Voluntary Service System (VSS) Enhancements

Technical Manual



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Department of Veterans Affairs

#### Office of Information and Technology (OI&T)

Product Development

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# Background

The Voluntary Service System (VSS) is an Enterprise web applicationthat tracks volunteers, assignments, schedules, hours, and the affiliated organizations. The VSS enhancement project will track donations and provide information regarding volunteer data for a variety of purposes.

Mandatory requirements for on-boarding volunteers (including security) have increased and significant improvements are needed to meet these demands. The current VSS does not support the tracking of these important groups of volunteers.

# Purpose

The purpose of this document is as a guideline for the installation, security and technical requirements of the VSS enhancement project. The intended audience is the members of Product Support in the Office of Information and Technology (OI&T).

# Scope

The scope of this document covers the enhancements to the VSS that track nationwide volunteer data and donations received by the Department of Veterans Affairs (VA). These enhancements include new interfaces and a migration of the current external databases into a consolidated VSS solution.

# VSS Overview

The VSS\*5\*1 Enhancements will make a significant impact on field staff and anticipates a reduction in administrative costs. These enhancements track reports on mandatory requirements for volunteers and include: the elimination of manual processes and workarounds required for volunteer on-boarding; the provision of an “ad-hoc” reporting system to customize report templates; and automated reporting capability for a variety of business reporting purposes.

In order to provide the structured volunteer program, the Department of Veterans Affairs (VA) Voluntary Service (VAVS) must meet the mandatory requirements outlined in Veterans Health Administration (VHA) Handbook 1620.01 Voluntary Service Procedures, VHA Handbook 4721 VHA General Post Fund, and VHA Handbook 1620.02 Volunteer Transportation Network.

Table 1 identifies the VSS information.

Table 1: VSS Information

| **VSS Information** | |
| --- | --- |
| **System Name:** | Voluntary Service System (VSS\*5\*1) |
| **System Type:** | Enterprise Web Application |
| **Hosting Type:** | Enterprise Operations (EO) Managed |
| **Information Security Officer:** | Robert Caldwell, robert.caldwell@va.gov |

# Installation

VSS is an Enterprise web application and does not require a client installation. Sites do not need to install any software. However, VA network access and the VA standard desktop configuration with an approved internet browsers is required.

# Security

Since the software will run completely under the VA Network, currently there are no specific security requirements. All users will be required to authenticate VSS with current credentials (User ID and VA standard Password).

A System Security Plan (SSP) is required for this application and will provide an overview of the security requirements of the system and describe the controls in place. The SSP delineates responsibilities and expected behavior of all individuals who access the system. The SSP is being developed and will be stored in Risk Vision.

A minimum set of management controls directed at individual information technology (IT) users is required to protect IT resources, and technical and operational controls that support the management controls. Management controls focus on the management of the computer security system and the management of risk for a system.

The types of control measures must be consistent with the need for protection of the system or application. Examples of management controls include risk assessment and management, security controls assessments, signed rules of behavior documents and “authority to operate” (ATO) decisions. ATO decisions can be found in [Risk Vision](https://vaww.grc.va.gov/spc/index.jsp).

# Technical

The adherence to the Technical Reference Model (TRM) and Standards Profile will be followed and described in more details when all the technology components for this project are selected. VSS will promote interoperability, portability, adaptability within systems, quality assurance and will utilize current technology to provide a framework for IT application and infrastructure development.

All software development by VSS developers shall conform to technology standards as defined in the [One-VA Technical Reference Model (TRM).](http://trm.oit.va.gov)

Refer to Section 4.5 in the System Design Document (SDD) for the TRM Status table: [VSS\_SDD\_Incr01](http://vaww.oed.portal.va.gov/pm/hape/HAPEPortfolioPMO/VSSESS/Development%20Deliveries/VSS_SDD_Incr01.docx)

The technical requirement for VSS is a conversion from a .NET 2.0 environment to a Java application. The database will be upgraded from SQL Server 2008 to SQL Server 2012 SPI. VSS uses a variety of stored procedures and user defined functions to provide data to the dependent VSS reports.

Included in this document are the technical requirements that consist of the installation of hardware, software, or assets to be used for the establishment of a system or the improvement of an existing system or control.

Table 2: Technology Components and Location

| Technology Component  Production 1 | Location | Usage |
| --- | --- | --- |
| Microsoft Windows Server 2012 | Austin Information Technology Center (AITC) | Operating for Database and Reporting servers. |
| Structured Query Language (SQL) Server 2012 | AITC | The Enterprise database containing VSS application data. |
| Wildfly 10 Application Server (JBoss) | AITC | The Java-based web service adapter supports the Veterans Point of Service (VPS) Kiosk user interface (UI) and Java-based application server hosting the VSS application. |

## Overview of the Technical Requirements

The following technical requirements are detailed in the corresponding VSS Enhancements Requirements Specification Document (RSD) for this effort. For additional information refer to the RSD in the Technical Service Project Repository (TSPR) located in the following link:

[http://tspr.vista.med.va.gov/warboard/ProjectDocs/Voluntary\_Services\_System(VSS)\_Enhancements/VSS%20RSD%20Incr01%20v2.docx](http://tspr.vista.med.va.gov/warboard/ProjectDocs/Voluntary_Services_System%28VSS%29_Enhancements/VSS%20RSD%20Incr01%20v2.docx)

## Enterprise Architecture

VSS adheres to the Technical Reference Model (TRM) required by the VA Enterprise. VSS promotes interoperability, portability, adaptability within systems, quality assurance and utilizes current technology to provide a framework for IT application and infrastructure development. For additional information refer to the SDD in the TSPR.

## CRUD Matrix

VSS will utilize user access roles to control access to application functionality. Each user access role has a set of predefined permissions associated to it. Also, each VSS user must be assigned a user access role before they can use the VSS application.

For more information on the access roles, refer to the CRUD Matrix in Appendix A within this document.

## Performance, Capacity, and Availability Requirements

VSS enhancements will be fully tested for functionality and performance. For additional information on performance, capacity and availability requirements refer to Tables 3, 4 and 5.

Table 3: Performance

|  |
| --- |
| **If this is a system modification, how many users does the current system support?** |
| There are 317 Kiosks (most volunteers sign in using the kiosk) and 778 staff users. Signing-in is not necessarily done simultaneously. The current system’s peak time is between 7:30 a.m. and 11:30 a.m. (all time zones). There are approximately 4,000 transactions in a 4 hour period. |
| **How many users will the new system (or system modification) support?** |
| This should be the same number of users; numbers are approximate. |
| **What is the predicted annual growth in the number of system users?** |
| Staff user numbers will remain stable; number of volunteers should stay the same. |

Table 4: Capacity

|  |
| --- |
| **What is the predicted size (average) of a typical business transaction?** |
| The average full cycle transaction for volunteers is roughly 100KB. The average transaction for staff (who run mostly reports) is closer to 500KB. |
| **What is the predicted number of transactions per hour (day, or other time period)?** |
| The average volunteer will only perform one full cycle transaction (log in, record time, print meal ticket). The average number of daily volunteers is around 3,000. This equates to an estimated 3,000 transactions per day. The staff transactions are more frequent and will peak at ~500 an hour during End of Year reporting. |
| **Is the transaction profile expected to change (grow) over time?** |
| This transaction profile is expected to stay static over time. |
| **What is the process for planning/adjusting capacity?** |
| VA EO at the AITC facility manages and monitors the capacity, servers, and bandwidth. |
| **Does the update require a surge capacity that would be different from the base application?** |
| No |

Table 5: Availability Requirements

|  |
| --- |
| **Describe when the envisioned system will need to be available (business hours only, weekends, holidays, etc.) to support the business.** |
| The systems needs to be available 24/7/365 days a year in all time zones: 10 p.m. to 4 a.m. may be the slowest hours of use (in all time zones). |

## Data Definition

The Data Dictionary (DD) Definition is a collection of the descriptions of the data objects available in the VSS database and the elements in the VSS data model.

The data type describes the type of element, elements characteristic or values that are contained and stored in the database. For additional information on the DD, refer to the following link: <http://tspr.vista.med.va.gov/warboard/ProjectDocs/Voluntary_Services_System(VSS)_Enhancements/VSS%20Data%20Definitions%20Incr01%20v2.docx>

# Considerations

## Assumptions

This guide was written with the following VSS assumptions:

* VSS\*5\*1 will incorporate Standard Data Services lookup tables so that all current sites such as the Veterans Integrated Service Network’s (VISN’s), Veterans Affairs Medical Center’s, and Community Based Outpatient Clinic’s (CBOC) will become available for users and updated periodically without end users’ involvement.
* Military time will be the standard for UI input; the user may have the ability to set preferences which customizes the output display.
* All times will be entered and displayed in the user’s local time zone, which is synchronized with the user’s session on login to the application.
* The VA standard inactive period of 15 minutes applies to this system, and the user will be automatically logged out unless they choose to remain active. The VSS application (and its interfaces) will be running on the most current platform supported by OI&T.
* The SQL Extensible Mark-up Language 3.0 functionality will be replaced. According to EO, when everyone is moved off of the SQL Server 2008 to SQL Server 2012, the functionality will not be supported.

## Dependencies

* VSS must be enhanced for on-boarding volunteer applicants by auto-matching applicant names against the List of Excluded Individuals and Entities (LEIE)
* Veterans Administration Central Office (CO).

Table 6: Interface Types

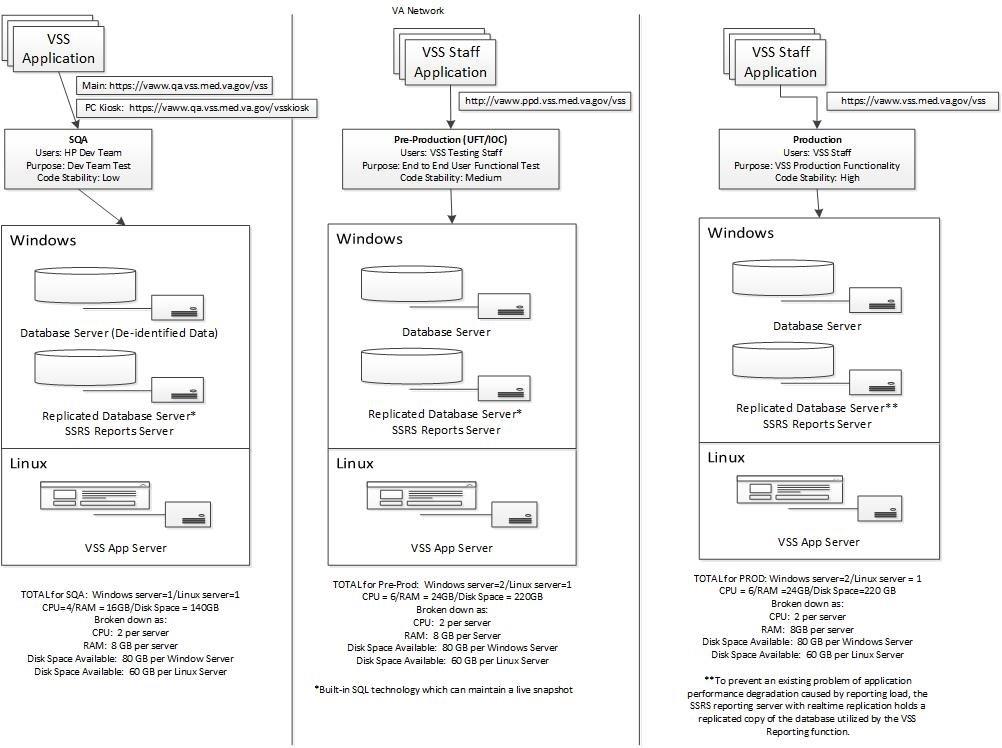
| **VSS Interface Types** | |
| --- | --- |
| **Application Name** | **Description** |
| Pay.gov | Provide the ability to interface VSS database and pay.gov (Department of Treasury for e-donations). |
| HHS LEIE | List of Excluded Individuals and Entities. |

Figure 1: High-Level Application Design: VSS High-Level Application Design



Figure 1 reflects a diagram of the VSS Environments.

Figure 2: VSS Environments



The VSS project provides the capability to receive and store volunteer information, in a secure VA hosted environment.

# Appendix A- VSS CRUD Matrix

The complete VSS Crude Matrix is below:



Table 7: VSS Current Roles

| **Role Name** | **Technical Role Name** | **Description** |
| --- | --- | --- |
| National Administrator Role | VtkNationalAdministrator | Person responsible for nationwide VSS administration including granting all levels of user access and maintaining all national lists and reports. |
| CO User Role | VtkCOUser | Person responsible for assisting with nationwide VSS administration. Has read access to all of VSS but write access only to National Advisory Committee and Program Manager Databases. |
| CO User Administrator Role | VtkCOUserAdministrator | N/A – Not used |
| FacilityManager Role | VtkSiteManager | Person responsible for site level VSS administration to include granting user access at their site, maintaining lists for their site, volunteer management at their site and donation tracking. |
| FacilityUser Role | VtkSiteUser | Person responsible for timekeeping and Donation Tracking at their site. Has read and write access to timekeeping and donation records and reports and read only access to volunteer records. |
| FacilityUser Administrator Role | VtkSiteUserAdministrator | Person responsible for assisting with site level VSS administration for a National Games or other Special Event site. Has read and write access to volunteer, timekeeping, and donation records and reports. |
| Games Manager Role | VtkGamesManager | Person responsible for  TBD during Increment 1 |

Table 8: VSS Proposed Roles

| **Role Name** | **Technical Role Name** | **Description** |
| --- | --- | --- |
| National Administrator | National\_Administrator | Person responsible for nationwide VSS administration including granting all levels of user access and maintaining all national lists and reports. |
| National Specialist | National\_Specialist | Person responsible for nationwide VSS administration including granting all levels of user access.  Person responsible for assisting with nationwide VSS administration. Has read access to all of VSS but write access only to National Advisory Committee and Program Manager Databases. |
| National User | National\_User | Person responsible for nationwide VSS administration. |
| FacilityFacilityAdministrator | Facility\_Administrator | Person responsible for granting access at their Facility, maintaining lists for their Facility, volunteer management at their Facilityand donation tracking. |
| FacilityFacilitySpecialist | Facility\_Specialist | Person responsible for timekeeping and Donation Tracking at their Facility. |
| FacilityFacilityUser | Facility\_User | Person responsible for timekeeping and Donation Tracking at their Facility. |
| Volunteer | Volunteer | Person responsible for logging their own volunteer hours and printing their own meal ticket at their assigned site(s). |
| Games Administrator | Games\_Administrator | Person responsible for site level VSS administration for a National Games or other Special Event site, to include granting user access at their site, maintaining lists for their site, volunteer management at their site and donation tracking. |
| Games Specialist | Games\_Specialist | Person responsible for assisting with site level VSS administration for a National Games or other Special Event site. Has read and write access to volunteer, timekeeping, and donation records and reports. |
| Games User | Games\_User | Person responsible for timekeeping and Donation Tracking for a National Games or other Special Event site. Has read and write access to timekeeping and donation records and reports and read only access to volunteer records. |

Table 9: VSS Proposed Access Levels

| **New VSS Role Name** | **Granted Permission** |
| --- | --- |
| National Administrator | CO Reports Menu: Committee Attendance Listing |
| National Administrator | CO Reports Menu: National Organizations |
| National Administrator | CO Reports Menu: Regular Scheduled and Occasional Hours VHA37 Part 1 |
| National Administrator | CO Reports Menu: Regular Scheduled and Occasional Hours VHA37 Part 2 |
| National Administrator | CO Reports Menu: Regular Scheduled and Occasional Hours VS01 Part 1 |
| National Administrator | CO Reports Menu: Regular Scheduled and Occasional Hours VS01 Part 2 |
| National Administrator | CO Reports Menu: Utilizing Services and Subdivisions |
| National Administrator | CO Reports Menu: Volunteers By Organization Data View |
| National Administrator | CO Reports Menu: VS01 Data View |
| National Administrator | CO Reports Menu: VSS Potential Matches to LEIE |
| National Administrator | CO Reports Menu: VSS Volunteer Matches with VACO Upload |
| National Administrator | Donation CO Reports Menu: Donation Reference Search |
| National Administrator | Donation CO Reports Menu: Donations Data View |
| National Administrator | Donation CO Reports Menu: Total Donations By Station |
| National Administrator | Event Lists Menu: Daily Work Schedule |
| National Administrator | Event Lists Menu: Grand Totals By Assignment List |
| National Administrator | Event Lists Menu: Master Registration List |
| National Administrator | Event Lists Menu: Service Assignment Schedule |
| National Administrator | Event Lists Menu: Sign In Roster |
| National Administrator | Event Lists Menu: Uniform Issue List |
| National Administrator | Monthly Processing Reports: Regular Scheduled and Occasional Hours VS01 Part 1 |
| National Administrator | Monthly Processing Reports: Regular Scheduled and Occasional Hours VS01 Part 2 |
| National Administrator | Monthly Processing Reports: VSS Potential Matches to LEIE |
| National Administrator | National Officials Reports Menu: Annual Joint Review |
| National Administrator | National Officials Reports Menu: Labels |
| National Administrator | National Officials Reports Menu: National Officials Data View |
| National Administrator | Run Any Time Reports: National Organizations |
| National Administrator | Station Edit: National Award Codes |
| National Administrator | Station Edit: National Officials Edit |
| National Administrator | Station Edit: National Organization Codes |
| National Administrator | Station Edit: National Programs |
| National Administrator | Station Edit: National Schedule Codes |
| National Administrator | Station Edit: National Service Codes |
| National Administrator | Station Edit: National Staff Titles |
| National Administrator | Station Edit: Stations |
| National Administrator | User Administration Menu: User Management |
| National Administrator | User Administration Menu: User Reports |
| National Administrator | Voluntary Service Directory Reports Menu: Directory Labels |
| National Administrator | Voluntary Service Directory Reports Menu: Service Chiefs |
| National Administrator | Voluntary Service Directory Reports Menu: Service Directory |
| National Administrator | Voluntary Service Directory Reports Menu: Station Information Contact List |
| National Administrator | Voluntary Service Directory Reports Menu: Station Information Detail |
| National Administrator | Voluntary Service Directory Reports Menu: Supervised Programs |
| National User | CO Reports Menu: Regular Scheduled and Occasional Hours VS01 Part 1 |
| National User | CO Reports Menu: Regular Scheduled and Occasional Hours VS01 Part 2 |
| National User | Donation CO Reports Menu: Donation Reference Search |
| National User | Donation CO Reports Menu: Donations Data View |
| National User | Donation CO Reports Menu: Total Donations By Station |
| National User | Event Lists Menu: Daily Work Schedule |
| National User | Event Lists Menu: Grand Totals By Assignment List |
| National User | Event Lists Menu: Master Registration List |
| National User | Event Lists Menu: Service Assignment Schedule |
| National User | Event Lists Menu: Sign In Roster |
| National User | Event Lists Menu: Uniform Issue List |
| National User | Monthly Processing Reports: Regular Scheduled and Occasional Hours VS01 Part 1 |
| National User | Monthly Processing Reports: Regular Scheduled and Occasional Hours VS01 Part 2 |
| National User | Monthly Processing Reports: VSS Potential Matches to LEIE |
| National User | National Officials Reports Menu: Annual Joint Review |
| National User | National Officials Reports Menu: Labels |
| National User | National Officials Reports Menu: National Officials Data View |
| National User | Run Any Time Reports: National Organizations |
| National User | Voluntary Service Directory Reports Menu: Directory Labels |
| National User | Voluntary Service Directory Reports Menu: Service Chiefs |
| National User | Voluntary Service Directory Reports Menu: Service Directory |
| National User | Voluntary Service Directory Reports Menu: Station Information Contact List |
| National User | Voluntary Service Directory Reports Menu: Station Information Detail |
| Games Administrator | Donation Reports Menu: Generate Memo |
| Games Administrator | Donation Reports Menu: Generate Receipt |
| Games Administrator | Donation Reports Menu: Grand Total of Donations |
| Games Administrator | Donation Reports Menu: Total Donations By Station |
| Games Administrator | Donations Menu: Add|Edit Donation |
| Games Administrator | Donations Menu: Donations Data View |
| Games Administrator | Donations Menu: Merge Donor |
| Games Administrator | Donations Menu: Thank You Letters |
| Games Administrator | User Administration Menu: User Management |
| Games Administrator | User Administration Menu: User Reports |
| FacilityFacilityAdministrator | User Administration Menu: User Management |
| FacilityFacilityAdministrator | User Administration Menu: User Reports |
| FacilityFacilityAdministrator | Awards Menu: Awards Processed Report |
| FacilityFacilityAdministrator | Awards Menu: Potential Awards Report |
| FacilityFacilityAdministrator | CO Reports Menu: NAC Organizations Yearly Comparison |
| FacilityFacilityAdministrator | CO Reports Menu: National Organizations |
| FacilityFacilityAdministrator | CO Reports Menu: Regular Scheduled and Occasional Hours VS01 Part 1 |
| FacilityFacilityAdministrator | CO Reports Menu: Regular Scheduled and Occasional Hours VS01 Part 2 |
| FacilityFacilityAdministrator | Donation CO Reports Menu: Donation Reference Search |
| FacilityFacilityAdministrator | Donation CO Reports Menu: Donations Data View |
| FacilityFacilityAdministrator | Donation CO Reports Menu: Total Donations By Station |
| FacilityFacilityAdministrator | Donation Reports Menu: Generate Memo |
| FacilityFacilityAdministrator | Donation Reports Menu: Generate Receipt |
| FacilityFacilityAdministrator | Donation Reports Menu: Grand Total of Donations |
| FacilityFacilityAdministrator | Donation Reports Menu: Total Donations By Station |
| FacilityFacilityAdministrator | Donations Menu: Add|Edit Donation |
| FacilityFacilityAdministrator | Donations Menu: Donations Data View |
| FacilityFacilityAdministrator | Donations Menu: Thank You Letters |
| FacilityFacilityAdministrator | Maintenance Menu: Edit Meals |
| FacilityFacilityAdministrator | Maintenance Menu: Voluntary Services |
| FacilityFacilityAdministrator | Monthly Processing Reports: Alphabetical Volunteers |
| FacilityFacilityAdministrator | Monthly Processing Reports: Regular Scheduled and Occasional Hours VS01 Part 1 |
| FacilityFacilityAdministrator | Monthly Processing Reports: Regular Scheduled and Occasional Hours VS01 Part 2 |
| FacilityFacilityAdministrator | Monthly Processing Reports: Volunteers By Organization Summary VS27 |
| FacilityFacilityAdministrator | Monthly Processing Reports: Volunteers By Organization VS26 |
| FacilityFacilityAdministrator | Monthly Processing Reports: Volunteers By Using Service Summary VS29 |
| FacilityFacilityAdministrator | Monthly Processing Reports: Volunteers By Using Service VS28 |
| FacilityFacilityAdministrator | Monthly Processing Reports: VSS Potential Matches to LEIE |
| FacilityFacilityAdministrator | National Officials Reports Menu: Annual Joint Review |
| FacilityFacilityAdministrator | National Officials Reports Menu: Labels |
| FacilityFacilityAdministrator | National Officials Reports Menu: National Officials Data View |
| FacilityFacilityAdministrator | Post-FY Reports Menu: Annual Volunteer List |
| FacilityFacilityAdministrator | Run Any Time Reports: Address Labels |
| FacilityFacilityAdministrator | Run Any Time Reports: Daily Volunteer List |
| FacilityFacilityAdministrator | Run Any Time Reports: Hours By Organization |
| FacilityFacilityAdministrator | Run Any Time Reports: Hours By Service |
| FacilityFacilityAdministrator | Run Any Time Reports: Meal Ticket List/Form |
| FacilityFacilityAdministrator | Run Any Time Reports: National Organizations |
| FacilityFacilityAdministrator | Run Any Time Reports: New Volunteers |
| FacilityFacilityAdministrator | Run Any Time Reports: Occasional Hours By Date |
| FacilityFacilityAdministrator | Run Any Time Reports: Occasional Hours By Organization |
| FacilityFacilityAdministrator | Run Any Time Reports: Occasional Hours By Service |
| FacilityFacilityAdministrator | Run Any Time Reports: Organizational Code Report |
| FacilityFacilityAdministrator | Run Any Time Reports: Potential Termination List VS07 |
| FacilityFacilityAdministrator | Run Any Time Reports: Service Code Report |
| FacilityFacilityAdministrator | Run Any Time Reports: Sign-In Code List |
| FacilityFacilityAdministrator | Run Any Time Reports: Telephone List |
| FacilityFacilityAdministrator | Run Any Time Reports: Terminated Volunteers |
| FacilityFacilityAdministrator | Run Any Time Reports: Volunteer Daily Review |
| FacilityFacilityAdministrator | Time Posting: Multiple Postings Regular Hours |
| FacilityFacilityAdministrator | Time Posting: Single Day Regular Hours |
| FacilityFacilityAdministrator | Voluntary Service Directory Reports Menu: Directory Labels |
| FacilityFacilityAdministrator | Voluntary Service Directory Reports Menu: Service Chiefs |
| FacilityFacilityAdministrator | Voluntary Service Directory Reports Menu: Service Directory |
| FacilityFacilityAdministrator | Voluntary Service Directory Reports Menu: Station Information Contact List |
| FacilityFacilityAdministrator | Voluntary Service Directory Reports Menu: Station Information Detail |
| FacilityFacilityAdministrator | Voluntary Service Directory Reports Menu: Supervised Programs |
| FacilityFacilityAdministrator | Volunteer Records: Volunteer Edit |
| FacilityFacilityAdministrator | Volunteer Records: Volunteer View |
| FacilityFacilityUser | CO Reports Menu: National Organizations |
| Site Administrator | Person responsible for site level VSS administration to include granting user access at their site, maintaining lists for their site, volunteer management at their site and donation tracking. |
| Site Specialist | Person responsible for assisting with site level VSS administration. Has read and write access to volunteer, timekeeping, and donation records and reports. |
| Site User | Person responsible for timekeeping and Donation Tracking at their site. Has read and write access to timekeeping and donation records and reports and read only access to volunteer records. |