**Caregiver Application Tracker (CAT) “Rescue”**

**Enhancements and Support**

**Contract #VA118-11-D-1000**

**Order # VA118-1000-1041**

***Requirements Specification Document (RSD)***



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**September 10, 2015**

**Version 1.4**

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**Revision History**

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| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 08/05/2015 | v1.0 | Initial DRAFT document released | Systems Made Simple, Inc. |
| 08/17/2015 | v1.1 | Updated DRAFT document to align with Caregivers BRCD\_V2.9\_7-27-2015\_Final and business stakeholder comments | Systems Made Simple, Inc. |
| 08/21/2015 | v1.2 | Updated requirements based on government feedback received 8/18/2015 and prepared document for release | Systems Made Simple, Inc. |
| 08/31/2015 | v1.3 | Incorporated comments from business stakeholders through 8/28/2015, added roles matrix. | Systems Made Simple, Inc. |
| 09/10/2015 | v1.4 | Incorporated comments from business stakeholders through 9/9/2015. | Systems Made Simple, Inc. |

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**1 Introduction**

The mission of the Department of Veterans Affairs (VA), Office of Information & Technology (OI&T), Product Development (PD) is to provide benefits and services to Veterans of the United States through the development of information technology solutions. In meeting these goals, OI&T strives to provide high quality, effective, and efficient Information Technology (IT) services to those responsible for providing

care to the Veterans at the point-of-care as well as throughout all the points of the Veterans’ health care in an effective, timely and compassionate manner. VA depends on Information Management/IT systems to meet mission goals.

The Program of Comprehensive Assistance for Family Caregivers and the Program of General Caregiver Support Services are collectively referred to as the Caregiver Support Program (CSP). These programs provide a menu of services and support to Caregivers associated with all enrolled eligible Veterans. The CSP offers enhanced services and support to Caregivers of post 9/11 Veterans who incurred or aggravated a serious injury in the line of duty on or after September 11, 2001, and meet other program criteria. Once approved, the enhanced services and support provides primary family Caregivers with a monthly financial stipend, training and education, access to health care through Civilian Health and Medical Program of VA (CHAMPVA), mental health care, respite care and travel and lodging to attend Veteran medical appointments and required Caregiver training. Additionally, CSP provides limited support and services to secondary Caregivers who serve as a back-up to the appointed primary Caregiver.

The Program of Comprehensive Assistance for Family Caregivers, while originally planned to support

4,200 Veterans and their Caregivers in 2015, currently supports nearly 22,000 approved Caregivers as of August 2015 and has processed more than 40,000 applications. The Program’s demand for services and support has significantly outpaced the VA initial projections of eligible post 9/11 Veterans.

As the Program has grown and flexed, the Program’s business needs and associated data requirements have increased and evolved in complexity. For example, the Caregiver Application Tracker (CAT) was not initially conceived to support the business needs of the Caregiver Support Line.

The CAT was developed quickly due to legislative time constraints and was designed to manage a relatively low volume of applicant data. The CSP does not have ready access to the type of data and associated reports that would allow CAT users across the system to monitor their program’s application workload reliably or track participant status changes over time due to the limited capabilities of its data system, which was conceived and designed to manage a much smaller program with less complex data needs.

**1.1 Purpose**

The CSP seeks to stabilize and enhance their existing system. The goal is to stabilize the CAT application to improve reliability, data integrity, validation and quality; enhance CAT functionality and reporting as described in the Performance Work Statement (PWS); migrate and integrate the Stipend System with CAT; and provide enhancements to improve the user’s experience.

**1.2 Scope**

The scope of this effort (CAT “Rescue” Enhancements and Support) is limited to server re-hosting, system enhancement, system sustainment, software, software migration, and testing support to provide urgent, near-term relief to CSP and the Chief Business Office – Purchased Care (CBOPC) operational challenges while a longer term solution, named the Caregiver Tool (CareT), is acquired. In addition,

Systems Made Simple (SMS) will provide help desk, sustainment, and transition support for the CAT Rescue and enhancements.

**2 Overall Description**

The SMS team shall provide system enhancements to the CAT, including adding the functionality currently in the Stipend Access database to CAT. This document identifies the areas within the solution that require enhancements. Each requirement is categorized by the classifications shown in Table 2.1.

**Table 2.1: Requirement Classifications**

|  |  |
| --- | --- |
| **REQ ID Label** | **Requirement Classification** |
| STBL | Database Stabilization |
| ENHC | CAT Reporting Enhancements |
| RPRT | Additional CAT Reports |
| STPD | Stipend System Enhancements and Integration |
| SYSS | System Specifications |

**2.1 Accessibility Specifications**

**Table 2.2: Accessibility Specifications**

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| SYSS-044 |  | The updated CAT system user interface shall conform to existing accessibility specifications for CAT. All newly created documentation shall comply with Section  508 requirements as covered at [http://www.section508.gov.](http://www.section508.gov/) |

**2.2 Business Rules Specification**

The Business Rules Specifications are captured within the Requirements Traceability Matrix (RTM). The following documents also provide business rule specifications for the CAT and Stipend System that will be integrated into the enhanced CAT application.

 Caregivers and Veterans Omnibus Health Services Act of 2010: Title 1, Sections 101-104

Supplemental to New Service Request # 20100829 Business Requirements Change Document

(BRCD), V2.9\_7-27-2015\_Final.

 Caregivers and Veterans Omnibus Health Services Act of 2010: Title 1, Sections 101-104

Supplemental to New Service Request # 20100829 Business Requirements Change Document

(BRCD), dated September 2013 (Attachment B).

 CAT – To be: Stipend Payment Processing (Attachment C)

**Table 2.3: Business Rules Specifications**

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| SYSS-045 |  | The system shall incorporate business rules and use cases that describe how the user enters known and unknown values and interacts with the CAT. These business rules will be collected and analyzed and include the: 1) Roles of the participants, 2) Triggers that may start the process, 3) Pre-conditions that determine whether or how the application moves forward, and 4) Requisite data elements and their corresponding field types (i.e. string drop-down). |

**2.3 Design Constraints Specification**

Design constraints involve integration of two existing systems, CAT and the Stipend Access database. CAT is also integrated with the Enrollment and Eligibility system. Additional design constraints will be described in the Systems Design Document upon further analysis of the existing systems.

**Table 2.4: Design Constraints Specifications**

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| SYSS-046 |  | The system shall integrate the CAT and Stipend System and retain and enhance current functionality contained in both systems. |

**2.4 Disaster Recovery Specification**

The CAT Rescue and Stipend System are in production now. Stabilization and Enhancements will follow the existing Disaster Recovery Specifications for CAT and the Stipend Systems.

**Table 2.5: Disaster Recovery Specifications**

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| SYSS-047 |  | The updated CAT will meet or exceed current CAT Disaster Recovery Plans  (DRP) and Continuity of Operations Plan (COOP). |

**2.5 Documentation Specifications**

Systems Made Simple shall provide the following documentation for the new integrated CAT/Stipend application.

 Version Description Document (VDD)

 Technical User Manual

 Updated End-User’s Guide

 Installation Guide

**Table 2.6: Documentation Specifications**

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| SYSS-048 | 5.5.4 | The system documentation will be user-friendly utilizing quality graphics and screenshots to ensure that each document provides meaningful value and helps make the CAT system easy to use and navigate. All documentation will be thoroughly reviewed before being provided to the VA for final review and approval. |

**2.6 Functional Specifications**

Functional requirements identified for the CAT Rescue project are listed in Table 2.7. The requirements were transcribed from the Transformation Twenty-one Total Technology (T4) Performance Work Statement (PWS) Department of Veteran Affairs Office of Information & Technology, Health Administration Project Enhancements (HAPE) Caregiver Application Tracker (CAT) “Rescue,” Enhancements & Support. The Functional Requirements table includes the “PWS” column heading which references, where applicable, the requirement description in the PWS. The “REQ ID” column heading includes a high level classification of the type of requirement listed in the Table 2.2, followed by a

requirement number. Original PWS requirements are whole numbers. Requirements decomposed from the original PWS requirements may include a decimal number (.01, .02, etc.) and letter (a, b, c) in the REQ ID.

**2.6.1 Functional Requirements**

**Table 2.7: Functional Requirements**

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| STBL-001 | 5.3.1a | The system shall prohibit CAT users from overwriting previously stored  CAT data points to ensure database integrity. |
| STBL-001.01 |  | The system shall provide a history of data point changes in CAT by enhancing the level of detail in the audit trail, history, and log to include what was changed, the previous value, who made the change, and when. |
| STBL-001.02 |  | The system shall prohibit users from entering existing caregivers (primary or secondary) as a primary or secondary caregiver prior to revoking their previous role (to not allow duplicates of same primary or secondary caregiver). The validation warning shall instruct CAT users to revoke the same caregiver from the previous role. Until the action is taken by the CSC, the CAT will not allow the duplicate names to be entered. |
| STBL-001.03a |  | The system shall provide validation warnings to users when selecting the stipend tier level, including confirmation of the number of hours associated with the selected tier. In addition, the tier level selection options and menu should be as intuitive as possible for users in order to avoid any confusion during selection. |
| STBL-001.03b |  | The system shall include different colors for the tier options as follows Red, Tier 3, Yellow for Tier 2, and Blue for Tier 1 (colors can be modified to satisfy 508 compliance). |
| STBL-001.03c |  | The initial application tier selection shall include a validation message that  asks “Are you sure you would like tier x?” |
| STBL-001.03d |  | Initial tier and tier change validation warnings shall require user input for yes or no. |
| STBL-001.04a |  | The system shall not retrieve information from revoked caregivers or former applications when users begin a new application for the same caregiver or applicant. Users must re-populate the data into a new, unique application. (Note: CAT should allow existing address button transfer functionality that allows users to select whether a Caregiver’s address is the same as the Veteran.) |
| STBL-001.04b |  | The system shall not allow the same application date for the former  Caregiver (CG) or former applicant for the same CG's new application.  For any application regardless of person a new application date cannot be until the day after a revocation date. |
| STBL-001.05 |  | The system shall prohibit CSCs from overwriting the Primary Family Caregiver's last name and the 1010CG received date. Only the Help Desk and Tech Support shall have ability to correct last names and 1010CGs received dates |

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| **REQ ID** | **PWS** | **Requirement** |
| STBL-001.06 |  | The system shall require the user to identify the category of any document being added or deleted based on set categories including:  1010CG Application, Eligibility Documentation, Letter and Other. The system shall also track the user, date, time, and document title of any updates. CSCs must select a category for each document he/she adds. |
| STBL-001.07 |  | The system shall display the “Form 1010CG Attached?” and “Date Form  1010CG Received (mm/dd/yyyy)” fields when the answer “No” is provided  to any or all of the following questions:  • Is the Veteran currently enrolled in the VA health care system?  • Most recent discharge from military is on or after 9/11/2001?  • Does Veteran have a VA Rated SC Condition? |
| STBL-001.08 |  | The system shall not replace the original CSC’s name with the reviewer  name when a user reviews a record. |
| STBL-002 | 5.3.1 b | The system shall enhance validation of all user entries for the CAT system. The system shall prohibit users from entering future dates. The system shall implement a scheme to store/process any unknown values (e.g. dates) to allow the application process to proceed, if appropriate. 1-  1-1900 should be used for an unknown value. This is only allowed in the assessment grid and the General Caregiver date of birth. |
| STBL-002.01 |  | The system shall not allow application forms to be approved unless all required fields within the Veteran, Primary Caregiver, and Secondary Caregiver tabs and application process are populated appropriately. |
| STBL-002.02 |  | The system shall allow users to track and run reports that can be used to manage and anticipate Veterans that are in the process of moving and changing addresses or those who have already moved. The system shall provide notifications for the change of address queue, so that the change of address can be processed. |
| STBL-002.03 |  | The system shall have two waiver options for any application in process more than 45 days.  a) CSC Waiver  b) VACO Waiver  The CSC Waiver can be entered by CSCs between days 45-90 of an open record. A VA waiver is needed in order to approve any application  91 days or older. Only 1 VA waiver is needed and must be within 90 days of the application approval date. Once a waiver is selected, the CSC must select one of the seven reasons and provide one of the explanations below in order to keep the record open:  1. Requested for Caregiver Training  2. Requested for Veteran Hospitalization  3. Application Processing Delay  4. Veteran Assessment Delay  5. Caregiver Assessment Delay  6. In-home Assessment Delay  7. Other |

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| **REQ ID** | **PWS** | **Requirement** |
| STBL-002.04 |  | The system shall use hover boxes to show definitions for the following waivers:  1. Requested for Caregiver Training  2. Request for Veteran Hospitalization  3. Application Processing Delay  4. Veteran Assessment Delay  5. Caregiver Assessment Delay  6. In-home Assessment Delay  7. Other  Descriptions are listed in notes |
| STBL-002.05 |  | The system shall limit the Date of Birth field for Veterans and Caregivers to dates after 1901. |
| STBL-002.06 |  | The system shall remove the following items in the “Add Contact – HEC”  Section:  • Race/Ethnicity  • A&A Recipient  • Polytrauma Care  • Most Recent Branch  • Current Active Duty, etc. |
| STBL-002.07 |  | The system shall remove the following items in the “Add Contact – HRC”  Section:  • Race/Ethnicity  • A&A Recipient  • Polytrauma Care  • Most Recent Branch  • Current Active Duty, etc. |
| STBL-002.08 |  | The system shall remove the following items in the “Add Contact – CSC”  Section:  • Race/Ethnicity  • A&A Recipient  • Polytrauma Care  • Most Recent Branch  • Current Active Duty, etc.  • Veteran’s Primary Diagnosis  • Services/Interventions Applied• Workload |
| STBL-002.09 |  | The system shall remove the following items in the “CSL Call, Contact”  Template Section:  • A&A Recipient  • Polytrauma Care  • Most Recent Branch  • Current Active Duty, etc. |

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| **REQ ID** | **PWS** | **Requirement** |
| STBL-002.10 |  | The system shall remove the following items in the “Records” Tab:  • Referral/Reason for Contact  • Race/Ethnicity  • A&A Recipient  • Polytrauma Care  • Most Recent Branch  • Current Active Duty, etc.  • Veteran’s Primary Diagnosis  • Services/Interventions Applied  • Workload  • Caregiver Miscellaneous Training/Event Participation section |
| STBL-002.11 |  | The system shall maintain the "Services/Interventions" section for CSL. The system shall remove the yellow pop-up box under Services/Interventions in the “CSL Call, Contact” Template Section. |
| STBL-002.12 |  | The system shall no longer track CSL follow-ups, eliminating the need for CSCs to report follow-ups to the CSL. CSL referrals will continue to generate new Contacts. The CSL Referral and Follow-up tab will continue to appear as a tab within the associated Contact; however, CSCs will no longer document anything within the CSL Referral and Follow-up tab. eliminate the CSL Follow-up tab from the CSCs home page. |
| STBL-002.13a |  | The system shall notify the CSC that a specific record is getting close to the date requiring a waiver. The system shall have a count up from the date of application for a record requiring a waiver, starting at 1 to 45 days. |
| STBL-002.13b |  | The system shall provide count up for 46 to 90 days in red until a waiver is entered. Once the waiver is entered, the due date will return to black. If no waiver is entered after day 90, the due date remains red. Colors may be modified to conform to 508 compliance. |
| STBL-002.13c |  | The system shall provide an alert on the 46th day on CSC dashboard that indicates a record requires a waiver. |
| STBL-002.13d |  | The system shall provide an alert on the CSC dashboard beginning at day  91 that a VACO waiver is needed. |
| STBL-002.14 |  | The system shall not allow a CSC to approve a record “91+in process” over 90 days unless a VACO waiver has been approved within 90 days of date record is being approved. |
| STBL-003 | 5.3.1 c | The system shall provide date validation and processing rules to calculate from combined date and time values. For reporting (refer to section 2.7), there are separate fields for date and time to be used in reports – for example:  a) Application received date and time should be separate data fields  b) Audit trail also groups date and time, they should be separate fields c) CSL timestamp also needs to be corrected |
| STBL-003.02 |  | The system shall hide or remove all scheduled dates in CAT. |

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| **REQ ID** | **PWS** | **Requirement** |
| STBL-003.03 |  | The system shall allow all CAT Reports (refer to section 2.7) to more easily export to Microsoft Excel:  a) Users should be able to sort by fields  b) Eliminate extra blank rows and trailing spaces  c) Properly format distinct data fields so that users may sort through or select a subset of data reported accurately |
| STBL-003.04 |  | The system shall automatically update and populate correctly the Monitoring Assessment grid with the dates for the next upcoming assessment year. |
| STBL-003.05 |  | The system shall provide a method/alert to indicate a tier change was processed. This checkbox should only be allowed to be completed by CBOPC. |
| STBL-003.06 |  | The system shall provide a method/alert to indicate an address change was processed. This checkbox should only be allowed to be completed by CBOPC. |
| STBL-003.07 |  | The system shall provide a method/alert to indicate a revocation was processed. This checkbox should only be allowed to be completed by CBOPC. |
| STBL-003.08 |  | The system shall allow Editors and VAMC Admin to be able to make changes to the data in the monitoring assessment grid. |
| STBL-003.09 |  | The system shall provide an accurate "In home quarterly assessment due within 30 days" report. The following changes will need to be made to fix the existing report: repair date range filter, separate veteran's address fields to sort by zip code. These changes may not be all inclusive of necessary corrections. Report validation is necessary. |
| STBL-003.10 |  | The system shall provide a method/alert to indicate that a CG’s address  has changed. |
| STBL-004 | 5.3.1 d | The system shall prohibit null values and extra spaces in data fields and adjust reports (refer to section 2.7) so that this enables users to more easily apply Microsoft Excel formulas in CAT’s extracted reports. |
| STBL-005 | 5.3.1 e | The system shall incorporate SSNs to serve as an identifier to find contacts and records easily. |
| STBL-005.01 |  | The system shall standardize SSN entries to 9 numbers, and prohibit use of spaces and symbols. The following must also be corrected: if the SSN starts in “0”, the system currently drops the first digit and hides it in  reports |
| STBL-005.02 |  | The system shall implement safeguards and warnings when users wish to change or update caregiver names. The system shall log the user who changed the caregiver’s first name, keep a history of previous caregiver’s name, and log the date and time stamp of caregiver name changes. In addition, the system shall identify names with a unique identifier such as an SSN or Integration Control Number (ICN). |
| STBL-006 | 5.3.1 f | The contractor shall review, validate, and fix all CAT output reports (refer to section 2.7) to ensure report accuracy with underlying data. |
| STBL-006.01 |  | The system shall track and report on Caregiver information at the VAMC, VISN, and national levels for the National Caregiver Support Program Office and identify aggregate 1 to N data from active data |

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| **REQ ID** | **PWS** | **Requirement** |
| STBL-006.02 |  | The system shall ensure when a CSC makes changes to a record, the system shall not create a duplicate record in the tier level, address revocation change reports. Unless there was an actual change in the tier level, address or revocation. |
| STBL-007 | 5.3.1 g | The system shall implement administrative overrides for several functions, not limited to:  a) Tech support should be able to override any data in the system to correct.  b) Help desk needs administrative rights for only a limited amount of data  Refer to Appendix D of the RSD for User Group and Access Information. |
| STBL-007.01 |  | The system shall allow only CBOPC users to modify and update CBOPC specific data (CBOPC Status), while providing Caregiver team members the ability to view modifications and updates made by CBOPC users. |
| STBL-007.02 |  | The system shall allow only the Editors group and VAMC ADMIN to modify submitted monitoring assessment grid. Refer to Appendix D of the RSD for User Group and Access Information |
| STBL-007.03 |  | The system shall provide increased permissions for the VAMC Admin group – equivalent to CSC permissions except the VAMC Admin group should not be able to approve, disapprove, revoke, or change tier level or change Veteran zip code. Refer to Appendix D of the RSD for User Group and Access Information |
| ENHC-008 | 5.3.3 a | The system shall trim unnecessary whitespace from all narrative fields. |
| ENHC-008.01 |  | The system shall prohibit copy and paste functionality in the narrative fields. |
| ENHC-009 | 5.3.3 b | The system shall improve the formatting of all existing reports (refer to section 2.7), not limited to removing unwanted text, formatting, leading and trailing spaces, inconsistent formatting, and removing hyperlinks in Excel. |
| ENHC-010 | 5.3.3 c | The system shall enhance data integrity of current reports, as well as include data definitions and a data dictionary for each report. |
| ENHC-011 |  | CAT reports (refer to section 2.7) data elements shall pull from correct sources for consistent reporting from one report to the next. |
| ENHC-012 | 5.3.3 e | The system shall ensure data in reports (refer to section 2.7) is unique for each Veteran and Caregiver application instance and are not being overwritten by the most recently entered information to effectively track historical data. |
| ENHC-012.01 |  | The system shall ensure that history of changes made to application information is accurately associated with the correct and unique caregiver instance, including primary and secondary caregivers both active or revoked, as well as applicants |
| ENHC-013 | 5.3.3 f-1 | The system shall ensure all CAT reports (refer to section 2.7) can distinguish active approved caregivers from former approved caregivers depending on report type. |
| ENHC-013.01 |  | The system shall distinguish former applicants from current applicants in process in reports. |

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| **REQ ID** | **PWS** | **Requirement** |
| ENHC-013.02 |  | The system shall have the ability to distinguish reports using the most recent Caregiver record (not former Caregivers or applicants, etc.) from historical reports, or reports for unique purposes. |
| ENHC-014 | 5.3.3 f-2 | The system shall ensure all reports (refer to section 2.7) can distinguish active, approved applicants from former, approved applicants appropriately depending on report type. The Contractor shall also provide the ability to distinguish reports using the most recent Caregiver record (not former, duplicate etc.) from historical reports, or reports for unique purposes. |
| ENHC-015 | 5.3.3 g | The system shall allow for ad hoc report capabilities, and report filters should be fully functional for all CAT reports (refer to section 2.7). |
| ENHC-015.01 |  | The system shall provide reports (refer to section 2.7) which include distinct individual data fields so that data filters may be applied and provide accurate sorting results to users. |
| RPRT-016 | 5.3.3.1 | The system shall include a Capacity Management Report for capacity planning of resources and work force utilization throughout the Caregiver Support operation comparing projected demand, actual demand, and fulfilled appointments. The goal is to provide available resources where support is needed, and data should be used to produce reports at the site, Veterans Integrated Service Network (VISN), and national level (note, this was meant for future state, for CAT Rescue - repair existing reports, no additional requirement). |
| RPRT-017 | 5.3.3.2 | The system shall provide historical reports, both a summary and detailed view of historical data that must be maintained in accordance with public laws and VA policies. Data is used to produce reports to determine trends, to plan for future activities, and to present the information at the national level to VA leadership, Congress, and other organizations. The system needs to better define data in each report to show, for example, active approvals vs. aggregate approvals. |
| RPRT-17.01 | 5.7.1 | The system shall provide users with a view of the history of changes made to names and demographic information. The system shall automatically provide a history of updates to CAT data, including the description and date of update, in addition to users having the option to manually provide updates. The system shall provide a history and log of changes made to any addresses and demographic information in the system. The system shall track:  a) Previous demographic values  b) Date and time stamp when changes occurred c) Users who made changes |
| RPRT-17.03 |  | The system shall provide a history and log of changes made to stipend tier level information in the system on the tab for each caregiver. The system shall track:  a) Previous and New tier level and hours (started capturing new tier level recently in CAT)  b) Date and time stamp of Effective Date when changes occurred c) Reason for change  d) Stipend amount change |
| RPRT-17.06 |  | The system shall maintain a history of all applications submitted in order to provide an audit record of applications. |

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| **REQ ID** | **PWS** | **Requirement** |
| RPRT-17.07a |  | The system shall provide a history of changes - including tier changes, revoked date, revoked reason - for revoked caregivers in the “Former Primary Caregiver” Tab. |
| RPRT-17.07b |  | The system shall provide users with a view of the history of changes including disapproved date and disapproval reason for former applicants on the “former applicant” tab. There should be no tiers for disapproved applicants. |
| RPRT-018 | 5.3.3.3 | The system shall generate Operational Reports that provide a variety of operational performance and audit reports of daily activities which are aggregated and consolidated from the Caregiver Support Program at the national level in order to track and monitor activity based cost, performance against plan, access to the Caregiver Support benefits, quantity and quality of services received. This shall include a report on entries into the Help Desk and Tech Support by requestors name, VISN and site, nature of the help requested, and date. |
| RPRT-019 | 5.3.3.4 | The system shall provide an Operation Report to include point in time operational snap shots (i.e. standardized ad-hoc and customized reports broken out by National level, VISN, VAMC or CBOPC). Additionally, this expanded reporting capability shall provide the ability to queue and securely email reports in various formats (e.g. Excel, Word, PDF, PowerPoint). |
| STPD-020 | 5.4.1 | All Access database functionalities shall be migrated into the enhanced CAT system’s Microsoft SQL Server within the VA development/test environment. All data and user interface functionalities such as forms, processing, logic and reporting capabilities shall be migrated to the enhanced CAT system and tested to verify and validate the migrated data and functionalities. |
| STPD-021 | 5.4.1 a | The system shall have the ability to automatically generate correspondence through various means to the Caregiver when an initial stipend payment is created. |
| STPD-022 | 5.4.1 b | The system shall provide users the ability to automatically generate correspondence through various means to the Caregiver when a stipend payment is modified. |
| STPD-023 | 5.4.1 c | The system shall provide users the ability to automatically generate correspondence and documents for recipients that are external to the Veterans Health Administration (VHA) (i.e. Caregivers). Users should have the ability to manage the generation of such correspondence that are pre-defined, yet configurable with dates and rules related to a Caregiver’s period of eligibility. |
| STPD-024 | 5.4.1 d | The system shall attach electronic copies of all Caregiver correspondence to Caregiver records in CAT in the supporting documents tab. |
| STPD-025 | 5.4.1 e | The system shall generate correspondence documents in PDF format and attach it to Caregiver records in CAT in the supporting documents tab. |
| STPD-026 | 5.4.3 a | The system shall implement logic to automatically determine new  Caregiver rates. |
| STPD-026.01 |  | The system shall use the CAT application received date for calculating the initial stipend (application approval date in code). |
| STPD-026.02 |  | The system shall use the date address changed to compute stipends for caregiver change of address. |

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| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| STPD-026.03 |  | The system shall use the "Effective Date" of tier level changes to compute stipends. |
| STPD-026.04 |  | The system shall use the Term Date to compute stipend revocation processing. |
| STPD-027 | 5.4.3 b | The system shall import/utilize the Bureau of Labor Statistics (BLS) table (or other authorized source) data based on predefined criteria for calculation of stipend payment. |
| STPD-028 | 5.4.3 c | The system shall calculate the annual rate adjustments that incorporate BLS or other authorized source of labor rate adjustments. Annual rate adjustments are based on the calendar year (January 1 to December 31). (The updated BLS data may be found at www.BLS.gov.) |
| STPD-029 | 5.4.3 d | CAT shall allow users to compare existing localities to those in new BLS areas (or other authorized source). In addition, CAT shall highlight and track report entries missing from the new BLS list as well as new localities for localities with “resolved entries”. Finally, CAT will compare and highlight new BLS rates with old Caregiver rates. (Zip codes are not associated with the BLS areas; the BLS area is associated with the Federal Information Processing Standards (FIPS) number and will not change.) |
| STPD-030 | 5.4.3 e | The system shall record and track the history of the Caregiver’s associated hourly rate. Caregiver’s hourly rates can change (increase or decrease) due to an address or tier change however it cannot decrease per the October 24, 2012, Memorandum entitled “Request for Decision, Adjust Stipend Rates with BLS Updates.” When the annual rate adjustment occurs, CAT must implement a logic to prevent the decrease of hourly rates if new rates are less than the current rate (this policy is subject to change from VA leadership). |
| STPD-031 | 5.4.3 f\_1 | The system shall provide a monthly Caregiver Cabinet Report which will include the following:  a) Number of approved Caregiver applications b) Monthly revocations  c) TRICARE beneficiary data only (excluding other Cabinet Report data that is stored in the Corporate Data Warehouse) |
| STPD-032 | 5.4.3 f\_2 | The system shall ensure that only a single instance of the latest updated record can be processed in the CBOPC Tier Changed Report. |
| STPD-033 | 5.4.3 f\_3 | The system shall validate filters for address changes and updates in the  CBOPC Address Change Report available in CAT. |
| STPD-034 | 5.4.3 f\_4 | The system shall validate the CBOPC Revocation Report date filter. |
| STPD-035 | 5.4.3 f\_5 | The system shall review and validate other stipend reports as needed. |
| STPD-036 | 5.4.3 g | The system shall allow stipend related reports and correspondence generated (containing caregiver data) to be printed locally at CBOPC’s facilities in Denver, CO. |
| STPD-036.06 |  | The system shall provide the ability to print a screen and reports (refer to section 2.7) in a user-friendly format. |
| STPD-037 | 5.4.3 h\_1 | The system shall provide separate address sections for both Veteran and Caregiver’s physical address and mailing addresses. The alternate mailing addresses will be used for correspondence purposes by users. |

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| STPD-039 | 5.4.3 h\_2 | The system shall identify and provide city/town and state queries results based on zip codes. If there are multiple matches by city, the system shall provide a drop down menu displaying the cities available for selection based on the zip code. The correct city/town will be selected based on the information contained on the Caregiver application data. |
| STPD-039.01 |  | The system shall validate that addresses stored in CAT are aligned to the  USPS address database. |
| STPD-039.02 |  | The system shall allow super users to override and update addresses when the address does not clear USPS validation. |
| STPD-040 | 5.4.3 h\_3 | The system shall automatically convert all CAPS text inputted in CAT such as addresses, names, and other data fields to standard sentence case. |
| STPD-041 | 5.4.3 h\_4 | The system shall perform a “spell check” when addresses, names,  narratives and other Caregiver data are input into the CAT by users. |
| STPD-042 | 5.4.3 h\_5 | The system shall only “pull” the first five digits of the Caregiver’s zip code when calculating stipend payments if a 9-digit zip code can't be used for all addresses stored in CAT. |
| STPD-043 | 5.5.1 | The system shall not require manual actions to enable Caregiver status updates or new applications created to be communicated between the CAT and Stipend parts of the system. |
| STPD-043.01 |  | The system shall limit CAT access according to user role, including CBOPC, Caregiver Support Program and other users. Refer to Appendix D of the RSD for User Group and Access Information |

**2.7 List of CAT Reports**

 Application Summary

 Approved Caregiver Report by Tier

 Approved Family Caregiver Ratio of Applied to Approved

 Approved Family Caregiver Records

 Approved Family Caregiver Records Which Have Quarterly Visit Completed

 Approved Family Caregiver Who have Annual Re-Assessment Done Report

 Approved General Caregiver Records

 Average Days to Approve Records

 BLS Annual Update report

 Caregiver Appeals

 Caregiver Demographics for Approved

 Caregiver Ineligible

 Caregiver Miscellaneous Training/Event Participation

 Caregiver Referrals with breakdown of different referrals

 Caregiver Relationship to Applicant

 CESP

 CESP Appointments

 Clinically Illness Contacts

 Contacts - Total Created Per Month

 Contact Status=Closed

 Contact Status = Closed CSL

 Contact Status = Currently Open

 Contact Status = New

 Contact Status = Pending 1010CG

 Contacts That Have Been Closed within 5 Days

 CSL Admin Notes

 CSL Calls

 CSL Daily Report

 CSL Executive Summary Report

 CSL Overdue Additional 30-Day Follow Up

 CSL Overdue Level 1 Follow-Up

 CSL Overdue Level 2 Follow Up

 CSL Referral Report

 CSL Repeat Callers

 CSL Rural Health Executive Summary Report

 CSL Satisfaction Caller Report

 CSL Satisfaction Executive Summary

 CSL Satisfaction Outgoing Calls (SOC) Report

 CSL Satisfaction Responder Report

 Disposition Report

 Duplicate Contacts Report

 Eligibility Summary Report

 Executive Summary Report - Family Caregiver

 Revised Executive Summary

 Executive Summary Report General Caregiver

 Family Caregiver Referrals with Breakdown of different referrals

 CBOPC Address Report Change

 CBOPC Applications Report

 CBOPC Pending Training Completed Applications Report

 CBOPC Rejected / Immediate Attention Required Records

 CBOPC Reported Errors Report

 CBOPC Revocation Report Based on Primary Caregiver

 CBOPC Tier Changed Report

 CBOPC Up-To-Date Processed Applications Report

 In-Home Annual Re-Assessment Report

 In-Home Initial Assessment Due Within 30 Days Report

 In-Home Quarterly Assessment Due within 30 Days Report

 Initial In-Home Visit Completed Within 10 days

 Monitoring Assessment - Type of Assessment

 Monitoring Assessment Report

 Outreach Contacts Report

 Overdue Contacts: Contacts That Have Not Been Addressed Within 5 Days

 Overdue Records: Clinical Eligibility Assessment Greater than 3 days

 Overdue Records: Initial In-Home Assessment is greater than 10 Days

 Overdue Records: Record Is not Approved or Disapproved within 30 days

 Overdue Records: Record is not approved or disapproved within 45 days

 Overdue Records: Record is not approved or disapproved within 90 days

 Partnership Approval Report

 Partnership Approved General Caregiver Report

 Partnership Denial Report

 Peer Support Mentoring

 Primary / Secondary Caregiver Report

 Record Entered in Error

 Records Which Have Form 1010CG Attached

 Records Which have Former/ Replaced Caregiver

 Records which have a Second Secondary Caregiver

 Records Which Have a Secondary Caregiver

 Respite Usage

 Revocation Report - All Caregivers

 Services / Interventions Used

 State Data

 Summary Caregiver Application Workload Report

 Summary Contact Workload Report

 Top 10 Facilities with the highest final eligible populations

 Total Contacts Added Per Day

 Total Contacts Added Per Hour

 Transferred Contact Report

 Urban / Rural Report by State / Zip Code

 VACO Special Reports

 Veteran Deceased

 Veteran Ineligible

 VISN Report

 VSSC Master Disapproved Report

 VSSC Master Report

 All Contacts Regardless of Status

**2.8 Graphical User Interface (GUI) Specifications**

**Table 2.8: Graphical User Interface Specifications**

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| SYSS-049 |  | The system shall conform to existing CAT GUI specification for existing screens. For newly added screens, the system shall incorporate an enhanced and intuitive graphical user interface (GUI) that facilitates data entry and processing for all users of the system regardless of their computer skills. The GUI for newly added screens shall comply with Section 508 requirements as covered in [http://www.section508.gov.](http://www.section508.gov/) |

**2.9 Multi-Divisional Specifications**

**Table 2.9: Multi-Divisional Specifications**

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| SYSS-050 |  | The CAT system shall adhere to good User Interface/User Centered Design (UI/UCD) principles making the system easily accessible for the wide variety of the user community. |

**2.10 Performance Specifications**

**Table 2.10: Performance Specifications**

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| SYSS-051 |  | The updated CAT system shall meet or exceed existing CAT and Stipend performance specifications. |

**2.11 Quality Attributes Specification**

**Table 2.11: Quality Attributes Specifications**

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| SYSS-052 |  | The CAT system shall provide a monitoring process to ensure that data is accurate and up-to-date and provide accurate alerts for malfunctions while minimizing false alarms. |

**2.12 Reliability Specifications**

**Table 2.12: Reliability Specifications**

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| SYSS-053 |  | The updated CAT system shall meet or exceed VA and industry standards for web-based applications and SQL server response times. |

**2.13 Scope Integration**

**Table 2.13: Scope Integration**

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| SYSS-054 |  | The updated CAT system shall meet or exceed the existing CAT scope integration standards. |

**2.14 Security Specifications**

**Table 2.14: Security Specifications**

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| SYSS-055 |  | The updated CAT system shall follow the existing security specifications for management of electronic attestation of information including the retention of the signature of attestation (or certificate of authenticity) associated with incoming or outgoing information. |

**2.15 System Features**

**Table 2.15: System Features**

|  |  |  |
| --- | --- | --- |
| **REQ ID** | **PWS** | **Requirement** |
| SYSS-056 |  | The updated CAT system shall conform to the existing CAT System Features standards. |

**2.16 Usability Specifications**

**Table 2.16: Usability Specifications**

|  |  |  |
| --- | --- | --- |
| **REQID** | **PWS** | **Requirement** |
| SYSS-057 |  | The updated CAT system shall follow the existing CAT usability specifications. |

**3 Estimation**

The estimated level of effort is provided in Section 1.3 of the CAT Rescue Enhancements and Support request for task execution plan (RTEP).

**4 Approval Signatures**

REVIEW DATE: <date> SCRIBE: <name>

Signed:

Business Sponsor, Caregiver Support Program (CSP) Date

Meg Kabat, CSP Director

Business Sponsor, Chief Business Operations Purchased Care (CBOPC) Date

Joseph Enderle, CBOPC Operations Director

Integrated Project Team (IPT) Chair and IT Project Manager Date

Mike Dore, Caregivers Product Development (PD) Program Manager

IT Project Manager Date

Ryan Rebers, Caregivers product Development (PD) Project Manager

Appendix A **Acronyms**

|  |  |
| --- | --- |
| **Acronym** | **Description** |
| BLS | Bureau of Labor Statistics |
| BRCD | Business Requirements Change Document |
| CareT | Caregiver Tool |
| CAT | Caregiver Application Tracker |
| CBOPC | Central Business Office – Purchased Care |
| CG | Caregiver |
| CHAMPVA | Civilian Health and Medical Program of VA |
| COOP | Continuity of Operations Plan |
| CPMP | Contractor Project Management Plan |
| CSP | Caregiver Support Program |
| DRP | Disaster Recovery Plan |
| FHIR | Fast Healthcare Interoperability Resources |
| FIPS | Federal Information Processing Standards |
| GUI | Graphical User Interface |
| HAPE | Health Administration Project Enhancements |
| HL7 | Health Level 7 |
| ICN | Integration Control Number |
| IPT | Integrated Project Team |
| IT | Information Technology |
| OI&T | Office of Information & Technology |
| PD | Product Development |
| PMP | Project Management Professional |
| PWS | Performance Work Statement |
| RSD | Requirements Specification Document |
| RTEP | Request for Task Execution Plan |
| RTM | Requirements Traceability Matrix |
| SMS | Systems Made Simple |
| SQL | Structured Query Language |
| SSN | Social Security Number |
| T4 | Transformation Twenty-one Total Technology |
| UCD | User Centered Design |
| UI | User Interface |
| USPS | United States Postal Service |
| VA | Department of Veterans Affairs |
| VDD | Version Description Document |
| VHA | Veterans Health Administration |

|  |  |
| --- | --- |
| **Acronym** | **Description** |
| VISN | Veterans Integrated Service Network |
| VistA | Veterans Health Information Systems Technology Architecture |

Appendix B **Reference Materials**

The following documents, in addition to the documents referenced in the T4 Basic PWS, are referenced for the performance of this effort:

 Caregiver Support Program, CAT User Manual, Caregiver Application Tracker, dated 28 April 2014 (Attachment A).

 Caregivers and Veterans Omnibus Health Services Act of 2010: Title 1, Sections 101-104

Supplemental to New Service Request # 20100829 Business Requirements Change Document

(BRCD), dated September 2013 (Attachment B).

 CAT – To be: Stipend Payment Processing (Attachment C)

 Caregiver Stipend Database – Empty MS Access database, menus and code (Attachment D).

 October 24, 2012 Memorandum, Request for Decision, Adjust Stipend Rates with BLS Updates

(Attachment E)

 Stipend Access Database Processes for CAT Rescue PWS, 3-5-15 (Attachment F)

 Caregiver Processing Stipend System, CG Stipend Letter, MS Word template (Attachment G)

 Caregiver Processing Stipend System, Revocation Letter, MS Word template (Attachment H)

 Caregiver Processing Stipend System, Address Change Letter, MS Word template (Attachment I)

 Caregiver Processing Stipend System, Tier Change Letter, MS Word template (Attachment J)

 Caregiver Cabinet Report (Attachment K)

 CAT Enhancements/Migration Development Flow Chart, (Attachment L)

CAT Rescue B-1 Release Date: September 10, 2015

Appendix C **CAT Rescue User Groups and Access Levels**

**Document**

|  |  |
| --- | --- |
| **Description** | **Role and Level of Access** |
| CSC Staff | Role: Connects caregivers and Veterans with VA and community resources that offer supportive programs and services. A CSC is responsible for the Caregiver Support Program applications at his/her VA site and is the facility expert on caregiving.  CAT level of access and privileges:   CSC editor and super user group: View/add/edit/save CAT data only specific to their associated VAMC. Responsible for managing their facility’s user group and can add/delete users. These are users in the Editor Group. Will include VISN CSC Lead to ensure continuity of program support.   CSC general user group: Read only access to CAT data only specific to their associated VAMC   CSC staff has also read-only access to a specific set of CAT reports |
| CSL Staff | Role: Responds to phone inquiries regarding VA Caregiver Support, facilitate referrals and offers support and resources as appropriate.  CAT level of access and privileges:   CSL user group:  – View/add/edit/save any data specific to CAT CSL data sections  – Read only access to all other CAT data   The CSL staff has also read-only access to a specific set of CAT reports |
| VAMC Admin Staff | Role: Provides admin support to the local VAMC Caregiver Support  Program, including uploading relevant documents.  CAT level of access and privileges:   The VAMC admin group have the same privileges as CSCs except they cannot approve records, revoked, change the CG last name or Veteran’s zip code. |
| HRC Staff | Role: Makes referrals to CSCs when a potential Veteran and/or Caregiver contacts them.  CAT level of access and privileges:   HRC user group:  – Create contacts using appropriate templates and upload/attach documents (e.g. 1010CGs) in CAT  – Read-only access to all CAT data, can edit/update specific CAT data fields and attach documents (for contacts/records based on their current process status)  – Note: they don’t attach 10-10CGs even though they have the ability.   HRC super user group: responsible for managing HRC user group and can add/delete HRC users |

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|  |  |
| --- | --- |
| **Description** | **Role and Level of Access** |
| HEC Staff | Role: Makes referrals to CSCs when a potential Veteran and/or Caregiver contacts them.  CAT level of access and privileges:   HEC user group:  – Create contacts using appropriate templates and upload/attach documents (e.g. 1010CGs) in CAT  – Read-only access to all CAT data, can edit/update specific CAT data fields and attach documents (for contacts/records based on their current process status)   HEC super user group: responsible for managing HEC user group and can add/delete HEC users |
| CBOPC Staff | Role: Responsible for the administration of stipend benefits for the Comprehensive Assistance for Family Caregivers Program. Also, responsible for enrolling eligible Primary Family Caregivers into the CHAMPVA program when there is no other health care coverage.  CAT level of access and privileges:   CBOPC general user only: Read only access to all CBOPC specific data   CBOPC Triage (edit) user group: Review /edit and reject stipend/tier/payment related information (check box)   CBOPC Leads (edit) user group:  – Review and reject stipend/tier/payment related information  – Edit/update only specific data fields (TBD) of CBOPC information  – View/edit/save all CAT information reports (access functionally)  – Add/attach CBOPC documents  – View/request CAT reports   CBOPC super user group:  – Access and privileges to all CBOPC actions  – Edit/update CAT data fields (TBD)  – Responsible for managing CBOPC user group and can add/delete  CBOPC users   CHAMPVA user group: Review/Edit specific OHI fields and check appropriate CHAMPVA boxes in CAT |
| CAT Admin Staff (Tech  Support) | Role: Assists with record updates and data accuracy issues, makes any CAT  record and application “content” adjustments as necessary.  CAT level of access and privileges:   CAT Admin user group:  – View/add/edit/save all CAT data except for CBOPC/stipend/tier/payment information (We can and should be able to add/edit/change the benefit stop date as we need to do this to repair records.  – Access to the “CAT admin tool” to validate fixes |

|  |  |
| --- | --- |
| **Description** | **Role and Level of Access** |
| CAT Helpdesk Staff | Role: Assists with CAT technical bug fixes, updates code, tests and validates fixes. Also, ensures the system operates smoothly.  CAT level of access and privileges:   CAT Helpdesk user group:  – Super user access in CAT to fix issues (content/code) and view tickets logged through the helpdesk  – Access to the “CAT admin tool” to validate fixes  – Updates made by CAT Helpdesk users should notify the appropriate  POCs |
| VISN CSC Leads | Role: Accesses specific CAT reports or records to review the overall  program status and performance and monitor facilities work within the VISN.  CAT level of access and privileges:   VISN CSC Leads user group:  – View/edit CAT records for all VAMCs specific to their associated VISN  (Can’t access any CAT data outside their associated VISN)  – View and access specific CAT reports  – Member of facility-specific CSC super user group (collateral duty) |
| CSP VACO Staff  /Approved partners | Role: Supports the Caregiver Support Program for various purposes (project management, status reporting, analysis etc.).  CAT level of access and privileges:   VACO user group:  – Read-only access for all CAT data  – View and access CAT reports  Note: In the current CAT System this group of stakeholders has super user privileges as well and this should be removed in the CAT Rescue enhancements (user group should only have read-only CAT privileges) |
| Adjudication Waiver Staff | Role: Ability to adjudicate exception and waiver requests.  CAT level of access and privileges:   Adjudication waiver user group  – Approve/adjudicate submitted waivers  – Read-only access to all CAT data |

**C.1 CAT Rescue Access Requirements**

CAT administrators will be required to take an IT role-based training to learn about the process used to

provide users access and privileges to CAT: “IT role system administrator training”.

In addition, a CAT Access Governance Model and Process (to be reviewed and approved by business owners) will be developed and implemented. This model will describe how CAT access privileges will be granted or revoked and managed over time. In addition, the number of CAT users will be tracked.

**C.2 CAT Rescue – User Group Access Levels**

The table below defines the different levels of user access to the CAT application and data:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **User Group** | **CSC**  **\***  **Gen.** | **CSC\* Edit &**  ***†***  **SU** | **CSL** | **VAMC Admin**  **\*** | **HRC/HEC Gen** | **HRC/HEC SU** | **CBO PC Gen** | **CBO PC Edit.** | **CBO PC SU** | **CBO PC CHAMP VA** | **VISN CSC\*** | **VACO Partners** | **Waiver**  **Adj.** | **Admin Staff**  **(Tech Sup)** | **Help**  **Desk** |
| *Contacts\*\*\** | RO | A, D, E | RO | A, D, E | A, D, E | A, D, E | RO | RO | RO |  | A, D, E | RO | RO | A, D, E | A, D, E |
| *Records\*\*\* (Incl. stipend/tier,*  *CHAMPVA)* | RO | A, D, E | RO | A, D, E | RO | RO | RO | A, D, E | A, D, E, AP | RO | A, D, E | RO | RO | A, D, E | A, D, E |
| *Specific Record*  *Fields\*\*\** | RO | A, D, E | RO | A, D, E | E | E | RO | A, D, E | A, D, E | E | A, D, E | RO | RO | A, D, E | A, D, E |
| *Documents* | RO | A, D, E | RO | A, D, E | A, E | A, E | RO | A, D, E | A, D, E | RO | A, D, E | RO | RO | A, D, E | A, D, E |
| *Applications*  *Appealed* | RO | A, D, E | RO | A, D, E | RO | RO | RO | RO | RO | RO | A, D, E | RO | RO | A, D, E | A, D, E |
| *Waivers*  *(exception queue)* |  |  |  |  |  |  | RO | RO | RO | RO |  |  | AP, D, E | AP, E | A, D, E |
| *CSL* | RO | RO | A, D, E | RO | RO | RO |  |  | RO |  | RO | RO | RO | A, D, E | A, D, E |
| *CBOPC CAT section* |  |  |  |  |  |  | RO | AP, A, D, E | AP, A, D, E |  |  |  |  | A, D, E | A, D, E |
| *CBOPC CHAMPVA (check box)* |  |  |  |  |  |  | RO | A, D, E | A, D, E | A, D, E |  |  |  | A, D, E | A, D, E |
| *Reports* | RO | RO | RO | RO | RO | RO |  | A, E | A, E |  | RO | RO | RO | RO | A, D, E |
| *User Group Access* |  | A, D, E | RO |  |  | A, D, E |  |  | A, D, E |  |  |  |  | A, D, E | A, D, E |
| *CAT Software* |  |  |  |  |  |  |  |  |  |  |  |  |  |  | A, D, E |
| *CAT admin tool* |  |  |  |  |  |  |  |  |  |  |  |  |  | A, D, E | A, D, E |

**Legend**

Access levels: RO = Read-Only | A= Add | D= Delete | E = Edit | AP = Approve

Gen. = General user group Edit. = Editor user group SU = Super User group

\* Access to VAMC specific data and information only

\*\* Access to VISN and associated VAMCs specific data and information only

\*\*\* Access levels to specific fields to be updated in CAT Rescue will be detailed in in a future revision of the document

† Editor and Super User group will also include VISN CSC Leads