Product Development

James Betz
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July 14, 2015
Agenda

– Introduction to Product Development
– Break The Cycle
– Remaining FY15 Acquisition Opportunities
– FY16 Projected Acquisitions
Office of Information & Technology

Executive in Charge and Chief Information Officer
LaVern Council

Quality, Performance, and Oversight
Martha Orr

Service Delivery and Engineering
Art Gonzalez

Customer Advocacy
Jackie Patillo

Product Development
Greg Ambrose

Architecture, Strategy and Design
Dr. Paul Tibbits

IT Resource Management
Acting: Luwanda Jones

Information Security
Stan Lowe
Product Development

- Project Management
  - Steve Schliesman

- Integration Management
  - Rob Thomas

- Business Functions
  - Acting: Tina Burnette
Project Management: New Divisions

Benefits Products
Tracie Loving

Common Shared Services
Stephen Levy

Health Products
Larry Weldon

NCA & Corporate
Dan Pate

Veteran Experience (myVA)
Break The Cycle

7/10/2015
Breaking the Cycle

The Cycle

- Q4: Late obligations, carryover requests, and troubled contracts
- Q3: Insufficient requirements elaboration
- Q2: Inadequate resources and time to support proper planning
- Q1: Planning starting in execution year

Breaking the Cycle

Process for FY16 New Starts

- FY 15:
  - Early start planning and requirements elaboration and validation
  - Adequate resources assigned
- FY 16:
  - Complete acquisition packages developed and submitted
  - Timely obligations and successful contracts

7/10/2015

Working Draft, Pre-Decisional, Deliberative Document
Remaining FY15 Acquisition
# PD FY15 Remaining Acquisitions

<table>
<thead>
<tr>
<th>Acquisition Categories</th>
<th>Rolled-up Total Estimated Dollars</th>
</tr>
</thead>
<tbody>
<tr>
<td>PMO, Advisory and Assistance and Training:</td>
<td>$11,943,310</td>
</tr>
<tr>
<td>Tech Management and Integration Support:</td>
<td>$9,233,500</td>
</tr>
<tr>
<td>Testing Services:</td>
<td>$6,359,550</td>
</tr>
<tr>
<td>Software Development and Software Design:</td>
<td>$76,853,940</td>
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<tr>
<td>Software Licenses, renewals, Hardware Purchases:</td>
<td>$23,318,226</td>
</tr>
<tr>
<td>Hosting Services:</td>
<td>$6,504,480</td>
</tr>
<tr>
<td><strong>Total as of 5/25/15:</strong></td>
<td><strong>$134,213,006</strong></td>
</tr>
</tbody>
</table>
## FY16 New Starts
### As of 7/10/15

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeals Modernization - Board of Veterans’ Appeals (BVA)</td>
<td>Medical Care Collections Fund (MCCF) ePharmacy Compliance Phase 4</td>
</tr>
<tr>
<td>Beneficiary Travel Self-Service System</td>
<td>Medical Care Collections Fund (MCCF) System Integrity Phase 1</td>
</tr>
<tr>
<td>CAPRI Enhancements &amp; Platform Upgrade Phase 2</td>
<td>Mental Health Quality &amp; Clinical Outcomes Reporting System</td>
</tr>
<tr>
<td>Claims Processing and Eligibility Enhancements</td>
<td>Notification of Teratogenic Drugs Phase 2</td>
</tr>
<tr>
<td>CPRS Enhancements Phase 1</td>
<td>Prosthetics Purchasing and CPRS Enhancements</td>
</tr>
<tr>
<td>Customer Data Integration Phase 1</td>
<td>Purchased Care (PC) Claims Compliance Phase 4</td>
</tr>
<tr>
<td>Disability Exam and Assessment Program (DEAP) Enhancements Phase 2</td>
<td>Purchased Care (PC) State Home</td>
</tr>
<tr>
<td>Education Call Center (ECC) Phase 2</td>
<td>Purchased Care (PC) System Integrity Phase 1</td>
</tr>
<tr>
<td>Emergency Department Integration Software (EDIS) Version 4</td>
<td>Research Administrative Management System (RAMS) Integration</td>
</tr>
<tr>
<td>Enrollment System Modernization</td>
<td>Revenue Eligibility Enhancements</td>
</tr>
<tr>
<td>Dialysis Registry</td>
<td>Revenue Operations Enhancements</td>
</tr>
<tr>
<td>GenISIS 2.0</td>
<td>Revenue Reporting Enhancements</td>
</tr>
<tr>
<td>Health Eligibility Center (HEC)</td>
<td>Surgical Risk Calculator</td>
</tr>
<tr>
<td>HMIS (Homeless Management Information System) Repository Data Sharing Interface</td>
<td>VBMS Phase 6</td>
</tr>
</tbody>
</table>
Benefits Products

Summary: Benefits Delivery Projects utilizes advanced technology solutions and development projects to ensure Veterans’ benefits are delivered on time and without complication. The project alignment supports legacy applications for benefits products by keeping all IT endeavors up-to-date with major program applications. Projects included in this area support VA’s goal of eliminating the backlog of Veterans’ claims.

<table>
<thead>
<tr>
<th>Recompetes</th>
<th>Approx. $ of Each Contract</th>
<th>Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td>VBMS Ratings and Calculators</td>
<td>$1-$5M</td>
<td>3</td>
</tr>
<tr>
<td>New Start Continuation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAPRI Platform Upgrade</td>
<td>$1-$5M</td>
<td>2</td>
</tr>
<tr>
<td>VBMS Phase 6 Dev and PMO</td>
<td>&gt; $10M</td>
<td>4</td>
</tr>
<tr>
<td>New Start</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Board of Veteran Appeals</td>
<td>&gt; $10M</td>
<td>1</td>
</tr>
<tr>
<td>Customer Data Integration</td>
<td>$5-$10M</td>
<td>2</td>
</tr>
</tbody>
</table>

Business Support Required
- Software Development
- Hosting Services
- Software Licenses and Software Maintenance
- Software Maintenance
- Testing Services
- Hosting Services

* Charts represent a sample of FY16 projected acquisitions

Benefits Projects
Director: Tracie Loving
Location: Washington, DC
Summary: The goal of VistA Evolution is to provide essential health information technology to Veterans and clinicians. VistA Evolution will enable Veterans to have a seamless health record. It will allow VA to transform delivery of health care to be patient centric, team based, and quality driven. Vista Evolution tools are based on a foundation of population analytics and interoperability that will allow VA to increase Veteran access to care.

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<tr>
<th>Recompetes</th>
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</thead>
<tbody>
<tr>
<td>VLER Health eHealth Exchange Development</td>
<td>$1-$5M</td>
<td>2</td>
</tr>
<tr>
<td>VistA Intake</td>
<td>$1M-$5M</td>
<td>1</td>
</tr>
<tr>
<td>VistA Radiology GUI</td>
<td>$1M-$5M</td>
<td>2</td>
</tr>
</tbody>
</table>

* Charts represent a sample of FY16 projected acquisitions

Business Support Required
- Software Development
- Software Maintenance
- PMO Support
- Software Licenses IPT Support
- Hardware and Installation
- Software Purchase
- Testing Services
- Hardware Purchase

Health Project Manager:
Larry Weldon
Location:
Tampa/St. Petersburg

7/10/2015
Working Draft, Pre-Decisional, Deliberative Document
Veterans Relationship Management

**Summary:** VA’s VRM initiative was established as an enterprise-wide, multi-year initiative to improve a Veteran’s secure access to benefits and services administered by VBA. VRM has improved access to benefits for beneficiaries and VSOs both on the phone and online through eBenefits. Veteran interactions with VA through these channels increased from 9.1 million in FY09 to 62.2 million in FY14.

<table>
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<tr>
<th>Recompetes</th>
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</thead>
<tbody>
<tr>
<td>EVSS</td>
<td>&gt; $10M</td>
<td>1</td>
</tr>
<tr>
<td>IAM – Access Services</td>
<td>$5M-$10M</td>
<td>2</td>
</tr>
<tr>
<td>Identity Verification</td>
<td>$5M-$10M</td>
<td>4</td>
</tr>
</tbody>
</table>

*Charts represent a sample of FY16 projected acquisitions*

**Business Support Required**
- Hosting Services
- Testing Services
- Software Licenses and Software Maintenance
- Software Maintenance
- Software Licenses
- Hardware Purchase
- Hardware and Software
- Hardware and Installation
- Telecom Services
- Software Development

**Benefits Projects**
**Director:** Tracie Loving
**Location:** Washington, DC

7/10/2015
Working Draft, Pre-Decisional, Deliberative Document
Summary: Common Shared Services Delivery Projects increase the return on investment, eliminate waste and duplication, and improve the efficiency and effectiveness of IT solutions. Common Shared Services directly supports VA’s myVA initiative that seeks to identify and improve organizational shared services by delivering solutions faster, cost-efficient, and with fewer resources.

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<thead>
<tr>
<th>Recompetes</th>
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<th>Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td>DAS Software Development Services</td>
<td>$1M-$5M</td>
<td>1</td>
</tr>
<tr>
<td>IAM MVI Development and Integration</td>
<td>$5M-$10M</td>
<td>2</td>
</tr>
<tr>
<td>Sustainment of IAM Access Services [Helpdesk]</td>
<td>$1M-$5M</td>
<td>3</td>
</tr>
<tr>
<td>New Start</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Data Integration [CDI]</td>
<td>$5M- $10M</td>
<td>3</td>
</tr>
</tbody>
</table>

Business Support Required
- Software Development
- Sustainment
- Software licenses
- Software maintenance

Common Shared Services Director:
- Stephen Levy
Location:
- Eatontown, NJ

* Charts represent a sample of FY16 projected acquisitions
**Summary:** VA uses information technology to enable the Department to provide access to care and services that our nation’s Veterans have earned and deserve. In fiscal year 2014, VA delivered significant new IT tools to enable VA to better serve Veterans, including mobile applications, telehealth capabilities, patient scheduling, and wireless networks, among others.

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<th>Recompetes</th>
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<th>Quarter</th>
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</thead>
<tbody>
<tr>
<td>Registries Integration into CRE</td>
<td>$1M- $5M</td>
<td>2</td>
</tr>
<tr>
<td>MyHealtheVet PMO</td>
<td>$1M- $5M</td>
<td>3</td>
</tr>
<tr>
<td><strong>New Start Continuation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPRS v33 Development</td>
<td>$1M- $5M</td>
<td>2</td>
</tr>
<tr>
<td>EDI Development</td>
<td>&gt; $10M</td>
<td>2</td>
</tr>
<tr>
<td>GENESIS - Data Integration</td>
<td>$5M - $10M</td>
<td>2</td>
</tr>
<tr>
<td><strong>New Start</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beneficiary Travel Self-Service</td>
<td>$1M- $5M</td>
<td>2</td>
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</tbody>
</table>

- Charts represent a sample of FY16 projected acquisitions

**Business Support Required**
- Software Development
- Hosting Services
- IPT Support
- Software Maintenance
- Software Licenses and Software Maintenance
- PMO Support
- Hardware Purchase
- Software Purchase
- Testing Services
- Training
- Hardware Maintenance
- Software Licenses
- Hardware and Software
- Hardware and Installation

**Health Project Manager:** Larry Weldon  
**Location:** Tampa/St. Petersburg

7/10/2015  
Working Draft, Pre-Decisional, Deliberative Document
Summary: NCA and Corporate Delivery Projects support VA in managing IT development projects that bolster corporate administration areas, including human resources, project management, capital improvements, policy oversight. Memorials and Corporate is also responsible for centralized procurement, inventory, shipping, receiving, and tracking of all IT components for the National Cemetery Administration (NCA).

<table>
<thead>
<tr>
<th>Recompetes</th>
<th>Approx. $ of Each Contract</th>
<th>Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIV System Application - New Sustainment Contract</td>
<td>$&lt;1M</td>
<td>4</td>
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<tr>
<td>New Start Continuation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VEMS</td>
<td>$5M-$10M</td>
<td>3</td>
</tr>
</tbody>
</table>

Business Support Required
- Software licenses
- Software maintenance

NCA & Corporate Director:
Dan Pate
Location:
Quantico, VA

Charts represent a sample of FY16 projected acquisitions
Enterprise Endeavors

**Summary:** Enterprise endeavors are a focused effort on behalf of the ADCIO for Project Management to evolve and renew the VA’s engagement internally and externally.

<table>
<thead>
<tr>
<th>Recompetes</th>
<th>Approx. $ of Each Contract</th>
<th>Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enterprise Tech Management Support Services Follow-on</td>
<td>&gt; $10M</td>
<td>4</td>
</tr>
<tr>
<td>Competency Contract</td>
<td>&gt; $10M</td>
<td>2</td>
</tr>
</tbody>
</table>

*Charts represent a sample of FY16 projected acquisitions*

**Business Support Required**

- Dependent on effort

**ADCIO for Project Management:**
Steve Schliesman
**Location:** Eatontown, NJ
Helpful Links

Getting Oriented to VA:
- Mission, Vision, Core Values, and Goals:
  http://www.va.gov/about_va/mission.asp
- VA Strategic Plan:
- Office of Information and Technology:
  http://www.oit.va.gov/About_the_Office_of_OI_T

Contractor Resources:
- Virtual Office of Acquisitions:
  https://www.voa.va.gov/
- ProPath:
Questions?
PMAS Project Lifecycle

New Start

MS 0

Planning

MS 1

Active Delivery

MS 2

Active Deployment

MS 3

Closed

MS 4

- Project is initiated
- IPT Charter, Project Charter, and Business Requirements Document are developed and approved
- 4 documents total are completed

- Requirements are finalized
- Acquisition Strategy is developed and executed
- Funding is committed & obligated
- 9 documents total are completed

- Develop Code
- Conduct Testing, i.e. user acceptance and 508 compliance
- Attain Authority To Operate (ATO)
- Deploy developed functionality into Production environment
- 18 documents total are completed

- Conduct project closeout activities
- Return resources for reassignment
- Approve and ensure processing of remaining invoices
- Close contract, if applicable
- Compile lessons learned & best practices
- 1 documents total are completed

*MS: Milestone
Competency Organization: The People

- PD became a competency-based organization in October 2010
- Competency model establishes teams organized around key knowledge, skill sets, abilities, and behaviors
  - Assigns resources to prioritized projects, and reassigns resources once available for the next project
  - Matrix assignments

*Competency-Based Organizations have the agility to ensure the delivery of quality products on time and within budget*