interact with web. Database server(s) is responsible management of information use in various VA business processes.

VA users and machines will access BTSSS via the VA intranet. External users, such as the Beneficiary Travel Claimant, will access BTSSS from his/her existing internet connection.

## Software Architecture

The purpose of this section is to clearly lay out what a functionally correct BTSSS should look like. The generic components are modeled based on the functional requirements outlined in the RSD and the RTM.

The BTSSS software architecture is modeled after the N-tier architecture pattern outlined in VA EA’s ETA Compliance Criteria. This architectural pattern is based on the well-worn software systems engineering principle of separation of concerns. Layers within this architectural pattern are loosely coupled such that one layer can be modified without the extensively changing others. The BTSSS layered architecture consists of three main layers – the Presentation, Business Logic, and Data Access layers. These layers are further decomposed into various generic components, as depicted below.



Figure 24: BTSSS Software Architecture

In congruence with Section 2.4.12 of the ETA Compliance Criteria document, BTSSS will adopt the “thin-client” approach. This means that the Presentation layer contains only the BTSSS user interfaces, whereas the business logic of BTSSS will reside in another layer. The user interfaces have two archetypes/components. One is the Beneficiary Travel Claim interface. This interface will be the primary user interface for Beneficiary Travel Claimants, Travel Clerks, VAMC staff members, and Beneficiary Travel Coordinators. The BTSSS Administration user interface is the primarily for Application Super Users, System Administrators, Business Users, and Product Owners. These user interfaces shall be designed for web browsers outlined in the VA TRM.

The Business logic layer contains the core components of the BTSSS. The components within this layer implement functionalities that satisfy the business owner’s needs, as documented by the BRD and the RSD. In general, these modules/components will implement profile creation/management, claim processing, reimbursement calculation, payment generation, work flow management, and business rule management functions. Claim Processing functions include eligibility verification for the claimant and the trip, patient encounter information retrieval and verification, and claim appeals. Reimbursement calculation includes functions such as travel mileage calculation and reimbursement calculation. Payment generation includes functions such as automatic FMS payment file generation and reimbursement payment validation.

The Data Access layer will be responsible for data persistence, data validation, data management, and CRUD (Create/Read/Update/Delete) operations requested by various components and external systems. In addition, the Data Access layer will be responsible for the retrieval (via various protocols) of information from both VA and external systems.



Figure 25: BTSSS Component Diagram

The generic components depicted in this component diagram represent a high level, white-box view of BTSSS. Step-wise refinement is needed to further establish the composition of these components.

The Deployment Diagram below depicts how these generic components can be feasibly implemented in the hardware architecture outlined in Section 4.1 of this document.



Figure 26: BTSSS Deployment Diagram

## Network Architecture

The high-level network architecture consists of multiple tiers of components, as Figure 14 depicts in a generic form. These tiers group into the following categories:

* A front-end user interface/portal tier;
* A middle tier that includes the proxy servers, policy servers, and other components; and
* A back-end tier that consists of user repositories and related components.

The actual network layout and specifics will be defined further after the actual software and development award is issued.

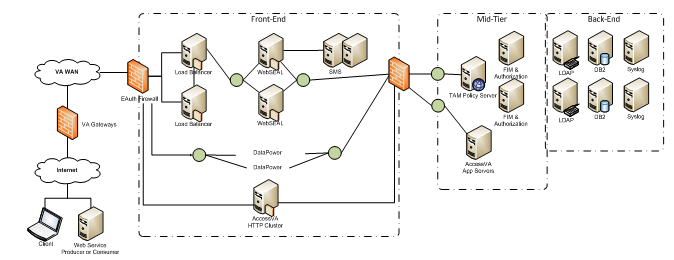


Figure 27: High-Level Network Architecture

## Service Oriented Architecture / ESS

It is not anticipated that the BTSSS solution will be entirely self-contained, because the defined requirements interfaces with external financial systems and internal interfaces, such as IAM integration, will be required. However, until a solution and solution interface capability are further defined, this section will not have additional information.

## Enterprise Architecture

The system design will comply with VA policies, directives, and procedures, including:

* One-VA Technical Reference Manual (TRM);
* VA ProPath and PMAS standards;
* VA Assessment and Authorization (A&A) and related security policies; and
* Open Source VA Code Guidelines.

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.

# Data Design

This section of the SDD outlines the design of the Database Management System (DBMS) and non-DBMS files associated with the system.

## DBMS Files

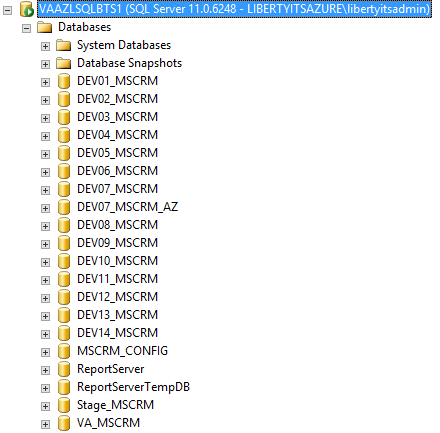


Figure 28: SQL Server Layout

The figure above shows the layout of the SQL Server, where the databases will be hosted.

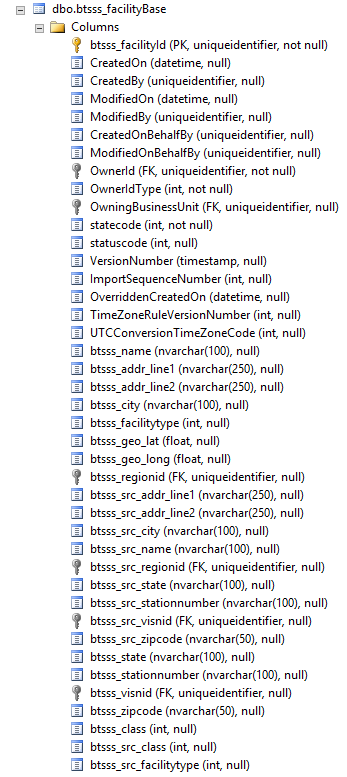


Figure 29: BTSSS\_FacilityID Datebase

The figure above shows the layout of the btsss\_facilityID database. It has 41 fields, and 7 unique identifiers. This database will store all of the facility information, such as facility names and addresses.

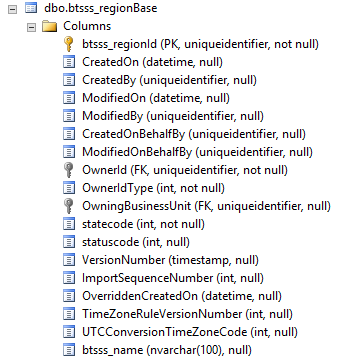


Figure 30: BTSSS\_RegionBase

The figure above shows the layout of the btsss\_regionBase database. It contains 18 fields and 3 unique identifiers. This database will store all of the region information, such as region names and codes.

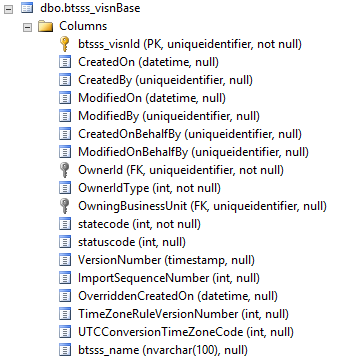


Figure 31: BTSSS\_visnBase Database

The figure above shows the layout of the btsss\_visnBase database. It contains 18 fields and 3 unique identifiers. This database will store all of the VISN information, such as VISN names and codes.

## Non-DBMS Files

To load data into the BTSSS, three Excel spreadsheets, populated with data, were used: CSVRegion, CVVISN, and FacilityCSV12212016. CSVRegion held the data related to facility regions and was 1 KB in size. CSVVISN help data related to the facility VISNs and was 1 KB in size. FacilityCSV12212016 held the data for each specific facility, such as their name and address. It was 60 KB in size. These files were all temporary – once their data was imported into BTSSS, the files were no longer needed.

## Data View

An Entity Relationship Diagram of the BTSSS is available in Section 3.2.1. For Build 2, no other information on the data view is available.

# Detailed Design

This section of the SDD describes the proposed design of the BTSSS.

## Hardware Detailed Design

Table 37: Hardware Detailed Design

| System Name | CPU | Memory | Disk Size | Network Interface | Cloud Type |
| --- | --- | --- | --- | --- | --- |
|  | 2 cores | 7 GB | 127GB | 1 GB | Azure Public |
|  | 2 cores | 7 GB | 127GB | 1 GB | Azure Public |
|  | 4 cores | 14 GB | 127 GB + 1x1024GB | 1 GB | Azure Public |
|  | 4 cores | 14 GB | 127 GB + 1x1024GB | 1 GB | Azure Public |
|  | 4 cores | 14 GB | 127 GB + 1x1024GB | 1 GB | Azure Public |
|  | 4 cores | 28 GB | 127 GB + 6x1024GB | 1 GB | Azure Public |
|  | 2 cores | 7 GB | 127GB | 1 GB | Azure Public |
|  | 2 cores | 14 GB | 127 GB | 1 GB | Azure Public |
|  | 4 cores | 28 GB | 127 GB + 1x1024GB | 1 GB | Azure Public |
|  | 4 cores | 28 GB | 127 GB | 1 GB | Azure Public |
|  | 1 core | 3.5 GB | 127 GB | 1 GB | Azure Public |

## Software Detailed Design

is running Windows Server 2012 R2 Datacenter build 6.3.9600. Active Directory Domain Services, DNS Server roles are installed.

is running Windows Server 2012 R2 Datacenter build 6.3.9600. Active Directory Domain Services, DNS Server roles are installed.

is running Windows Server 2012 R2 Datacenter build 6.3.9600. The Web Server (IIS) role is installed. Microsoft Dynamics 8.1.0000.0359 is running Front End Server (Web Application Server, Organization Web Service, Discovery Web Service, Help Server), Deployment Administration Server (Deployment Tools, Deployment Web Service, VSS Writer Service) is installed.

is running Windows Server 2012 R2 Datacenter build 6.3.9600. Microsoft Dynamics 8.1.0000.0359 is running Back End Server (Asynchronous Processing Service, Email Integration Service, Sandbox Processing Service) is installed.

is running Windows Server 2012 R2 Datacenter build 6.3.9600. Microsoft SQL Server 2012 Enterprise Edition (64-bit) (SP3-GDR) (KB3194721) - 11.0.6248.0 is installed.

is running Windows Server 2012 R2 Datacenter build 6.3.9600. The Web Server (IIS) role is installed. Adxstudio Portals for Microsoft Dynamics CRM 7.0.0022 is installed.

is running Windows Server 2012 R2 Datacenter build 6.3.9600.

is running Windows Server 2012 R2 Datacenter build 6.3.9600. The Web Server (IIS) role is installed. SoapUI 5.3.0 is installed.

is running Linux Ubuntu 14.04.5 LTS. OpenVPN Access Server 2.1.4 is installed.

### Conceptual Design

This section of the SDD introduces the conceptual information that establishes the basis for how the BTSSS will be built.

#### Product Perspective

Product perspective is not available in Build 2. In the future, there are plans to allow connectivity with multiple VA applications: MyHealtheVet, eBenefits, Kiosks, FMS, Patient Care Encounter, Health Benefits Capabilities Environment, Non-VA Appointment Systems, Enrollment System Redesign, CareT, IAM, Enrollment & Eligibility, and VistA.

##### User Interfaces

User interfaces are not available in Build 2.

##### Hardware Interfaces

Hardware interfaces are not available in Build 2.

##### Software Interfaces

Software interfaces are not available in Build 2.

##### Communications Interfaces

Communication interfaces are not available in Build 2.

##### Memory Constraints

Memory constraints are not available in Build 2.

##### Special Operations

Special Operations are not available in Build 2.

#### Product Features

In Build 2 of the BTSSS, a user can enter a claim and expense items into the system. They can also change facility information. To enter a claim, the user:

* Navigates to the claim form
* Enters their information, including their name, the type of claim, their address, their city, their state, and their zip code. The user must also enter details about the claim – the expense requested, the total cost requested, the date, their appointment ID, and their service location.
* Afterwards, the user submits the form into the system.

To enter an expense line item, the user:

* Navigates to the appropriate expense line item form, which has been simplified by limiting navigation to only the expense items requested in the claim
* Enters the required information, such as their name, the distance traveled, and how much expense is being requested
* Afterwards, the user submits the form into the system.

To change facility information, the user:

* Navigates to the facility form.
* On the form, the user can change the facility’s address, city, state, zip code, station number, class, type, region, VISN, latitude, and longitude.
* Once the information has been changed, the user can submit the form into the system.
* If there is an error with the facility information, the user can click the “Reset to Source Values” button to reset the facility’s location information to their default values.

#### User Characteristics

This section of the SDD describes the intended users of the BTSSS.

#### Dependencies and Constraints

Dependencies and constraints are not available in Build 2.

### Specific Requirements

This section of the SDD describes the features of the BTSSS.

#### Database Repository

The logical database comprised of 18 data entities: VeteranProfile, CareGiverProfile, Profile, User, Facility, Appointment, ExternalSystem, Claim, RulesConfig, ReinbursementRate, ExpenseLineItem, ExpenseLineItemMileage, ExpenseLineItemMeals, ExpenseLineItemLodging, ExpenseLineItemTolls, ExpenseLineItemAirTravel, ExpenseLineItemPublicTransport, and ExpenseLineItemOther. Each of these data entities have their own fields for storing data relevant to them. Please refer to Figure 5 for a more in-depth look at these entities and their relationships.

#### System Features

The BTSSS will provide features and capabilities found in typical third-party expense management services and solutions. It will allow users to:

* Create a user profile with contact and financial information, which is used for EFT payment.
* Create expense entries.
* Upload scanned images of receipts and supporting documentation and links these to the expense entries.
* Plan for future Beneficiary Travel.
* Submit expenses for either manual or automatic review for approval.
* Receive the payment in the form of an EFT transaction.
* Improve Business Intelligence and Reporting.

In addition, the BTSSS will also have:

* Support for EFT payments
* Support for Veteran and non-veteran BT claimants
* Support for multiple user interfaces and modes
* Support for submission of receipts and non-receipt expenses
* Support for submission of expense report
* Ability to plan for future beneficiary travel
* Business intelligence and reporting

All features of the BTSSS are currently in user stories on Rational.

#### Design Element Tables

Build 2 of BTSSS does not reside in, or integrate with, VistA.

##### Routines (Entry Points)

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 38: Routines (Instructions)

| Routines | Instructions |
| --- | --- |
| **Routine Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Enhancement Category** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **RTM** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Related Options** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Related Routines** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Data Dictionary (DD) References** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Related Protocols** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Related Integration Control Registrations (ICRs)** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Data Passing** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Input Attribute Name and Definition** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Output Attribute Name and Definition** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Current Logic** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Modified Logic (Changes are in bold)** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |

Table 39: (Grouping): Routines

| Routines | Activities | | | |
| --- | --- | --- | --- | --- |
| **Routine Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA. | | | |
| **Enhancement Category** | New | Modify | Delete | No Change |
| **RTM** | Build 2 of BTSSS does not reside in, or integrate with, VistA. | | | |
| **Related Options** | Build 2 of BTSSS does not reside in, or integrate with, VistA. | | | |

| Related Routines | Routines “Called By” | Routines “Called” |
| --- | --- | --- |
|  | Build 2 of BTSSS does not reside in, or integrate with, VistA. |  |

| Routines | Activities | | | | |
| --- | --- | --- | --- | --- | --- |
| **Data Dictionary (DD) References** | Build 2 of BTSSS does not reside in, or integrate with, VistA. | | | | |
| **Related Protocols** | Build 2 of BTSSS does not reside in, or integrate with, VistA. | | | | |
| **Related Integration Control Registrations (ICRs)** | Build 2 of BTSSS does not reside in, or integrate with, VistA. | | | | |
| **Data Passing** | Input | Output Reference | Both | Global Reference | Local |
| **Input Attribute Name and Definition** | Name:  Definition: | | | | |
| **Output Attribute Name and Definition** | Name:  Definition: | | | | |

| Current Logic |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA. |

| Modified Logic (Changes are in bold) |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA. |

##### Templates

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 40: Templates (Instructions)

| Templates | Instructions |
| --- | --- |
| **Template Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Enhancement Category** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **RSD Traceability** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Template Type** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Related Options** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Related Routines** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Data Dictionary (DD) References** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Global References** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |

Table 41: Templates

| Templates | Description | | | |
| --- | --- | --- | --- | --- |
| **Template Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA. | | | |
| **Enhancement Category** | New | Modify | Delete | No Change |
| **RSD** | Build 2 of BTSSS does not reside in, or integrate with, VistA. | | | |
| **Template Type** | Sort | Input | Print | Other |
| **Related Options** | Build 2 of BTSSS does not reside in, or integrate with, VistA. | | | |

| Related Routines | Routines “Called By” | Routines “Called” |
| --- | --- | --- |
|  | Build 2 of BTSSS does not reside in, or integrate with, VistA. |  |

| Routines | Description |
| --- | --- |
| **Data Dictionary (DD) References** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Global References** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |

##### Bulletins

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 42: Bulletins (Instructions)

| Bulletins | Instructions |
| --- | --- |
| **Bulletin Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Enhancement Category** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **RTM** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Related Options** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Related Routines** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Mail Subject** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Mail Group** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Parameters** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Data Dictionary (DD) References** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |

Table 43: Bulletins

| Bulletins | Description | | | |
| --- | --- | --- | --- | --- |
| **Bulletin Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA. | | | |
| **Enhancement Category** | New | Modify | Delete | No Change |
| **RTM** | Build 2 of BTSSS does not reside in, or integrate with, VistA. | | | |

| Related Routines | Routines “Called By” | Routines “Called” |
| --- | --- | --- |
|  | Build 2 of BTSSS does not reside in, or integrate with, VistA. |  |

| Routines | Description |
| --- | --- |
| **Mail Subject** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Mail Group** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Parameters** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |
| **Data Dictionary (DD) References** | Build 2 of BTSSS does not reside in, or integrate with, VistA. |

##### Data Entries Affected by the Design

There are no Data Entries that are affected by the design in Build 2.

Table 44: Data Entries Affected by the Design

| Field Name | Current Value | New Value |
| --- | --- | --- |
| There are no Data Entries that are affected by the design in Build 2 | There are no Data Entries that are affected by the design in Build 2 | There are no Data Entries that are affected by the design in Build 2 |

##### Unique Record(s)

There are no unique records available in Build 2.

Table 45: Unique Record ID

| Field Name(s) | Current Value | New Value |
| --- | --- | --- |
| There are no unique records available in Build 2. | There are no unique records available in Build 2. | There are no unique records available in Build 2. |

##### File or Global Size Changes

There are no file or global size changes available in Build 2.

Table 46: File or Global Size Changes

| File/Global Name(s) | Estimated Increase | Estimated Decrease |
| --- | --- | --- |
| There are no file or global size changes available in Build 2. | There are no file or global size changes available in Build 2. | There are no file or global size changes available in Build 2. |

##### Mail Groups

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 47: Mail Groups (Instructions)

| Mail Groups | Instructions |
| --- | --- |
| **Mail Group Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Enhancement Category** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Related Options** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Related Routines** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Data Dictionary (DDs) References** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Related Protocols** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Mail Group Description** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Self-Enrollment Allowed** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Type** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

Table 48: Mail Groups

| Mail Groups | Activities | | | |
| --- | --- | --- | --- | --- |
| **Mail Group Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | |
| **Enhancement Category** | New | Modify | Delete | No Change |
| **Related Options** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | |

| Related Routines | Routines “Called By” | Routines “Called” |
| --- | --- | --- |
|  | Build 2 of BTSSS does not reside in, or integrate with, VistA |  |

| Mail Groups | Instructions | |
| --- | --- | --- |
| **Data Dictionary (DD) References** | Build 2 of BTSSS does not reside in, or integrate with, VistA | |
| **Related Protocols** | Build 2 of BTSSS does not reside in, or integrate with, VistA | |
| **Mail Group Description** | Build 2 of BTSSS does not reside in, or integrate with, VistA | |
| **Self-Enrollment Allowed** | Yes | No |
| **Type** | Public | Private |

##### Security Keys

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 49: Security Keys (Instructions)

| Security Keys | Instructions |
| --- | --- |
| **Security Key Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Enhancement Category** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Related Options** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Related Routines** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Data Passing** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Security Key Description** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Subordinate Keys** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Mutually Exclusive Keys** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Granting Condition Logic** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Current Logic** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Modified Logic**  **(Changes are in bold)** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Hierarchical Precedence** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

Table 50: Security Keys

| Security Keys | Activities | | | |
| --- | --- | --- | --- | --- |
| **Security Key Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | |
| **Enhancement Category** | New | Modify | Delete | No Change |
| **Related Options** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | |

| Related Routines | Routines “Called By” | Routines “Called” |
| --- | --- | --- |
|  | Build 2 of BTSSS does not reside in, or integrate with, VistA |  |

| Security Keys | Activities | | | | |
| --- | --- | --- | --- | --- | --- |
| **Data Passing** | Input | Output | Both | Global Reference | Local Reference |
| **Security Key Description** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | | |
| **Subordinate Keys** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | | |
| **Mutually Exclusive Keys** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | | |
| **Granting Condition Logic** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | | |

| Current Logic |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

| Modified Logic (Changes are in bold) |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

| Security Keys | Activities |
| --- | --- |
| **Hierarchical Precedence** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

##### Options

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 51: Options (Instructions)

| Options | Instructions |
| --- | --- |
| **Option Name**  **(MENU TEXT field)** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Enhancement Category** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Associated Menu Options that will invoke this reference** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Data Passing** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Menu Text Description** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Option Type** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Option Definition** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Current Entry Action Logic** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Modified Entry Action Logic (Changes are in bold)** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Current Exit Action Logic** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Modified Exit Action Logic**  **(Changes are in bold)** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

Table 52: Options

| Options | Activities | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Option Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | | | | | | | | |
| **Enhancement Category** | New | Modify | | | | Delete | | | No Change | | |
| **Associated Menu Options that will invoke this reference** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | | | | | | | | |
| **Data Passing** | Input | | Output | | Both | | | Global Reference | | | Local Reference |
| **Menu Text Description** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | | | | | | | | |
| **Option Type** | Edit | | | Print | | | Menu | | | Inquire | |
| Action | | | Run Routine | | | Other | | |  | |
| **Associated Routine** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | | | | | | | | |
| **Option Definition** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | | | | | | | | |

| Current Entry Action Logic |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

| Modified Entry Action Logic (Changes are in bold) |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

| Current Exit Action Logic |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

| Modified Exit Action Logic (Changes are in bold) |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

##### Protocols

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 53: Protocols (Instructions)

| Protocols | Instructions |
| --- | --- |
| **Protocol Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Enhancement Category** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Associated Protocols** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Data Passing** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Item Text Description** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Protocol Type** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Associated Routine** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Current Entry Action Logic** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Modified Entry Action Logic**  **(Changes are in bold)** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Current Exit Action Logic** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Modified Exit Action Logic**  **(Changes are in bold)** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

Table 54: Protocols

| Protocols | Activities |
| --- | --- |
| **Protocol Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Enhancement Category** | New  Modify  Delete  No Change |
| **Associated Protocols** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Data Passing** | Input  Output  Both  Global Reference  Local Reference |
| **Item Text Description** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Protocol Type** | Action  Menu  Protocol  Protocol Menu  Limited Protocol  Extended Action  Dialog  Other |
| **Associated Routine** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

| Current Entry Action Logic |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

| Modified Entry Action Logic (Changes are in bold) |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

| Current Exit Action Logic |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

| Modified Exit Action Logic (Changes are in bold) |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

##### Remote Procedure Call (RPC)

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 55: RPCs (Instructions)

| RPCs | Instructions |
| --- | --- |
| **Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **TAG^RTN** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Input Parameters** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Results Array** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Description** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

Table 56: RPCs

| RPCs | Activities | | |
| --- | --- | --- | --- |
| **Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | |
| **TAG^RTN** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | |
| **Input Parameters** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | |
| **Results Array** | Single Value | Array | Word Processing |
| Global Array | Global Instance |  |
| **Description** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | |

##### Constants Defined in Interface

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 57: Constants Defined in Interface

| Name | Description |
| --- | --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |  |

##### Variables Defined in Interface

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 58: Variables Defined in Interface

| Name | Type | Description |
| --- | --- | --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |  |  |

##### Types Defined in Interface

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 59: Types Defined in Interface

| Name | Type | Description |
| --- | --- | --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |  |  |

##### GUI

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 60: GUI

| Unit Name | Description |
| --- | --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |  |

##### GUI Classes

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 61: GUI Classes (Instructions)

| GUI Classes | Instructions |
| --- | --- |
| **Class Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Derived From Class** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Purpose** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

Table 62: GUI Classes

| GUI Classes | Instructions |
| --- | --- |
| **Class Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Derived From Class** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Purpose** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

##### Current Form

Build 2 of BTSSS does not reside in, or integrate with, VistA.

##### Modified Form

Build 2 of BTSSS does not reside in, or integrate with, VistA.

##### Components on Form

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 63: Components on Form

| Name | Type | Description |
| --- | --- | --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |  |  |

##### Events

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 64: Events

| Name | Type | Description |
| --- | --- | --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |  |  |

##### Methods

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 65: Methods

| Method Name | Procedure/Function | Description |
| --- | --- | --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |  |  |

##### Special References

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 66: Special References

| Special Reference Name | Type | Description |
| --- | --- | --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |  |  |

##### Class Events

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 67: Class Events

| Name | Type | Description |
| --- | --- | --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |  |  |

##### Class Methods

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 68: Class Methods

| Name | Procedure/Function | Description |
| --- | --- | --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |  |  |

##### Class Properties

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 69: Class Properties

| Class Properties Name | Type | Visibility | Description |
| --- | --- | --- | --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |  |  |  |

##### Uses Clause

Build 2 of BTSSS does not reside in, or integrate with, VistA.

##### Forms

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 70: Forms (Instructions)

| Forms | Instructions |
| --- | --- |
| **Form Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Enhancement Category** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Form Functionality** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Current Form Layout** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Modified Form Layout (Changes are in bold)** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

Table 71: Forms

| Forms | Description | | | |
| --- | --- | --- | --- | --- |
| **Form Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | |
| **Enhancement Category** | New | Modify | Delete | No Change |
| **Form Functionality** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | |

| Current Form Layout |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

| Modified Form Layout (Changes are in bold) |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

##### Functions

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 72: Forms (Instructions)

| Functions | Instructions |
| --- | --- |
| **Function Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Short Description** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Enhancement Category** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Related Options** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Related Routines** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Data Dictionary (DD) References** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Related Protocols** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Related Integration Control Registrations (ICRs)** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Data Passing** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Input Attribute Name and Definition** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Output Attribute Name and Definition** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Current Logic** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Modified Logic (Changes are in bold)** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

Table 73: Forms

| Function Name | Activities | | | |
| --- | --- | --- | --- | --- |
| **Short Description** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | |
| **Enhancement Category** | New | Modify | Delete | No Change |
| **Related Options** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | |

| Related Routines | Routines “Called By” | Routines “Called” |
| --- | --- | --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |  |  |

| Function Name | Activities | | | | |
| --- | --- | --- | --- | --- | --- |
| **Data Dictionary (DD) References** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | | |
| **Related Protocols** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | | |
| **Related Integration Control Registrations (ICRs)** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | | |
| **Data Passing** | Input | Output | Both | Global Reference | Local Reference |
| **Input Attribute Name and Definition** | Name: | | | | |
| Definition: | | | | |
| **Output Attribute Name and Definition** | Name: | | | | |
| Definition: | | | | |

| Current Logic |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

| Modified Logic (Changes are in bold) |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

##### Dialog

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 74: Dialog (Instructions)

| Dialog | Instructions |
| --- | --- |
| **Dialog Message (Description)** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Enhancement Category** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Dialog Message (Description) Condition** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Current Dialog Message (Description)** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Modified Dialog Message (Description)**  **(Changes are in bold)** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

Table 75: Dialog

| Dialog | Instructions | | | |
| --- | --- | --- | --- | --- |
| **Dialog Message (Description)** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | |
| **Enhancement Category** | New | Modify | Delete | No Change |
| **Dialog Message (Description) Condition** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | |
| **Current Dialog Message (Description)** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | |
| **Modified Dialog Message (Description)**  **(Changes are in bold)** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | |

##### Help Frame

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 76: Help Frame (Instructions)

| Help Frame | Instructions |
| --- | --- |
| **Help Frame Text** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Enhancement Category** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Help Frame Text Calling Mechanism** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Current Help Frame Text** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Modified Help Frame Text (Changes are in bold)** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

Table 77: Help Frame

| Help Frame | Description | | | |
| --- | --- | --- | --- | --- |
| **Help Frame Text** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | |
| **Enhancement Category** | New | Modify | Delete | No Change |
| **Help Frame Text Calling Mechanism** | Build 2 of BTSSS does not reside in, or integrate with, VistA | | | |

| Current Help Frame Text |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

| Modified Help Frame Text (Changes are in bold) |
| --- |
| Build 2 of BTSSS does not reside in, or integrate with, VistA |

##### HL7 Application Parameter

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 78: HL7 Application Parameter (Instructions)

| HL7 Application Parameter | Instructions |
| --- | --- |
| **HL7 Application Parameter Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Enhancement Category** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Application Status** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Facility Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Country Code** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **HL7 Field Separator** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **HL7 Encoding Characters** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Mail Group** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

Table 79: HL7 Application Parameter

| HL7 Application Parameter Name | Description |
| --- | --- |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Enhancement Category** | New | Modify | Delete | No Change |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Application Status** | Active | Inactive | Active | Inactive |

| Enhancement Category | Current | Modified |
| --- | --- | --- |
| **Facility Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA |  |
| **Country Code** | Build 2 of BTSSS does not reside in, or integrate with, VistA |  |
| **HL7 Field Separator** | Build 2 of BTSSS does not reside in, or integrate with, VistA |  |
| **HL7 Encoding Characters** | Build 2 of BTSSS does not reside in, or integrate with, VistA |  |
| **Mail Group** | Build 2 of BTSSS does not reside in, or integrate with, VistA |  |

##### HL7 Logical Link

Build 2 of BTSSS does not reside in, or integrate with, VistA.

Table 80: HL7 Logical Link (Instructions)

| HL7 Logical Link | Instructions |
| --- | --- |
| **HL7 Logical Link Parameter (LLP) Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Enhancement Category** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Node** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Institution** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Domain** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Autostart** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **Queue Size** | Build 2 of BTSSS does not reside in, or integrate with, VistA |
| **LLP Type** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

Table 81: HL7 Logical Link

| HL7 Logical Link | Description |
| --- | --- |
| **HL7 Logical Link Parameter Name** | Build 2 of BTSSS does not reside in, or integrate with, VistA |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Enhancement Category** | **New** | **Modify** | **Delete** | **No Change** |

| Enhancement Category | Current | Modified |
| --- | --- | --- |
| **Node** | Build 2 of BTSSS does not reside in, or integrate with, VistA |  |
| **Institution** | Build 2 of BTSSS does not reside in, or integrate with, VistA |  |
| **Domain** | Build 2 of BTSSS does not reside in, or integrate with, VistA |  |
| **Autostart** | Build 2 of BTSSS does not reside in, or integrate with, VistA |  |
| **Queue Size** | Build 2 of BTSSS does not reside in, or integrate with, VistA |  |
| **LLP Type** | Build 2 of BTSSS does not reside in, or integrate with, VistA |  |

##### COTS Interface

There is not COTS interface available for Build 2.

Table 82: COTS Interface (Instructions)

| COTS Interface | Instructions |
| --- | --- |
| **Communication Method** | There is not COTS interface available for Build 2. |
| **Application Interface** | There is not COTS interface available for Build 2. |

Table 83: COTS Interface

| COTS Interface | Description |
| --- | --- |
| **Communication Method** | There is not COTS interface available for Build 2. |
| **Application Interface** | There is not COTS interface available for Build 2. |

## Network Detailed Design

A LAN topology diagram is in section 3.3.4.1. There no other communication/components available for Build 2.

## Security and Privacy

This section of the SDD describes the security and privacy measures the BTSSS will take to protect the information of its users.

### Security

In accordance with the Federal Information Processing Standard 199 (FIPS 199) analysis, the Security Categorization for the Beneficiary Travel Self-Service System (BTSSS) is ***HIGH***. 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 F. All VA security requirements, as defined in VA Handbook 6500 Appendix F, will be adhered to.

VA Common Security Controls are documented in VA Handbook 6500 Appendix F, attachment-1. Common Controls are applicable to all OI&T systems and are the responsibility of OI&T management for implementation and management.

VA Hybrid Security Controls are documented in VA Handbook 6500 Appendix F, attachment-2. Hybrid Security Controls can be defined as part common control and part system-specific control. The implementation of these controls is the responsibility of the field, either at the national, regional, or facility system level.

VA System-Specific Security Controls are documented in VA Handbook 6500 Appendix F, attachment-3. Applicable system-specific controls should be determined by the Information System Owner, using the recommended values provided in VA Handbook 6500 Appendix F, attachment-3. System-specific controls may be tailored to meet the unique specifications and environment of the system, as determined by the Information System Owner.

The BTSSS Requirement Specification Document (RSD), section 2.13, documents the Security Specifications, as well as business specific security requirements. Appendix B of the BTSSS RSD lists applicable security controls.

### Privacy

Protecting the privacy of data that BTSSS will be managing, whether it is transactional, unstructured, or meta-data, is of utmost importance to the system design and functionality.

There are both privacy and data security constraints that should be addressed in accordance with VA directives and Health Insurance Portability and Accountability Act (HIPAA) Privacy Act.

TheBTSSS will adhere to all proposed VA Privacy requirements and controls, Identity Management and Security requirements, including VA Handbook 6500, March 2015, Appendix C: (References), Appendix E: (VA System Privacy Controls), and NIST SP 800-53 Revision 4 Privacy Controls. Efforts that involve the collection and maintenance of Personal Identifiable Information (PII) must be covered by a Privacy Act system of records notice.

The VHA Health Care Security Requirements (HCSR) will determine applicable HIPAA security requirements for the BTSSS project.

## Service Oriented Architecture / ESS Detailed Design

Detailed service oriented architecture information is not available in Build 2.

### Service Description for <Consumed Service Name>

The service description is not available in Build 2.

### Service Design for <Provided Service Name>

BTSSS does not currently have any points provided for other applications to consume BTSSS information. Therefore, there is no service design available in Build 2.

#### Introduction

This section will cover in points used by other applications to consume BTSSS information, that the BTSSS provides to those applications. There are none defined in Build 2.

##### Purpose and Scope of Service

There is no purpose nor scope of service available in Build 2.

##### Links to Other Documents

There are no other relevant documents in Build 2.

#### Service Details

##### Service Identification

There are no services to identify in Build 2.

Table 84: Service Identification

| Service Attribute | Value |
| --- | --- |
| Name and Alias | There are no services to identify in Build 2. |
| Overview | There are no services to identify in Build 2. |
| Version | There are no services to identify in Build 2. |
| Latest Status | There are no services to identify in Build 2. |
| Service Type | There are no services to identify in Build 2. |
| Architecture Layer | There are no services to identify in Build 2. |
| Business Domain | There are no services to identify in Build 2. |
| Service Domain | There are no services to identify in Build 2. |
| Business Organization and Owner | There are no services to identify in Build 2. |
| Technical Organization and Owner | There are no services to identify in Build 2. |
| Development Organization and Owner | There are no services to identify in Build 2. |
| Support Organization and Owner | There are no services to identify in Build 2. |
| Target Consumer Organization(s) and Owner(s) | There are no services to identify in Build 2. |

##### Service Versions

There are no service versions in Build 2.

Table 85: Service Versions

|  |  |  |
| --- | --- | --- |
| Version Numbers | Current Status of Version | A Brief Description of the change implemented in that version |
| There are no service versions in Build 2. |  |  |

##### Summary of Design and Platform Details

This section of the SDD summarizes the design and platform details of the BTSSS.

###### SOA Pattern(s) Implemented

There are no SOA Patterns implemented in Build 2.

###### COTS Platform Vendor Names and Versions for Hosting Platform

Build 2 of BTSSS is hosted in the Liberty ITS cloud environment, which is implemented in Microsoft Azure. Microsoft Dynamics CRM 2016 and CRM Portals form the core framework for BTSSS.

#### Dependencies

There are no dependencies available in Build 2.

#### Service Design Details

There are no service design details available in Build 2.

##### Interface Technical Specs

There are no interface technical specs available in Build 2.

###### Service Invocation Type.

There are no service invocation types available in Build 2.

###### Service Interface Type

There are no service interface types available in Build 2.

###### Service Name

There are no service names available in Build 2.

###### Interface

There are no interface documents available in Build 2.

###### End Points

There are no end points available in Build 2.

###### Operations or Methods

There are no operations or methods available in Build 2.

Table 86: Operations or Methods

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Operation Name | Inputs | Outputs | Transactional Qualities if relevant (Updating?, Atomic?, Can participate in transaction?) | Pre and Post Conditions | Exception (s) |
| There are no operations or methods available in Build 2. |  |  |  |  |  |

###### Message Schemas

There are no message schemas available in Build 2.

##### Information Model

There are no information models available in Build 2.

###### Class Diagram and Description of Entities Involved

There are no class diagrams available in Build 2.

###### Mappings from ELDM to Standards Based Schemas

There are no mappings available in Build 2.

##### Behavior Model (AKA Use Case Realization)

There are no behavior models available in Build 2.

###### Use Cases (Use Case Model)

There are no use cases available in Build 2.

###### Interaction Diagrams

There are no interaction diagrams available in Build 2.

#### Gap Analysis

There are no gap analyses available in Build 2.

Table 87: Gap Analysis

| Design Elements🡪  Policies / SLD elements etc.↓ | Design  Element A | Design  Element B | Design  Element C | Comment for non-conformance |
| --- | --- | --- | --- | --- |
| There are no gap analyses available in Build 2. |  |  |  |  |

##### Variances from Enterprise Target Architecture

There are no variances in Build 2.

##### Variances from SLDs

There are no variances in Build 2.

##### Variances from Standards and Policies

There are no variances in Build 2.

##### Justification for Exceptions and Mitigation

There are no exceptions nor mitigations in Build 2.

# External System Interface Design

This section of the BTSSS details the external interfaces of the BTSSS.

## Interface Architecture

Interface Architecture is not available for Build 2.

## Interface Detailed Design

Interface Detailed Design is not available for Build 2.

# Human-Machine Interface

This section of the BTSSS describes the GUI relative to the user.

## Interface Design Rules

There are no Interface Design Rules available for Build 2.

## Inputs

BTSSS is a customized COTS product. All inputs will be made from data entry screens. For Build 2, these screen are all formatted for laptops. In the future, they will be made compatible with mobile devices and kiosks. Both Dynamics CRM and CRM Portal screens will be 508 compliant.

## Outputs

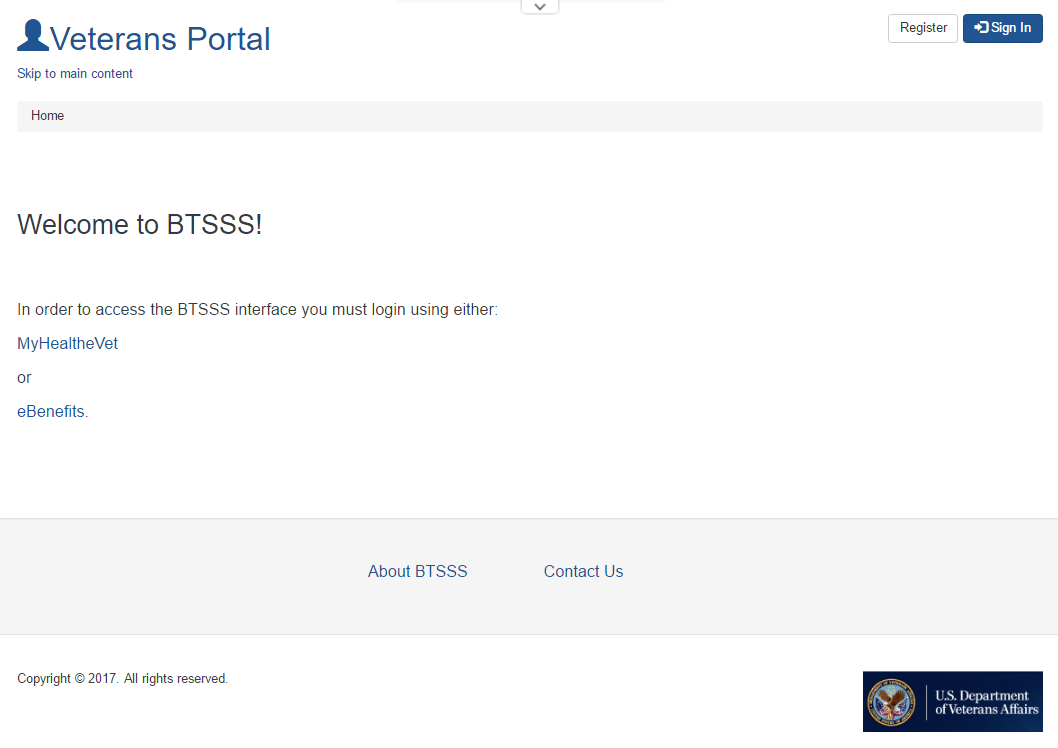
For Build 2, BTSSS does not have any outputs. Outputs may be added for future builds.

## Navigation Hierarchy

This section of the SDD contains information regarding the navigational hierarchy of the BTSSS. It describes how a user will move through the GUI.

### Screen 1 – Welcome Screen Before Log In

The BTSSS will display this page if a user is not logged in. The user can click the Sign In button, located in the top right, to log in to their account.



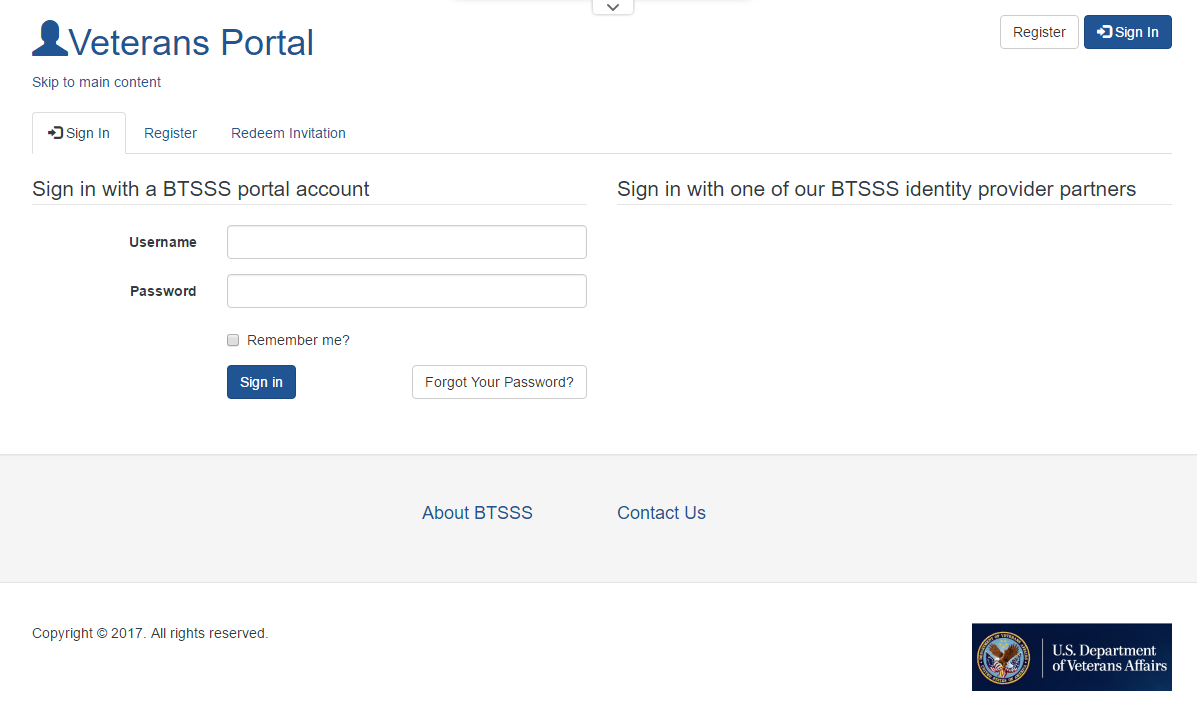


Figure 32: BTSSS Welcome Screen

### Screen 2 – Welcome Page After Log In

The BTSSS will display this page once the user has logged in. From here, the user can then change their account information, by checking the I Agree box and clicking the Review Profile button, located at the bottom of the page.

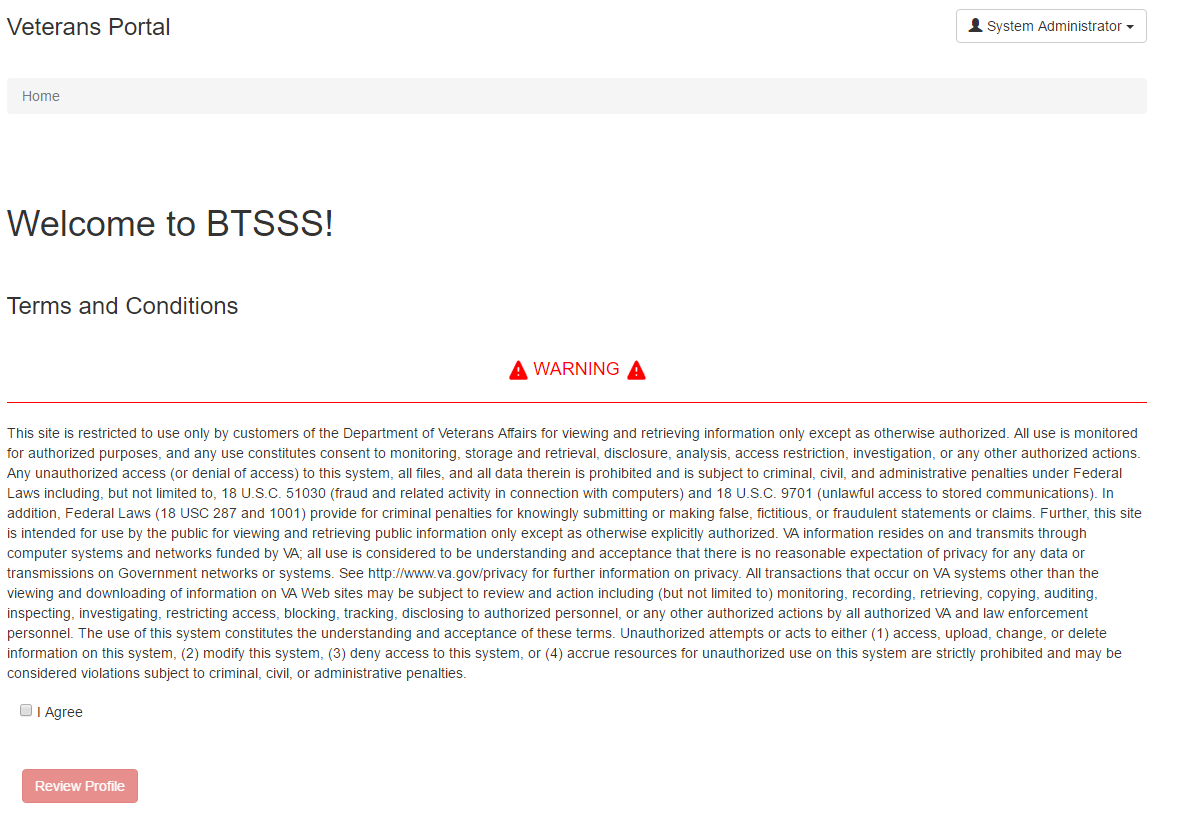


Figure 33: Terms and Conditions Screen

### 

### Screen 3 – Profile Review Page

If the user wishes to review their profile information, this will be the page that is displayed. The user can request updates from this screen by changing any of the fields that are editable and clicking on ‘Request Profile Updates’. When update requests are submitted a task is added to CRM notifying the travel clerk of the requested changes. Currently, the BTSSS requires a non-P.O. Box Address, city, state, zip, email, and bank routing number.

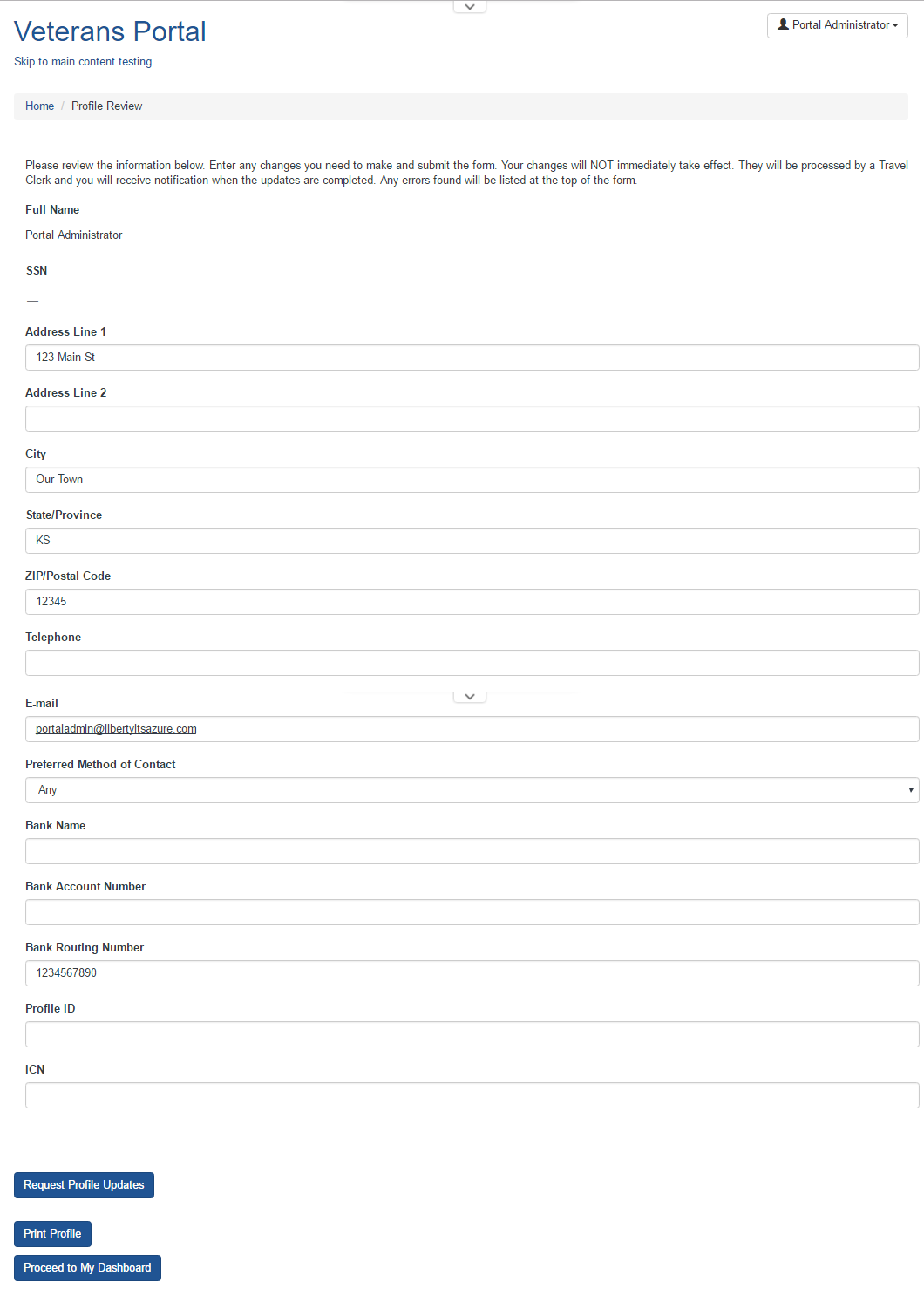


Figure 34: Veterans Portal Screen

### 8.4.4 Screen 4 – Dashboard

If the user wants to look at their appointments and claims, this is the page that will be displayed. It is accessed by clicking the ‘Proceed to My Dashboard’ button on the profile review page. From here, the user can click on a claim or appointment to view their respective details. They can also file a claim for an appointment that does not already have one by clicking the ‘Create Claim’ button.

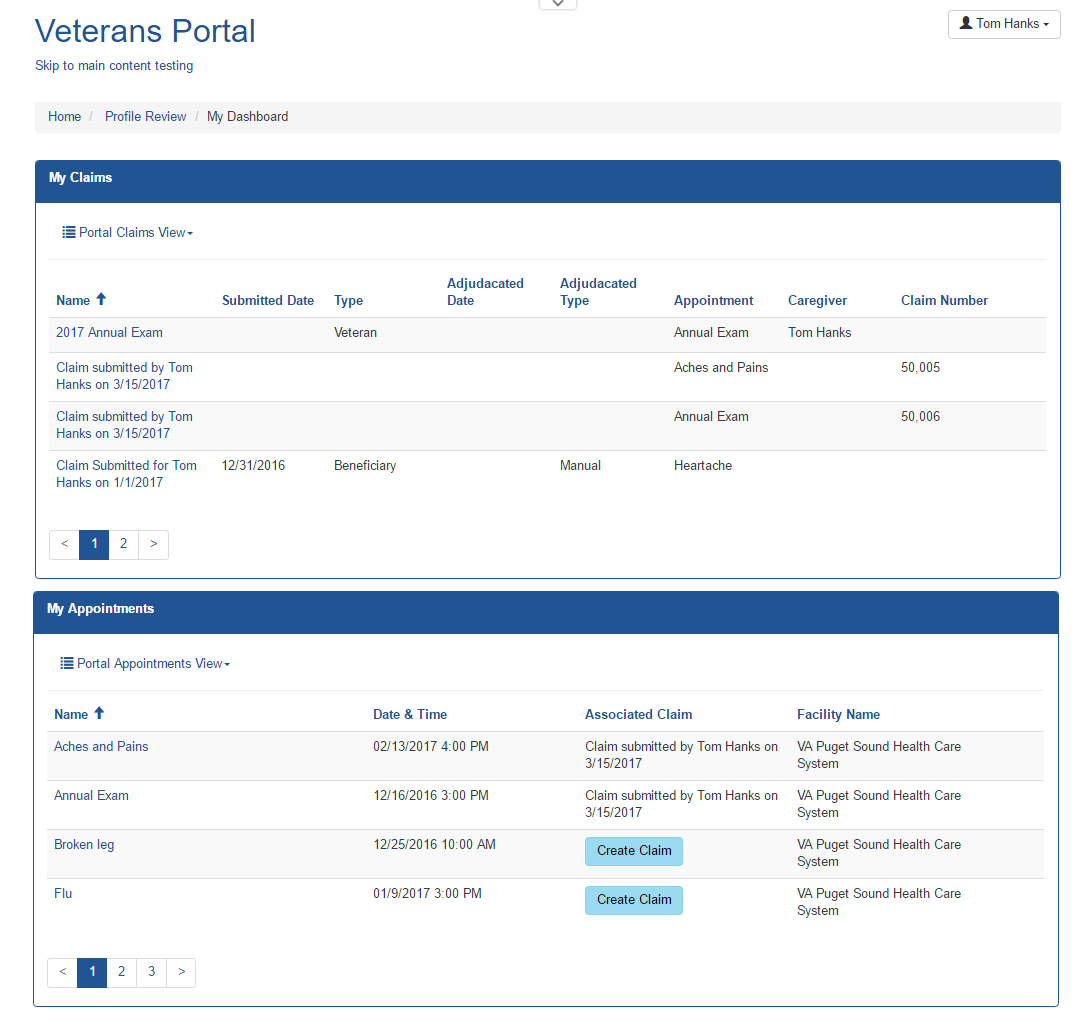


Figure 35: Veterans Portal

### 8.4.5 – Claim Page

If the user wants to look at the details of their claim, this is the page that will be displayed. It is accessed by selecting a claim on the user’s dashboard.

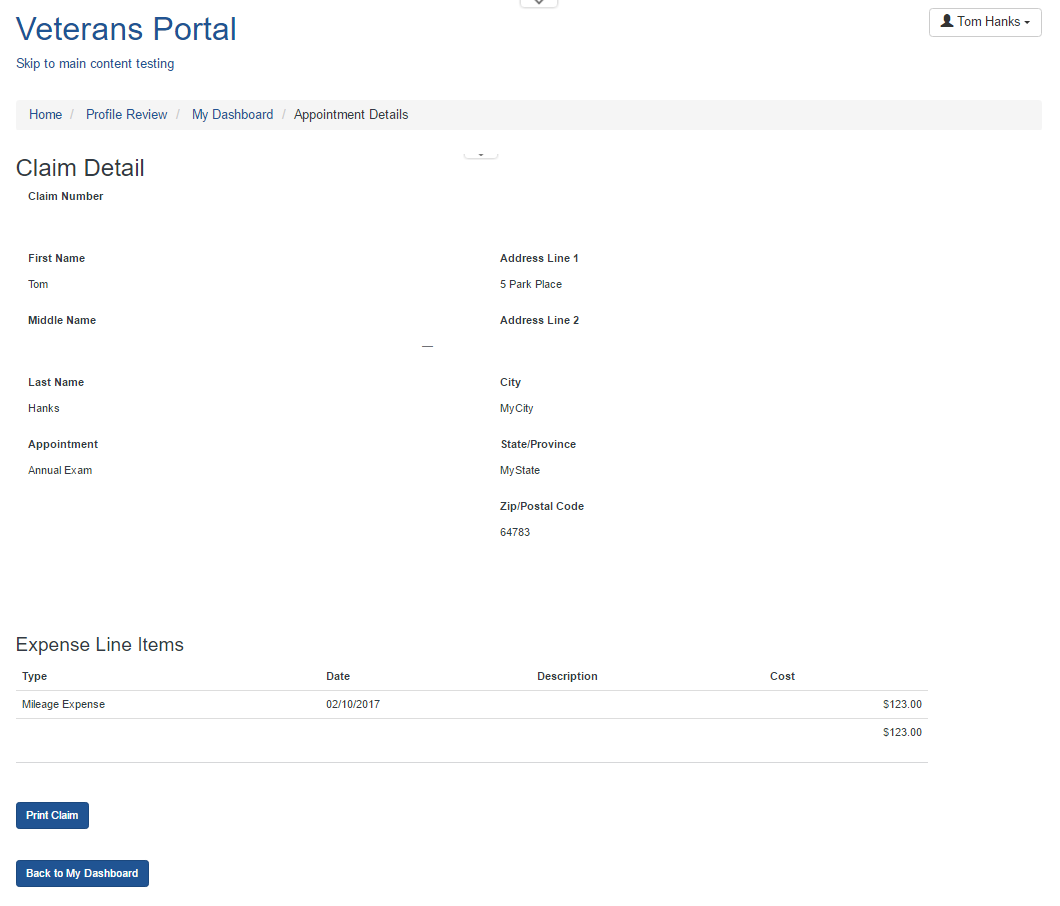


Figure 36: Claim Page

8.4.6 – Appointment Page

If the user wants to look at the details of their appointment, this is the page that will be displayed. It is accessed by selecting an appointment on the user’s dashboard. It also contains a map so that the user can get directions to the facility their appointment is scheduled at.

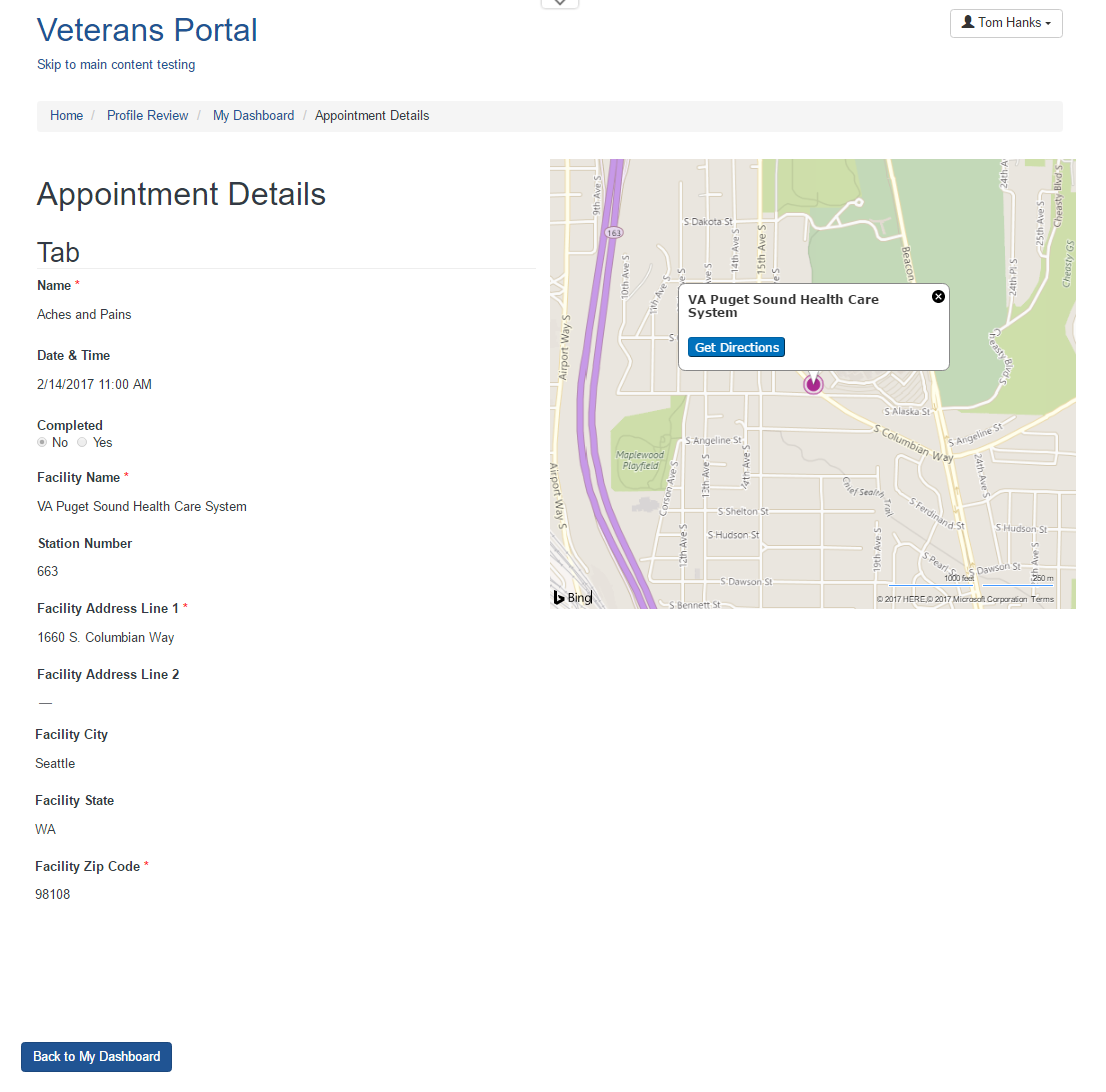


Figure 37: Appointment Details

# 

# 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 Business Sponsor and Project Manager are required to sign.

Signed:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

David Riley Date:

Director, Veterans Transportation Program, CBO

Business Sponsor

Signed:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Carol Hickman Date:

Project Manager

1. **Additional Information**

This section of the SDD contains additional information regarding the BTSSS that was not covered in the previous sections.

* 1. **Identification of Technology and Standards**

There is no additional information regarding technology and standards available for Build 2.

## Constraining Policies, Directives and Procedures

There is no additional information regarding policies, directives, and procedures available for Build 2.

## Requirements Traceability Matrix

There is no additional information regarding the traceability matrix available for Build 2.

## Software Component Traceability

|  |  |  |
| --- | --- | --- |
| **Bus Req (BN or Epic) ID (Unique Identifier)** | **Req ID (Unique Identifier)** | **Generic SW Component** |
| EPIC02 (BN18/19/20) |  | Beneficiary Travel Claim Interface BTSSS Administration Interface |
| OWNR18.02 | S02.01 | Beneficiary Travel Claim Interface BTSSS Administration Interface |
| OWNR18.03 | S02.02 | Beneficiary Travel Claim Interface BTSSS Administration Interface |
| OWNR19.02 | S02.03 | Beneficiary Travel Claim Interface BTSSS Administration Interface |
| OWNR19.03 | S02.04 | Beneficiary Travel Claim Interface BTSSS Administration Interface |
| OWNR20.02 | S02.05 | Beneficiary Travel Claim Interface BTSSS Administration Interface |
| EPIC03 (BN n/a) |  | Beneficiary Travel Claim Interface Eligibility Verification |
| N/A | S03.01 | Beneficiary Travel Claim Interface |
| Bus Req (BN or Epic) ID (Unique Identifier) | Req ID (Unique Identifier) | Generic SW Component |
| N/A | S03.02 | Beneficiary Travel Claim Interface |
| N/A | S03.03 | Eligibility Verification |
| N/A | S03.04 | Eligibility Verification |
| EPIC04 (BN n/a) |  | Beneficiary Travel Claim Interface BTSSS Administration Interface |
| N/A | S04.01 | BTSSS Administration Interface |
| N/A | S04.02 | Beneficiary Travel Claim Interface BTSSS Administration Interface |
| N/A | S04.03 | Beneficiary Travel Claim Interface BTSSS Administration Interface |
| EPIC05 (BN2/3) |  | Beneficiary Travel Claim Interface Profile Manager  Eligibility Verification |
| OWNR2.02 | S05.01 | Profile Manager |
| OWNR2.02 | S05.02 | Profile Manager |
| OWNR2.01 | S05.03 | Beneficiary Travel Claim Interface |
| OWNR2.02 | S05.04 | Eligibility Verification |
| OWNR2.02 | S05.05 | Eligibility Verification |
| OWNR2.02 | S05.06 | Profile Manager |
| OWNR2.01 | S05.07 | Beneficiary Travel Claim Interface |
| OWNR2.01 | S05.08 | Profile Manager |
| N/A | S05.09 | Profile Manager |
| OWNR2.04 | S05.10 | Profile Manager |
| OWNR2.04 | S05.11 | Profile Manager |

|  |  |  |
| --- | --- | --- |
| **Bus Req (BN or Epic) ID (Unique Identifier)** | **Req ID (Unique Identifier)** | **Generic SW Component** |
| N/A | S05.12 | Profile Manager |
| N/A | S05.13 | Profile Manager |
| N/A | S05.14 | Profile Manager |
| OWNR2.06 | S05.15 | Beneficiary Travel Claim Interface |
| OWNR3.01/3.02/3.03 | S05.16 | Profile Manager |
| N/A | S05.17 | Profile Manager |
| N/A | S05.18 | Profile Manager |
| N/A | S05.19 | Eligibility Verification |
| N/A | S05.20 | Profile Manager |
| EPIC06 (BN6) |  | Beneficiary Travel Claim Interface Profile Manager |
| OWNR6.04 | S06.01 | Beneficiary Travel Claim Interface |
| OWNR6.04 | S06.02 | Profile Manager |
| OWNR6.04 | S06.03 | Profile Manager |
| N/A | S06.04 | Profile Manager |
| EPIC07 (BN7) |  | Eligibility Verification  Beneficiary Travel Claim Interface Profile Manager  Reimbursement Calculator Encounter Information Retriever |
| OWNR7.01 | S07.01 | Eligibility Verification |
| OWNR7.02 | S07.02 | Eligibility Verification |
| N/A | S07.03 | Eligibility Verification |
| N/A | S07.04 | Eligibility Verification |
| Bus Req (BN or Epic) ID (Unique Identifier) | Req ID (Unique Identifier) | Generic SW Component |
| N/A | S07.05 | Beneficiary Travel Claim Interface |
| N/A | S07.06 | Encounter Information Retriever |
| N/A | S07.07 | Reimbursement Calculator |
| N/A | S07.08 | Eligibility Verification |
| N/A | S07.09 | Beneficiary Travel Claim Interface |
| EPIC08 (BN n/a) |  | Profile Manager Eligibility Verification  Encounter Information Retriever Reimbursement Calculator Business Rules Management |
| N/A | S08.01 | Encounter Information Retriever |
| N/A | S08.02 | Reimbursement Calculator |
| N/A | S08.03 | Eligibility Verification |
| N/A | S08.04 | Eligibility Verification |
| N/A | S08.05 | Eligibility Verification |
| N/A | S08.06 | Eligibility Verification |
| N/A | S08.07 | Profile Manager |
| N/A | S08.08 | Profile Manager |
| N/A | S08.09 | Profile Manager |
| N/A | S08.10 | Profile Manager |
| N/A | S08.11 | Business Rules Management |
| N/A | S08.12 | Business Rules Management |
| N/A | S08.13 | Business Rules Management |
| N/A | S08.14 | Business Rules Management |

|  |  |  |
| --- | --- | --- |
| **Bus Req (BN or Epic) ID (Unique Identifier)** | **Req ID (Unique Identifier)** | **Generic SW Component** |
| EPIC09 (BN4/5/8) |  | Beneficiary Travel Claim Interface Profile Manager  Eligibility Verification  Encounter Information Retriever |
| N/A | S09.01 | Beneficiary Travel Claim Interface |
| OWNR4.01 | S09.02 | Beneficiary Travel Claim Interface |
| OWNR4.02 | S09.03 | Profile Manager |
| OWNR4.03 | S09.04 | Profile Manager |
| OWNR4.05 | S09.05 | Beneficiary Travel Claim Interface |
| OWNR4.07 | S09.06 | Encounter Information Retriever |
| N/A | S09.07 | Beneficiary Travel Claim Interface |
| N/A | S09.08 | Beneficiary Travel Claim Interface |
| OWNR4.08 | S09.09 | Profile Manager |
| N/A | S09.10 | Beneficiary Travel Claim Interface |
| N/A | S09.11 | Beneficiary Travel Claim Interface |
| OWNR4.09 | S09.12 | Beneficiary Travel Claim Interface |
| OWNR4.12 | S09.13 | Beneficiary Travel Claim Interface |
| OWNR4.13 | S09.14 | Beneficiary Travel Claim Interface |
| OWNR4.14 | S09.15 | Beneficiary Travel Claim Interface |
| OWNR4.15 | S09.16 | Beneficiary Travel Claim Interface |
| N/A | S09.17 | Beneficiary Travel Claim Interface |
| N/A | S09.18 | Beneficiary Travel Claim Interface |
| OWNR5.01 | S09.19 | Beneficiary Travel Claim Interface |

|  |  |  |
| --- | --- | --- |
| **Bus Req (BN or Epic) ID (Unique Identifier)** | **Req ID (Unique Identifier)** | **Generic SW Component** |
| OWNR5.02 | S09.20 | Beneficiary Travel Claim Interface |
| OWNR5.03 | S09.21 | Beneficiary Travel Claim Interface |
| OWNR5.04 | S09.22 | Beneficiary Travel Claim Interface |
| OWNR5.05 | S09.23 | Beneficiary Travel Claim Interface |
| OWNR5.06 | S09.24 | Beneficiary Travel Claim Interface |
| OWNR5.07 | S09.25 | Profile Manager |
| N/A | S09.26 | Profile Manager |
| N/A | S09.27 | Profile Manager |
| N/A | S09.28 | Profile Manager |
| N/A | S09.29 | Profile Manager |
| OWNR8.01 | S09.30 | Eligibility Verification |
| OWNR8.02 | S09.31 | Encounter Information Retriever |
| EPIC10 (BN6) |  | Beneficiary Travel Claim Interface Profile Manager |
| OWNR6.01 | S10.01 | Profile Manager |
| OWNR6.01 | S10.02 | Profile Manager |
| OWNR6.01 | S10.03 | Profile Manager |
| OWNR6.01 | S10.04 | Beneficiary Travel Claim Interface |
| OWNR6.01 | S10.05 | Profile Manager |
| N/A | S10.06 | Beneficiary Travel Claim Interface |
| OWNR6.03 | S10.07 | Profile Manager |
| OWNR6.03 | S10.08 | Profile Manager |

|  |  |  |
| --- | --- | --- |
| **Bus Req (BN or Epic) ID (Unique Identifier)** | **Req ID (Unique Identifier)** | **Generic SW Component** |
| OWNR6.03 | S10.09 | Beneficiary Travel Claim Interface |
| OWNR6.03 | S10.10 | Profile Manager |
| OWNR6.03 | S10.11 | Profile Manager |
| OWNR6.03 | S10.12 | Profile Manager |
| OWNR6.03 | S10.13 | Profile Manager |
| OWNR6.05 | S10.14 | Profile Manager |
| OWNR6.06 | S10.15 | Profile Manager |
| EPIC11 (BN17) |  | Business Rules Management |
| OWNR17.01 | S11.01 | Business Rules Management |
| OWNR17.01 | S11.02 | Business Rules Management |
| OWNR17.01 | S11.03 | Business Rules Management |
| EPIC12 (BN16) |  | Workflow Management and Reporting |
| OWNR16.01/16.02 | S12.01 | Workflow Management and Reporting Profile Manager |
| OWNR16.03 | S12.02 | Workflow Management and Reporting |
| OWNR16.04 | S12.03 | Profile Manager |
| N/A | S12.04 | Workflow Management and Reporting |
| N/A | S12.05 | Workflow Management and Reporting |
| EPIC13 (BN9) |  | Reimbursement Calculator Eligibility Verification  Encounter Information Retriever Profile Manager |
| N/A | S13.01 | Encounter Information Retriever |
| N/A | S13.02 | Encounter Information Retriever |
| Bus Req (BN or Epic) ID (Unique Identifier) | Req ID (Unique Identifier) | Generic SW Component |
| N/A | S13.03 | Encounter Information Retriever |
| N/A | S13.04 | Encounter Information Retriever |
| OWNR9.01 | S13.05 | Reimbursement Calculator |
| N/A | S13.06 | Reimbursement Calculator |
| OWNR9.02 | S13.07 | Profile Manager |
| OWNR9.05 | S13.08 | Reimbursement Calculator |
| OWNR9.06 | S13.09 | Reimbursement Calculator |
| OWNR9.07 | S13.10 | Reimbursement Calculator |
| EPIC14 (BN10) |  | Reimbursement Calculator |
| OWNR10.01 | S14.01 | Reimbursement Calculator |
| OWNR10.02 | S14.02 | Reimbursement Calculator |
| N/A | S14.03 | Reimbursement Calculator |
| EPIC15 (BN11/12) |  | Payment File Generator Encounter Information Retriever Beneficiary Travel Claim Interface |
| OWNR11.01 | S15.01 | Payment File Generator |
| OWNR11.02 | S15.02 | Encounter Information Retriever |
| OWNR11.03 | S15.03 | Beneficiary Travel Claim Interface |
| OWNR11.04 | S15.04 | Beneficiary Travel Claim Interface |
| OWNR12.01/12.02 | S15.05 | Payment File Generator |
| EPIC16 (BN14) |  | Profile Manager Reimbursement Calculator  Beneficiary Travel Claim Interface |
| OWNR14.02 | S16.01 | Reimbursement Calculator |

|  |  |  |
| --- | --- | --- |
| **Bus Req (BN or Epic) ID (Unique Identifier)** | **Req ID (Unique Identifier)** | **Generic SW Component** |
| OWNR14.03 | S16.02 | Reimbursement Calculator |
| OWNR14.03 | S16.03 | Reimbursement Calculator |
| N/A | S16.04 | Profile Management |
| OWNR14.03 | S16.05 | Beneficiary Travel Claim Interface |
| EPIC17 (BN13) |  | Beneficiary Travel Claim Interface Appeal Submission  Eligibility Verification |
| OWNR13.01 | S17.01 | Beneficiary Travel Claim Interface |
| OWNR13.02 | S17.02 | Beneficiary Travel Claim Interface |
| OWNR13.03 | S17.03 | Beneficiary Travel Claim Interface |
| OWNR13.04 | S17.04 | Beneficiary Travel Claim Interface |
| N/A | S17.05 | Appeal Submission |
| EPIC18 (BN15) |  | Workflow Management and Reporting |
| OWNR15.01/15.02/15.0 4 | S18.01 | Workflow Management and Reporting |
| N/A | S18.02 | Workflow Management and Reporting |
| N/A | S18.03 | Workflow Management and Reporting |
| N/A | S18.04 | Workflow Management and Reporting |
| N/A | S18.05 | Workflow Management and Reporting |
| N/A | S18.06 | Workflow Management and Reporting |
| N/A | S18.07 | Workflow Management and Reporting |
| N/A | S18.08 | Workflow Management and Reporting |
| N/A | S18.09 | Workflow Management and Reporting |

|  |  |  |
| --- | --- | --- |
| **Bus Req (BN or Epic) ID (Unique Identifier)** | **Req ID (Unique Identifier)** | **Generic SW Component** |
| N/A | S18.10 | Workflow Management and Reporting |
| OWNR15.03 | S18.11 | Workflow Management and Reporting |
| N/A | S18.12 | Workflow Management and Reporting |
| N/A | S18.13 | Workflow Management and Reporting |
| N/A | S18.14 | Workflow Management and Reporting |
| N/A | S18.15 | Workflow Management and Reporting |
| N/A | S18.16 | Workflow Management and Reporting |
| N/A | S18.17 | Workflow Management and Reporting |
| N/A | S18.18 | Workflow Management and Reporting |
| N/A | S18.19 | Workflow Management and Reporting |
| N/A | S18.20 | Workflow Management and Reporting |

## Packaging and Installation

There is no additional information regarding packaging and installation available for Build 2.

## Design Metrics

There is no additional information regarding design metrics available for Build 2.