

# **Department of Veterans Affairs (VA)**

## **Veterans Relationship Management (VRM)**

### **Health Eligibility Center (HEC)**

**FY 2016**

#### **Requirements Specification Document**



**February 2016**

**Version 3.0**

## Revision History

Date	Version	Description	Author
07/06/15	1.0	Initial Document Creation	VRM (Engility)
09/16/15	2.0	Reviewed and updated	VRM (Associated Veterans, LLC)
02/18/16	3.0	Updated to reflect updates to the BRD	LongView/Engility

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# 1. Introduction

The Department of Veteran Affairs (VA) has call centers and case management offices servicing many Lines of Business (LoB): Fiduciary Beneficiary System Replacements (FBSR), Health Administration Center (HAC), Education Call Center (ECC), National Pension Call Center (NPCC), Loan Guaranty (LGY), Debt Management Center (DMC), National Call Center (NCC), and other centers and offices. They all have offices with common business requirements and processes that prompt the need to have a Customer Relationship Management (CRM) enterprise model rather than independent CRM instances. The proposed Health Eligibility Center (HEC) is a service based CRM solution delivery model using the CRM framework and platform. The goal for HEC is to provide a critical need for a highly capable case management solution that can improve work management, time management and data accuracy for the Enrollment Eligibility Division (EED), Income Verification Division (IVD), Informatics Division (INF), and other elements within the HEC. The key aspect of the HEC concept is to create a Health (“H”) CRM platform that could support and align the current and future needs for the Health Resource Center (HRC), HEC, Health Administration Center (HAC) and other divisions under these groups.

## 1.1. Purpose

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

## 1.2. Scope

HEC staff support Veterans and VAMCs by receiving new registrations for enrollment, verifying eligibility and entitlement for enrollment, providing eligibility and enrollment guidance, managing changes to existing enrollments and implementing the enrollment process.

- **Value.** At a minimum (i.e. minimal viable product), this project will deliver value to the HEC and the Veteran if it delivers and/or accomplishes the following:
  - Augments the rapid delivery of health enrollment services to Veterans;
  - Drives innovation by enabling the reengineering and/or streamlining of HEC business processes;
  - Improves accuracy of data by leveraging common enterprise services;
  - Reduces duplicative activities by integrating case management capabilities with mission-critical systems used by HEC;
  - Forms a part of a larger VHA (and VA enterprise) platform that is Veteran-centric and places the Veteran customer at the center of all business functions; and
  - Adopts and/or creates capabilities that can be found on the VA enterprise platform.
- **Deliverables.** At a minimum, what is needed for this project is a case management capability that can be used by HEC divisions and personnel. This case management capability should be part of a larger VHA “CRM Health” (CRMh) platform that includes HAC and HRC and

provides complete visibility into a Veteran case regardless of assigned organization. This CRMh platform should be a component of the larger VA enterprise platform. This deliverable(s) will ensure the successful resolution of a Veteran case regardless of where it was first identified for action.

- **Boundaries.** This project will be bound to the key HEC business needs and requirements for case management.

### 1.2.1. Objectives, Goals, and Outcome Measures

The HEC needs a CRM platform that better serves their mission and employees. This CRM platform should provide a highly capable case management solution that can improve work management, time management and data accuracy for EED, IVD, INF and other elements within the HEC. As a result of this technology insertion, the HEC should realize the following goals, objectives, and outcome measures:


Goal Type	Goal (Description)	Objectives / Impact	Success Criteria / Measures
Responsive-ness	Improve the HEC user's ability to quickly access and verify data on a Veteran by providing immediate access and real-time views to required third party systems that are integrated and accessible via SSO	<p><b>Objective:</b> Provide the HEC user SSO ability in order to access and have real-time views to Veteran information through the integration of key applications/systems/databases</p> <p><b>Impact:</b> Improved efficiency – the HEC user will be able to access multiple systems of record with one (1) login/password. This will reduce the time it takes to search for, and verify, Veteran information. This will reduce the time it takes the HEC user to complete a call/task/interaction.</p>	<p><b>Success Criteria:</b> The HEC user can access required third party systems in the CRM application with SSO</p> <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>• Average Handle Time (AHT)</li> <li>• Average Wrap Up Time</li> <li>• Information Accuracy</li> </ul>
Work Productivity	Enhance the HEC user's work productivity through a cross-functional process and integrated system design that improves the speed to case management resolution	<p><b>Objective:</b> Improve and enhance the overall workflow for the enrollment transactional process</p> <p><b>Impact:</b> Improved efficiency – Regardless of assigned division, the HEC user will be able to access, modify, update, assign, and close a case record</p>	<p><b>Success Criteria:</b> The HEC user can access and make changes to a case record</p> <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>• Enrollment Timeliness</li> <li>• Adherence to Schedule</li> </ul>

Goal Type	Goal (Description)	Objectives / Impact	Success Criteria / Measures
		<p><b>Objective:</b> Improve the intake, assignment, and tracking of enrollment applications regardless of submission channel (Mail/Fax/Phone/Electronic)</p> <p><b>Impact:</b> Improved efficiency – Regardless of submission channel, the HEC user would benefit from real-time queuing, tracking, and management of an enrollment action submitted (agnostic of channel) for processing by HEC personnel (agnostic of division)</p>	<p><b>Success Criteria:</b> The HEC user can access in real-time a case record regardless of submission channel</p> <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>• Time to Initial Assignment of a New Case</li> <li>• Time to Initially Open a Newly-Assigned Case</li> <li>• Enrollment Timeliness</li> </ul>
Accuracy	Enhance process and systems to improve agent accuracy thereby reducing agent call times	<p><b>Objective:</b> Improve and enhance the workflow for lengthy transactional processes</p> <p><b>Impact:</b> Improved efficiency - Increased contact representative accuracy would reduce the time it takes to complete registration and enrollment functions and increase customer satisfaction</p>	<p><b>Success Criteria:</b> The HEC user will have been provided a more standardized and efficient workflow that reduces transaction cycle time</p> <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>• First Call Resolution (FCR)</li> <li>• Enrollment Timeliness</li> <li>• Customer Satisfaction</li> </ul>
	Improve the organization's ability to access notes/comments on any Veteran case/record	<p><b>Objective:</b> Improve and enhance the ability of contact representatives to maintain electronic notes/comments in a shared location</p> <p><b>Impact:</b> Improved efficiency - HEC contact representatives could access and view the latest updates/comments on a Veteran case regardless of case assignment</p>	<p><b>Success Criteria:</b> The HEC user will be able to access notes/comments on all Veteran cases/records</p> <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>• Customer Satisfaction</li> </ul>

Goal Type	Goal (Description)	Objectives / Impact	Success Criteria / Measures
Customer Support and Satisfaction	Increase customer satisfaction and improve customer experience	<p><b>Objective:</b> Improve the capture, resolution, and documentation process for inbound and outbound calls</p> <p><b>Impact:</b> Improved customer satisfaction – HEC is a Tier 2 contact center that would benefit from improved capture and documentation of a call that can be accessed by other HEC personnel (regardless of division)</p>	<p><b>Success Criteria:</b> The HEC user can access in real-time a case record regardless of submission channel or initial case assignment</p> <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>• First Call Resolution (FCR)</li> <li>• Service Level/Response Time</li> </ul>
Reporting and Analytics	Enhance ability to generate a variety of reports and analytics	<p><b>Objective:</b> Improve the ability to generate a variety of performance reporting and analytics at all levels (staff, supervisor, director)</p> <p><b>Impact:</b> Enhanced functionality - Improved reporting and analytics capabilities will permit staff at all levels to track, monitor and adjust (with confidence) HEC performance</p>	<p><b>Success Criteria:</b> The HEC user can access in real-time data analytics and reports that will provide additional viewpoints into performance</p> <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>• Transaction Error Resolution Rate</li> <li>• Service Level/Response Time</li> <li>• Forecasting Accuracy</li> <li>• Adherence to Schedule</li> </ul>
Improved System Performance and Administration	Improve performance and administration capabilities in order to reduce downtime and costs	<p><b>Objective:</b> Deploy a solution that can support frequent data inquiries and has flexible administrator capabilities</p> <p><b>Impact:</b> Enhanced functionality - Reliable performance will optimize contact center operations and positively impact customer satisfaction</p>	<p><b>Success Criteria:</b> The HEC solution will have a high operational/online performance standard</p> <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>• Operational Status</li> <li>• Service Level/Response Time</li> </ul>

### 1.3. References

The following is a list of references applicable to this RSD:

- HEC FY16 Business Requirements Document (BRD)
  - VA Handbook 6102 Internet/Intranet Web-site Requirements
  - VA Handbook 6500.3 Certification & Accreditation
  - VA Handbook 6500 – Information Security Program
- 

## 2. Overall Description

The following specifications delineate the requirements necessary for the development of the HEC solution. Some of the requirements may be applicable to multiple sections of the RSD.

Note that the requirements documented in this section are only a snapshot as of the date of this document. All requirements are maintained in the Requirements Traceability Matrix (RTM). The RTM is the authoritative source for all requirements and user stories, and is a living document. The RTM is stored as a separate document and can be accessed via the Requirements Traceability Link located on the following SharePoint site:

### 2.1. Accessibility Specifications

Section 508 Compliance is required for the HEC Solution. According to the VA Handbook 6102, accessibility is ensuring that content can be navigated and read by everyone, 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 (including .pdf, .xls, .doc).

The Accessibility requirements for the HEC Solution identified for Section 508 Compliance consist of the Section 508 standard checklist §1194.21, Software Applications and Operating Systems, and Section 508 standard checklist §1194.22, Web-based Intranet and Internet Information and Applications. These specific checklists have been documented within the enterprise-level-requirements by the VA 508 Office for the purpose of being utilized within applicable projects. The details for HEC 508 Compliance checklist specifications will be added within the HEC System Design Document (SDD).

### 2.2. Business Rules Specification

Business rules are a set of VA policies and procedures that govern decision making in various core contact center capabilities. The examination of existing workflow processes is leveraged to improve the speed, accuracy, and efficiency in which information is exchanged. As a result, identified requirements in business rules and workflows were determined and are included in the requirements.

### 2.3. Design Constraints Specification

The constraints in implementing the HEC CRM case management system include:

- Funding constraints for:
  - Licenses
  - Training
- New web service development
- Resources
  - Availability of key resources during each of the SDLC phases



## 2.4. Disaster Recovery Specification

For detail regarding disaster recovery plans please refer to the HEC Disaster Recovery and Backup Plan and/or the HEC System Security Plan (SSP). This section of the RSD discusses the high-level requirements that have been identified and should be considered for disaster and system recovery:

- CRM Solution shall back up data via regularly occurring environment snapshots at 15-minute intervals using industry best practice tools. These real-time snapshots shall be retained per the outlined schedule to provide application restoration capabilities in the event of an outage:
- A “Nightly” snapshot shall be taken at 12:00 a.m. and retained on the storage controller for seven (7) days. On the eighth day, the oldest snapshot is rolled off the system. The most recent “Nightly” snapshot shall be selected when the weekly tape backup process begins.
- A series of “Hourly” snapshots shall be scheduled to run throughout the day. Six hourly snapshots shall be kept on the storage controller.
- CRM contractor shall back up data to tape on a weekly basis according to the following schedule: Encrypted Vaults of a full system backup using FIPS 140-2 compliant encryption shall be made every two weeks and taken offsite to an approved, secure location where they shall be retained for one year before being returned to the pool and rewritten. If the contractor is notified, by the Contracting Officer’s Representative (COR), of backups containing data that is related to an investigation (Congressional, IG, Law Enforcement, etc.), then these backups shall be retained (as coordinated with the VA PM) until notice is received that they are no longer required.
- CRM contractor shall perform a full system backup and set the retention period to indefinite for the purpose of historical archiving of the application baseline for each of the major application releases.
- Long term backup to tape shall be performed at the secondary location, using the replicated data sets as the source since the backup to tape is inherently offsite when it is created. Further, the backup shall be run against an offline copy of the data set using separate disk resources so that there is no impact to the systems during the backup window.
- CRM contractor shall ensure the VA has access to and can recall the tapes to any of the VA data centers upon request. CRM contractor shall provide, as part of the Bi-Weekly Status Report, an indication of the success of, and any issues encountered during the weekly backups. CRM contractor shall document, as part of the Bi-Weekly Status Reports, the rotation of the tapes that have been vaulted and taken to the secure offsite location, which tapes have been added and returned to the rotation, and when and how the tapes are destroyed.
- CRM contractor shall update and maintain the Disaster Recovery plan
- CRM contractor shall have the Disaster Recovery site databases and applications operational within two hours of the VA decision to failover to the secondary site.
- CRM contractor shall provide the infrastructure, connectivity, and replication of data to support successful DR testing in two regularly occurring cycles: (1) Failover DR testing shall occur on a monthly basis to confirm that failover capabilities from the primary to the secondary hosting site is functioning at the same level of performance, availability, and integrity as the primary site. As part of this testing, the contractor shall perform a monthly tape backup restoral test with a sample

server; (2) Annual DR testing shall occur once per year to demonstrate full restoration capabilities from the primary and alternate failover sites as well as restoration from tape. Results of the DR testing shall be included as part of the Bi-Weekly Status Report.

## 2.5. Documentation Specifications

System documentation includes descriptions of the system hardware, software, policies, standards, procedures, and approvals related to the system life cycle and system's security controls. VA requires that sufficient documentation exists to provide an operating reference to effectively use software and hardware, and formal security and operational procedures have been documented, including the adequate completion of certification and accreditation processes. Documentation must include, but is not limited to, all documentation of the security planning, certification and accreditation process, and configuration management of the hardware and software associated with the system.

## 2.6. Functional Specifications

The HEC solution may require modifications and updates to other system/subsystem environments as well as define and implements HEC specific requirements to achieve the goals of HEC. This will require other project teams to build and manage those systems/subsystems.

The tables below contain functional requirements for the HEC solution derived from the HEC Business Requirements Document (BRD) dated February 2016.

### 2.6.1. HEC Requirements

The following table provides the requirements that are captured and maintained in the RTM for the HEC project.

ID Step	Area	Theme	Sub Theme	Function	Requirements
244	CATASTROPHIC EDIT	Case	Disposition Codes	Close	As the EED MVI POC, I need the ability to close a Catastrophic Edit case with a disposition code
241	CATASTROPHIC EDIT	Case	Escalation	Edit	As the EED MVI POC, I need the ability to escalate a Catastrophic Edit case to an EED Supervisor



ID Step	Area	Theme	Sub Theme	Function	Requirements
245	CATASTROPHIC EDIT	Case	Notes	Document	As the EED Supervisor, I need the ability to document the answer to the following question 1. Who holds the DG CE (Catastrophic Edit) key? 2. Did holder of the DG CE key receive a CE Alert message? 3. Did user that created the CE receive a CE Warning message? 4. Has user taken the mandatory CE training?
247	CATASTROPHIC EDIT	Case	Notes	Forward	As the EED supervisor, I need the ability to forward the certificate of completed mandatory CE training to the EED MVI POC
240	CATASTROPHIC EDIT	Case	Track	Track	As the EED MVI POC, I need the ability to track Catastrophic Edit case within the system
242	CATASTROPHIC EDIT	Notification		Notify	As the EED Supervisor, I need the ability to be notified of new Catastrophic Edit Cases
243	CATASTROPHIC EDIT	Notification		Notify	As the system, I will notify the EED Supervisor of new Catastrophic Edit Cases
248	CATASTROPHIC EDIT	Notification		Notify	As the EED MVI POC, I need the ability to notify the EED Supervisor that the affected Veteran electronic records has been updated correctly
249	CATASTROPHIC EDIT	Notification		Notify	As the EED MVI POC, I need the ability to notify the IdM Caseworker that the affected Veteran electronic records has been updated correctly

ID Step	Area	Theme	Sub Theme	Function	Requirements
246	CATASTROPHIC EDIT	Workflow		Forward	As the EED supervisor, I need the ability forward my answers to the EED MVI POC
308	Comment	QA		Comment	As the IVD Supervisor need the ability to comment on the QA report
278	CORRESPONDENCE	Congressional Inquiry	Documentation	Upload	As the Correspondence LAS, I need the ability to upload a file (i.e. word document) as part of a Congressional case
285	CORRESPONDENCE	Congressional Inquiry	Package	Generate	As the Correspondence LAS, I need the ability to generate a Congressional package
287	CORRESPONDENCE	Congressional Inquiry	Package	Print	As the Correspondence LAS, I need the ability to print the generated a Congressional package
288	CORRESPONDENCE	Congressional Inquiry	Package	Forward	As the Correspondence LAS, I need the ability to forward the generated Congressional package
286	CORRESPONDENCE	Congressional Inquiry	Package	Save	As the Correspondence LAS, I need the ability to save a Congressional package
276	CORRESPONDENCE	Congressional Inquiry	Response	Draft	As the Correspondence LAS, I need the ability to draft a Congressional response with the CRM system
277	CORRESPONDENCE	Congressional Inquiry	Response	Spell Check	As the Correspondence LAS, I need the ability to spell check a Congressional response
266	CORRESPONDENCE	Congressional Inquiry		Create	As the Correspondence LAS, I need the ability to create a Congressional Inquiry record

ID Step	Area	Theme	Sub Theme	Function	Requirements
267	CORRESPONDENCE	Congressional Inquiry		Track	As the Correspondence LAS, I need the ability to track a Congressional Inquiry in the system
268	CORRESPONDENCE	Congressional Inquiry		Categorize	As the Correspondence LAS, I need the ability to categorize Congressional Inquiries
269	CORRESPONDENCE	Congressional Inquiry		Prioritize	As the Correspondence LAS, I need the ability to prioritize Congressional Inquiries
270	CORRESPONDENCE	Congressional Inquiry		Capture	As the Correspondence LAS, I need the ability to capture the intake method for Congressional Inquiries . EDMS (Electronic Document Management System) . Mail/Fax . Telephone . Emails
271	CORRESPONDENCE	Integration	EDMS	Retrieve	As the system, I will retrieve new Congressional Inquiries from the Electronic Document Management System (EDMS) (VAIQ)
273	CORRESPONDENCE	Notification	Congressional Inquiries	Notify	As the system, I will notify the Correspondence LAS of newly retrieved Congressional Inquiries
279	CORRESPONDENCE	Workflow	Congressional Inquiry	Forward	As the Correspondence LAS, I need the ability to forward a Congressional case to a Correspondence Manager
280	CORRESPONDENCE	Workflow	Congressional Inquiry	Review	As the Correspondence Manager, I need the ability to review a Congressional case
281	CORRESPONDENCE	Workflow	Congressional Inquiry	Edit	As the Correspondence Manager, I need the ability to edit a Congressional case

ID Step	Area	Theme	Sub Theme	Function	Requirements
282	CORRESPONDENCE	Workflow	Congressional Inquiry	Approve	As the Correspondence Manager, I need the ability to approve a Congressional case
283	CORRESPONDENCE	Workflow	Congressional Inquiry	Reject	As the Correspondence Manager, I need the ability to reject a Congressional case to an IVD Manager
284	CORRESPONDENCE	Workflow	Congressional Inquiry	Return	As the Correspondence Manager, I need the ability to return a Congressional case to a Correspondence LAS
272	CORRESPONDENCE	Workflow	Queue	Place	As the system, I will place newly retrieved Congressional Inquiries from the EDMS in a work queue
274	CORRESPONDENCE	Workflow	Queue	View	As the Correspondence LAS, I need the ability to view retrieved Congressional Inquires in a work queue
275	CORRESPONDENCE	Workflow	Queue	Sort	As the Correspondence LAS, I need the ability to sort retrieved Congressional Inquires in a work queue
73	EED	Applications	10-10CG	Capture	As the EED LAS, I need the ability to complete a 10-10CG type application in the CRM system
63	EED	Applications	Categorize	Categorize	As the EED user, I need the ability to manually Sub-categorize online application into: . Online 10-10EZ . Online Justice Outreach (JO) . Online 10-10EZR . Online Demob . Telephone Calls

ID Step	Area	Theme	Sub Theme	Function	Requirements
64	EED	Applications	Categorize	Categorize	As the EED LAS, I need the ability to re-categorize Sub-categorize online application.
58	EED	Applications	Status	Capture	As the EED user, I need the ability to capture - as with a check box - which document(s) are missing from the registration package: . Signed application (ex 10-10EZ) . DD214 . Means Test
59	EED	Applications	Status	Display	As the system, I will display to the EED user the missing document(s) from the registration package . Signed application (ex 10-10EZ) . DD214 . Means Test
322	EED	Applications		Save	As the system I will save the application in Pending ES category if ES status returned is pending and "Second Level Review Required" disposition code is present
90	EED	Case	Contact	Record	As the EED LAS, I need the ability to record whether the Veteran was contacted during a call to him/her
78	EED	Case	Disposition Codes	Chose	As the EED LAS, I need the ability to chose a Disposition Code from a drop down menu
79	EED	Case	Disposition Codes	View	As the EED LAS, I need the ability to view the following Disposition Codes when processing a Request for Disenrollment: . Delays in seeing physician . Insufficient Customer Service . Lack of result from care

ID Step	Area	Theme	Sub Theme	Function	Requirements
102	EED	Case	Disposition Codes	Close	As the EED LAS, I need the ability to close a A/O enrollment application with a "#66 location updated" disposition code
74	EED	Case	Documentation	Review	As the EED LAS, I need the ability to view uploaded documents
144	EED	Case	Documentation	Upload	As the EED LAS, I need the ability to upload and save documents provided by a Veteran as part of a Preliminary ineligibility determination case
163	EED	Case	DOD	Finalize	As the system, I will allow an EED LAS to finalize a DOD only after he/she acknowledges a receipt of a copy of the death certificate - if the DOD data is not in HINQ SSA VistA
76	EED	Case	Notes	Enter	As the EED LAS, I need the ability enter case notes
77	EED	Case	Notes	Chose	As the EED LAS, I need the ability to chose from canned statements to populate the case notes
95	EED	Case	Notes	Document	As the EED LAS, I need the ability to document attestation/result of secondary level reviews performed on Veterans cases in "Pending Enrollment Status"
97	EED	Case	Notes	Review	As the EED Supervisor, I need the ability to perform a tertiary (3rd) review of cases in "Pending Enrollment Status" to determine accuracy of pending status

ID Step	Area	Theme	Sub Theme	Function	Requirements
116	EED	Case	Notes	Document	As the VAMC eligibility staff, I need the ability to document a decision preliminary ineligibility determination for an enrolled Veteran
338	EED	Case	RAD Date	Generate	As the system I will generate a Future RAD transaction when a transaction is closed with a future RAD date.
148	EED	Case	Reasons	Choose	As the EED LAS, I need the ability to choose from a reason of ineligibility dropdown menu, choices are to include: . Less than 24 mos. Full-time active duty . Active duty for training purposes only . Dishonorable for VA Purposes (DVA) by VBA . Failed to complete time ordered to serve under title 10 as Reservist or National Guard member
133	EED	Case	Status	Close	As the system, I will allow the EED LAS to close the Preliminary ineligibility determination case only after at least 60 days have passed since the Preliminary ineligibility determination was made
134	EED	Case	Status	Close	As the system, I will require the EED LAS, to acknowledge that the Veteran acknowledged his/her ineligibility in writing, if EED LAS wishes to close the Preliminary ineligibility determination case before 60 days have passed since the Preliminary ineligibility determination was made



ID Step	Area	Theme	Sub Theme	Function	Requirements
106	EED	Case	Support Document	Upload	As the VAMC enrollment staff, I need the ability to upload and attach the following documents as part of the request to add the Veteran to the CLEAR registry . Verification of Residency . DD214 . IRS Tax Return Documents . School Records . Military Records
323	EED	Case	Transaction	Create	As the system I will create a suspended transaction when a future RAD date is entered
332	EED	Case	Transaction	Escalate	As the system I will automatically escalate a transaction to "Unable to complete" category when there is a "Unable to complete" disposition code
335	EED	Case	Transaction	Suspend	As the system I will suspend all transactions in "Second Level Review" Category
336	EED	Case	Transaction	Escalate	As the system I will automatically escalate a transaction based on disposition code and category
339	EED	Case	Transaction	Populate	As the system I will auto populate a Future RAD transaction with information (ID traits) from the originating transaction
341	EED	Case	Transaction	Populate	As the system I will auto populate a RAD date - in a Future RAD date transaction - with the RAD date retrieved from other systems
342	EED	Case	Transaction	Mark	As the user I need the ability to mark a transaction as "Entered in Error"



ID Step	Area	Theme	Sub Theme	Function	Requirements
346	EED	Case	Transaction	Request	As the user I need the ability request a deactivation of a transaction
347	EED	Case	Transaction	Request	As the user I need the ability request a deactivation of multiple transactions
112	EED	Case	Work Item	Request	As the EED LAS, I need the ability to create a claim to request VBA to scan and upload the Veteran's OMPF into the eFolder
128	EED	Correspondence	60-day pre-termination letter	Generate	As the EED LAS, I need the ability to generate the 60-day pre-termination letter
129	EED	Correspondence	60-day pre-termination letter	Include	As the system, I will include the following information in the 60-day pre-termination letter . Date care will terminated . Name of POC at Facility to assist in transition to the private care . Reason for ineligibility, e.g. length of service, character of discharge, etc.
130	EED	Correspondence	60-day pre-termination letter	Forward	As the EED LAS, I need the ability to forward the generated 60-day pre-termination letter to the Veteran
131	EED	Correspondence	60-day pre-termination letter	Print	As the EED LAS, I need the ability to print the generated 60-day pre-termination letter
9	EED	Correspondence	Audit	View	As the EED user, when viewing a list of uploaded document I want the ability to view the date and time the document was uploaded
11	EED	Correspondence	Audit	View	As the EED User, I need the ability to view the name of the user who uploaded the document

ID Step	Area	Theme	Sub Theme	Function	Requirements
12	EED	Correspondence	Audit	View	As the EED User, I need the ability to view the date and time the document was uploaded
13	EED	Correspondence	Audit	Record	As the EED PSC, I need the ability to record the receipt date of the document
3	EED	Correspondence	Categories	Categorize	As the EED PSC, I need the ability to categorize uploaded mail as: . Caregiver . DD214 . Demobs . EED (10-10CG/EZ/EZR, COR, Fileroom) . HEC Outreach Campaigns . VIS Outreach Campaigns . OLD Demobs . IVD Category . Other
5	EED	Correspondence	Categories	View	As the EED user, when viewing a list of uploaded document I want the ability to view the category of an uploaded document
6	EED	Correspondence	Categories	Sort	As the EED user, I need the ability to sort the list of uploaded documents by category
149	EED	Correspondence	Continued Eligibility Status notification letter	Generate	As the EED LAS, I need the ability to generate a Continued Eligibility Status notification letter
150	EED	Correspondence	Continued Eligibility Status notification letter	Forward	As the EED LAS, I need the ability to forward the generated Continued Eligibility Status notification letter to the Veteran

ID Step	Area	Theme	Sub Theme	Function	Requirements
151	EED	Correspondence	Continued Eligibility Status notification letter	Print	As the EED LAS, I need the ability to print the Continued Eligibility Status notification letter
84	EED	Correspondence	Creditable Coverage	Generate	As the EED LAS, I need the ability to generate a "Creditable Coverage Letter"
85	EED	Correspondence	Creditable Coverage	Print	As the EED LAS, I need the ability to print a generated "Creditable Coverage Letter"
86	EED	Correspondence	Creditable Coverage	Save	As the EED LAS, I need the ability to save a generated "Creditable Coverage Letter"
87	EED	Correspondence	Creditable Coverage	Forward	As the EED LAS, I need the ability to forward to the Veteran a copy of the generated "Creditable Coverage Letter"
80	EED	Correspondence	Disenrollment Letter	Generate	As the EED LAS, I need the ability to generate a "Disenrollment Letter"
81	EED	Correspondence	Disenrollment Letter	Print	As the EED LAS, I need the ability to print a generated "Disenrollment Letter"
82	EED	Correspondence	Disenrollment Letter	Save	As the EED LAS, I need the ability to save a generated "Disenrollment Letter"
83	EED	Correspondence	Disenrollment Letter	Forward	As the EED LAS, I need the ability to forward to the Veteran a copy of the generated "Disenrollment Letter"
141	EED	Correspondence	Extension Eligibility notification	Generate	As the EED LAS, I need the ability to generate an Extension Eligibility notification after 60 days from the entry date

ID Step	Area	Theme	Sub Theme	Function	Requirements
142	EED	Correspondence	Extension Eligibility notification	Forward	As the EED LAS, I need the ability to forward the generated Extension Eligibility notification to the Veteran
143	EED	Correspondence	Extension Eligibility notification	Print	As the EED LAS, I need the ability to print the Extension Eligibility notification
147	EED	Correspondence	Final Termination letter	Attach	As they system, I will attach the Appeals Rights as part of the Final Termination letter package
136	EED	Correspondence	Final termination notification	Generate	As the EED LAS, I need the ability to generate a Final termination notification after 60 days from the entry date
137	EED	Correspondence	Final termination notification	Forward	As the EED LAS, I need the ability to forward the generated Final termination notification to the Veteran
138	EED	Correspondence	Final termination notification	Include	As the system, I will include the following information as part of the Final termination notification <ul style="list-style-type: none"> <li>. Date of disenrollment (is the date of the Final Termination Letter)</li> <li>. Reason for disenrollment</li> <li>. List of evidence</li> </ul>
139	EED	Correspondence	Final termination notification	Forward	As the EED LAS, I need the ability to forward the generated Final termination notification to the VAMC Enrollment Coordinator/Supervisor
140	EED	Correspondence	Final termination notification	Print	As the EED LAS, I need the ability to print the Final termination notification

ID Step	Area	Theme	Sub Theme	Function	Requirements
92	EED	Correspondence	Pending Eligibility Verification Letter	Send	As the EED LAS, I need the ability to send a "Pending Eligibility Verification Letter" letter to a Veteran
93	EED	Correspondence	Pending Enrollment Status	Email	As the EED LAS, I need the ability to transmit a standard e-mail to Veterans in a "Pending Enrollment Status" to inform the Veteran of their status
98	EED	Correspondence	Pending Letter	Send	As the system, I will automatically send a "Pending Letter" to Veterans in "Pending Enrollment Status" for 30 days
91	EED	Correspondence	Pending Means Test Required Letter	Send	As the EED LAS, I need the ability to send a "Pending Means Test Required" letter to a Veteran
1	EED	Correspondence	Type	Upload	As the EED PSC, I need the ability to assign the following document types to uploaded items: . 10-10EZ without Bar Codes . 10-10EZ with Bar Codes . 10-10EZR without Bar Codes . 10-10EZR with Bar Codes . 10-10CG . Eligibility Updates . DD214 . DD215 . Death Certificates . Change of Address . Orders for Purple Heart and Certificates . Cover Sheets
2	EED	Correspondence	Type	View	As the EED user, when viewing a list of uploaded document I want the ability to view the type of an uploaded document

ID Step	Area	Theme	Sub Theme	Function	Requirements
7	EED	Correspondence	Type	Sort	As the EED user, I need the ability to sort the list of uploaded documents by type
15	EED	Correspondence	Upload	Link	As the EED PSC, I need the ability to link an uploaded document to a Veteran/beneficiary Case in CRM
17	EED	Correspondence	Upload	Notify	As the EED PSC, I need the ability to notify EED of any documents which were not uploaded
18	EED	Correspondence	Upload	Notify	As the EED PSC, I need the ability to generate the "Bad Scan Report"
19	EED	Correspondence	Upload	Notify	As the EED PSC, I need the ability to notify EED of any documents which were reworked as badly uploaded documents
20	EED	Correspondence	Upload	Notify	As the system, I will notify EED of any documents which were not uploaded, the same day as their receipt date
21	EED	Correspondence	Upload	Notify	As the system, I will notify EED of any documents which were reworked as badly uploaded documents, the same day as their receipt date
71	EED	Facility Locator	Facility Information	View	As the EED LAS, I need the ability to view the information (address, Tel) of the closest VHA Facility to the Veteran
70	EED	Facility Locator		Locate	As the EED LAS, I need the ability to locate the closest VHA Facility to the Veteran by zip code

ID Step	Area	Theme	Sub Theme	Function	Requirements
99	EED	Flagging	Agent Orange	Flag	As the system, I will flag Veteran's who meet the following conditions as Agent Orange (A/O) applicants: A. Veterans actually served in the RVN B. Veterans with one or more of these Medals > Armed Forces Expeditionary Medal (AFEM) > Vietnam Campaign Medal (VCM) > Republic of Vietnam Gallantry Cross (VGCM) > Vietnam Service Medal (if paired with one of the previous medals) C. Veterans who served in the United States Army Republic of Vietnam (USARV)
108	EED	Flagging	Camp Lejeune	Flag	As the system, I will flag Veterans registered in Camp Lejeune
60	EED	Forms	SF 7131	Notify	As the EED user, when the nature of a discharge can't be determined, I need the ability to notify the facility to submit a SF 7131 "Exchange of Beneficiary Information and Request for Administrative and Adjudicative Action" to a VARO
52	EED	General	Add a Person	Add	As the EED LAS, I need the ability to Add A Person (AAP) to the CRM system using the following required identity traits: . SSN . Last Name . First Name . Middle Name . Date of Birth . Gender

ID Step	Area	Theme	Sub Theme	Function	Requirements
327	EED	General	Add a Person	Add	As the user I need the ability to add a person
103	EED	Integration	CLEAR Registry	Request	As the VAMC enrollment staff, I need the ability to request to add a Veteran to the CLEAR registry
104	EED	Integration	CLEAR Registry	Include	As the VAMC enrollment staff, I need the ability to include the following VHA information as part of the request to add the Veteran to the CLEAR registry VHA Facility Information: 1. Facility Number (VAMC Site) 2. Point of Contact Name (VAMC employee) 3. Phone Number (VAMC) 4. Email Address (VAMC employee)
105	EED	Integration	CLEAR Registry	Include	As the VAMC enrollment staff, I need the ability to include the following Veteran information as part of the request to add the Veteran to the CLEAR registry Veteran Information: 1. SSN 2. Veteran Name
113	EED	Integration	DPRIS	Submit	As the EED LAS, I need the ability to submit a Request For Assistance (RFA) to the US Marine Corp (USMC) DPRIS Helpdesk (for the purpose of researching Veteran's and family members' Camp Lejeune residency using the Marines' unit diaries and muster rolls)



ID Step	Area	Theme	Sub Theme	Function	Requirements
114	EED	Integration	DPRIS	Submit	As the EED LAS, I need the ability to submit the following Veteran's information as part of the RFA to the USMC DPRIS Helpdesk . Veteran's First and Last name . Veterans SSN and Service Number (if Applicable) . Approximate date that the Veteran served at Camp Lejeune . Unit the service member claims they were a member of while at Camp Lejeune
115	EED	Integration	DPRIS	Retrieve	As they system, I need the ability to retrieve from DPRIS the outcome of the RFA
100	EED	Integration	SHARE	Flag	As the system, I will flag a Veteran as an Agent Orange (A/O) applicant if SHARE indicates that (s)he is a Vietnam veteran
110	EED	Integration	VBMS eFolder	Access	As the EED LAS, I need the ability to access the VBMS eFolder
111	EED	Integration	VBMS eFolder	View	As the EED LAS, I need the ability to view the Official Military Personnel Folder (OMPF) in the eFolder
101	EED	Integration	VIS	Flag	As the system, I will flag Veteran's as a potential Agent Orange (A/O) applicants if VIS indicates that (s)he served during Vietnam Era
94	EED	Notification	Cases	Notify	As the system, I will notify the EED LAS to review Veterans cases in "Pending Enrollment Status" at 48 hours

ID Step	Area	Theme	Sub Theme	Function	Requirements
152	EED	Notification	Eligibility Status	Notify	As the EED LAS, I need the ability to notify the VAMC the Veteran's eligibility status
75	EED	Notification	Request for Disenrollment	Notify	As the EED LAS, I need the ability to notify the Veteran in writing that the VA will not process his/her Request for Disenrollment
22	EED	Notification		Receive	As the EED user, I need the ability to receive notifications
23	EED	Notification		View	As the EED user, I need the ability to view the contents of a notification
132	EED	Notification		Notify	As the system, I will notify the Facility Enrollment Coordinator/Supervisor of action taken by the EED LAS, on the Preliminary ineligibility determination case
135	EED	Notification		Notify	As the system, I will notify the EED LAS to review Veteran's Preliminary ineligibility determination case after 60 days from the entry date
340	EED	Notification		Notify	As the system I notify a user when the Future RAD date approaches
65	EED	Registration	Status	View	As the EED User, I need the ability to view a Veteran's/Beneficiary Registration Status. . Yes . No . Already Registered

ID Step	Area	Theme	Sub Theme	Function	Requirements
66	EED	Registration	Status	Display	As the System, I will display to the EED User the Veteran's/Beneficiary Registration Status. . Yes . No . Already Registered
189	EED	Search		Search	AS the EED PSC need the ability to search and locate transactions by Transaction Number
68	EED	Veteran Information	DD214	Auto populate	As the system, I will prepopulate the DD214 date if the source is Demob
69	EED	Veteran Information	Preferred Facility	View	As the EED LAS, I need the ability to view the Veteran's/Beneficiary's preferred Facility site
72	EED	Veteran Information	Preferred Facility	Add	As the EED LAS, I need the ability to add the preferred medical center site by station number
67	EED	Veteran Information	RAD	Display	As the system, I will display to the EED user a Veteran's Release from Active Duty (RAD) Date
119	EED	Workflow	Accept/Reject	Accept	As the Facility Enrollment Coordinator/Supervisor, I need the ability to accept preliminary ineligibility determination case
120	EED	Workflow	Accept/Reject	Reject	As the Facility Enrollment Coordinator/Supervisor I need the ability to reject preliminary ineligibility determination case
125	EED	Workflow	Accept/Reject	Accept	As the EED LAS, I need the ability to accept (make a final decision) a Preliminary ineligibility determination case

ID Step	Area	Theme	Sub Theme	Function	Requirements
126	EED	Workflow	Accept/Reject	Reject	As the EED LAS, I need the ability to reject (make a final decision) a Preliminary ineligibility determination case
124	EED	Workflow	Notes	Notate	As the EED LAS, I need the ability to notate a Preliminary ineligibility determination case
39	EED	Workflow	Package	Include	As the EED user, I need the ability to include one or more artifacts as part of a package
40	EED	Workflow	Package	Forward	As the EED user, I need the ability to forward a package of work to a supervisor for approval
44	EED	Workflow	Package	Comment	As the EED Supervisor, I need the ability to comment on a work package assigned to me for approval
46	EED	Workflow	Package	Approve	As the EED Supervisor, I need the ability to approve a work package assigned to me for approval
48	EED	Workflow	Package	Deny	As the EED Supervisor, I need the ability to deny a work package assigned to me for approval
117	EED	Workflow	Preliminary Ineligibility	Forward	As the VAMC eligibility staff, I need the ability to forward a Preliminary ineligibility determination case to the Facility Enrollment Coordinator/Supervisor queue
118	EED	Workflow	Preliminary Ineligibility	View	As the Facility Enrollment Coordinator/Supervisor, I need the ability to view preliminary ineligibility determination case
26	EED	Workflow	Queue	Access	As the EED user, I need the ability to access my queue

ID Step	Area	Theme	Sub Theme	Function	Requirements
27	EED	Workflow	Queue	Access	As the EED user, I need the ability to access a work queue I belong to
28	EED	Workflow	Queue	Sort	As the EED user, I need the ability to sort work items in a queue
29	EED	Workflow	Queue	View	As the EED user, I need the ability to view cases assigned to me in my work queue
61	EED	Workflow	Queue	View	As the EED LAS, I need the ability to view new online applications/transactions in a queue
96	EED	Workflow	Queue	Forward	As the EED LAS, I need the ability to forward cases in "Pending Enrollment Status" to a Supervisor once a secondary level review is performed
121	EED	Workflow	Queue	Return	As the Facility Enrollment Coordinator/Supervisor, I need to return the preliminary ineligibility determination case to the VAMC eligibility staff member who made the determination
122	EED	Workflow	Queue	Forward	As the Facility Enrollment Coordinator/Supervisor, I need to forward the preliminary ineligibility determination case to a HEC EED LAS queue for tertiary review
127	EED	Workflow	Queue	Return	As the EED LAS, I need to return a preliminary ineligibility determination case to the Facility Enrollment Coordinator/Supervisor who made the determination

ID Step	Area	Theme	Sub Theme	Function	Requirements
38	EED	Workflow	Work Item	Forward	As the EED user, I need the ability to forward work items to a supervisor for approval
41	EED	Workflow	Work Item	Review	As the EED Supervisor, I need the ability to review a work item assigned to me for approval
42	EED	Workflow	Work Item	Review	As the EED Supervisor, I need the ability to review a work package assigned to me for approval
43	EED	Workflow	Work Item	Comment	As the EED Supervisor, I need the ability to comment on a work item assigned to me for approval
45	EED	Workflow	Work Item	Approve	As the EED Supervisor, I need the ability to approve a work item assigned to me for approval
47	EED	Workflow	Work Item	Deny	As the EED Supervisor, I need the ability to deny a work item assigned to me for approval
49	EED	Workflow	Work Item	Forward	As the EED Supervisor, I need the ability to forward work items to an Associate Director for signature
107	EED	Workflow		Request	As the HRC call center representative, I need the ability to request to add a Veteran to the CLEAR registry
109	EED	Workflow		Receive	As the EED LAS, I need the ability to receive a request to add a Veteran to the CLEAR registry
123	EED	Workflow		Review	As the EED LAS, I need the ability to review a Preliminary ineligibility determination case

ID Step	Area	Theme	Sub Theme	Function	Requirements
257	FFP	Case	Disposition Codes	Set	As the EED LAS, I need the ability to set the Veteran's account to "Veteran made ineligible/FFP" Disposition Code
258	FFP	Case	Disposition Codes	Set	As the system, I will set the Veteran's case to "Veteran made ineligible/FFP" Disposition Code after 61 days of the mailing date of the "FFP notification letter"
262	FFP	Case	Disposition Codes	Set	As the system, I will set the Veteran's case to "Veteran FFP Warrant Satisfied" Disposition Code
263	FFP	Case	Disposition Codes	Set	As the EED LAS, I need the ability to set the Veteran's account to "Veteran FFP Warrant Satisfied" Disposition Code
250	FFP	Correspondence	FFP	Upload	As the EED LAS/POC, I need the ability to upload and save the FFP Notification letter
251	FFP	Correspondence	FFP	Link	As the EED LAS/POC, I need the ability to link the FFP Notification letter to the Veteran's case
252	FFP	Correspondence	FFP	Upload	As the EED LAS/POC, I need the ability to upload and save the Completed FFP Worksheet
253	FFP	Correspondence	FFP	Link	As the EED LAS/POC, I need the ability to link the Completed FFP Worksheet to the Veteran's case
254	FFP	Correspondence	FFP	Upload	As the EED LAS/POC, I need the ability to upload and save the FFP memo signed by the FFP Coordinator, or VA Police Chief

ID Step	Area	Theme	Sub Theme	Function	Requirements
255	FFP	Correspondence	FFP	Link	As the EED LAS/POC, I need the ability to link the signed FFP memo to the Veteran's case
260	FFP	Correspondence	Request to reverse ineligibility due to satisfaction of FFP Warrant	Upload	As the EED LAS/POC, I need the ability to upload and save the "Request to reverse ineligibility due to satisfaction of FFP Warrant"
261	FFP	Correspondence	Request to reverse ineligibility due to satisfaction of FFP Warrant	Link	As the EED LAS/POC, I need the ability to link the uploaded "Request to reverse ineligibility due to satisfaction of FFP Warrant" to a Veteran's case
256	FFP	Integration	FFP Database	Capture	As the system, I will capture the following fields from the FFP database . Name . DOB . VA Treatment Facility (Name, State, etc.) . Law Enforcement Agency: Originating Agency Title . Originating Agency Address . Originating Agency Telephone Number . Date of Warrant . Warrant number/Originating Case Agency Number (OCA) . Offense : e.g., obstruction of justice, etc.
259	FFP	Integration	FFP Database	Retrieve	As the system, I will integrate with the FFP database to retrieve the Veteran's FFP status (Status of Warrant)
178	GENERAL	Administrations	Security	Set	As the system, I will enable the Administrator to set security on case notes



ID Step	Area	Theme	Sub Theme	Function	Requirements
62	GENERAL	Applications	Categorize	Categorize	As the system, I will auto Sub-categorize online application into: . Online 10-10EZ . Online Justice Outreach (JO) . Online 10-10EZR . Online Demob . Telephone Calls
321	GENERAL	Applications		Save	As the user I need the ability to save an application while in process so that I may complete it at a later time
88	GENERAL	Audit	Calls	Capture	As the system, I will capture the date of a call to/from a Veteran
89	GENERAL	Audit	Calls	Capture	As the system, I will capture the time of a call to/from a Veteran
169	GENERAL	Case	Appeals	Submit	As the Veteran, I need the ability to submit a Notice of Disagreement (NOD)
170	GENERAL	Case	Appeals	Withdraw	As the Veteran, I need the ability to withdraw/cancel an appeal
171	GENERAL	Case	Appeals	Choose	As the Veteran, I need the ability to chose one of the following option regarding my appeal 1. Not to have a BVA Hearing 2. Request BVA hearing in Washington, DC 3. Request BVA hearing at a local VA office
145	GENERAL	Case	Documentation	Submit	As the Veteran, I need the ability to submit documents to an EED LAS
146	GENERAL	Case	Documentation	eSign	As the EED LAS, I need the ability to esign documents

ID Step	Area	Theme	Sub Theme	Function	Requirements
174	GENERAL	Case	Notes	Enter	As the HEC user, I need the ability to enter Case notes (notes recorded against a Veteran's case)
176	GENERAL	Case	Notes	View	As the HEC user, I need the ability to view system generated Case notes
177	GENERAL	Case	Notes	Differentiate	As the system, I will differentiate between the Case notes of different departments
325	GENERAL	Case	Preferred Facility	Select	As the user I need the ability to select the Preferred Facility from the drop down menu
326	GENERAL	Case	Preferred Facility	Enter	As the user I need the ability enter the Preferred Facility Name
320	GENERAL	Case	Transaction		As the user I need the ability to search all un-assigned transactions
337	GENERAL	Case	Transaction	Escalate	As the user I need the ability to escalate a transaction
317	GENERAL	Case	Transactions	Create	As the user I need the ability create transactions not linked to a Veteran
318	GENERAL	Case	Transactions	Auto populate	As the System I will auto populate a transaction with the Veteran's information
179	GENERAL	Case		Create	As the HEC user, I need the ability to create a case
180	GENERAL	Case		Edit	As the HEC user, I need the ability to Edit a case
181	GENERAL	Case		Close	As the HEC user, I need the ability to close a case
182	GENERAL	Case		Access	As the HEC user, I need the ability to access a case

ID Step	Area	Theme	Sub Theme	Function	Requirements
183	GENERAL	Case		Review	As the HEC user, I need the ability to review a case
184	GENERAL	Case		Search	As the HEC user, I need the ability to search for a case by: . Case # . Veteran
185	GENERAL	Case		Create	As the system, I will automatically create a case when a new case is created in ESR
186	GENERAL	Case		Create	As the system, I will automatically create a case when a new case is created in EDB
188	GENERAL	Case		Reopening	As the HEC user, I need the ability to choose one of the following reasons when reopening a case . Mail received after original case closure . Reversal of an Eligibility Update . Reversal of a Date of Death Update . Auto Case closed with duplicate income
319	GENERAL	Case		View	As the user I need the ability to view the ICN
8	GENERAL	Correspondence	Audit	Capture	As the system, I will capture the date and time the document was uploaded
10	GENERAL	Correspondence	Audit	Capture	As the system when a document is uploaded by a user I will capture the following information about the uploading event name of the user Date and Time Category Type
14	GENERAL	Correspondence	Audit	View	As the System User, I need the ability to view the receipt date of the document

ID Step	Area	Theme	Sub Theme	Function	Requirements
37	GENERAL	Correspondence	Type	Save	As the HEC user, I need the ability to save/upload the following types documents as part of a Veteran's/Beneficiary folder: <ul style="list-style-type: none"> <li>. Correspondence</li> <li>. ROC/E-mails</li> <li>. Veteran's/family members correspondence</li> <li>. Congressional Letter</li> <li>. Release of Information</li> <li>. HINQ</li> <li>. SHARE</li> <li>. VIS</li> <li>. DPRIS</li> <li>. DD214</li> <li>. All system generated documents</li> <li>. POA</li> </ul>
159	GENERAL	Correspondence	Undeliverable Mail	Categorize	As the POC, I need the ability to categorize Undeliverable mail as <ul style="list-style-type: none"> <li>. With forwarding address</li> <li>. Without forwarding address</li> <li>. Deceased Veteran</li> <li>. Deceased Spouse</li> <li>. Invalid Address (Auto Status)</li> <li>. Invalid Address (Manual Status)</li> </ul>
16	GENERAL	Correspondence	Upload	Assign	As the system, I will assign each uploaded document a unique transaction number
34	GENERAL	Correspondence	Upload	Retrieve	As the HEC user, I need the ability to retrieve uploaded mailed documents
35	GENERAL	Correspondence	Upload	Print	As the HEC user, I need the ability to print uploaded mailed documents
36	GENERAL	Correspondence	Upload	Link	As the HEC user, I need the ability to link an uploaded document to a different Veteran/Beneficiary (if the document is linked to the wrong individual)

ID Step	Area	Theme	Sub Theme	Function	Requirements
157	GENERAL	Correspondence		Notate	As the POC, I need the ability to notate a Veteran's account that mail was undeliverable
158	GENERAL	Correspondence		Flag	As the POC, I need the ability to flag a Veteran's address as a bad address
55	GENERAL	Eligibility	Priority Group	Display	As the system, I will display to the HEC user the Veteran's/Beneficiary Priority Group . Pending Verification
56	GENERAL	Eligibility	Priority Group	Display	As the system, I will display to the HEC user the Veteran's/Beneficiary latest Priority Group Date update
54	GENERAL	Eligibility	Status	Display	As the system, I will display to the HEC user the Veteran's/Beneficiary Eligibility status . Pending Verification
57	GENERAL	Eligibility	Status	Display	As the system, I will display to the HEC user the Veteran's/Beneficiary Eligibility status date
187	GENERAL	Flagging	Hardship	Flag	As the system, I will flag a Veteran as Hardship (Data is retrieved from VistA)
4	GENERAL	General	Administration	Manage	As the system Administrator I need the ability to manage drop down menus
344	GENERAL	General	Case		As the system I will not allow a user to delete any cases
328	GENERAL	General	Consistency Check	Perform	As the system I will perform a consistency check if all the required fields are filled
329	GENERAL	General	Consistency Check	Perform	As the system I will perform a consistency check if the Veteran exists in MVI

ID Step	Area	Theme	Sub Theme	Function	Requirements
357	General	General	Dashboards	View	As the HEC user I need the ability to view a visual representation of the status of work item (progress bar)
358	General	General	Dashboards	View	As the HEC user I need the ability to view a dashboard of work assigned to me
359	General	General	Dashboards	View	As the HEC supervisor I need the ability to view a dashboard of work assigned to me team
51	GENERAL	General	ID Proof	ID Proof	As the HEC user, I need the ability to ID Proof a Veteran/Beneficiary
343	GENERAL	General	Transaction		As the system I will not allow a user to delete any transactions
333	GENERAL	General	User Profile	Enter	As the Supervisor I need the ability to enter staff hours - in the system - as part of their profile
324	GENERAL	General		Call out	As the system I will call out to the user all the required fields
160	GENERAL	Integration	HINQ	Retrieve	As the system, I will have the ability to retrieve the following Veteran's data from HINQ <ul style="list-style-type: none"> <li>. Veterans Identification Information</li> <li>. Dates of service</li> <li>. Character of service</li> <li>. Claim Number – Service Number – Folder location</li> <li>. Branch of Service – EOD dates and RAD dates</li> <li>. Award Dates</li> <li>. Disabilities, Percentages and amounts</li> <li>. Pensions</li> <li>. Special Considerations</li> </ul>

ID Step	Area	Theme	Sub Theme	Function	Requirements
161	GENERAL	Integration	SHARE	Retrieve	As the system, I will have the ability to retrieve the following Veteran's data from SHARE . Veterans Identification Data . Name . Insurance . Inactive Comp & Pension . Folder Location . Miscellaneous Information. i.e., Purple Heart (PH), Prisoner of War (POW) etc.
162	GENERAL	Integration		Retrieve	As the system I will retrieve DOD data from . HINQ . SSA . VistA . VBA
175	GENERAL	Interaction	Notes	Enter	As the HEC user, I need the ability to enter interaction notes (notes recorded against a Veteran's record)
330	GENERAL	Notification	Error	Display	As the system I will display error messages when applicable
331	GENERAL	Notification	Warning	Display	As the system I will display warning messages where applicable
164	GENERAL	Reports		Generate	As the HEC user, I need the ability to generate reports
165	GENERAL	Reports		Print	As the HEC user, I need the ability to print reports
166	GENERAL	Reports		Schedule	As the HEC user, I need the ability to schedule the generation of reports
167	GENERAL	Reports		Save	As the HEC user, I need the ability to save a generated reports
168	GENERAL	Reports		Set	As the HEC user, I need the ability to set parameter for a report



ID Step	Area	Theme	Sub Theme	Function	Requirements
50	GENERAL	Search		Search	As the HEC user, I need the ability to perform an MVI search ( Last name, First name, SSN and gender)
345	GENERAL	Search		Search	As the user I need the ability to search for a transaction/case by any searchable criteria
53	GENERAL	Veteran Information		Auto populate	As the system, I will auto populate field with the Veteran's/Beneficiary's information once found
24	GENERAL	Workflow	Queue	Queue	As the system, I will place all uploaded mail documents in a queue
25	GENERAL	Workflow	Queue	Notify	As the system, I will notify users of new items in a queue
30	GENERAL	Workflow	Workload	Assign	As the Supervisor, I need the ability to assign work items to a group
31	GENERAL	Workflow	Workload	Assign	As the Supervisor, I need the ability to assign work items to an individual
32	GENERAL	Workflow	Workload	Assign	As the Supervisor, I need the ability to reassign work items
33	GENERAL	Workflow	Workload	Access	As the EED user, I need the ability access and work a work item not assigned to anyone
334	GENERAL	Workflow	Workload	Assign	As the Supervisor I need the ability to assign work based on . Time received (Oldest in - Oldest out) . Category . Priority
172	GENERAL	Workload	Search	Search	As the HEC user, I need the ability to search Workload

ID Step	Area	Theme	Sub Theme	Function	Requirements
173	GENERAL	Workload	Sort	Sort	As the HEC user, I need the ability to sort Workload
264	HEC ALERTS	Integration	HEC Alerts	Receive	As the system, I will have the ability to receive the following HEC Alerts: . Cancel/Decline Requests . Administrative Adjudication (7131) Requests . Camp Lejeune Eligibility Requests . 60-Day Pre-termination Requests . FFP . Identity Trait . Agent Orange . Other
265	HEC ALERTS	Integration	HEC Alerts	Send	As the system, I will have the ability to send a HEC Alert to a VHA Facility . Return (Initiated by HEC) . Reverse (originally initiated by the Facility)
231	ID TRAITS	Case	Disposition Codes	Close	As the EED LAS, I need the ability to close a Name Change (Identity Trait Edit) case as disposition code (108) "Member of EED's Identity Trait Team processed"
232	ID TRAITS	Case	Status	Close	As the EED POC, I need the ability to close a Name Change (Identity Trait Edit) case by changing the case status to resolved
233	ID TRAITS	Correspondence	Identity Trait	Notify	As the EED LAS, I need the ability to notify the Veteran in writing advising him/her that his/her record has been amended with the Name Change (Identity Trait Edit) . Name Change Edit . Gender Reassignment

ID Step	Area	Theme	Sub Theme	Function	Requirements
234	ID TRAITS	Correspondence	Identity Trait	Attach	As the EED LAS, I need the ability attach a copy of the Identity Trait amended Veteran record to the Identity Trait amend notification sent to the Veteran
236	ID TRAITS	Correspondence	Identity Trait	Notify	As the HEC Privacy Officer, I need the ability to generate a written notification to the Veteran of the denial of his Name Change (Identity Trait Edit) request
237	ID TRAITS	Correspondence	Identity Trait	Notify	As the HEC Privacy Officer, I need the ability to print the written notification to the Veteran of the denial of his Name Change (Identity Trait Edit) request
238	ID TRAITS	Correspondence	Identity Trait	Notify	As the HEC Privacy Officer, I need the ability to save the written notification to the Veteran of the denial of his Name Change (Identity Trait Edit) request
228	ID TRAITS	Correspondence	Support Document	Upload	As the EED LAS/POC, I need the ability to upload and save the following documents as supporting documents for a Name Change request: . A letter from the Social Security Administration (SSA) stating that all required documentation has been received and they will be issuing the requestor a new SSA with the name change . A valid State Driver's license/State issued ID card . an official name change court order . amended birth certificate . a valid passport

ID Step	Area	Theme	Sub Theme	Function	Requirements
239	ID TRAITS	Correspondence	Support Document	Upload	As the EED MVI POC, I need the ability to upload and save the following documents as supporting documents for a Gender Reassignment request: . A letter from the Social Security Administration (SSA) stating that all required documentation has been received and they will be issuing the requestor a new SSA with the name change . Amended birth certificate . a valid passport . A signed Original Statement on office letterhead from a licensed physician . Court Order
229	ID TRAITS	Notification		Notify	As the EED LAS, I need the ability to Notify the MVI POC that the name change supporting documentation provided by the Veteran is complete
235	ID TRAITS	Notification		Notify	As the EED LAS, I need the ability to notify a HEC Privacy Officer that the Veteran's request to change his/her name was denied
230	ID TRAITS	Workflow	Queue	Forward	As the EED LAS, I need the ability to forward a Name Change case to a MVI POC
315	Informatics	Analysis and Forecasting	Access	Access	As the INF user I need the ability to access (read only) the raw data in the database
309	Informatics	Analysis and Forecasting	Analysis	Analyze	As the INF user I need the ability to analyze the data within the system
310	Informatics	Analysis and Forecasting	Analysis	Run	As the INF user I need the ability to run analytics on the data

ID Step	Area	Theme	Sub Theme	Function	Requirements
311	Informatics	Analysis and Forecasting	Analysis	Pull	As the INF user I need the ability to pull data from the data base tables
314	Informatics	Analysis and Forecasting	Dashboards	Generate	As the INF user I need the ability generate and modify Dashboards to analyze the data
312	Informatics	Analysis and Forecasting	Integration	Run	As the INF user I need the ability to run reports using Toad for oracle
313	Informatics	Analysis and Forecasting	Reports	Export	As the HEC user I need the ability to export data from canned reports
290	INFORMATICS	Correspondence	Pending Letter	Send	As the Informatics division, I need the ability to send a "Pending Letter" to Veterans in "Pending Enrollment Status" for 30 days
289	INFORMATICS	Notification	Pending Letter	Generate	As the system, I will notify the Informatics division to initiate a routine "Pending Letter" once a Veteran completes 30 days in "Pending Enrollment Status"
197	IVD	Case	Appeals	eSign	As the IV LAS, I need the ability to esign the SOC
208	IVD	Case	Appeals	Generate	As the IVD LAS, I need the ability to generate the Appeal packet for the purposes of forwarding it to the Central Business Office (CBO)
209	IVD	Case	Appeals	Print	As the IVD LAS, I need the ability to print the Appeal packet for the purposes of forwarding it to the Central Business Office (CBO)
210	IVD	Case	Appeals	Forward	As the IVD LAS, I need the ability to forward the printed Appeal packet to the Central Business Office (CBO)

ID Step	Area	Theme	Sub Theme	Function	Requirements
211	IVD	Case	Appeals	Complete	As the IVM LAS, I need the ability to complete a Supplemental Statement of the Case (SSOC) should the Veteran submits additional information for consideration and/or BVA returns appeal for further development = "Remand".
223	IVD	Case	Checklist Letter	Set	As the system, I will automatically set a 30 day suspense day for Checklist letters
153	IVD	Case	Documentation	Upload	As the IVD LAS, I need the ability to upload and save a DOR into the system
154	IVD	Case	Documentation	Attach	As the IVD LAS, I need the ability to attach a DOR to a Veteran
155	IVD	Case	Documentation	Upload	As the IVD LAS, I need the ability to upload and save a POA document into the system
156	IVD	Case	Documentation	Attach	As the IVD LAS, I need the ability to attach a POA document to a Veteran
190	IVD	Case	Documentation	Upload	As the IVD LAS, I need the ability to upload and save the following documents as proof of a Veteran's Divorce: <ul style="list-style-type: none"> <li>. Original Divorce Decree</li> <li>. Copy or abstract of final decree of divorce</li> <li>. Other verifiable docs (Tax return, Medical expenses, etc)</li> </ul>
193	IVD	Case	Documentation	Assign	As the IVD POC, I need the ability to assign incoming uploaded document to an IVD LAS/CR

ID Step	Area	Theme	Sub Theme	Function	Requirements
212	IVD	Case	Flagging	Flag	As the system, I need the ability to flag an IVD case for closure if one of the following applicable conditions are met: . Veteran is deceased . Service-connected . 10% or more . Drawing a VA Pension . Other
213	IVD	Case	Flagging	Flag	As the system, I need the ability to flag an IVD case for potential closure if one of the following applicable conditions are met: . Active duty . POW . Hardship . Medicaid . Other
198	IVD	Case	Status	Change	As the IV LAS, I need the ability to change a case status from "Closed" to "Appeal" if a Veteran submits an appeal
199	IVD	Case	Status	Open	As the IVD LAS, I need the ability to reopen a case if an appeal is granted
200	IVD	Case	Status	Close	As the IVD LAS, I need the ability to reclose a case if an appeal is not granted
196	IVD	Correspondence	Appeals	Notify	As the IV Correspondence Staff, I need the ability to notify the Veteran in writing the IV process and validate if they wish to continue with the appeal
219	IVD	Correspondence	Checklist Letter	Generate	As the system, I will automatically set a 30 day suspense day for Checklist letters
220	IVD	Correspondence	Checklist Letter	Save	As the IVD LAS, I need the ability to save a Response Confirmation with Checklist Letter



ID Step	Area	Theme	Sub Theme	Function	Requirements
221	IVD	Correspondence	Checklist Letter	Print	As the IVD LAS, I need the ability to print a Response Confirmation with Checklist Letter
222	IVD	Correspondence	Checklist Letter	Forward	As the IVD LAS, I need the ability to forward a Response Confirmation with Checklist Letter
224	IVD	Correspondence	Generic Reopen Letter	Generate	As the IVD LAS, I need the ability to generate a Initial Reopen Letter
225	IVD	Correspondence	Generic Reopen Letter	Print	As the IVD LAS, I need the ability to print a Initial Reopen Letter
226	IVD	Correspondence	Generic Reopen Letter	Save	As the IVD LAS, I need the ability to save a Initial Reopen Letter
227	IVD	Correspondence	Generic Reopen Letter	Forward	As the IVD LAS, I need the ability to forward a Initial Reopen Letter
215	IVD	Correspondence	Initial Letter	Generate	As the IVD LAS, I need the ability to generate the Initial Letter for the Veteran and Spouse
216	IVD	Correspondence	Initial Letter	Save	As the IVD LAS, I need the ability to save the Initial Letter for the Veteran and Spouse
217	IVD	Correspondence	Initial Letter	Print	As the IVD LAS, I need the ability to print the Initial Letter for the Veteran and Spouse
218	IVD	Correspondence	Initial Letter	Forward	As the IVD LAS, I need the ability to forward the Initial Letter for the Veteran and Spouse
205	IVD	Forms	Form 8	Complete	As the IVD LAS, I need the ability to complete Form 8 "Certification of Appeal"

ID Step	Area	Theme	Sub Theme	Function	Requirements
206	IVD	Forms	Form 8	Generate	As the IVD LAS, I need the ability to Generate Form 8 "Certification of Appeal"
207	IVD	Forms	Form 8	Print	As the IVD LAS, I need the ability to print the generated Form 8 "Certification of Appeal"
201	IVD	Forms	Form 9	Complete	As the IVD LAS, I need the ability to complete Form 9 "Appeal to Board of Veterans' Appeals"
202	IVD	Forms	Form 9	Generate	As the IVD LAS, I need the ability to generate Form 9 "Appeal to Board of Veterans' Appeals"
203	IVD	Forms	Form 9	Forward	As the IVD LAS, I need the ability to forward the generated Form 9 "Appeal to Board of Veterans' Appeals" to the Veteran
204	IVD	Forms	Form 9	Print	As the IVD LAS, I need the ability to print the generated Form 9
214	IVD	Integration	EBD	Retrieve	As the system, I need the ability to retrieve an Issue Flag from the EBD system (e.g. The system does not print the initial letter)
191	IVD	Search	MVI	Search	As the IVD POC, I need the ability to perform an MVI search
192	IVD	Search		Search	As the IVD POC, I need the ability to search for a Veteran's case by IV Case Number
194	IVM	Case	Statement of the Case	Complete	As the IVM LAS, I need the ability to complete a Statement of the Case (SOC) should the veteran choose to continue with a NOD

ID Step	Area	Theme	Sub Theme	Function	Requirements
195	IVM	Notification	"Statement of the Case" response	Notify	As the System, I will notify the IVM LAS, that the Veteran is approaching his/her 60 day window to respond to a "Statement of the Case"
300	QA	Audit	QA	Capture	As the system, I will capture the QA's name who reviewed the case
301	QA	Audit	QA	Capture	As the system, I will capture the date and time the QA was completed
303	QA	Flagging	QA	Flag	As the QA, I need the ability to chose the following discrepancies when performing a QA on manually closed cases (can be multiple reason) for example: . Documentation Discrepancy . Dependent Count Incorrect . Financial Calculator not populated/incorrect . Case closed, but final letter not mailed . Response Confirmation/Checklist letter not mailed . Supporting Documentation not applied correctly . Correct template not used/applied . Other . Future use
305	QA	Flagging	QA	Flag	As the QA, I need the ability to flag a case for the following discrepancies when performing a QA on automatically closed cases for example: . Dependent Count Incorrect . Other . Future use

ID Step	Area	Theme	Sub Theme	Function	Requirements
307	QA	Flagging	QA	Flag	As the QA, I need the ability to chose from the following discrepancies when performing a QA on a Folder creation for example: . Documentation Discrepancy . Dependent Count Incorrect . Financial Calculator not populated/incorrect . Case closed, but final letter not mailed . Net Worth Discrepancies . Response Confirmation/Checklist letter not mailed . Supporting Documentation not applied correctly . Correct template not used/applied . Other . Future use
356	QA	Integration	Verint	Monitor	As the system I need the to monitor Call log activities within the Verint System and generate notifications to send to IVD Supervisors when a call has been flagged and scored poorly
298	QA	Notification	QA Results	Share	As the QA, I need the ability to share QA results with the LAS who handled the case
299	QA	Notification	QA Results	Share	As the QA, I need the ability to share QA results with the LAS' Supervisor who handled the case
297	QA	QA	Comments	Record	As the QA, I need the ability to record QA comments/finding
316	QA	QA	Notes	Select	As the HEC user I need the ability to select from pre-canned statements to populate the comments section

ID Step	Area	Theme	Sub Theme	Function	Requirements
302	QA	QA	Review	Set	As the QA, I need the ability to set whether the case was . Adjudicated Correctly (for Manually/Automatically closed Cases QA) . Adjudicated Correctly with Discrepancy (for Manually/Automatically closed Cases QA) . Not Adjudicated Correctly (for Manually/Automatically closed Cases QA) . Folder Created Correctly (for Folder Creation QA)
293	QA	QA	Sample	Select	As the system, I will randomly select cases for QA purposes
294	QA	QA	Sample	Parameterize	As the QA supervisor & specialist, I need the ability to parameterize the number of manually closed cases the system will select (sample size)
295	QA	QA	Sample	Parameterize	As the QA supervisor & specialist, I need the ability to parameterize the number of automatically closed cases the system will select (sample size)
296	QA	QA	Sample	Parameterize	As the QA supervisor & specialist, I need the ability to parameterize on status case
291	QA	QA		Conduct	As the QA, I need the ability to conduct a QA on cases in all enrollment statuses
292	QA	QA		Review	As the QA, I need the ability to review Cases

ID Step	Area	Theme	Sub Theme	Function	Requirements
306	QA	QA		Audit	As the QA, I need the ability to review and verify: . Manually closed cases . Automatically closed Cases . Folder Creation . Telephone Customer Service
348	QA	QA		Import	As the QA user I need the ability to import transaction via CSV files extracted with transactional enrollment and eligibility information from the ADR
349	QA	QA		Perform	As the QA user I need the ability to perform National QA reviews (work completed at VAMCs by Site Enrollment Coordinators)
350	QA	QA		Reconcile	As the system I will reconcile number of transaction in the CSV file with the number of transaction actually imported in the system
351	QA	QA		Create	As the QA user I need the ability to manually create QA workflow transactions when there is a discrepancy with demographic information to include: Veteran Address, Veteran Date of Birth, Veteran Name (Last Name, First Name), Veteran Gender, Veteran Social Security Number and Miscellaneous information
352	QA	QA		Set	As the QA user I need the ability to set parameters within the system for sample sizing to occur

ID Step	Area	Theme	Sub Theme	Function	Requirements
353	QA	QA		Identify	As the system I need the ability identify cases that have been closed manually vs. automatically and display it on the QA workflow transaction
354	QA	QA		Calculate	As the system I need the ability to calculate number of QA transactions created
355	QA	QA		Provide	As the system I need the ability to provide all the images/documentation associated with QA workflow transaction for QA review of manually cases
304	QA	Reports	QA	Run	As the QA, I need the ability to run QA report for the purpose of ID'ing trends and training opportunities

## 2.7. Multi-divisional Specifications

Data accessibility with the HEC system is based on segmentation of permissions at multiple levels. The deployment is first organized into a Business Unit hierarchical structure, defining the business divisions at a top-level.

User Roles tie together the divisional specification by determining the specific access permissions (Create, Read, Write, Delete, Append, Append To) for any given entity at the User, Team, Business Unit, or Organizational level. This multi-tiered approach to divisional structuring enables HEC to fully meet both accessibility and security requirements while providing a seamless user experience.

## 2.8. Performance Specifications

### 2.8.1. Performance

<b>If this is a system modification, how many users does the current system support?</b>
<p>The HEC is divided into two primary groups: Enrollment Eligibility Division (EED) and Income Verification Division (IVD). Both divisions are candidates for the new CRM system.</p> <p>EED users use the WRAP system for case management and IVD users use the EDB system for case management</p> <p>The number of users of these systems are as follows:</p>



WRAP: TBD EDB: TBD Other: TBD  Total number of users: TBD
<b>How many users will the new system (or system modification) support?</b>
The new CRM system will be used across the HEC. The number of potential users are as follows: EED: TBD IVD: TBD Other: TBD  Total number of users: TBD
<b>What is the predicted annual growth in the number of system users?</b>
The expected annual growth rate will be TBD.

## 2.8.2. Capacity

<b>What is the predicted size (average) of a typical business transaction?</b>																
<p>On average, HEC gets 460,000 – 560,000 new enrollments per year with the current total health enrollments at approximately 8,400,000.</p> <p><b>IRS Requests</b></p> <p>VHA expects to send IRS approximately 600,000 income verification requests for new enrollments over an 18 month period, or 33,333 requests per month or 8,300 requests per week.</p> <p>In addition, IRS expects VHA to send approximately 1.1 million requests per quarter for information on Veterans beneficiaries.</p> <p><b>Social Security Administration (SSA) Requests</b></p> <p>Of the over 8 million Veterans enrolled in VHA, approximately 1.1 million income verification requests will be submitted per quarter to the SSA.</p> <p><b>WRAP Transactions</b></p> <p>Most of the data used by EED teams resides in ESR the enrollment system and most of the data used by IVD resides in the EDB system. The WRAP system which is EED's case management system will hold basic case information within the range of 50K – 200K per case. No documents are stored in the CRM case system. All documents will be stored in the eFolder or in a VHA document repository.</p>																
<b>What is the predicted number of transactions per hour (day, or other time period)?</b>																
<p>Each call will be captured as an interaction in the new CRM system.</p> <table border="1"> <thead> <tr> <th>Inbound calls</th> <th>EED</th> <th>IVD</th> <th>Totals</th> </tr> </thead> <tbody> <tr> <td>Daily Calls</td> <td>275</td> <td>372</td> <td>647</td> </tr> <tr> <td>Weekly</td> <td>1,378</td> <td>1,862</td> <td>3,240</td> </tr> <tr> <td>Monthly</td> <td>5,926</td> <td>7,449</td> <td>13,375</td> </tr> </tbody> </table>	Inbound calls	EED	IVD	Totals	Daily Calls	275	372	647	Weekly	1,378	1,862	3,240	Monthly	5,926	7,449	13,375
Inbound calls	EED	IVD	Totals													
Daily Calls	275	372	647													
Weekly	1,378	1,862	3,240													
Monthly	5,926	7,449	13,375													

<b>Is the transaction profile expected to change (grow) over time?</b>
The profile of IVD and EED has been steady for the past 4 years with slight fluctuations (increases and decreases) per year for new enrollments. Processing of existing enrollments increase every year.
<b>What is the process for planning/adjusting capacity?</b>
The new CRM case management tool will enable EED and IVD to absorb any growth or the yearly fluctuation.
<b>Does the update require a surge capacity that would be different from the base application?</b>
No. Surge capacity will not be required.

## 2.9. Quality Attributes Specification

Please refer to Section 2.14 for specifics on HEC Quality Attributes.

## 2.10. Reliability Specifications

Listed below are availability requirements for the HEC Solution:

- The requirement is to have the HEC system available to users 24/7 by 365 days a year.
- The system shall be available 99% of the time with limited interruptions. Scheduled maintenance notifications should be broadcast to all users prior to the disruption of service with a mechanism to also broadcast when the system is available again.
- It is anticipated that the ADMIN will post scheduled maintenance notifications in the system as a "FLASH."

## 2.11. Scope Integration

Please refer to Section 4.0 for specifics on HEC Integration.

## 2.12. Security Specifications

All VA security requirements shall be adhered to. Based on Federal Information Processing Standard (FIPS) 199 and National Institute of Standards and Technology (NIST) SP 800-60 recommended Security Categorization is Moderate.

The Security Categorization will drive the initial set of minimal security controls required for the information system. Minimum security control requirements are addressed in NIST SP 800-53 and VA Handbook 6500, Appendix D.

## 2.12.1.User Access Levels

The table below provides a general overview of the security roles currently established for the HEC Solution and their general functional permissions.

User Level	Role	Responsibilities	Access Level
TBD	POC	Program Support Clerks handle and scan in the mail. They also answer calls to give or receive information on a Veteran's, however, they do not take action on it.	TBD
TBD	EED LAS/CM	Enrollment Eligibility Division Legal and Administrative Specialist (or Case Manager)	TBD
TBD	IVD LAD/CM	Income Verification Division Legal and Administrative Specialist (or Case Manager)	TBD
TBD	Supervisor	Supervisors distribute workload and handle escalated cases. Also, supervisor concurrence is needed during certain procedures.	TBD
TBD	Correspondence LAS/CM	Correspondence LAS/CM Legal and Administrative Specialists (or Case Manager) provides timely and accurate information in response to Veterans and Congressman/woman. The Correspondence LAS also process Appeals	TBD
TBD	Compliance and Integrity Team	Compliance and Integrity Team perform quality assurance review's on Veteran's cases to ensure compliance and Integrity are met	TBD

## 2.12.2.Privacy Requirements

The HEC Solution shall adhere to all VA and VHA Privacy requirements. Efforts that involve the collection and maintenance of individually identifiable information must be covered by a Privacy Act System of Records Notice (SORN).

### **2.12.3.Certification and Accreditation**

VA requires that mechanisms to control change to system security documentation address revisions to all system security planning system documentation (such as security plans and contingency plans). The system owner will ensure that a table of changes describing the brief nature of significant changes requiring revision to the document. The Information Security Officer (ISO) will conduct annual reviews of security documentation with system owners, system managers, and other pertinent personnel.

The security controls have been designed, developed, approved by VA, and implemented in accordance with the provisions of VA security system development life cycle as outlined in NIST Special Publication 800-37, Guide for Applying the Risk Management Framework to Federal Information Systems, VA Handbook 6500, Information Security Program and VA Handbook 6500.5, Incorporating Security and Privacy in System Development Lifecycle.

### **2.13. System Features**

System Features will be defined and documented in the subsequent HEC Systems Design Document (SDD). Each system feature description will include a sequence of inputs and outputs in the subsequent SDD.

### **2.14. Usability Specifications**

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

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

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

- In accordance with the Office of the National Coordinator for Health Information Technology’s (ONCHIT) Meaningful Use (MU) Stage 2 final ruling, employ an industry recognized User Centered Design (UCD) process. The methods for UCD are well defined in documents and requirements such as ISO 9241–11, ISO 13407, ISO 16982, National Institute of Standards and Technology Interagency Report (NISTIR) 7741, ISO/International Electrochemical Commission (IEC) 62366, and ISO 9241-210. Developers will choose their UCD approach; one or more specific UCD processes will not be prescribed.
- Adhere to an industry recognized User Interface (UI) Best Practices Guideline or Style Guide. For example, first follow UI guidelines for the development platform. In instances where platform guidelines are not available, adhere to VA’s Best Practices Guidelines/Style Guide.

- Inform requirements and designs with detailed human factors work products that have been/will be completed for the specific project. Examples of specific human factors activities might include heuristic evaluations, site visits, interviews, application-specific design guides, and usability testing on existing systems or prototypes.

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

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

To demonstrate high usability, the application should be:

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

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

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

The application should include a modern Graphical User Interface (GUI) that allows the user to view data from multiple sources and include:

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

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

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


The application must provide for advanced filtering capabilities, to include:

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

The application design should be modified to:

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

Usability requirements for this work effort are documented in the RTM.



### 3. Applicable Standards

The following standards and regulations may apply to the design of this system:

- C.5 VAAR 852.219-10 VA NOTICE OF TOTAL SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS SET-ASIDE (DEC 2009)
- Federal Information Security Management Act (FISMA) of 2002
- Federal Information Processing Standard (FIPS) Pub 201, Personal Identity Verification for Federal Employees and Contractors, February 25, 2005
- VA Directive 6102, Internet/Intranet Services
- VA Handbook 6102, Internet/Intranet Services
- Electronic and Information Technology Accessibility Standards (36 CFR 1194)
- Office of Management and Budget (OMB) Circular A-130
- Sections 504 and 508 of the Rehabilitation Act (29 U.S.C. § 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998
- VA Directive 6500, Information Security Program
- VA Handbook 6500.3, Certification and Accreditation
- VA Handbook 6500.5, Incorporating Security and Privacy into the System Development Life Cycle
- Office of Enterprise Development (OED) ProPath Process Methodology  
<http://vaww.webdev.oed.oit.va.gov/process/propath/>
- PMAS portal <http://vaww.oed.portal.va.gov/pmas/Pages/default.aspx>
- Technical Reference Model (TRM)
- National Institute Standards and Technology (NIST) Special Publications
- VA Information Technology (IT) Program Management (VA Handbook 6062), no date
- VA Facility Directory [REDACTED]
- VA Enterprise Architecture (EA) - The P/PMS Contractor shall ensure that all projects adhere to the one VA EA [REDACTED]
- The Program Managers' Guide to the Integrated Baseline Review Process (Office of the Undersecretary of Defense), April 2003 [G]
- FISMA [REDACTED]

Any regulations related to security may impose access restrictions or other protection related limitations on the system.



## 4. Interfaces

Integrations with several external systems are planned for future releases of the HEC project. For detailed descriptions of the current solution architecture and anticipated future architecture in subsequent releases, please refer to the SDD.

The HEC system acknowledges the dependencies listed below:

Acronym	Name of Application	Description of Current Application	Existing Functionality	Deliverables
BIRLS	Beneficiary Identification and Records Locator System	Contains records of all beneficiaries, including Veterans whose survivors applied for death benefits.	TBD	TBD
Biz Flow	Biz Flow	A workflow engine used to build and manage workflow in an application. To be used in EDB.	TBD	TBD
CAT	Caregiver Application Tracker	A tool to enter and track caregiver applications.	TBD	TBD
CLEAR Database	Camp Lejeune Environmental Action Report Database		TBD	TBD
CORP DB	Corporate Database	Supports primarily Compensation and Pension Services	TBD	TBD
CPRS	VistA - Computerized Patient Record System	CPRS is a VistA module that enables clinicians to enter, review, and update all order-related information connected with any patient. Users can order lab tests, medications, diets, radiology tests and procedures, record a patient's allergies or adverse reactions to medications, request and track consults, and enter progress notes, diagnoses, and treatments for each encounter, and enter discharge summaries. Allows hospital personnel to keep comprehensive patient records.	TBD	TBD
DPRIS	Defense Personnel Records Information Retrieval System	A secure electronic gateway that provides authorized government users access to Veterans' Official Military Personnel File (OMPF) information from each of the Service-specific OMPF imaging systems, and Post Traumatic Stress Disorder and Agent Orange incident information from the Joint Services Records Research Center (JSRRC).	TBD	TBD
EDB	Enrollment Database	System supports VHA's Income Verification Program.	TBD	TBD
EDMS	Electronic Document Management System	Used to store Veterans' documentation in VHA	TBD	TBD

Acronym	Name of Application	Description of Current Application	Existing Functionality	Deliverables
eFolder	Electronic Document Management System	Used to store Veterans' documentation in VBA	TBD	TBD
eHMP	Electronic Health Management Platform	Electronic Health Management Platform will be replacing Computerized Patient Record System (CPRS)	TBD	TBD
ESR	Enrollment System Redesign	The VHA health registration and enrollment system.	TBD	TBD
FFP Database Web Site	Fugitive Felon Program (FFP) Database	The Fugitive Felon Program (FFP) Database contains highly sensitive information used for the management of the FFP cases.	TBD	TBD
Genesys Survey Solution	Genesys Survey Solution	Self-service application for voice and web interactions enables surveys to be seamlessly offered right after web chat or email customer interactions.	TBD	TBD
HEC Alert Database	HEC Alert Database	Used to store HEC alerts created and sent to HEC.	TBD	TBD
HINQ	Hospital Inquiry System	HINQ enables the (VA and other approved) hospitals to retrieve Veteran health data/eligibility from VBA systems such as BIRLS.	TBD	TBD
KB	Knowledge Base	Content management system used to store core VA content.	TBD	TBD
MVI	Master Veterans Index	The Master Veteran Index (MVI) database (formerly known as the Master Patient Index [MPI]) is the primary vehicle for assigning and maintaining unique patient identifiers.	TBD	TBD
Scanning server repository	Scanning server repository	When mail enters the mail room the docs are scanned and uploaded to a scanning repository.	TBD	TBD
SHARE	Safety, Health, and Return to Employment	A Microsoft Windows-based client/server application that allows regional office employees to inquiry against legacy information such as BIRLS, Benefits Delivery Network (BDN), and other agencies' information (e.g., SSA).	TBD	TBD
VA HCF	VA Health Care Facility	HEC transmits enrollment information via HL7 messaging to all VA HCFs involved in the Veteran's care, including the VA HCF	TBD	TBD
VBMS	Veterans Benefits Management System	The case and program benefit management system for Compensation	TBD	TBD

Acronym	Name of Application	Description of Current Application	Existing Functionality	Deliverables
VIERS	Veteran Identity/Eligibility Reporting System	Veterans Relationship Management (VRM) Veteran Identity/Eligibility Reporting System (VIERS) provides consuming business applications with access to a standard, enterprise view of person demographic, contact, military service and other benefits information.	TBD	TBD
VIS	Veterans Information Solution	A Web application that provides a consolidated view of eligibility and benefits utilization data from across VBA and DoD's Defense Manpower Data Center (DMDC), BIRLS and Compensation and Pension Services	TBD	TBD
VistA	Veterans Health Information Systems and Technology Architecture	An enterprise-wide information system built around an Electronic Health Record (EHR), used throughout VHA. It consists of nearly 160 integrated software modules for clinical care, financial functions, and infrastructure.	TBD	TBD
WRAP	Workload Reporting And Productivity	Used by EED to manage enrollment cases.	TBD	TBD

## 4.1. Communications Interfaces

VA has adopted the Microsoft Dynamics CRM system as the platform of choice for case management solutions in VA. This project will be replacing a legacy case tool with the VA Case management platform.

## 4.2. Hardware Interfaces

The following is a list of hardware that will be used with the HEC solution built by the hosting vendor to specifications that are finalized during the design and integration sessions with the Technical Integration team that is part of the Member Services Project:

- CRM Application Server
- IIS Server v7
- CRM Database Server
- Data Access Component Server (optional)
- Web Server
- CRM Email Server

### 4.3. Software Interfaces

The following shall interface with HEC:

1. Data Sources
  - a. TBD

### 4.4. User Interfaces

Identifier	Usability/User Interface Requirements
	Left align content in table cells to facilitate quick visual scan.
	Left align text for column headers to facilitate visual scan and make columns and content appear more organized.
	Use mixed case instead of all caps whenever possible (e.g., dropdown list items, table data, table headers, hyperlinks, tab names). Limit the use of "all caps" throughout the application.
	Simplify button labels. Re-label buttons to reflect standard terminology that is common in web interfaces and other applications (e.g., "Cancel"). Emphasize the action being performed in the most succinct way possible. Minimize redundancy in text/terminology that is used to convey the same action.
	Left align page/section titles to anchor titles in consistent locations regardless of window sizing.
	Labels for fields should be left aligned to facilitate quick visual scan and make forms and field groupings appear more organized.
	Avoid using acronyms or abbreviations unless (a) they are widely understood/well known or (b) there is very limited space to display the full meaning. This supports naïve user understanding. If limited space results in using a non-common acronym/abbreviation, ensure it is specified within "Help" and/or as a tooltip.
	Use colors such as red and green only for status driven content. Avoid using red for text/content, links, button labels, etc. This will reduce risk for user error, improve link discoverability, and facilitate understanding of differences in navigation/actions/content. It will also help users to isolate important status information (using red, green, etc.) from other less important information when viewing and processing information provided to them on a page.
	Provide visual separation between the navigation space and the main content area.
	Add field level validation and notification of missing information on the same page without launching a new window or navigating to another page.
	Make all text hyperlinks appear consistent in style.
	Make drop-down selection box widths appropriate for content and visual appeal.

Identifier	Usability/User Interface Requirements
	Use standard and always visible radio buttons for “Yes/No” options instead of requiring the user to click in a drop down box and then click to select the “Yes” or “No” option.
	Use standard date and time selection widgets. Where date and time are selected/picked from a standard widget, also provide direct data entry to support keyboard navigation. Enable field level validation immediately upon entry. Include instructional format text within the field entry box.
	Provide standard sort behavior and visual indications on columns in all tables.
	Define and adhere to a standard model for use and design of controls, buttons, hyperlinks, and navigation elements.
	Ensure that text is sized to be readable (for example, by using the 007 Rule to assure text size is readable for users with 20/40 vision. The formula: Text height = .007 * distance between eyes and screen).
	Place common navigation elements in consistent locations.
	Place critical information “above the fold” (i.e., in the top portion of the screen that is immediately viewable).
	Use consistent screen flow models, elements, and terms to support similar workflows.
	Use consistently named buttons when actions are the same (e.g., Add vs. Save vs. Submit).
	Enable users to print views from where they are in the interface. Avoid requiring the user to “run a report” in order to print something that is viewable on the screen.
	Provide field entry tool tips at the field location. Ensure consistency across the application in field labels, formats, location of tooltips, and tool tip text.
	Provide visual indication of required fields.
	Display field labels in close proximity to entry elements.
	Use consistent elements to filter data.
	Use consistent elements to sort data.
	Use a consistent model for display, layout, and grouping of data entry fields.
	Provide alternate row shading in lengthy tables of data, form elements, etc.
	Ensure that icons are recognized by users.
	Provide some “white space” between status icons in report views, white board views, etc.
	Auto-populate default values in entry/selection fields when possible and appropriate.



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

## 5. Legal, Copyright, and Other Notices

Not Applicable.

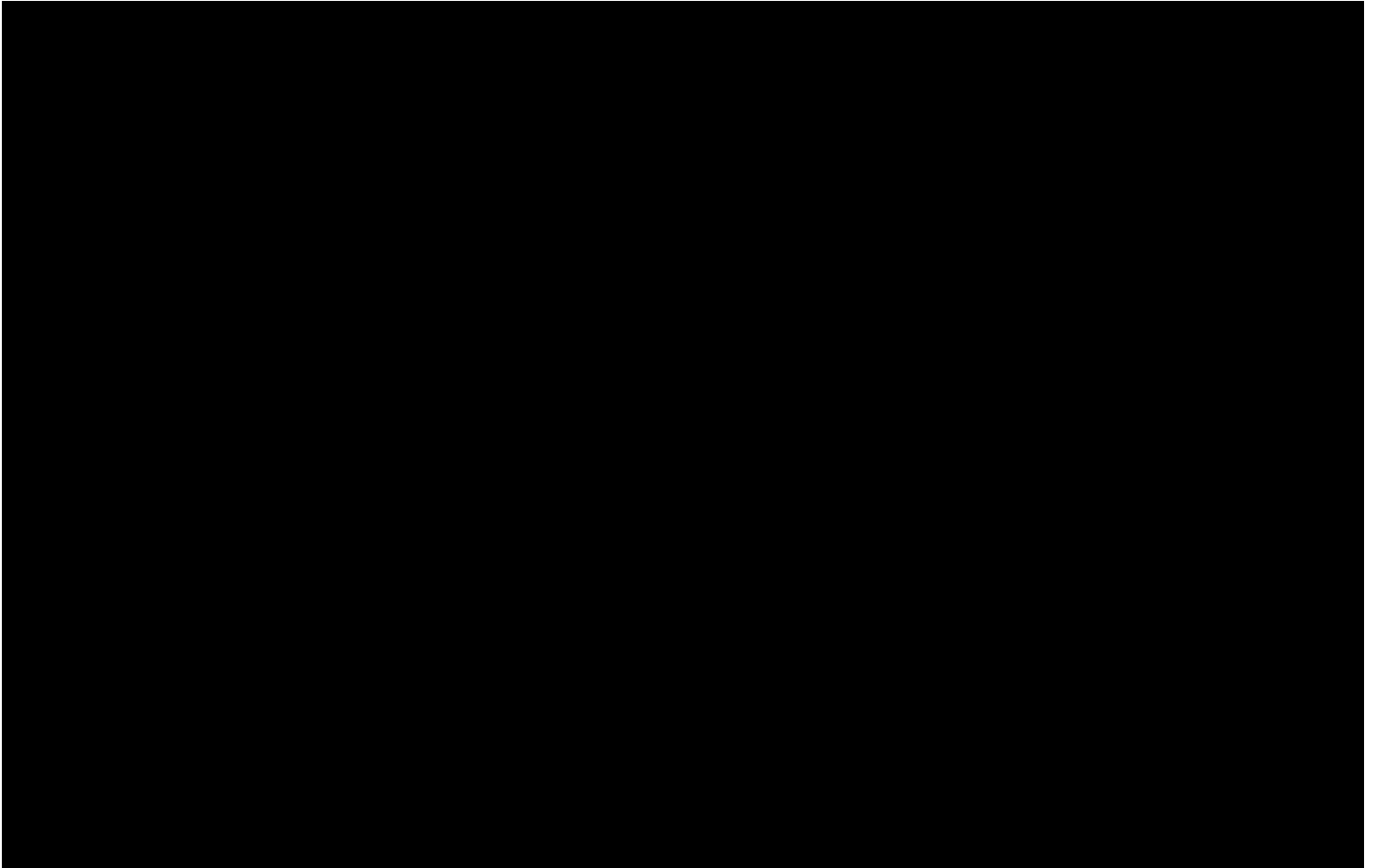
## 6. Purchased Components

As VA contract and purchase information is sensitive, please contact the Project Manager for this information if needed.

## 7. User Class Characteristics

See Section 2.14 for a general overview of the roles and responsibilities of HEC users.

## 8. Approval Signatures

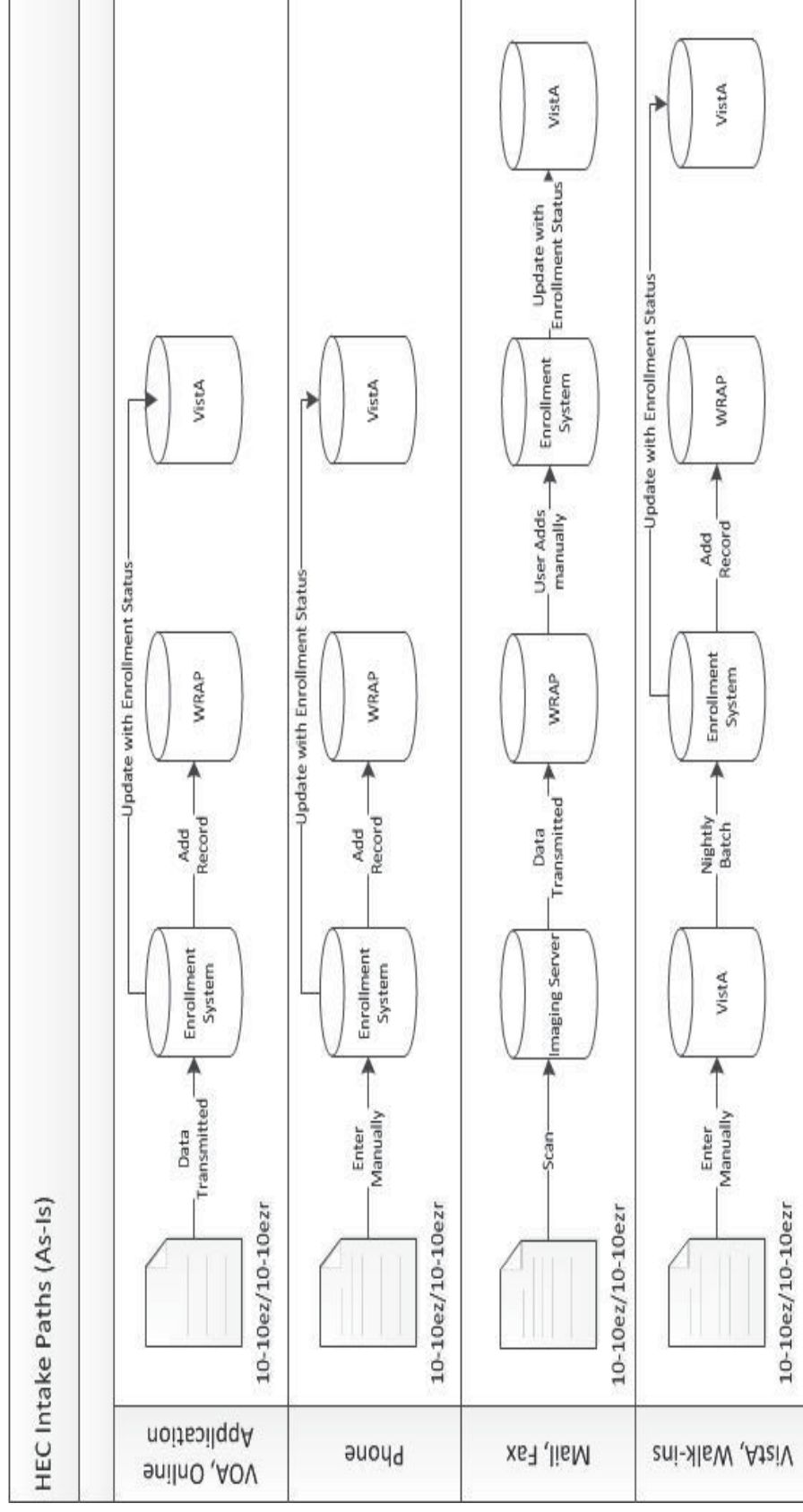




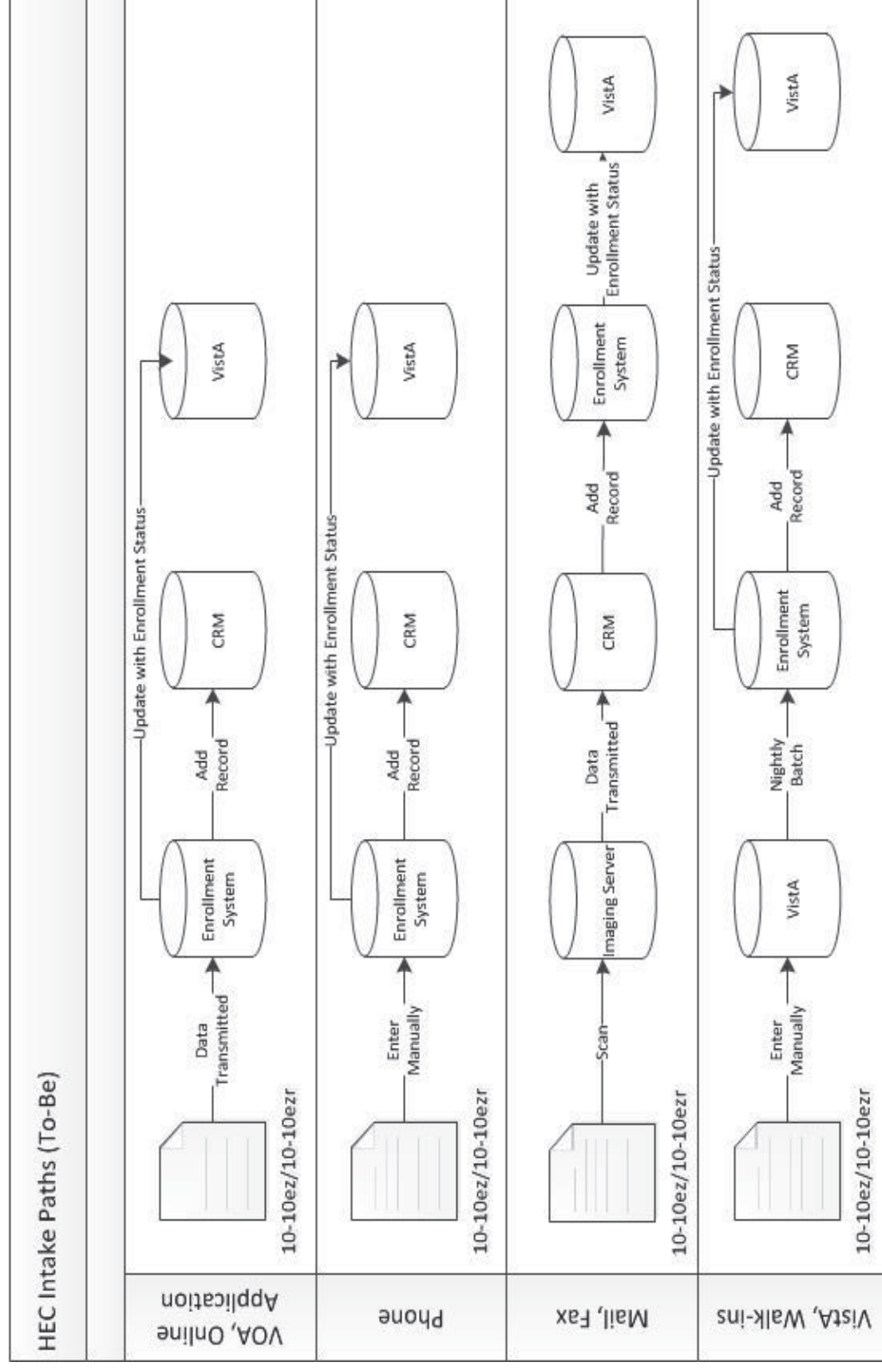
# Appendix A - Models

This appendix provides process flow diagrams for the HEC.

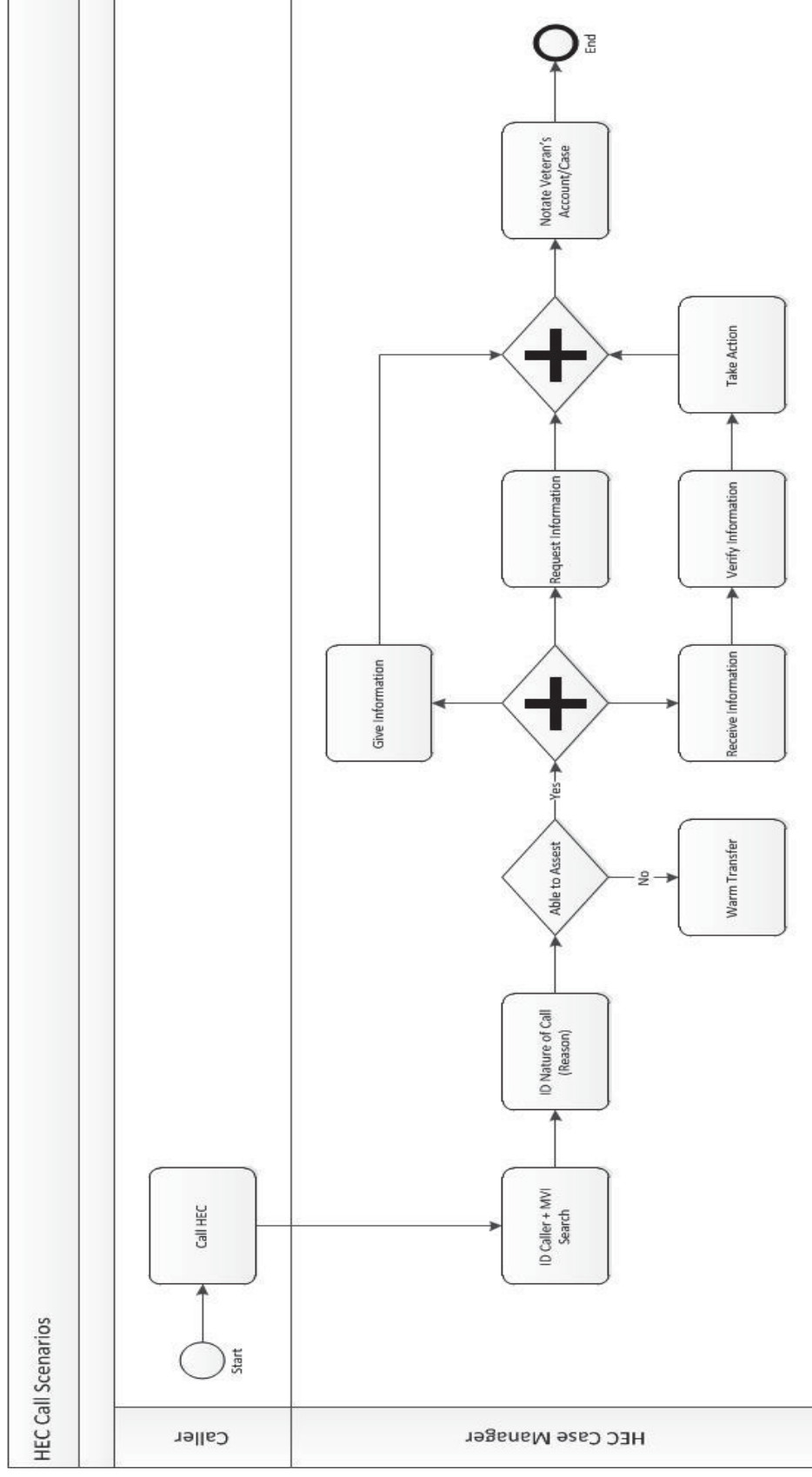
## 8.1. Intake Paths (As-is)



## 8.2. Intake Paths (To-be)



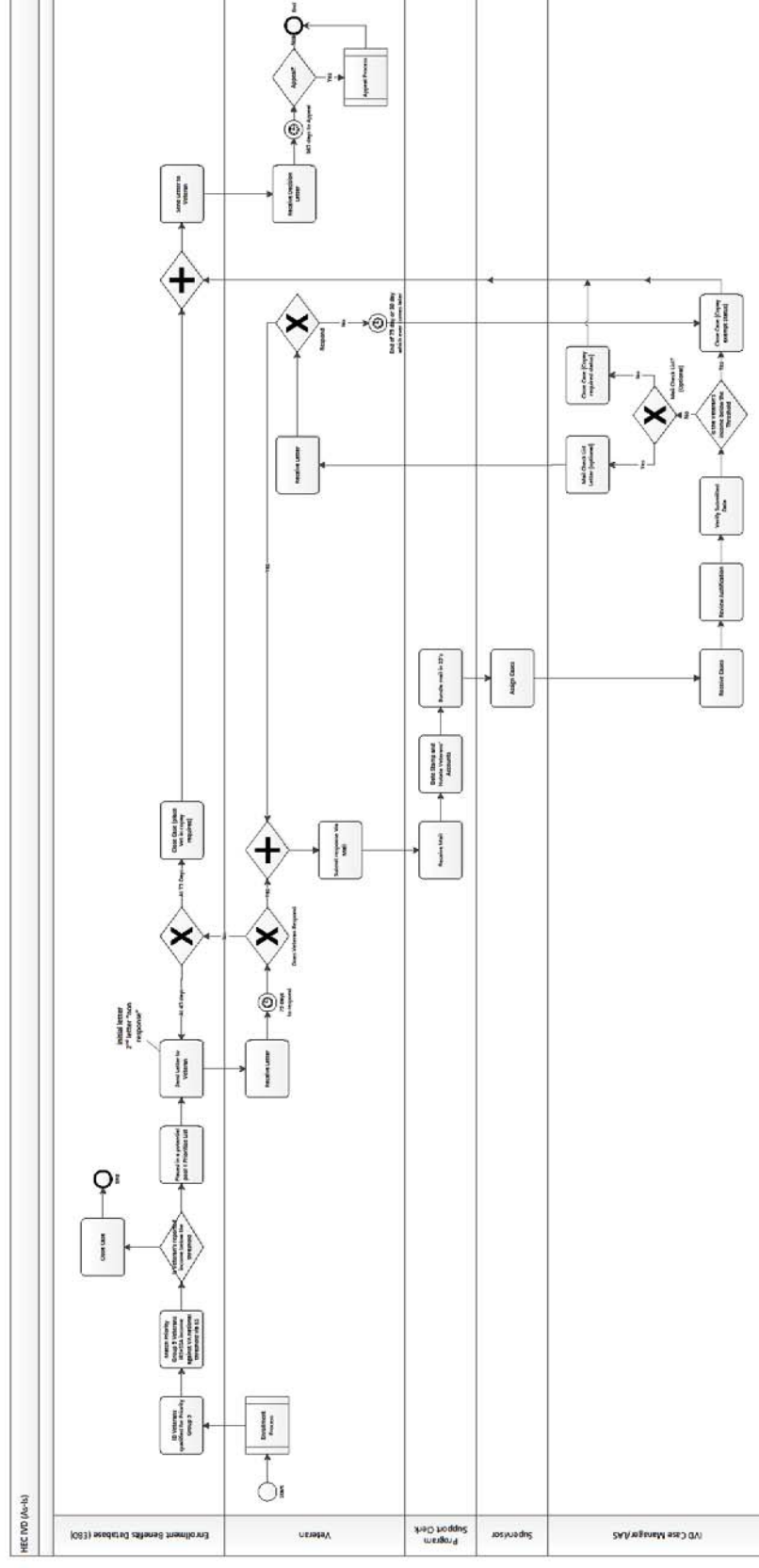
## 8.3. Call Scenarios



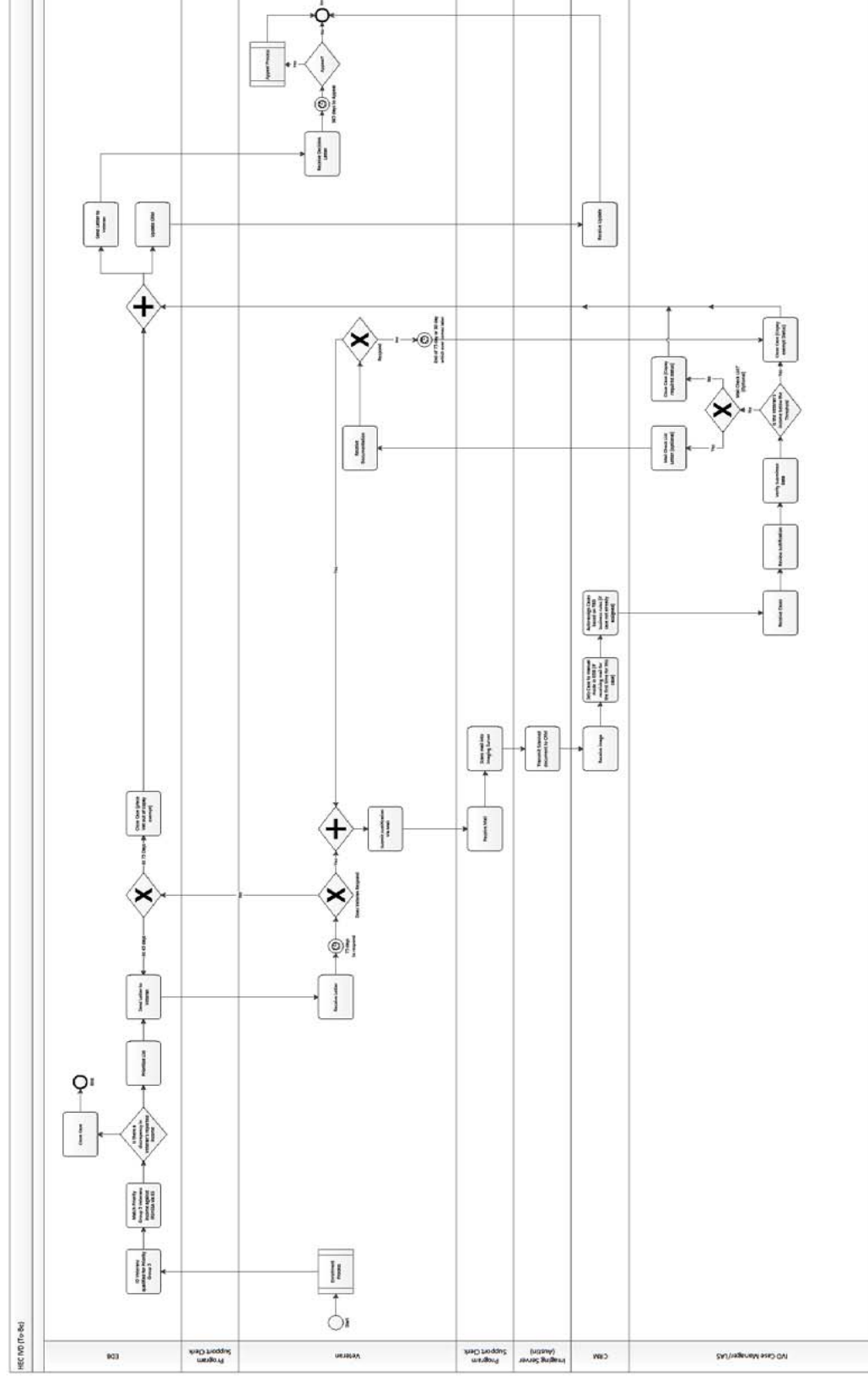
[illegible]

HCC BED (To Bed)	
<p><b>ED Case Manager/AS</b></p>	<p><b>ESR</b></p>
<p><b>Medical Facility</b></p>	<p><b>Program Support Clerk</b></p>
<p><b>Imaging Server</b></p>	<p><b>CRM</b></p>
<p><b>Veterin</b></p>	<p><b>Medical Facility</b></p>

## 8.6. Income Verification Division (As-is)



### 8.7. Income Verification Division (To-be)





## Appendix B - Acronym List

Term	Definition
A/O	Agent Orange
AOR	Agent Orange Registry
BIRLS	Beneficiary Identification and Records Locator System
BN	Business Need
BRD	Business Requirements Document
CAT	Caregiver Application Tracker
CHAMPVA	Civilian Health and Medical Program of the Department of Veterans Affairs
CBO	Chief Business Office
CID	Compliance and Integrity Division
CLEAR	Camp Lejeune Environmental Action Report
CORP DB	Corporate Database
CPAC	Consolidated Patient Account Center
CPRS	Computerized Patient Record System
CPA	Certified Public Accountant
CR	Contact Representative
CRM	Customer Relationship Management
CRMh	CRM Health
CSC	Caregiver Support Coordinators
Demobs	Demobilization
DMDC	Defense Manpower Data Center
DOB	Date of Birth
DOD	Date of Death
DOR	Declaration of Representatives
DPRIS	Defense Personnel Records Image Retrieval System
DVA	Dishonorable for VA Purposes
EDB	Enrollment Database
EDMS	Electronic Document Management System
EED	Enrollment Eligibility Division
eHMP	Electronic Health Management Platform

Term	Definition
EHR	Electronic Health Record
ESR	Enrollment System Redesign
EU	Eligibility Update
HAC	Health Administration Center
HINQ	Hospital Inquiry System
FFP	Fugitive Felony Program
FTI	Federal Tax Information
HAC	Health Administration Center
HEC	Health Eligibility Center
HECMS	Health Eligibility Case Management System
HRC	Health Resource Center
ICN	Integration Control Number
IdM	Identity Management Team
IdM TK	Identity Management Toolkit
IHT	In-House Training
INF	Informatics Division
IT	Information Technology
ITE	Identity Trait Edits
IVD	Income Verification Division
IVM	Income Verification Matching
IVR	Interactive Voice Response
KB	Knowledge Base
LAS	Legal Administrative Specialist
MPI	Master Patient Index
MSDS	Military Service Data System
MVI	Master Veteran Index
NOD	Notice of Disagreement
OI&T	Office of Information and Technology
OLT	Online Transaction
OMPF	Official Military Personnel Folder
POA	Power of Attorney

Term	Definition
POC	Point of Contact
RAD	Release from Active Duty
RO	Regional Office
RFA	Request for Assistance
RTM	Requirements Traceability Matrix
SHARE	Safety, Health, and Return to Employment
SLA	Service Level Agreement
SME	Subject Matter Expert
SOC	Statement of Case
SOP	Standard Operating Procedures
SSA	Social Security Administration
SSN	Social Security Number
SSO	Single Sign-On
SSOC	Supplemental Statement Of Case
UAT	User Acceptance Testing
VA	Department of Veterans Affairs
VAMC	VA Medical Center
VBMS	Veterans Benefits Management System
VETS	VA Enterprise Terminology Services
VHA	Veterans Health Administration
VIERS	Veteran Identity/Eligibility Reporting System
VIS	Veteran Information System
VISN	Veterans Integrated Service Network
VistA	Veterans Health Information Systems and Technology Architecture
VRM	Veterans Relationship Management
VSO	Veteran Service Organization
WRAP	Workload Reporting and Productivity