Customer Data Integration (CDI)

Requirements Specification Document



September 2015

Version 1.0

Department of Veterans Affairs

Revision History

Note: The revision history cycle begins once changes or enhancements are requested after the Requirements Specification Document has been baselined.

| Date | Version | Description | Author |
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Place latest revisions at top of table.

The Revision History pertains only to changes in the content of the document or any updates made after distribution. It does not apply to the formatting of the template.

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Artifact Rationale

The Requirements Specification Document (RSD) records the results of the specification gathering processes carried out during the Requirements phase. The RSD is generally written by the functional analyst(s) and should provide the bulk of the information used to create the test plan and test scripts. It should be updated for each increment.

The level of detail contained in this RSD should be consistent with the size and scope of the project. It is not necessary to fill out any sections of this document that do not apply to the project. The resources necessary to create and maintain this document during the life cycle of a large project should be acknowledged and clearly reflected in project schedules. Do not duplicate data that is already defined in another document or a section in this document; note in the section where the information can be found.

Instructions

This template contains a style named Instructional Text. Text using this style is only to provide guidance in completing the document – the final document should not contain Instructional Text. Text in paragraphs added after Instructional Text is automatically set to the appropriate body text style. For best results and to maintain formatting consistency:

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The following project types are required to complete this artifact. Exceptions are outlined where needed throughout the document.

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

Table of Contents

[1. Introduction 1](#_Toc437367060)

[1.1. Purpose 1](#_Toc437367061)

[1.2. Scope 1](#_Toc437367062)

[1.3. References 2](#_Toc437367063)

[2. Overall Description 2](#_Toc437367064)

[2.1. Accessibility Specifications 2](#_Toc437367065)

[2.2. Business Rules Specification 2](#_Toc437367066)

[2.3. Design Constraints Specification 2](#_Toc437367067)

[2.4. Disaster Recovery Specification 3](#_Toc437367068)

[2.5. Documentation Specifications 3](#_Toc437367069)

[2.6. Functional Specifications 3](#_Toc437367070)

[2.6.1. Military Service Information 3](#_Toc437367072)

[2.6.2. Contact Information 21](#_Toc437367073)

[2.7. Graphical User Interface (GUI) Specifications 23](#_Toc437367074)

[2.8. Multi-divisional Specifications 23](#_Toc437367075)

[2.9. Performance Specifications 23](#_Toc437367076)

[2.10. Quality Attributes Specification 26](#_Toc437367077)

[2.11. Reliability Specifications 26](#_Toc437367078)

[2.12. Scope Integration 28](#_Toc437367079)

[2.13. Security Specifications 29](#_Toc437367080)

[2.14. System Features 30](#_Toc437367081)

[2.15. Usability Specifications 30](#_Toc437367082)

[3. Purchased Components 30](#_Toc437367083)

[4. Estimation 31](#_Toc437367084)

[5. Approval Signatures 34](#_Toc437367085)

[Appendix A: Non-Functional Requirements 35](#_Toc437367086)

# Introduction

The goal of the Veterans Affairs (VA) Customer Data Integration (CDI) initiative is to create a Veteran-centric information environment in which Veteran data is managed as an enterprise asset. This will enable customers and their families to obtain improved visibility and access to the full range of VA services provided.

The CDI effort will build the services required to manage enterprise Contact Information, Demographic/Socio-economic data and historical data on use of VA Services. FY16 efforts will focus on the services to manage Contact Information.

CDI Contact Information Service (CIS) and Military Information Service (MIS) are being defined, architected and built to provide subscriber systems a “service” where authoritative customer information can be stored, shared, collectively managed and consumed. There are two (2) core services CDI will offer subscribers, including Data Service, and Data Quality Management (DQM) services. For each of these service areas, CDI will:

* **Harmonize customer data definitions and associated business rules:** An agile approach will be used to create policies and standards that define data stewardship for customer data and guide future programs and projects.
* **Streamline CDI data management:** The processes to strengthen management of CDI data, enhance CDI data exchange with other agencies, monitor common data quality, and resolve data-related issues (including resolution through governance bodies when necessary) will be defined and implemented.
* **Implement CDI:** The technologies required to deliver CDI as an enterprise capability will be implemented.

## Purpose

The purpose of this Requirements Specification Document (RSD) is to formally define and document both the business and user functional requirements that the CDI Project will provide.

Requirements defined within this document are part of the CDI development and an on-going maintenance effort in support of the production of the Customer Gateway Services (CGS) application.

The primary audience for this document includes functional analysts, developers, testers, Office of Information and Technology (OI&T) managers, and business managers.

## Scope

FY16 efforts will focus on the services to manage Contact Information, and will[[1]](#footnote-1):

* Provide the IT mechanisms to implement standard processes for the management of Contact Information
* Establish common Contact Information definitions, business rules and business practices to establish the authoritative source for Contact Information across VA.
* Align management of Contact Information with VA enterprise policies for data quality.

CDI will create services to manage contact information. All business processes that use contact information will need to be updated to use the new capabilities being built.

CDI services will be hosted on the CGS application developed within Veterans Relationship Management (VRM) (which is hosted at the AITC).

## References

* Customer Data Integration (CDI) Business Requirements Document (BRD): cdi\_contact\_information\_service\_brd\_draft\_3.0\_-\_08-18-15\_changes
* CDI\_Systems\_Design\_Document
* Department of Veterans Affairs (VA) Handbook 6500 – Information Security Program  
  <http://vaww.domain/vapubs/viewPublication.asp?Pub_ID=793&FType=2>
* OneVA Enterprise Architecture Enterprise Technical Architecture (ETA) Compliance Criteria <http://vaww.server.domain/wp-content/uploads/2014/10/OneVA_EA_ETA_Compliance_v5_08312014.pdf>

# Overall Description

## Accessibility Specifications

All Section 508 requirements will be adhered to. Accessibility Specifications provide the necessary 508 Compliance and standards required for user accessibility to the CGS application. According to the VA Handbook 6102, accessibility is ensuring that content can be navigated and read by every user, regardless of location, experience, or the type of computer technology used. VA Web managers must ensure that all Web pages, documents, and files posted to the Web, and/or to a collaboration tool, must be accessible (to include .pdf, .xls, .doc file types). CDI will require the following compliance:

* Compliance and certification of Section 508 IT accessibility standards governed under 29 U.S.C 794d is required: [Department of Veterans Affairs > Office of Product Development Product Assessment Competency Division > Section 508](http://www.section508.domain/index.asp)
* Compliance with [Clinical Context Object Workgroup (CCOW) standards](http://www.domain/TRM/StandardPage.asp?tid=19&lob=1) is required.

## Business Rules Specification

The business rules will be defined in use case specification documents, and will be provided in when available.

## Design Constraints Specification

The CDI project will adhere to all technical standards within the VA Technical Reference Model (TRM) and VA Handbook 6102.

The CDI project will also be compliant with all security standards described under section 2.13 of this document.

## Disaster Recovery Specification

CGS is currently designated as Routine Support[[2]](#footnote-2) for disaster recovery (DR) in the VA Enterprise Operations (EO) Data Center CGS Operations Austin Information Technology Center (AITC) Contingency Plan dated Dec 4, 2013. This level of support will acquire replacement processing capacity after an AITC disaster declaration.

The recovery time objective (RTO) is that CDI will be operational when the AITC resumes regular processing or no later than 30 days after a disaster declaration. The recovery point objective (RPO) is 24 hours and data will be restored from the last backup. The DR location is the Hines Information Technology Center (HITC).

## Documentation Specifications

The CDI project will conform to the documentation specifications, as mandated by Project Management Accountability System (PMAS), ProPath, and the CGS Integrated Project Team (IPT).

User and system documentation for the CDI project shall be provided by the contractor responsible for software enhancements and sustainment; required documentation may include:

* In-house application documentation (application requirements/ program documentation, specifications/ change control recommendations),
* Any vendor-supplied documentation,
* Standard operating procedures (SOP),
* Network diagrams and documentation on setup of routers and switches,
* Software and hardware testing procedures and results,
* System interconnection agreements,
* Hardware replacement agreements,
* Vendor maintenance agreements and maintenance records.

## Functional Specifications

## The CDI Project will implement the requirements contained in the CDI Contact Information Service (CIS) Business Requirements Document (BRD) FY16[[3]](#footnote-3).

## 2.6.1. Military Service Information

The Military Service Information Business Need (BN) table is listed below.

|  |  |  |
| --- | --- | --- |
| **BRD BN** | **Requirement** | **Detailed Requirement** |
| **User Story:** As a Veteran, advocate or VA Role, I need to be able to add a military service record for a Veteran who has evidence of a valid affiliation so that I can complete my business processes for the Veteran. | | |
| **BRD BN1: Add Person / Military Service Record** | | |
|  | | |
| **User Story:** As an application, I want to access an individual’s Military Service Information. | | |
| **BRD BN2:** Verify VA Military Service Information | | |
| **2.0** | Read Captivity Information | **[637082]** Read Prisoner of War: Given the ICN, return the following data elements:  - powCaptureDate  - powReleaseDate  - powDaysInCaptivityQuantity  - powUnderThirtyDaysIndicator  - powMilitaryTheater  - powCountryCode  - powCampSector  - powStatusVerifiedIndicator  - powCaptorName |
| **2.0** | Read Casualties Information | **[637939]** Read Casualties: Given the ICN, return the following data elements:  TBD |
| **2.0** | Read DD-214 Information | **[639000]** Read DD214: Given the ICN, return the following data elements:  - Veteran Name  - Veteran First Name  - Veteran Middle Name  - Department Code  - Branch Code  - Component Code  - Social Security Number  - Grade Code  - Rate Code  - Rank Code  - Pay Grade Code  - Date of Birth  - Reserve Obligation Term Date  - Place of Entry into Active Duty Address  - Home of Record at Time of Entry Address  - Last Assignment & Major Command Text  - Station where Separated Text  - Command to which Transferred Name  - SGLI Coverage Code  - Primary Specialty Code  - Primary Specialty Title Code  - Primary Specialty yrs./mo. Count  - Entered Active Duty this Period Date  - Separation this Period Date  - Net Active Service this Period Text  - Total Prior Active Service Text  - Total Prior Inactive Service  - Foreign Service Indicator  - Sea Service Indicator  - Initial Entry Training Code  - Pay Grade Effective Date  - Decorations, Medals, Badges, Citations, Campaign Ribbons Awarded or Authorized Codes  - Military Education Text  - Education Duration Weeks/Months Count  - Education Completed Year  - Commissioned through Service Academy Indicator  - Commissioned through ROTC Scholarship Indicator  - Enlisted under Loan Repayment Program Indicator  - Days Accrued Leave Paid Count  - Member was provided complete Dental Exam and Service within 90 days prior to Separation Indicator  - Remarks Text  - Separation Mailing Address  - Nearest Relative Name  - Nearest Relative Address  - Member request copy to be sent to Director of VA Indicator  - Sent Copy 6 to VA Indicator  - Sent Copy 3 to VA Central Office Indicator  - Signature of Member being Separated Text  - Signature of Member Date  - Official Authorized to Sign Grade Code  - Official Authorized to Sign Title Text  - Official Authorized to Sign Name  - Official Authorized to Sign Signature Text  - Official Authorized to Sign Date  - Type of Separation Code  - Character of Service Code  - Separation Authority Text  - Separation Code  - Reentry Code  - Narrative Reason for Separation Text  - Dates of Time Lost During this Period Text  - Member Requests Copy Indicator |
| **2.0** | Read Decorations Information | **[637081]** Read Military Award: Given the ICN, return the following data elements:  - awardDescription  - awardDate  - awardFromDate  - awardToDate  - branchOfServiceCode  - sourceCode |
| **2.0** | Read Deployments Information | **[637128]** Read Deployment: Given the ICN, return the following data elements:  - deploymentBeginDate  - deploymentEndDate  - deploymentProjectCode  - deploymentTerminationReasonCode  - deploymentTransactionDate  - deploymentCountryCode  - deploymentISOAlpha3CountryCode  - deploymentLocationMajorBodyOfWaterCode  - deploymentLocationBeginDate  - deploymentLocationEndDate  - deploymentLocationTerminationReasonCode  - deploymentLocationTransactionDate |
| **2.0** | Read Disability Information | **[637940]** Read Disability: Given the ICN, return the following data elements:  - disabilitySeverancePayCombatCode  - disabilityIncurredDate  - disabilityRatingCode  - disabilityPercent  - disabilityPermanentTemoraryIndicator  - disabilityPayAmount |
| **2.0** | Read Occupational Specialty Information | **[637083]** Read Military Occupation: Given the ICN, return the following data elements:  - dodOccupationTypeCode  - occupationTypeCode  - serviceSpecificOccupationTypeCode  - serviceOccupationDate |
| **2.0** | Read Payments Information | **[637077]** Read Retirement Pay: Given the ICN return the following data elements:  - retirementPaymentMonthlyGrossAmount  - retirementPayBeginDate  - retirementPayEndDate  - retirementPayTerminationReasonCode  - retirementPayStopPaymentReasonCode  - dodDisabilityPercentageCode  - retirementPaymentStatusCode  - chapter61ServiceGrossPayAmount  - chapter61EffectiveDate  - retirementDateDifferenceCode  - survivorBenefitPlanPremiumMonthlyCostAmount  - directRemitterSurvivorBenefitPlanAmount  - directRemitterSurvivorBenefitPlanEffectiveDate  - projectedSurvivorBenefitPlanAnnuityAmount  - survivorBenefitPlanBeneficiaryTypeCode  - originalRetirementPayDate |
| **2.0** |  | **[637078]** Read Combat Pay: Given the ICN return the following data elements:  - combatPayBeginDate  - combatPayEndDate  - combatPayTypeCode  - combatZoneCountryCode  - payLocation |
| **2.0** |  | **[637079]** Read Separation Pay: Given the ICN, return the following data elements:  - separationPayTypeCode  - separationPaymentGrossAmount  - separationPaymentNetAmount  - separationPaymentBeginDate  - separationPaymentEndDate  - separationPaymentTerminationReasonCode  - disabilitySeverancePayCombatCode  - federalIncomeTaxAmount  - separationPayStatusCode |
|  |  | **[659325]** Read Education Pay: Given the ICN, return the following data elements:  - active Duty Kicker Indicator  - reserve Kicker Indicator  - education Benefit Buy-up Indicator |
| **2.0** |  | **[637080]** Read Reserve/Drill Date: Given the ICN, return the following data elements:  - reserveActiveDutyMonthlyCurrentPaidDays  - reserveDrillMonthlyCurrentPaidDays  - reserveDrillCurrentMontlyPaidDate |
|  |  | **[683155]** Read Pay Grade: Given the ICN return the following data elements:  - payPlanCode  - endingPayGradeCode  - payGradeDate  - serviceRankNameCode |
| **2.0** | Read Retirement Information | **[637944]** Read Retirements: Given the ICN, return the following data elements:  TBD |
| **2.0** | Read Service Episodes Information | **[637011]** Read Military Service Episode: Given the ICN, return the following data elements:  - serviceEpisodeBeginDate  - serviceEpisodeEndDate  - serviceEpisodeTerminationReasonCode  - branchOfServiceCode  - dischargeCharacterOfServiceCode  - honorableDischargeForVaPurposesIndicator  - personnelOrganizationTypeCode  - personnelCategoryTypeCode  - retirementTypeCode  - militaryAccessionSourceCode  - post9-11GIBillLossCategoryCode  - activeDutyServiceAgreementQuantity  - initialEntryTrainingEndDate  - uniformServiceInitialEntryDate  - narrativeReasonForSeparationCode  - personnelBeginDateSourceCode  - personnelTerminationDateSourceCode  - activeFederalMilitaryServiceBaseDate  - personnelProjectedEndDate  - personnelProjectedEndDateCertaintyCode  - mgbSRServiceAgreementDurationYearQuantityCode  - dodBeneficiaryTypeCode  - serviceComponentCode  - reserveUnderAge60Code  - personnelStatusChangeTransactionTypeCode  - payPlanPayGradeEffectiveDate  - reenlistmentEligibilityCode  - interserviceSeparationCode  - interserviceReenlistmentEligibilityCode |
| **2.0** | Read Veteran Status Information | **[637945]** Read Veteran Status: Given the ICN, return one the following values:  - Veteran  - Dependent  - Military Person Non-Veteran  - Non-Veteran |
|  | | |
| **User Story:** As a responsibility role, I need to be able to submit a formal request that a DoD AMSR be researched for possible correction. | | |
| **BRE BN3:** Submit Formal Research Request | | |
|  | | |
| **User Story:** As a business process that relies on AMSR, I need to be able to request status of research requests. | | |
| **BRD BN4:** Request VA MSR Research Status | | |
|  | | |
| **User Story:** As a business system or process that relies on AMSR, I need to be able to process DoD changes to the AMSR. | | |
| **BRD BN5:** Process DoD Notifications | | |
|  | | |

## 2.6.2. Contact Information

|  |  |  |
| --- | --- | --- |
| **BRD BN** | **Requirement** | **Detailed Requirement** |
| **User Story:** As a Veteran, advocate or VA Role, I need to be able to view Active Contact Information for a Veteran so that I can obtain the authoritative contact information by which to contact them. | | |
| **BRD BR004:** Ability to provide Authoritative Contact Information | | |
| **BRD BR 018:** Authoritative Data Recipient | | |
| **BRD BR026:** Service | | |
|  | Read Active Contact Information | **[634519]** The Read Active Contact Info operation shall return the data fields specified in the corresponding SIEM based on the supplied ICN identifier.  - Read all active addresses  - Read all active phone #'s  - Read all active email addresses |
|  | | |
| **User Story:** As a Veteran, advocate or VA Role, I need to be able to view the Contact Information Profile for a Veteran so that I can obtain the authoritative contact information by which to contact them. | | |
| **BRD BR004:** Ability to provide Authoritative Contact Information | | |
| **BRD BR005:** Ability to provide Historical Contact Information | | |
| **BRD BR018:** Authoritative Data Recipient | | |
| **BRD BR026:** Service | | |
|  | Read Contact Information Profile | TBD |
|  | | |
| **User Story:** As a Veteran, advocate or VA Role, I need to be able to submit a Contact Information Update for a Veteran so that I can obtain the authoritative contact information by which to contact them. | | |
| **BRD BR003:** Ability to consume contact information | | |
| **BRD BR006:** Data categories | | |
| **BRD BR007:** Capture address data elements | | |
| **BRD BR008:** Capture phone number data elements | | |
| **BRD BR009:** Capture Fax Number data elements | | |
| **BRD BR010:** Capture Email data elements | | |
| **BRD BR011:** Capture EFT data elements | | |
| **BRD BR012:** Capture Preferences | | |
| **BRD BR013:** Capture VA Special Addresses | | |
| **BRD BR014:** Capture Status | | |
| **BRD BR015:** Capture Provenance Information for data trust levels | | |
| **BRD BR016:** Capture Geospatial data | | |
| **BRD BR017:** Authoritative Data provider | | |
| **BRD BR025:** Maintain history | | |
|  | Submit Contact Information Update | **[659777]** The service shall accept provenance information for new and updated contact information. |
|  |  | **[659778]** The service shall accept data migrated from the Enrollment System (ES). |
|  |  | **[659779]** The service shall accept new and updated contact information from ES. |
|  |  | **[667007]** The service shall accept Purpose of Use information associated with Contact Information. Apply business rules to allocate Contact Information to Purpose of Use. |
|  |  | **[668233]** The service shall accept Contact Information Address with errors during the seeding process from ES and the address is to be marked with the identified error for later resolution. |
|  | | |
| **User Story:** As a service, I want to apply a unified a set of business rules for contact information data quality control so CIS maintains data quality standards. | | |
| **BRD BR019:** Data Quality Control | | |
|  | Maintain Address Data Quality | **[659781]** The service shall provide verification that the U.S. address entered exists in USPS data sources, and shall return one of the following values:  - Address accepted and valid  - partial match found – correction required  - U.S. address verification failed”  - format validation failed” |
|  |  | **[665766]** The service shall provide access to the US address verification operation |
|  |  | **[659782]** The service shall provide format validation on U.S. addresses entered. |
|  |  | **[661558]** The service shall provide format validation on International addresses entered. |
|  |  | **[668442]** The service shall provide for a segmented zip code, including one mandatory 5 digit field and an additional, optional 4 digit field. |
|  |  | **[678342]** The service shall provide street line format validation on all addresses.  For all Address Types:   * Street Line 1 must contain only allowable characters * Street Line 2 must contain only allowable characters * Street Line 3 must contain only allowable characters * Street Line 1 must not contain any non-allowable characters * Street Line 2 must not contain any non-allowable characters * Street Line 3 must not contain any non-allowable characters |
|  |  | **[678343]** The service shall provide validation of allowable characters for all address types.  Allowable characters for all Address Types:   * alphabetic characters * numerals * spaces (more than one consecutive space is allowed) * double straight quote (") * number sign (#) * Percent sign (%) * ampersand (&) * apostrophe (') * left paren * right paren * plus sign (+) * comma (,) * dash (-) * Period (.) * slash (/) * Colon (:) * at sign (@)   Non-allowable characters for all Address Types:   * dollar sign ($) * asterisk (\*) * Semicolon (;) * less-than sign (<) * greater-than sign (>) * Question mark (?) |
|  |  | **[678536]** The service shall provide validation that US address shall be either 'NULL' or Street Line 1, City, State, ZIP Code format. |
|  |  | **[678539]** The service shall provide validation that International addresses shall be either 'NULL' or Street Line 1, City, Country, Postal Code. |
|  |  | **[678540]** The service shall provide validation that military oversees address shall be either 'NULL' or Street Line 1, City, P.O., Postal Code, ZIP Code. |
|  | Maintain Phone Number Data Quality | **[659785]** The service shall provide format validation of phone numbers entered. |
|  |  | **[678340]** Valid domestic phone numbers must contain all numeric values. |
|  |  | **[678341]** Valid domestic phone numbers cannot be a partial phone number.  For domestic phone numbers:   * Valid domestic phone numbers must contain exactly 10 numeric characters, 3 for area code and 7 for phone number. |
|  | Maintain email address Data Quality | **[659787]** The service shall provide format validation of email address entered. |
|  |  | **[678337]** Valid email address shall contain only one '@'. |
|  |  | **[678338]** Valid email address shall contain only one ‘.’ after the '@'. |
|  |  | **[678339]** Valid email address shall contain a minimum of one character in each of 3 fields.  For all email addresses:   * Minimum 1 character before the ‘@’ * Minimum 1 character between the ‘@" and the ‘.’ * Minimum 1 character after the ‘.’ |
|  |  | **[678505]** The service shall provide format validation for US address and International address city field.  For Address Type = ‘Domestic’ or ‘International’:   * City must contain only allowable characters * City must not contain any non-allowable characters |
|  | | |
| **User Story:** | | |
| **BRD BRxxx:** | | |
|  |  |  |
|  | | |
| **User Story:** | | |
| **BRD BRxxx:** | | |
|  |  |  |

## Graphical User Interface (GUI) Specifications

**General GUI Compliance:**

At present, there are no Graphical User Interface (GUI) Specifications for CDI.

## Multi-divisional Specifications

The multi-divisional specifications will be provided when available.

## Performance Specifications

Performance and capacity requirements are driven by the business requirements specified in CDI MIS BRD FY16 and CDI CIS BRD FY16 Section 8.2[[4]](#footnote-4) (Capacity & Performance).

When the contract is awarded and the developer begins work, an updated RSD containing detailed performance and capacity specifications derived from the business requirements will be provided as required prior to the PMAS Milestone 2 briefing.

**MIS Performance Specifications**

|  |  |  |
| --- | --- | --- |
| **SLR Question** | **SLR Criteria** | **Description** |
| 1. How many users will be on the system hourly? | >1000 | The systems that will use this service are the highest utilized applications in the VA, both internally and externally. |
| 1. How many transactions will each average user perform each hour? | >10 | Estimated transaction inquiries are 1,000,000. |
| 1. What are the anticipated peak user times during the day? | Business day (8am – 5pm) | Claims adjudication and Healthcare Eligibility and Enrollment primarily occur during normal business hours |
| 1. What is the anticipated peak transaction load (when do you think that there will be the most transactions being performed on the system) during the day? | Business day (8am – 5pm) |  |
| 1. How many new users will be added in one year? | >500 | Addition of new consumers for eMIS services to occur through LOB application changes |
| 1. How many more (if any) transactions will be added in one year? | >2,000,000 | Addition of new consumers for eMIS services to occur through LOB application changes |
| 1. What kind of information will be stored (specify average of each kind per month)? | < 1% of AMSR will be contested | Anticipate reduction in storage need due to less redundancy and collection of service information with every claim |
| 1. What kind of search capacity is required? | High (>1000 per hour) | There will be increase in service requests for searches of tracking information, VA MSR and AMSR |
| 1. What type of system(s) is/are required? | Local (regional)  Intranet (All VA)  Internet (public) | The systems that will utilize the service are of all of these types from the local VistA to the self-service internet applications. |
| 1. Is there a need for heavy application reporting? If yes, when? | None | Reporting is or will be included in the existing systems that will utilize the service(s) |

**CIS Performance Specifications**

|  |  |  |
| --- | --- | --- |
| **SLR Question** | **SLR Criteria** | **Description** |
| 1. How many users will be on the system hourly? | As the CIS, I do not expect any users to be logged into and using the service.  As the CIS, I expect usage will be via web service requests from subscriber systems. | The number of users of the service will grow as additional VA systems are integrated with it. |
| 1. How many transactions will each average user perform each year? | As the CIS, I will support a minimum of ‘6Million’ web service requests per year for the Contact Domain. |  |
| 1. What are the anticipated peak user times during the day? | As the CIS, I will provide capacity to support peak usage between the business hours of (0600-2100 EST) Monday to Sunday. | There is no current understanding of how often and when contact information actions occur. Business day is considered 0600-2100EST |
| 1. What is the anticipated peak transaction load (when do you think that there will be the most transactions being performed on the system) during the day? | As the CIS, I will provide capacity to support peak transaction loads between the business hours of (1000-1700 EST) Monday to Sunday. | Business Day (0600-2100 EST) |
| 1. How many new users will be added in one year? | As the CIS, I will provide capacity to support yearly growth of 1-2% as new subscribers are on boarded to the service | The number of new users added will depend on the rate at which VA systems are integrated with CDI CIS. |
| 1. How many more (if any) transactions will be added in one year? | As the CIS, I will provide capacity to support a 2nd year volume of 1-2% growth web service requests per year for the Contact Domain. | Transaction growth is estimated based on the Corp 2015 transactions. |
| 1. What kind of information will be stored (specify average of each kind per month)? | As the CIS, I will store structured contact information data in the data stores. | Data elements that define contact information. See Information Model |
| 1. What kind of search capacity is required? | As the CIS, I will provide capacity to support minimum 6Million web service search requests per year for the Contact Domain. |  |
| 1. What type of system(s) is/are required? | As the CIS, I will not need an internal or public facing system for end user use. | Internal VA systems and public facing VA systems will use the CIS System. |
| 1. Is there a need for heavy application reporting? If yes, when? | As the CIS I will provide the ability to move data to a BI warehouse system to enable users to generate reports on the data Yes - End of Day | Will need heavy reporting initially to understand service use. |

## Quality Attributes Specification

Quality attributes specifications will be determined at a later stage of the project. Quality attribute specifications will enhance the supportability, maintainability, portability, testability, and reusability of the ES software. This will include the applicable coding standards, naming conventions, class libraries, maintenance access, and maintenance utilities.

## Reliability Specifications

CDI reliability specifications as follows[[5]](#footnote-5):

### Military Service Information Reliability Specifications

| **Service Level Requirement (SLR) Question** | **SLR Criteria** | **Description** |
| --- | --- | --- |
| 1. How much time should the system be available (and how much down time is acceptable due to incident [unexpected] outage)? | 99.9% (8.76 hours down time) | Veterans can use self-service 24 hours a day. |
| 1. When should the system be available (what will be the core operating hours of the system)? | 24x7 |  |
| 1. How soon should the system fully recover from an outage? (Includes Mean Time to Restore) | Mission Critical | Mission critical as defined by CDCO |
| 1. How much data will be restored when outage is recovered? | 100% (continuous back-up) | The DD214 data is mission critical |
| 1. What time period should be considered for maintenance periods? | Overnight | The lowest usage for the service will be between the hours of midnight an 5am |
| 1. What standard time zone will the system operate in? | CST (Central Standard Time) |  |

### Consumer Information Reliability Specifications

| **Service Level Requirement (SLR) Question** | **SLR Criteria** | **Description** |
| --- | --- | --- |
| 1. How much time should the system be available (and how much down time is acceptable due to incident [unexpected] outage)? | As the CSI Service, I will be available 99.99% (99.999% ) of the time except for scheduled maintenance) |  |
| 1. When should the system be available (what will be the core operating hours of the system)? | As the CSI Service, I will be available to users 24 hours a day, 7 days a week and 365 days a year | CDI CIS must be available 24/7 since VA systems will use it for accurate Contact Information |
| 1. How soon should the system fully recover from an outage? (Includes Mean Time to Restore) | As the CSI Service, I will provide redundant nodes to enable subscriber systems a seamless transition during a failure event  The transition will be no more than 1 minute |  |
| 1. How much data will be restored when outage is recovered? | As the CSI Service, I will ensure that redundant nodes are mirrored which will eliminate the need for data recovery |  |
| 1. What time period should be considered for maintenance periods? | Overnight (as scheduled) | Overnight (2400-0400 EST) |
| 1. What standard time zone will the system operate in? | CST (Central Standard Time) | The infrastructure CIS runs on is located in Texas. |

Additional system availability requirements are found in the CDI CIS BRD FY16 Section 8.1 (Availability)[[6]](#footnote-6).

## Scope Integration

The CDI will integrate with the following systems/projects[[7]](#footnote-7):

* **Master Veteran Index (MVI)** - Integration must be finished before CIS implementation is initiated.
* **Identity and Access Management (IAM)** - Key VA systems must be integrated with IAM to establish a support structure for CIS.
* **VHA Enterprise Registration** - This project must be completed before CIS implementation is initiated.
* **Chapter 33 Long Term Solution (CH 33 LTS)** - Full support from CH 33LTS is required to integrate systems with CIS.
* **eBenefits, VONAPP, MyHealtheVet, VADIR** - Producers of Contact Information which provide Contact Information and Contact information updates to the CDI service.
* **Administrative Data Repository (ADR)** - Common contact information will be stored in ADR in the interim. Application services will allow exchange of contact information between ADR and LOB applications.
* **Burials Ordering Support System (BOSS)** - Data source for initial contact information and future consumer.
* **VBA Corporate Database (CORP)** - Data source for initial contact information and future consumer.
* **Member Services & Technical Integration (MSTI)** - Establish supporting enterprise data capabilities required to achieve on-demand access to comprehensive services and benefits information within the VA.
* **CGS** - CDI CIS will use the existing CGS infrastructure.

If required, the use of other software products will be provided upon the start of the Increment 1.

## Security Specifications

CDI is an infrastructure product and is not accessed directly by an end user. System to system security controls, network security, and data integrity/access considerations, at a minimum, adhere to VA Handbook 6500 policies and guidelines, as well as the references noted in the References Section 1.3 of this document.

The VA requires that application enhancements address standards, procedures, and technical aspects of the solution required for achieving Assessment and Authorization (A&A) of the system. These should address controls listed in the Federal Information Processing Standards Publication (FIPS PUB) 200 Minimum Security Requirements for Federal Information and Information Systems. Additional security specifications include:

* Compliance with standards and regulatory requirements published in the VA Handbook and Directive 6500: Veterans Affairs Directives > VA Handbook and Directive 6500. Adhere to VA Handbook 6500 Risk Management Framework for VA Information Systems – Tier 3: VA Information Security Program.
* Compliance with FIPS PUB 140-2, Security Requirements for Cryptographic Modules, and for all voice and data traffic encryption: Computer Security Division > Publications > Federal Information Processing Standards > FIPS PUB 140-2.
* Compliance with NIST Special Publication 800-53 Revision 4 Security and Privacy Controls for Federal Information Systems and Organizations.
* Compliance with Protected Health Information (PHI) and Business Associated Agreements Management
* Compliance with VA Directive 6518 Enterprise Information Management (EIM)

The CDI project system (CGS) is a production system that has a FIPS 199 Security Classification of High. CGS has an Authorization to Operate (ATO) that is in Continuous Monitoring by the Enterprise Operations (EO) Security Services at the AITC and is updated to reflect all system changes.

CGS (CDCO App Code = VRS) components are within the AITC secure data center, inside the VRS security domain. All communications outside of this domain are accomplished with mutually authenticated TLS, adhering to access control policies as developed by Architecture, Strategy, and Design (ASD) on Enterprise Shared Services (ESS).

All connections between Systems outside the VA Network and CDI Components are controlled and managed by the VLER Gateway. System connections are locked down to documented Internet Protocol (IP) Addresses and restricted to the Mutual Transport Layer Security (TLS) protocol. Consumers are onboarded through a rigorous, formal process that includes a Memorandum of Understanding (MOU) and Data Sharing agreements. Refer to the VLER Interface ICD and SDD for details.

CGS is middle-tier infrastructure. Privacy controls are implemented by the user facing application.

(Security Requirements currently undergoing final review and will be incorporated into this document shortly. See attached spreadsheets for detailed requirements at this time).

## System Features

CDI system features can be found within Section 4 (System Architecture) of the CDI Systems Design Document.[[8]](#footnote-8)

## Usability Specifications

Usability specifications will be provided when available, and may include specifications that affect the following:

* Training – to specify time required for a normal users and power users to become productive
* Performance measures – to specify task times for typical tasks
* Specifications to conform to common usability standards – Specify standards such as those for IBM Common User Access (CUA) or Microsoft® GUI

# Purchased Components

There are no plans to purchase components. The Interface Control Documents (ICD) for CGS are maintained on the VRM CGS SharePoint site at: <http://vaww.yourserver.domain/sites/VRMVIERS/Deliverables/Forms/AllItems.aspx>

The following System Context Diagram represents all of the CGS system’s external system integration points (consumers and underlying data sources)[[9]](#footnote-9)

VEIRS System Context Diagram

**CGS System Context Diagram**

# Estimation

The Function Point Estimate (FPE) allows Project Managers (PM) to make informed decisions about how to control the project and achieve business objectives within scope and time. The detailed FPE results are recorded in a Functional Point (FP) Excel Workbook, stored in the Technical Services Project Repository (TSPR) notebook for this project.

The CDI Function Point Analysis will be requested from the Software Metrics and Estimation (SM&E) team upon the start of the increment and prior to the PMAS Milestone 2 briefing.

Detail the estimation approach for the project.

If the project chooses to use function point estimation, the Function Point Estimate Workbook must be completed to support the summary information in this section. After the workbook has been completed, the data in the Application Estimate sheets must be entered in this section.

For projects that require development in multiple products, the total estimated function points are calculated as the sum of each product’s estimated function points.

Instructions

1. Contact The VA Office of Information and Technology (OIT) Product Development (PD) Process, Performance, and Oversight (PPO) Project Estimation Support to request an RSD-based Function Point Estimate
2. Request to have a results summary returned in the format of the following table.

Project Software Functional Size and Size-Based Effort and Duration Estimate

Application

| Item | A | B | C | D | E | Total |
| --- | --- | --- | --- | --- | --- | --- |
| **Counted Function Points** |  |  |  |  |  |  |
| **Estimated Scope Growth** |  |  |  |  |  |  |
| **Estimated Size at Release** |  |  |  |  |  |  |

| Size-Based Effort Estimates | Labor Hours | Probability |
| --- | --- | --- |
| **Low-Effort Estimate – With indicated probability, project will consume no more than:** |  |  |
| **High-Effort Estimate – With indicated probability, project will consume no more than:** |  |  |

| Size-Based Duration Estimates | Work Days | Probability |
| --- | --- | --- |
| **Low-Duration Estimate – With indicated probability, project will consume no more than:** |  |  |
| **High-Duration Estimate -- With indicated probability, project will consume no more than:** |  |  |

Figure : Cumulative Probability (“S-curve”) Chart

[Insert Cumulative Probability (“S-curve”) Charts here]

# Approval Signatures

This section is used to document the approval of the RSD during the Formal Review. The review should be ideally conducted face to face where signatures can be obtained ‘live’ during the review, however the following forms of approval are acceptable:

* Physical signatures obtained face to face or via fax
* Physical signature obtained in person or via fax
* Digital signature tied cryptographically to the signer

/es/ in the signature block, provided that a separate digitally signed e-mail indicating the signer’s approval is provided and kept with the document

The Chair of the governing Integrated Project Team (IPT), Business Sponsor, IT Program Manager, and the Project Manager are required to sign. Please annotate signature blocks accordingly.>

REVIEW DATE: <date>

SCRIBE: <name>

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fred Tolley, CGS Program Manager, and Integrated Project Team (IPT) Chair Date

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

TBD, Business Sponsor Date

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

, CDI Project Manager Date

Appendix A: Non-Functional Requirements

Non-functional requirements for CDI are found within section 7.1.2 of the CDI BRD.[[10]](#footnote-10)

The following non-functional requirements will be reviewed and accessed while developing and finalizing the requirements for each increment of the project.

System Performance Reporting Requirements   
(Note: Each system developed by the Department of Veterans Affairs (VA) Office of Information and Technology (OI&T) must comply with the following mandatory requirements.)

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

Operational Environment Requirements

1. System response times and page load times shall be consistent with \_\_\_\_\_\_\_\_\_\_\_ standards (for example, My HealtheVet or HealtheVet). (Comment: There may be different expectations for an external display vs. a query. Need to address these different uses. Also indicate if this information is unknown).
2. Maintenance, including maintenance of externally developed software incorporated into the \_\_\_\_\_\_\_\_\_\_\_\_\_application(s), shall be scheduled during off peak hours or in conjunction with relevant maintenance schedules. The business owner should provide specific requirements for establishing system maintenance windows when planned service disruptions can occur in support of periodic maintenance.
3. 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 within 30 minutes of the occurrence. The notification shall include the information described in the current Automated Notification Reporting (ANR) template maintained by the VA Service Desk. The specific business impact must be noted in order for OIT to provide accurate data in the service impact notice of the ANR.
4. Provide a real-time monitoring solution to report agreed/identified critical system performance parameters.
5. Critical business performance parameters shall be identified e.g., transaction speed, response time for screen display/refresh, data retrieval, etc. in a manner that data capture can occur to support metric reporting and support the OI&T performance dashboard display. If no such performance metrics are required or provided there will be no program specific Service Level Agreements (SLA) created, nor shall there be any active/real time monitoring through OI&T Performance Dashboard to provide the business owners any performance metrics.
6. Notification of scheduled maintenance periods that require the service to be offline or that may degrade system performance shall be disseminated to the business user community a minimum of 48 hours prior to the scheduled event.

Documentation Requirements

1. The training curriculum shall state the expected training time for primary users and secondary users to become proficient at using the \_\_\_\_\_\_\_\_\_\_\_\_ application(s).
2. All training curricula, user manuals and other training tools shall be developed/updated by \_\_\_\_\_\_ <<insert name of Program Office>> and delivered to all levels of users \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. If known, insert how much time in advance the training tools will be delivered and via what mechanism(s); for example, 2-4 weeks in advance of the release of the enhancement through nationwide user12ence calls and PowerPoint presentations). The curricula shall include all aspects of the enhanced \_\_\_\_\_\_\_\_ application(s) and all changes to processes and procedures.
3. The training curriculum developed by the Program Office shall state the expected task completion time for primary and secondary users.
4. User manuals and training tools shall be developed. If they already exist, updates shall be made, as necessary, to them and they shall be delivered to all levels of users.
5. IT will provide the level of documentation required to support the system and maintain operations and continuity. Documentation shall represent minimal programmatic and lifecycle operations support documentation artifacts as defined by VA standards in ProPath and as required by the VA Enterprise System Engineering Lifecycle and Release Management office for sustained operations, maintenance, and support (http://vaww.eie.domain/lifecycle/default.aspx) prior to approval by any VA change control board and release into production.

Implementation Requirements

1. Technical Help Desk support for the application shall be provided for users to obtain assistance with \_\_\_\_\_\_\_\_\_\_\_.
2. The IT solution shall be designed to comply with the applicable approved Enterprise SLA.
3. The implementation must be complete by \_\_\_\_\_\_\_\_\_\_. (Enter date - dd-mm-yyyy)

Data Protection/Back-up/Archive Requirements

1. Based upon the criticality of the system, provide a back-up and data recovery process for when the system is brought off-line for maintenance or technical issues/problems.
2. Data protection measures, such as back-up intervals and redundancy shall be consistent with systems categorized as routine (30 day restoration), mission essential (72 hour restoration), or mission critical (12 hour restoration).

Business owners are required to state the mission criticality of the IT services required in order to assist the planners and developers in determining best strategies for engineering an IT solution to meet their business objectives/needs. The business owner needs to state the criticality of the data and the impact to the business during a service disruption so appropriate technologies can be considered.

Levels for Disaster Recovery

Classification Recovery Time Objective Recovery Point Objective

Routine 30 day restoration TBD

Mission Essential 72 hour restoration 24 hours

Mission Critical 12 hour restoration 2 hours  
  
Recovery Time Objective (RTO) – RTO defines the maximum amount of time that a system resource can remain unavailable before there is an unacceptable impact on other system resources, supported mission/business processes, and the MTD.   
Maximum Tolerable Downtime (MTD) - The MTD represents the total amount of time the system owner/authorizing official is willing to accept for a mission/business process outage or disruption and includes all impact considerations.   
Recovery Point Objective (RPO) - The RPO represents the point in time, prior to a disruption or system outage, to which mission/business process data can be recovered (given the most recent backup copy of the data) after an outage.

Data Quality/Assurance Requirements

A monitoring process shall be provided to ensure that data is accurate and up-to-date and provides accurate alerts for malfunctions while minimizing false alarms.

User Access/Security Requirements

Ensure the proposed solution meets all Veterans Health Administration (VHA) Security, Privacy, and Identity Management requirements including VA Handbook 6500 (see the Enterprise Requirements section of the RTM).

Usability/User Interface Requirements

Adhere to good User Interface/User Centered Design (UI/UCD) principles as outlined in the Usability Appendix of the BRD.

Conceptual Integrity

Provide standards based messaging and middleware infrastructure needed to support both Legacy Veterans Health Information Systems Technology Architecture (VistA) and future VistA 4 deployments.

Availability

1. Maintenance window, including maintenance of externally developed software incorporated into the VistA 4 application(s), will be by mutual agreement between OI&T and the VHA Point of Contact (POC) for the affected facility(ies). VHA will provide POCs for each facility.
2. VistA application unavailability due to an unplanned outage or planned outages that exceed the defined maintenance window will not exceed 8.76 hours per year and will not exceed 43.8 minutes per month (99.9% availability).
3. The application shall be available 24 hours a day, seven days a week, with an uptime of 99.9%.
4. All system updates and scheduled maintenance should occur between the hours of 1800 and 0600 (per local time zone), when clinical usage would be lightest.

Interoperability

1. The system shall support all recognized health system standards i.e., Health Level 7 (HL7), Fast Healthcare Interoperability Resources (FHIR).
2. Systems must be heterogeneous and agnostic for operating systems and code bases.
3. Provide the ability to securely transfer large files (of 4-8 gigabyte) from an external source to VA systems.
4. Provide access to the system over a remote access solution.

Manageability

1. Provide Service Desk/Incident and Problem Management tracking related to maintenance events of patient care systems with priority over non-patient care systems.
2. Provide data related to maintenance events, both routine and exceptional, including key metadata:

* Predicted routine work
* Occurrences where maintenance is completed, including restart from down time
* Identity of the organization performing maintenance
* User performing maintenance (if available)
* Identity of the system
* Date/time, physical location
* Systems impacted
* Does it affect patient care
* Non-urgent or emergent

1. Provide audit capabilities for system access and usage with settings that are configurable to support internal and external audits based on federal and VHA mandates.
2. The system must comply with VA Directive 6300 Records and Information Management and with VHA Records Control Schedule (RCS) 10-1, in general and specifically with Electronic Final Version of Health Record: Destroy/Delete 75 years after last episode of patient care, or longer (if specified).

Performance

1. Provide an Infobutton Query Responder on all platforms with a response time of less than .5 seconds.
2. The system shall recognize, report, and retransmit data lost, with less than 0-1% chance of incomplete patient records.
3. Provide patient data (for data within the system) transactions (e.g., capture, search, request for data) within .5 seconds.
4. Mouse or key-based UI controls, e.g., menus, checkboxes shall provide instantaneous responsiveness (<90ms).
5. Part-screen refreshes after user action shall complete within a pro-rated interval between 200 ms and 1200 ms times a percentage of the screen area being refreshed. For example, a component 10% of the screen area would refresh in (1200 – 200) \* 0.10 + 200 = 300 ms.

Reliability

1. Provide system reliability:   
   • Threshold = 99.9%  
   • Objective = 99.99% system and application
2. Provide system reliability:

* Level 1 severity =<1 failure per month
* Level 2 severity =<2 failures per month
* Level 3 severity =<3 failures per month

Security

Provide management of electronic attestation of information including the retention of the signature of attestation (or certificate of authenticity) associated with incoming or outgoing information.

Supportability

1. Provide alerts (that extend beyond system messages to external systems like mobile devices) for malfunctions, while preventing false alarms for local, regional, and national evaluations in real time.
2. Provide reports on performance metrics as specified in the VistA 4 Effectiveness and Value / Benefits Framework on a bi-weekly basis.
3. Provide national, regional, and local reports on performance metrics as specified in the VistA 4 Effectiveness and Value / Benefits Framework.
4. Provide performance metrics (from request for information to receipt of information on the screen) monitored by the system and system administrators so they know what the user experience is like without users having to call them and tell them the system is running very slow.
5. Provide the ability for VHA and IT staff to create standard and ad-hoc reports of usage, bandwidth, response time, login time, and other variables with a verification process for measuring the capabilities of the system.
6. Provide end-user training on how to generate the various system performance reports (e.g., in standard file formats such as Comma Separated Values [CSV], Portable Document Format [PDF], or Excel) depending on the user's needs.
7. Provide the ability to view system statistics (e.g., information on the specific network environment) and identify areas that are having issues or are beyond capacity, in near-real-time (to be quantified at a later time).
8. Technical Help Desk support for the application via instant message, on-line, phone, and remote desktop access support, shall be provided for users to obtain assistance 24/7.
9. The IT solution shall be designed to comply with the applicable approved Enterprise SLAs.
10. Data protection measures, such as back-up intervals and redundancy shall be consistent with systems categorized as mission critical (1hr restoration, 2hrs backup recovery). Impact of system failure must be monitored on a near real time basis.
11. Provide the ability to set thresholds and notification type (e.g., email or text alerts) when alerting the user about response time degradation and unscheduled outages.
12. Disaster Recovery Plans (DRP) and Continuity of Operations Plan (COOP) will be updated and tested semi-annually to address the VistA 4 product (see National Security and Homeland Security Presidential Directive: National Continuity Policy. NSPD-51/HSPD-20, May 9, 2007 <http://www.fas.org/irp/offdocs/nspd/nspd-51.htm>)

Usability

1. Provide viewability/usability of VistA 4 applications on mobile devices.
2. User prompts and screen help shall be embedded into the system to guide use of the solution.

Documentation

1. The training curriculum shall be provided in two hours or more of training time for primary users and secondary users to become proficient at using the VistA 4 application(s).
2. All training curricula, user manuals and other training tools shall be developed/updated by the VE Program Office and delivered to all levels of users 4 weeks in advance of the release of the enhancement through mediums that will best support the sharing of information to all affected staff.
3. Provide follow-up training classes tailored to VHA workflow 4 weeks after the users have begun to use the system.

*The Template Revision History Page should be deleted when creating the RSD.*

Template Revision History

| Date | Version | Description | Author |
| --- | --- | --- | --- |
| June 2015 | 1.6 | Updated to conform with latest Section 508 guidelines and remediated with Common Look Office tool | Process Management |
| May 2015 | 1.5 | Revised by the PMAS Process Improvement Lockdown Team | PMAS Process Improvement Lockdown Team |
| December 2014 | 1.4 | Updated to conform with latest Section 508 guidelines and remediated with Common Look Office tool | Process Management |
| May 2014 | 1.3 | Reordered cover sheet to clarify results of artifact searches | Process Management |
| May 2013 | 1.2 | Add Appendix for acronyms and glossary | Process Management |
| March 2013 | 1.1 | Formatted to current ProPath documentation standards and edited to conform with latest Alternative Text (Section 508) guidelines | Process Management |
| January 2013 | 1.0 | Initial Version | PMAS Business Office |

Place latest revisions at top of table.

The Template Revision History pertains only to the format of the template. It does not apply to the content of the document or any changes or updates to the content of the document after distribution.

The Template Revision History can be removed at the discretion of the author of the document.

Remove blank rows.

1. cdi\_contact\_information\_service\_brd\_draft\_3.0\_-\_08-18-15\_changes [↑](#footnote-ref-1)
2. Agreement 200EO15I00, Exhibit A: IT, Attachment 2, p. 24 [↑](#footnote-ref-2)
3. cdi\_contact\_information\_service\_brd\_draft\_3.0\_-\_08-18-15\_changes [↑](#footnote-ref-3)
4. cdi\_contact\_information\_service\_brd\_draft\_3.0\_-\_08-18-15\_changes [↑](#footnote-ref-4)
5. cdi\_contact\_information\_service\_brd\_draft\_3.0\_-\_08-18-15\_changes (section 8.1) [↑](#footnote-ref-5)
6. cdi\_contact\_information\_service\_brd\_draft\_3.0\_-\_08-18-15\_changes (section 8.1) [↑](#footnote-ref-6)
7. cdi\_contact\_information\_service\_brd\_draft\_3.0\_-\_08-18-15\_changes (sections 7 & 8) [↑](#footnote-ref-7)
8. CDI\_Systems\_Design\_Document (section 4) [↑](#footnote-ref-8)
9. VRM\_MSDS\_System\_Integration Plan\_v0.2; Section 3 [↑](#footnote-ref-9)
10. cdi\_contact\_information\_service\_brd\_draft\_3.0\_-\_08-18-15\_changes (section 7.1.2) [↑](#footnote-ref-10)