

## Memorial Affairs

### Vendor Solutions Symposium

*Toby Rudik, Program Manager*  
*July 26 & 27*





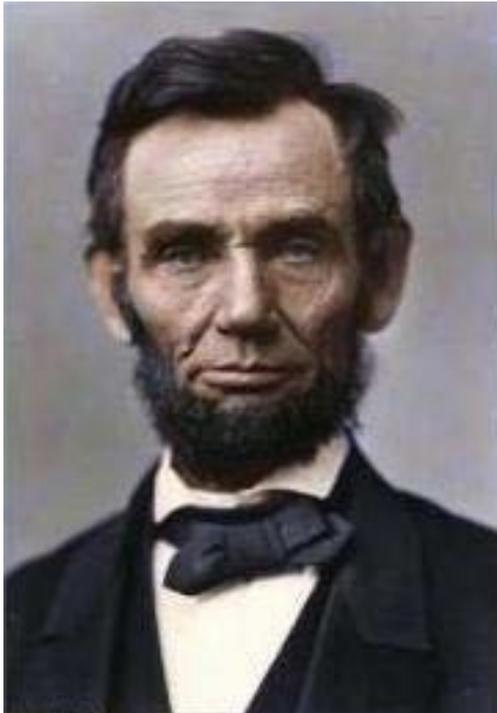
# Agenda



- **History**
- **Locations / Map**
- **Facts & Statistics**
- **IT Systems, Business & Network Operations**
- **Network Topology**
  - Hardware, Operating System, Software, etc.



# VA Mission



**" With malice toward none; with charity for all; with firmness in the right, as God gives us to see the right, let us strive on to finish the work we are in; to bind up the nation's wounds; to care for him who shall have borne the battle, and for his widow, and his orphan -- to do all which may achieve and cherish a just, and a lasting peace, among ourselves, and with all nations."**

*Abraham Lincoln*

Source: Abraham Lincoln's (2nd Inaugural Address, Saturday, March 4, 1865)





# National Cemetery Administration

## History:

On July 17, 1862, Congress enacted legislation that authorized the President (Abraham Lincoln) to purchase "cemetery grounds" (14) to be used as national cemeteries "for soldiers who shall have died in the service of the country".



By 1870, the remains of nearly 300,000 Union dead had been buried in 73 national cemeteries. Today, there are 260 Veteran cemeteries world wide and the VA administers 130 of them. Two cemeteries (Arlington and Soldiers Home) are still administered by the Army and 14 others are maintained by the Department of Interior. Today, more than 24 million Veterans and Reservists have earned the honor of burial in a national cemetery.



# NCA Mission

- To provide burial space for Veterans and their eligible family members.
- To maintain national cemeteries as national shrines, sacred to the honor and memory of those interred or memorialized there.
- To mark Veteran's graves with a Government-furnished headstone or marker and to provide Presidential Memorial Certificates in recognition of their service to a grateful nation.
- To administer grants for establishing or expanding state Veterans cemeteries.



# Purpose of BOSS & AMAS

- **BOSS: The Burial Operations Support System (BOSS** previously “Records of Interments”) allows for electronic record keeping of burials and headstone-order activities for Veterans.
- **AMAS: The Automated Monument Application System (AMAS)** identifies Veterans buried in a private cemetery or a non-National Cemetery.

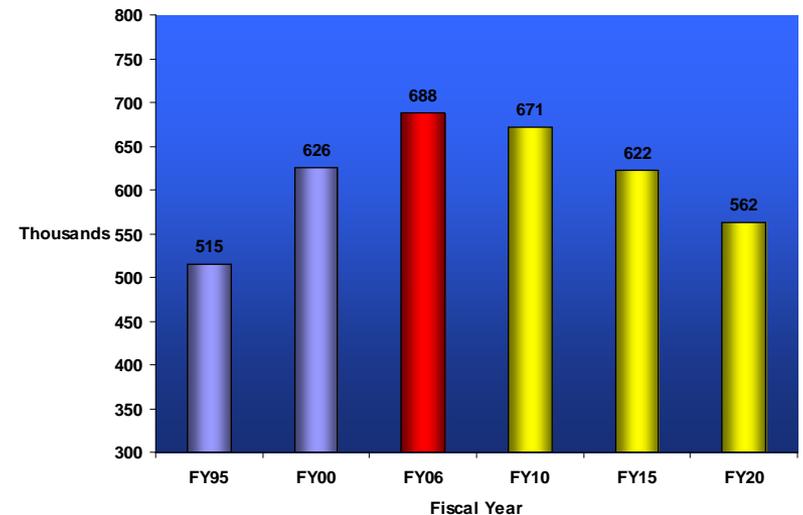
**Note: Previously BOSS and AMAS were separate Oracle databases though now linked they can be considered one (BOSS Enterprise Database). User POV is that every database and every application is separate however they share resources – even menus.**



# National Cemetery Administration

## Facts & Statistics:

- 131 VA national cemeteries in 39 states, as well as 33 soldiers' lots and monument sites
- 3 million gravesites (currently maintained) and potential to provide 4.7 million gravesites
- 19,328 acres maintained
- Over 100,000 interments yearly, although over 650,000 are eligible yearly
- Over 350,000 headstone and marker orders yearly. Since 1973 NCA provided over 10 million headstones
- Over 11 million PMCs (656,000 yearly)
- 7.7 million visitors annually
- Visitors use cemetery Kiosks over 10,700 times per day (queries).
- Internet visitors "hit" NGL ~19,400 times per day (queries).





# National Cemetery Administration

## National, Overseas and State Veterans Cemeteries:

VA National Cemeteries	131	
Department of Army	2	
Department of Interior	14	TOTAL = 261
American Battle Monuments Commission	24	
State (Grants \$390M)	90	







# National Cemetery Administration

## Most Active National Cemeteries – FY09:

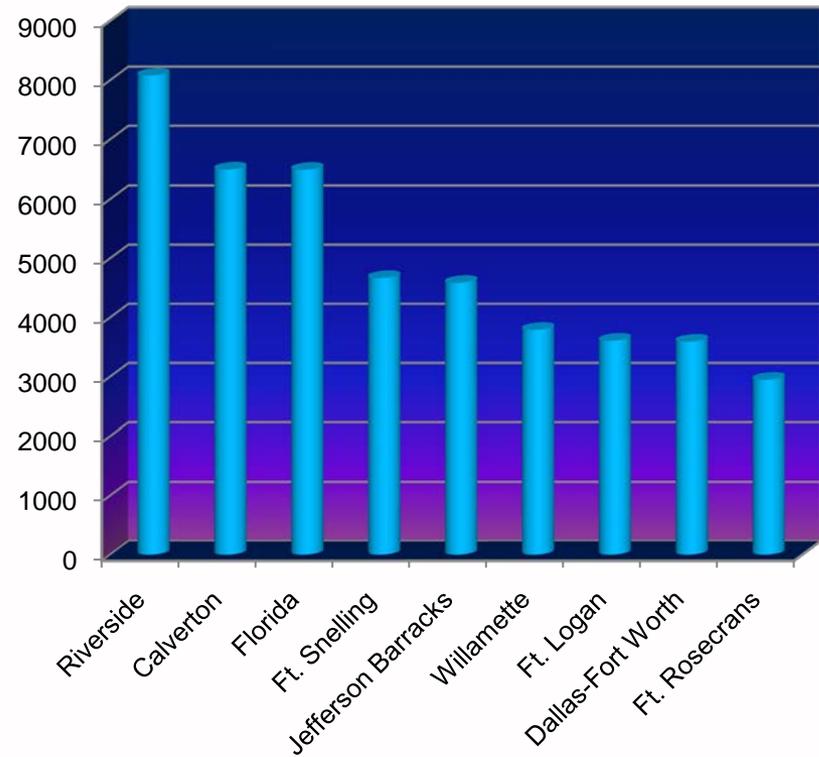
<u>Rank</u>	<u>National Cemetery</u>	<u>Burials</u>
1	Riverside	8,077
2	Calverton	6,500
3	Florida	6,495
4	Ft. Snelling	4,666
5	Jefferson Barracks	4,584
6	Willamette	3,789
7	Ft. Logan	3,606
8	Ft. Sam Houston	3,590
9	Dallas - Ft. Worth	3,133
10	Ft. Rosecrans	2,945

**Total Top 10**

**47,385**

**Total Overall**

**106,361**

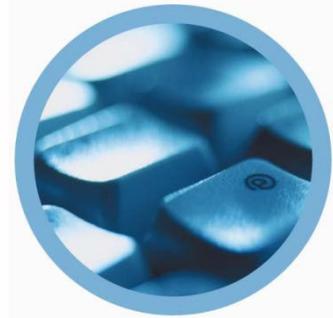




# IT Operations (Quantico ITC)

## IT System Operations (Quantico Information Technology Center):

- Responsible for the complete IT Administration and Operations for the NCA, to include; implementation, security and management of all data networks, systems, large scale Oracle databases and frames
- One of several recognized data centers for the Department of Veterans Affairs with management of over \$10M of hardware within the Quantico and Culpeper data center facilities supporting the entire NCA
- Support customers in over 180 locations nationwide in 7 time zones to include; Puerto Rico, Alaska, Hawaii, including more than 60 State Veterans Agencies
- Maintain over 100 terabytes (SANs) of disk storage on IBM pSeries UNIX SMP Frames, IBM xSeries, and Intel based servers
- Manage over 10 million decedent records (dated from the civil war) within an Oracle Enterprise database solution supporting 14 in house developed Oracle applications
- Process over 120,000 BOSS burial records and over 360,000 AMAS cases per year on IBM pSeries Frames. Also scan, barcode and process over 1000 headstone and marker order applications (VA Form 1330) daily, which are shipped world wide





# IT Operations (Quantico ITC)

## IT Business Applications:

Oracle 10g Enterprise with 14 in-house developed web / java applications on 9 IBM pSeries UNIX/Linux SMP LPAR Frames. Top systems include;



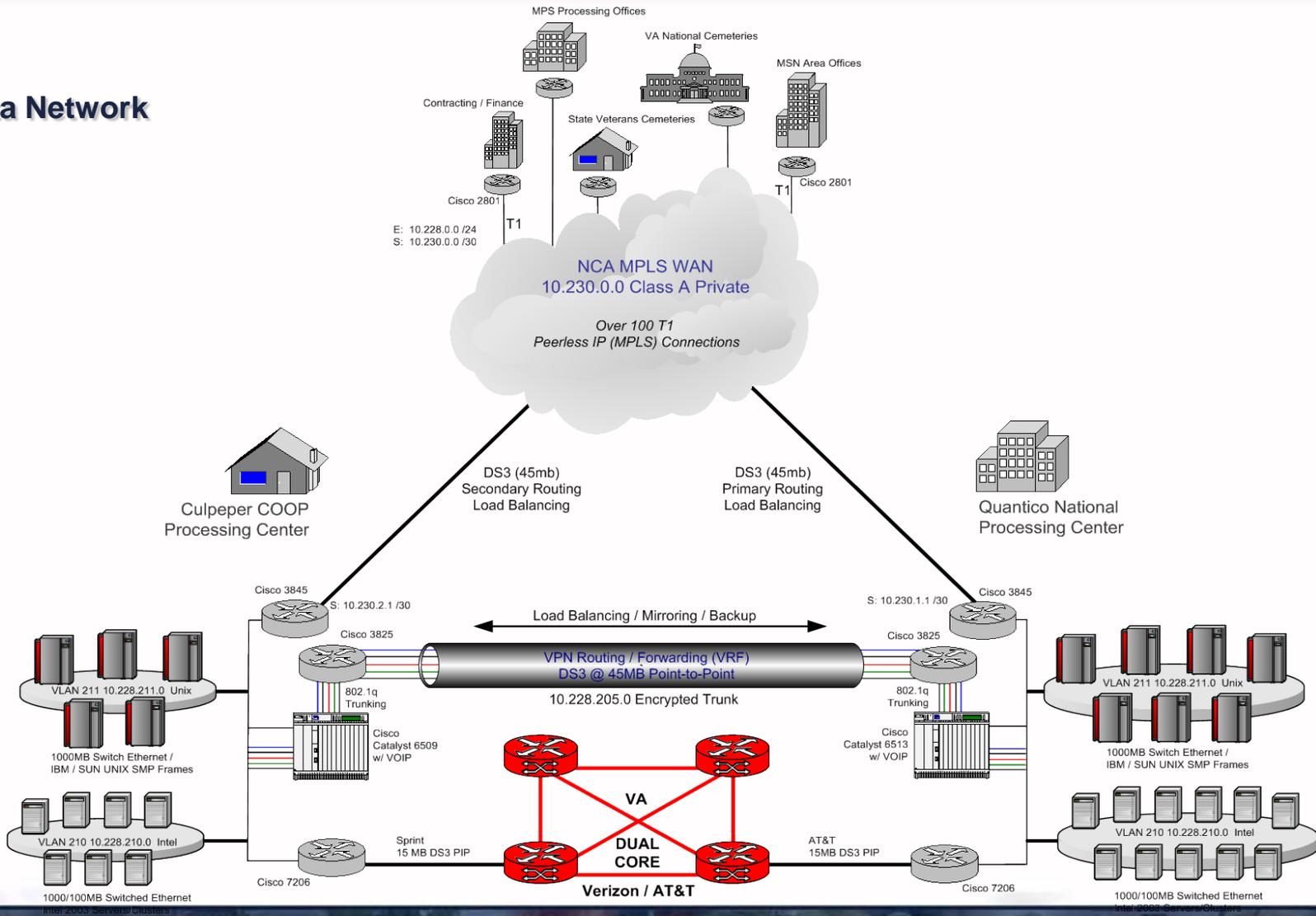
- BOSS – Burial Operations Support System (120,000+ burials / year)
- AMAS – Automated Monument Application System (350,000+ applications / year)
- MASS\* – Monument Application Scanning System (scans 1000+ applications / day)
- MADSS – Management and Decision Support System (Veteran statistical tracking)
- KNGL – Kiosk / Nationwide Gravesite Locator (appx 10 million records)
- PMC – Presidential Memorial Certificates (Presidential signed certificate – 656,000+ / year)
- Construction Tracking, NARA, FOIA, OBR, Remedy, Testing/Training, more...

Note(\*): "MASS" acronym has fallen to disuse. Used in Operations however.



# IT Operations (Quantico ITC)

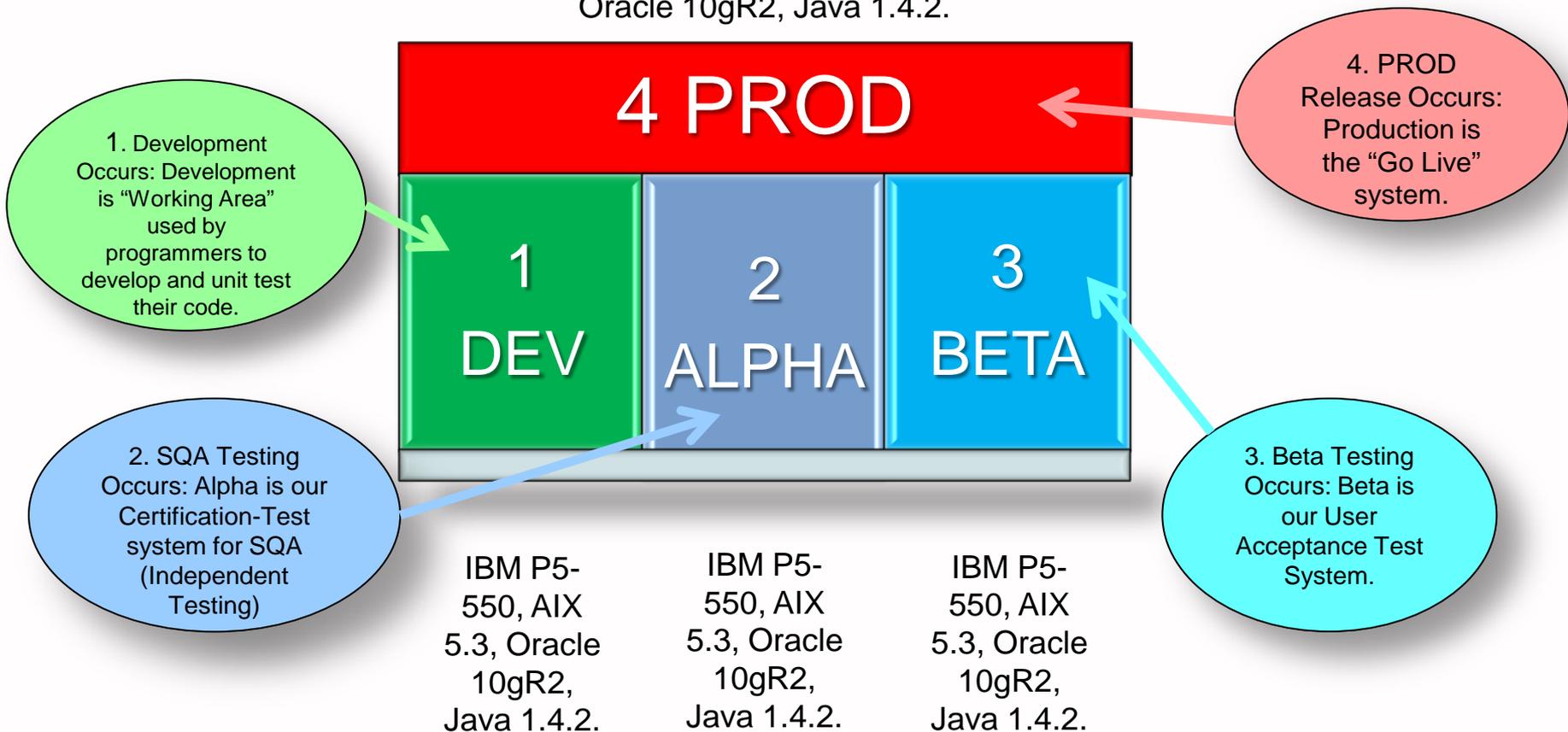
## NCA Data Network





# BOSS Enterprise Tiers

IBM P7-770, AIX 5.3,  
Oracle 10gR2, Java 1.4.2.



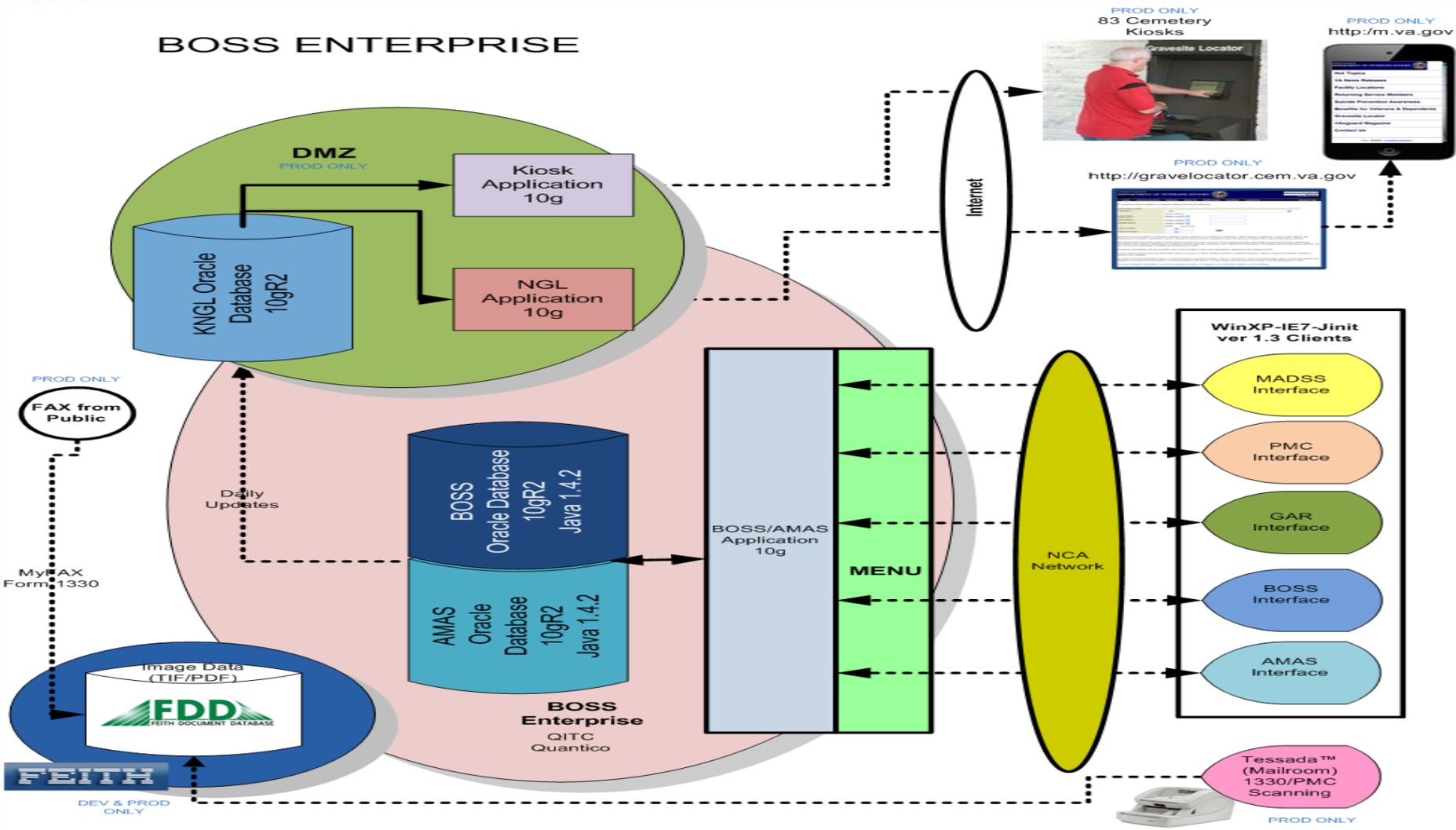
Notes: Schedule risk may come from pending IBM P5-550 to undergo a Hardware Refresh to P7-770. Software to Refresh to AIX 6.1 and Oracle 11gR2. User desktop upgrade to Windows7-IE8



# BOSS ENTERPRISE

Simplistic View

## BOSS ENTERPRISE





# Criticality of Public Apps

PROD ONLY

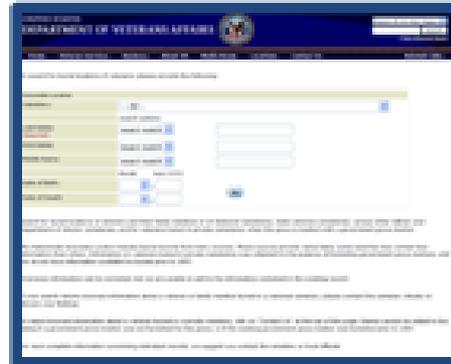
## 83 Cemetery Kiosks



- Systems can recycle themselves now.
- Code needs analysis and restructuring.
- Not fault tolerant (no local Db).
- Thermal printer output hard to read and fails often.
- Connection pooling implemented provides safety net and faster use.

PROD ONLY

<http://gravelocator.cem.va.gov>



- Implemented from Proof-of-concept
- Code needs analysis and restructuring.
- Possible connections opened and not closed.
- Connection pooling implemented provides safety net.

PROD ONLY

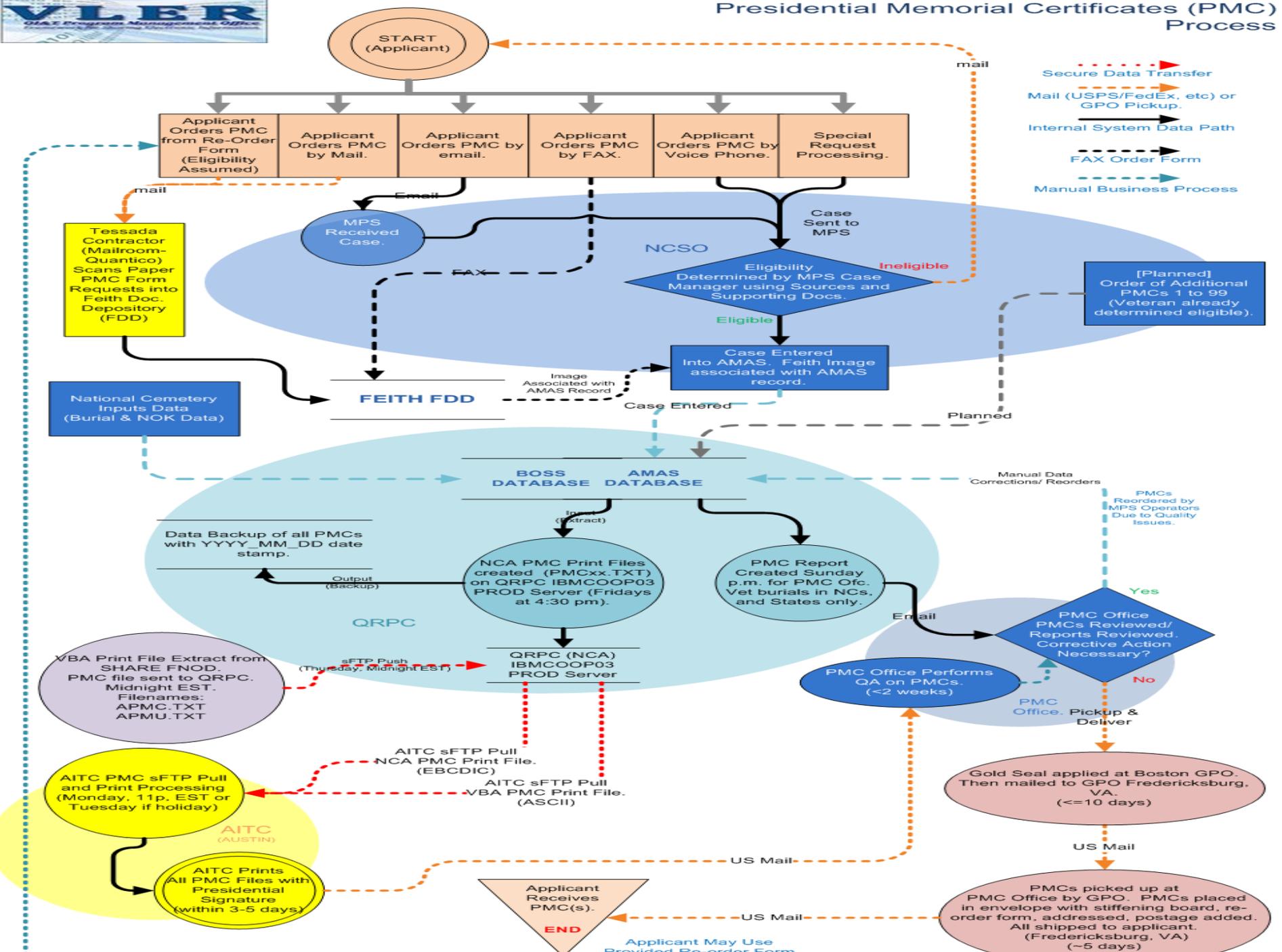
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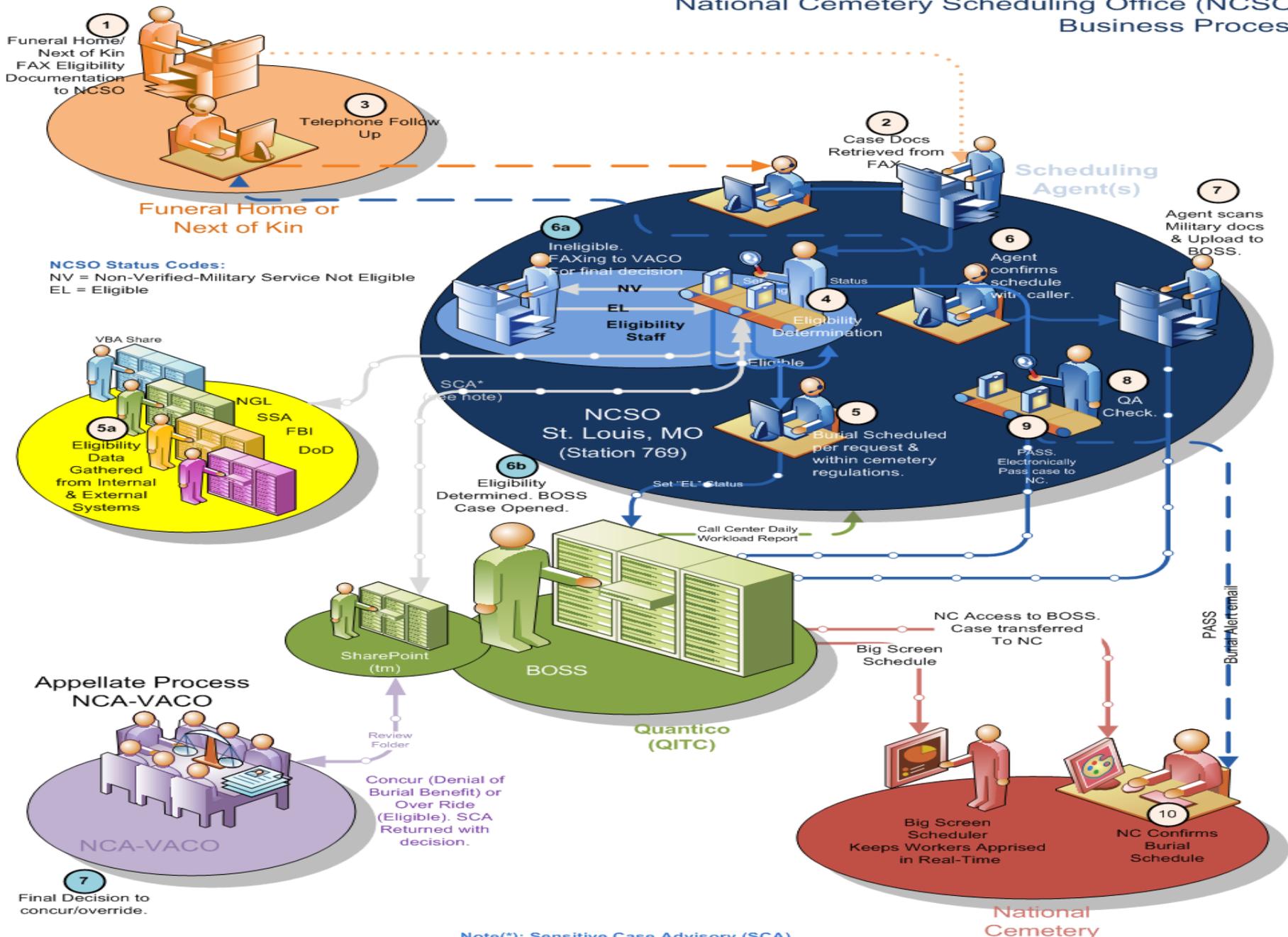
- Implemented from Proof-of-concept (Pilot) 10/19/2010.
- No Quantico coordination (no KNGI draw).
- Access to app code not allowed.
- Implemented as a “Screen scraper”.
- Relies on www NGL (not fault tolerant).
- Criticality?



# Presidential Memorial Certificates (PMC) Process



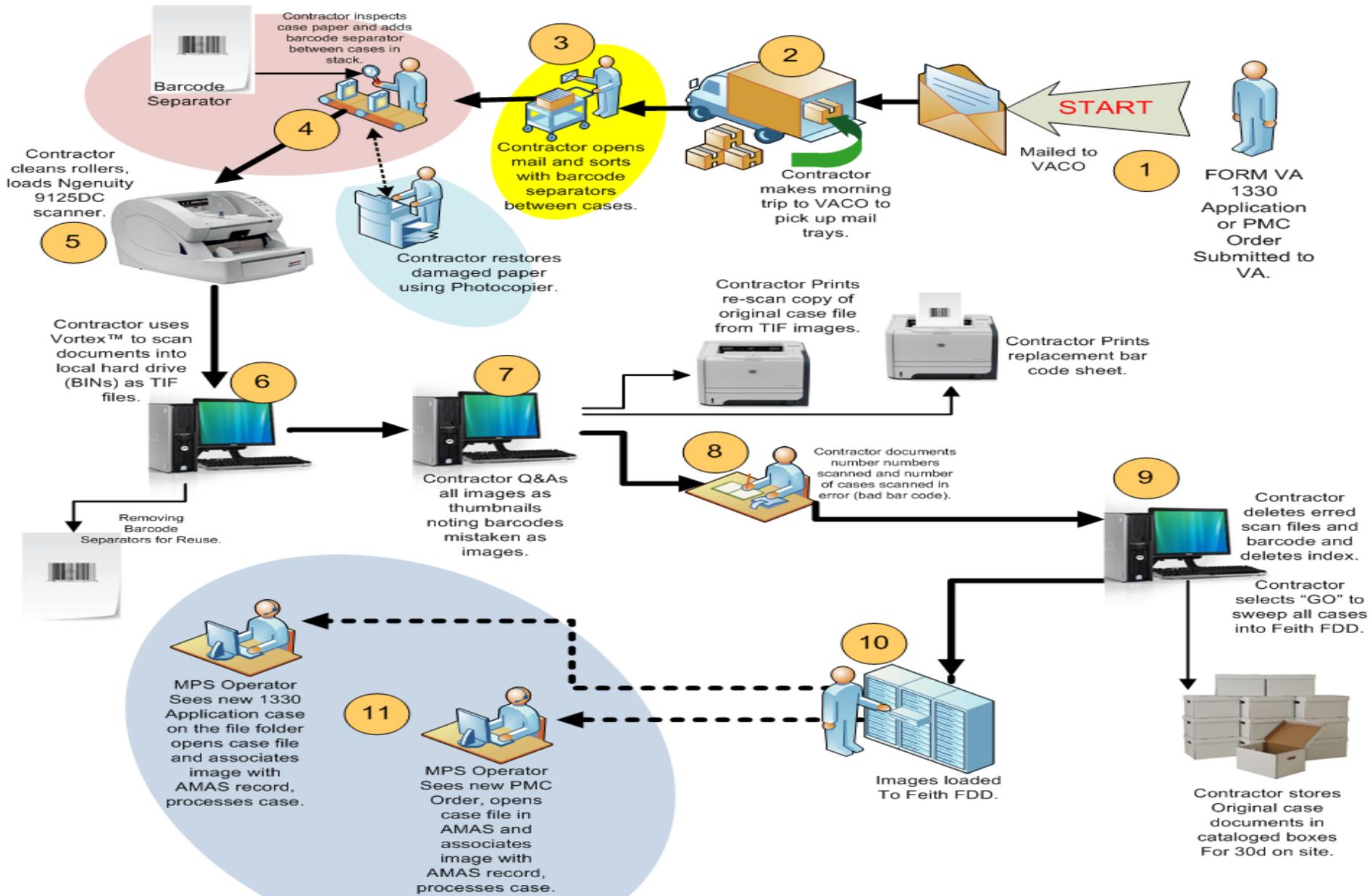
# National Cemetery Scheduling Office (NCSO) Business Process



**NCSO Status Codes:**  
 NV = Non-Verified-Military Service Not Eligible  
 EL = Eligible

**Note(\*): Sensitive Case Advisory (SCA)**  
 1. NCSO Recommendation of Denial  
 2. Supporting Eligibility Doc provided

# Tessada™ Mailroom Process





**BOSS Enterprise Architecture  
Office of Information & Technology  
Corporate Data Center Operations**

**Quantico/Culpeper Information Technology Centers**

**QUESTIONS ?**

