*<Enter name of the Work Effort and a unique Work Effort # on the next line once a New Service Request has been entered>*

Work Effort Name  
Work Effort #

*Business Summary*



<Enter Month and 4-digit year **on next line**>

Month YYYY

Revision History

| Date | Description | Author |
| --- | --- | --- |
| Date Business Summary initiated | Initial version | Insert name of RDM Analyst(s) |
| Date Business Summary Report submitted to Business Owner(s) for approval | Accepted version | Requester Name  Business Owner Name(s) (date of approval) |

# Overview/Description

Provide a high level overview of the request in this section. (Other sections of this document will support providing additional explanation/content.) Document the following:

* **Who** is making or supporting the request (i.e., identify the business owner, and program office or department)?
* **What** is being requested? What must be delivered or accomplished to provide value? (This is **not** “how” it must be delivered.) Include a Summary/History of the current situation/problem as well as a summary of the history/background of the system.
* **Why** is this project necessary or desired? Describe any research or analysis that has been or is planned to be conducted.
* **When** is this project needed (i.e., provide information about mandates and/or external deadlines if applicable)?
* **Where** will the change occur (i.e., identify software applications/programs)?

**EXAMPLE of a Financial Management Business Transformation request:**

This request is was submitted by the Office of XYZ and the primary business owner is XYZ. The Financial Management System (FMS) is a standardized, integrated, VA-wide system that interfaces externally with the Department of the Treasury, the General Services Administration, the Internal Revenue Service, the Defense Logistics Agency, and various commercial vendors and banks for electronic billing and payment purposes.

This system supports the collection, processing, and dissemination of several billion dollars of financial information and transactions each fiscal year.  FMS Service ensures that financial systems comply with government wide accounting principles and standards; and are in compliance with financial policy and automated financial exchange requirements.

# Target Customers

*Identify the primary and secondary users of the product or end solution. What is their role or responsibility?*

**EXAMPLE**

The target customers are users from the Office of Financial Business Operations who established the Financial Management Transformation Service (FMTS) to support the FMS modernization initiative. The FMTS’ primary objective is to establish a Program Management Office (PMO) and an advanced technology environment which provides VA with the greatest capability and an extended life cycle. This includes the responsibility for all necessary system and program management activities required for a large scale development effort, including planning, business process reengineering, requirements gathering, system design, testing, implementation, training, communications, and change management.

# Need and Opportunity

*Identify deficiencies or reasons why this new request is needed. Identify the customer action that will be affected by the end solution.*

**EXAMPLE**

The FMTS program goals capitalize on the opportunities for business process improvements to resolve systemic and procedural issues. This includes:

* Standardizing, integrating, and streamlining financial processes including budgeting, procurement, accounting, resource management, and financial reporting
* Facilitating management that is more effective by providing stronger analytics and projections for planning purposes
* Improving customer service and support of goods, supplies, and services for the Veteran
* Improving the speed and reliability of communicating financial information throughout the VA and provide timely robust and accurate financial reporting.

# Business Process

*Provide additional details on the need that will provide value to the customer or the customer need for the solution. This must not be confused with a plan for reaching the solution. If you have a process model or more detailed process descriptions/scenarios, please add them to* [*Appendix B*](#AppB)*.*

**EXAMPLE**

The FMS modernization initiative would support the following business processes:

1. **Request to Procure:** encompasses the procurement processes from managing requests/approvals for goods, equipment, construction and services through receipt of items or service

2. **Procure to Pay:** encompasses the receipt of goods, equipment and services through the payment for goods and services

3. **Acquire to Dispose:** includes end to end process for managing assets through their lifecycle defined as from purchase/acquisition, including the requisition development to formal disposal

4. **Bill to Collect:** encompasses receivables and debt management activities associated with financial management

5. **Record to Report:** includes the general ledger and budgetary control functions

6. **Budget Formulation to Execution:** includes activities associated with budget formulation approval, execution and distribution

7. **Reimbursable Agreements:** encompasses producing the agreements, entering agreements into the system through order processing, tracking activities and automated billing

8. **Grants Management:** financial management aspects of grants

9. **Business Intelligence Reporting:** leadership reporting needs to include finance, procurement, and asset data

# Key Benefit

*Identify the benefit the customer will receive from having the need or solution fulfilled. Document the benefits of implementing the enhancements and/or new capabilities requested to satisfy the business need.*

**EXAMPLE**

Provides VA with a supportable and sustainable core financial management system. The program’s mission is to:

* Ensure prompt and accurate Veteran and vendor payments
* Provide VA with a high-quality up-to-date financial accounting system with the ability to integrate with other VA and government-wide systems
* Implement current technologies
* Meet new and emerging federal accounting regulations (e.g. DATA Act)
* Develop data analytics capability to use financial information to drive efficiency
* Maintain clean audit opinion
* Ensure VA financial and privacy data is fully secured with the latest standards
* Maintain the legacy system while establishing a new system
* Ensure funds control and budget execution monitoring

# Alternatives

*Describe the current process including workarounds that are used or could be used to address the problem. Identify what would happen if the described need is not fulfilled. Identify where change is needed.*

**EXAMPLE**

The current FMS which is 30 years old and continued reliance on it presents enormous risk to VA operations. The technical and functional ability to support the legacy application becomes more difficult with each passing year. New audit issues have surfaced including security related issues that cannot be fixed in the older software. In addition to non-compliance with security standards, the FMS is no longer compliant with the Office of Management and Budget (OMB) circulars A-123, Appendix A, Internal Control over Financial Reporting and A-127, Financial Management Systems; and there is no way to bring it into compliance.

# Business Solution

*Describe how fulfillment of this request would improve the current process. Identify the future state. Document the reason why the request should be fulfilled. Consider alignment with VHA strategic goals or organizational priorities, e.g.,*

* 1. Open ACCESS to Care
  2. Improve Employee ENGAGEMENT
  3. Consistency in BEST PRACTICES/Quality
  4. High-Performing NETWORK
  5. Restore TRUST and CONFIDENCE

**EXAMPLE**

The FMS modernization initiative intends to provide a comprehensive financial management system that enables VA to meet financial management goals and objectives and compliance with financial management legislation and directives. The VA Office of Finance (OF), Office of Financial Business Operations (OFBO) established the FMTS to lead the Department’s Financial Management System (FMS) modernization effort. This initiative aligns with Office of Management and Budget (OMB) M13-08, Improving Financial Systems through Shared Services and supports the VA’s strategic objective to “Enhance Productivity and Improve the Efficiency of the Provision of Veteran Benefits and Services.” This request also aligns with the VHA goal of providing consistency in best practices and quality.

# In-Scope Features

Describe the functionality/requirements needed to complete the request and create value. Document specific details about the desired changes or new functionality being requested and the requirements needed to fulfill the request. Include needed interfaces to other systems.

**EXAMPLE**

The scope for this effort includes replacement of the current FMS to provide a core sustainable financial management system and address of all necessary interfaces. The following capabilities will be supported:

* Procurement
* Contract Administration
* Asset Management
* Collections
* Budget Management
* Budget Formulation
* Funds Distribution
* Agreement Management
* Grants Management
* Reports
* Dashboards
* External Data Transfer
* electronic Workflow Management (eWFM)

# Out-Of-Scope

*Identify capabilities not needed/required for this effort. Identify functionality that may be “nice to have”, but is not necessary. Identify any constraints on the system that do not need to be addressed.*

**EXAMPLE**

Interface with B-COOS, a retired system.

# Success Criteria

*Identify acceptance parameters that would validate the implementation was complete and successful. Describe how the success of the Epic will be measured in SMART terms (Specific, Measurable, Achievable, Relevant, Timeframe). For example, Reduce Number of Medication Errors by 95%, Increase Number of Patients Seen in Clinic by 99%, Increase the timeliness of Claims Processing by 99%, etc.*

**EXAMPLE** (This example is just a synopsis andnot all-inclusive)

* Assist VA in producing enhanced performance information to improve strategic and daily decision-making.
* Provision of 100% electronic invoicing.
* Support 100% electronic data transfer to the Department of Treasury.
* Offer a high performance, cost-effective solution resulting in better data analysis; data management; automated data reconciliation; automated consolidated financial statements; and compliance with Federal Financial Management Improvement Act (FFMIA) and other regulatory requirements.

# Non-Functional Requirements

*Describe the characteristics or quality attributes of the system, e.g., Related to Availability, Capacity, Efficiency, Interoperability, Performance, Security, Testability, Maintainability, Monitorability, Portability, Reliability, and Usability.*

**EXAMPLE**

* The IT solution shall be designed to comply with the applicable approved Enterprise Service Level Agreements.
* Ensure the proposed solution meets all VHA Security, Privacy and Identity Management requirements including VA Handbook 6500
* Provide viewability/usability of applications on mobile devices.
* Ensure interoperability with all VA agencies as well as specified community partners.
* FMBT will be hosted outside of the VA firewall at the Federal Shared Service Provider designated site.

# Appendix A: References and Supporting Information

Remove sections that do not apply to this work effort..

## References

Provide a complete list of all supporting documents and relevant hyperlinks. Specify the sources from which the references can be obtained.

* VA Handbook 6500 – Information Security Program  
  <http://vaww.va.gov/vapubs/viewPublication.asp?Pub_ID=793&FType=2>

## CA Service Desk/Remedy Tickets

## Research

## Related NSRs

List NSRD links to related NSRs

## Stakeholders/Points of Contact

Link to Stakeholder tab on NSRD

# Appendix B: Models/Business Process Descriptions

Describe with flowcharts, business **process models**, or **business process descriptions/scenarios**, the “as-is” user experience with the current solution. In some cases, especially where business processes are being modified, it may also be necessary to document the “to- be” or future state of user experience with the desired solution.

**EXAMPLES** of business process descriptions-

**Bill to Collect:**

Encompasses scenarios for receivables and debt management activities associated with financial management. The business process includes creating customer profiles, generating the receivable, and submitting the invoices to the customers either by mail or electronically. When payments are received, they will be applied to the appropriate account in the general ledger.

The FMS solution will enable creation and management of different classes of customer profiles and will have built in business validation rules to prevent duplicative customer data. In addition, the solution will have the ability to record standard receivables and have the ability to create different types of receivables ranging from inside VA, to other federal, state, and local government departments, commercial companies, and foreign governments or entities. When payments are not made within the prescribed time period, account receivables are converted to debt. The FMS solution shall provide data on delinquencies, late payments, and other receivables information to manage the bill to collect process. It will also have built in business rules that support the component's receivables strategy. The solution will also support electronic data transfer to the Dept. of Treasury or creation of other required data interfaces.

**Record to Report:**

The Record to Report process includes scenarios for the general ledger and budgetary control functions. The basic process flow covers the setup and maintenance of the general ledger, the establishment of approved budget information, the recording of actual transactions against that budget information, and the reporting of that information through managerial and statutory financial reports. The FMS solution will have a general ledger structure that is shared by all components. The components will utilize a common, shared line of accounting that is based on the Common Government Accounting Codes (CGAC) and the United States Standard General Ledger (USSGL).

The FMS solution shall support budget distribution, budgetary control, and budget execution processes. It must support both working capital fund and general fund approved budgets. Once budgets have been formulated and approved, FMS will accept those budget targets and import that data into the system. Administrations will then be able to allocate their approved budget into lower level detailed budgets based on the imported data and how they operate and how they are required to report against their targets. The FMS solution must support the tracking of all types of funding, from the highest level appropriation to the lowest level of a sub-allotment. The FMS solution will support electronic workflow capabilities. In addition, it will have built in rules and tracking to ensure that business rules for segregation of duties are followed and any violations tracked. The solution will enable reporting on segregation of duty violations. As actual transactions are processed they will be validated against the targets stored in budget tables.