Department of Veterans Affairs (VA)

NAICS CODES
334111 through 334614, 541330, 541711, 541712

CERTIFICATIONS
- CMMI Level 3 Maturity
- ISO 9001:2015
- ISO 20000
- ISO 27000
- New York State Minority Business Enterprise
- PMP Certified Project Managers

RECOGNITION & AWARDS
- **Food & Drug Administration (FDA) Commissioner's Special Citation**, FDA Center for Drug Evaluation & Research
- **Aviation Safety Award**, National Aeronautics & Space Administration (NASA)
- **Center Team Award**, NASA
- **Group Achievement Award**, NASA
- **Executive Director Recognition**, U.S. Department of Homeland Security
- **Best of New York Award for Best Practice in IT Infrastructure Management Human Services Enterprise Network**, Center for Digital Government
- **Best of New York Agency Award for Technology**, Center for Digital Government
- **Administrator's Award for Excellence**, U.S. Small Business Administration
- **Best of Fairfax Award**, U.S. Local Business Association (USLBA)
- **Excellence in Technology Award for Green IT**, City of New York

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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 the Debt Management Center (DMC) CARS/CAROLS, LGY, VADIR, VIS, WEAMS, FOCAS, VADERS, BEP 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
- VHA Adverse Drug Event Reporting (VADERS)
    ◊ Benefits Enterprise Platform (BEP)
- Education Services
    ◊ WEAMS
    ◊ FOCAS
- Benefits Enterprise Platform

PSI teams in the Austin Systems Development Center (ADC), 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 use Agile methodology to design, develop, implement, and maintain software primarily in Weblogic, and Oracle on Solaris and Windws platforms. We have supported application 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 databases; 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 (multiple versions), 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.

CARS/CAROLS Project - PSI provides technical assistance for maintenance and enhancement of software applications that support VA's Debt Management Center (DMC) 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 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.

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.

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, have designed and developed the FOCAS application which provides functionality that allows 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.

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 worked 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 Corporate Database as major architecture components. We developed the code in accordance with VA/VBA application development standards/coding and architectural guidelines as outlined in ASA document developed by EA staff.

Benefits Enterprise Platform Project – PSI reviews, analyzes, and modifies the governance methodology for the Application Software Architecture Standards to improve its overall quality, usability, and usefulness. Our effort includes review of industry standards and best practices for the governance methodologies. Based on this research and analysis, we are documenting the application development standards review process, including explanation of its purpose and usage through a Governance Methodology Procedures Manual. PSI is also reviewing, updating, and re-publishing the current version of the Application Software Architecture Document (ASA Document).

We provide governance document, Database Framework services, Training, Common Web Services, Security Service Enhancements, and Logging and Exception Handling Framework Services.

VONAPP Project – The BearingPoint (BP)/PSI team worked together to implement the new system in VA J2EE Application System Architecture using VBA corporate database infrastructure.

Once the VONAPP application or its refined version 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.

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