



## Department of Veterans Affairs

PSI INTERNATIONAL, Inc. (PSI) is very familiar with the challenges of designing, developing, fielding, and maintaining systems for the Department of Veterans Affairs (VA) on a nationwide basis. PSI has been supporting VA, primarily but not exclusively the Veterans Benefits Administration (VBA), since 1987. We have supported technology migration and management contracts, providing the support required to develop and maintain nationwide applications, such as the Veteran Information Portal (VIP), web Loan Guaranty (webLGY), web Special Adaptive Housing (SAH/SHA), The Appraisal System (TAS), Electronic Appraisals (eAppraisal), Web Expanded Lender Information System (webELI), the Centralized Property Tracking System (CPTS) and the Loan Service and Claims System (LS&C).

There are numerous current and previous projects supported by PSI at the VA, including LGY, CARS/CAROLS, VADIR, VIS, WEAMS, FOCAS and VONAPP. Historically, our support started with IBM mainframe-based legacy and client/server Tuxedo (3-tier) applications. In time, we were tasked with the conversion of many of the legacy 3-tier applications to new web-based applications. We have experience in working with multiple VBA geographic sites, including Austin, Hines, Philadelphia, and Washington, D.C. We currently have staff onsite

supporting contracts in Austin and Washington, D.C.

**VA Projects** – We have developed and maintained web-based, three-tier, and legacy applications systems at the VBA. Our existing and past VA projects include the following:

- ◆ Loan Guaranty Program (LGY) Maintenance (Web)
  - VIP
  - SAH/SHA
  - webLGY
  - webELI
  - CPTS
  - eAppraisal
  - TAS
  - VIS sub-application in VIP
- ◆ LGY Maintenance (Three Tier and Legacy)
  - ALPS (decommissioned)
  - ELI/ELF (decommissioned)
  - LS&C
  - PMS (decommissioned)
  - GIL (decommissioned)
- ◆ Debt Management Center Maintenance (Legacy IBM)
  - CARS/CAROLS
- ◆ CP&E Documentation (BDN)
  - Share/CEST

PSI teams in the Austin Systems Development Center (ADC), an organization within the Office of Enterprise Development (OED), and at

VA Central Office (VACO) maintain and develop web-based nationwide applications within the VA LGY organization. These systems provide information on Veteran benefits, supporting related activities from Lenders, Servicers, Inspectors and other Agents regarding property inspections, appraisals and special modifications, defaulted loans and properties. PSI also maintains and enhances 3-tier applications and supports related Corporate Database applications. PSI supports development environments needed for application maintenance, develops prototypes for “proof of concept” efforts, performs load testing, implements systems and monitors production and operation environment for LGY.

PSI provides Database Administration (DBA) support, performs System Administration tasks on servers, and develops documentation in written and online form. We have provided Business Analysis and Technical Writing expertise to the VA and facilitated JAD sessions in order to gather new requirements and specifications. We have supported key COTS software, principally providing expertise for the ATG Portal products, the Computer Associates’ SiteMinder and IdentityMinder suite for Single-Signon/ Authentication services and IBM’s FileNet products that provide Document Management capability.

PSI’s Developers and Analysts design, develop, implement, and maintain software primarily in WebLogic and Oracle on Solaris and Windows platforms. We have supported

applications using Visual Basic 5 and 6, C, C++, Unix scripts, Unix O/S (Dynix, Solaris), Tuxedo, Databases (Oracle, Access, SQL-Server), Pro\*C/Pro\*Cobol, Cobol, Cold Fusion, JavaScript, ASP, and TomCat Java. We follow the VA Standard Development Life Cycle (SDLC), but our development process uses several methodologies as needed such as Waterfall, RAD and Agile. Our knowledge and leadership have helped establish practices in LGY for standardizing VA process control with tools such as Dimensions (Configuration Management), ClearQuest (Defect and Task Management), Unicenter Service Diagnostic (USD) and Primavera (Project Tracking) which followed the pioneering use of predecessor tools by PSI such as Source Safe and Task Tracker.

Our Oracle DBAs are experienced in database installation and maintenance of Oracle 9i and 10g; development of PL-SQL stored procedures, packages, views, triggers, and code; use of administrative tools, such as OEM, ERD, Toad, and Designer; and development tools, such as Oracle Reports, Discoverer, and Application Server. PSI’s system administrators are knowledgeable in Solaris, Windows 2000 & 2003, IIS, Apache, server architecture, firewalls, routers, security, SSL, and load balancing. We work closely with the Austin Information Technology Center (AITC), where the VBA servers and equipment are housed, providing our application expertise and coordinating with their staff to jointly support the development, preproduction and production

environments which are used by us for installations, maintenance upgrades and technology refreshes.

PSI provides technical assistance for maintenance and enhancement of software applications that support the Centralized Accounts Receivable System (CARS) and the Centralized Accounts Receivable Online System (CAROLS). PSI develops and refines functional and technical specifications; performs code construction and modification in response to service requests; works with the VBA development team to prepare test strategies and plans; and performs testing in accordance with those plans; and supports the implementation and maintenance of CARS/CAROLS modifications and enhancements. We assisted with the migration of CARS/CAROLS from a legacy Natural and Adabas environment to a TomCat Java and SQL Server technology that is more sustainable and cost effective for the client.

**VADIR and VIS Projects** - We have developed and maintained the VA Defense Information Repository (VADIR) database and the Veterans Information System (VIS). The VIS is a web-based query application that provides a consolidated view of comprehensive eligibility and benefits data from across the Veterans Benefits Administration (VBA) and the Department of Defense (DoD). It provides access to information from VBA's corporate Rating Board Automation (RBA) 2000 and Compensation and Pension (C&P) Benefits Delivery Network (BDN) for

veterans; and from VBA's Beneficiary Identification and Locator System (BIRLS) and VA Defense Information Repository (VADIR). As VIS has grown in scope it has provided an increased range of functionality, including access to additional sources of data on veterans and service members.

VADIR is a subset of the Defense Manpower Data Center (DMDC) repository located at the Austin Information Technology Center (AITC) that provides military service information for veterans and service members. It enables authorized users to search records and retrieve profile data, military history, and information on compensation and benefits, disabilities, and dependents. VADIR works as a unified data collection and distribution point for data transfers between the VA Business Lines and DoD. VADIR data are maintained in an Oracle Database Management System (DBMS) and consists of a service member's military service information. VADIR consists of an Oracle 9i DBMS hosted on Sun Solaris V490 systems. Currently all updates to VADIR data are applied through Oracle's Advanced Replication Feature and are driven by updates to the Defense Enrollment Eligibility Reporting System (DEERS) database located at the DoD DMDC in Auburn Hills MI.

**WEAMS** - The Web Enabled Approval Management System (WEAMS) is a central web based application which combines the functionality of two existing approval systems - OLAF (On-Line Approval File) and LACAS (Licensing and Certification Approval

System) - and adds functionality for NEXAS (National Exam Approval System). WEAMS is used to store Veteran Affairs (VA) approval information for organizations offering training to claimants such as veterans, service members, and their dependents.

The approval information is entered by VACO personnel, Education Liaison Representatives (ELRs) and State Approving Agencies (SAAs) and viewed by VBA personnel (VCEs and VRE) and public users. VBA personnel use this approval information to determine claimant eligibility to benefits for training offered by organizations. PSI team, under a subcontract with IBM, developed, tested, implemented, maintained and transferred WEAMS to client in accordance with VA J2EE Application Architecture System standards and procedures and used VBA corporate enterprise Oracle data repository.

**FOCAS Project** - VBA requires a single, consolidated web-based application to replace the existing four (4) dBase IV Chapter 30 payment systems and to provide support for processing of payments for Chapter 1606 and Chapter 1607 for FLT, OJT, COR and APP award claims. The objective for this effort is to re-host the existing Chapter 30 PC to a web-based application that will consolidate all four Chapter PC legacy databases and the Chapter1606 PC database into a single J2EE/Oracle application housed within the VBA Corporate Environment.

PSI, and its prime partner, DV United, are in the process of designing and developing the FOCAS application

which is to provide functionality that will allow processing of OOS awards for Chapter 30, Chapter 1606 and Chapter 1607 and interfacing with BDN for automated transmission of payment transactions for all three benefit programs. We have completed the development of the PMP, FRD, SAD, Wireframes and RTM and are currently in the development phase of the project.

PSI's team of Business Analysts conducted brainstorming sessions with Line of Business (LOB) and end-users to understand existing legacy application functionality and new requirements for FOCAS application in web-based environment. Using IBM Rational RequisitePro, we created Requirements Traceability Matrix (RTM) by tracing use case specifications and business rules to functional requirements. PSI created wireframes using Microsoft Visio to explain look-and-feel to the Line of Business (LOB) and gain consensus before we began coding.

Our team of System Architects and Programmers are working closely with VBA's Enterprise Architecture (EA) staff and Subject Matter Experts (SMEs) to define the FOCAS application architecture using Common Security Services (CSS) framework as the user authentication module, WebLogic 9.2 as the application server, JDBC connectivity and the Oracle 9i Corporate Database as major architecture components. We are developing the code in accordance with VA/VBA application development standards/coding and architectural guidelines as outlined in ASA document developed by EA staff.

**VONAPP Project** - The BearingPoint (BP)/PSI team is working together to implement the new system in VA J2EE Application System Architecture using VBA corporate database infrastructure. A user interface uplift will be given to the VONAPP application, incorporating best practice principles of forms design, web usability, and user experience. On the backend, a completed application will produce a set of tagged data, which can potentially be used by other systems.

The VONAPP application process will also offer the capability of identifying and authenticating a Veteran, Dependant or Military service member (applicant). This may be accomplished by either employing an existing authentication measures like VIP (Veterans Information Portal) which uses VADIR as a referenced authentication source, or through some other VBA approved e-authentication means. Once the VONAPP application has been converted into a data-producing application, integration to the claims processing systems will enable a completed claim to automatically create or establish a claim in the claims processing system (via SHARE, directly to BDN, Corporate Database, etc.)

**Consistency and Quality** - Continuous process improvement is the foundation of our corporate Process Improvement Program. We structure our standard project management processes to conform to the Software Engineering Institute's (SEI's) Software Capability Maturity Model Integration (CMMI) Level 3 principles. Our CMMI-compliant management practices ensure

high levels of consistency and quality. PSI is part of an elite group of organizations worldwide to have been independently assessed at CMMI Level 3.

**Blended for Success** - PSI offers an outstanding blend of subject matter and technical expertise supported by a disciplined management infrastructure and sound corporation. Our subject matter expertise allows us to appreciate the intricacies of our clients' requirements and our technical expertise ensures that we can satisfy them. Our CMMI Level 3-compliant approach to management ensures high quality and repeatable results. Our ethics and sound financial and administrative corporate practices ensure that we will be here to support our clients' organizations in the long term.

For more information, please contact:

*Bill York*  
*Director, Business Development*  
*PSI INTERNATIONAL, Inc.*  
*4000 Legato Road, Suite 850*  
*Fairfax, Virginia 22033-4055*  
*Office: (703) 621-5834*  
*Fax: (703) 352-8236*  
[\*byork@psiint.com\*](mailto:byork@psiint.com)