Intake for System Integrators: PEGA

The process of receiving, prioritizing, and evaluating new work or requests, such as feature enhancements, bug fixes, or system improvements, from various stakeholders. Capturing requirements, assessing the impact of the proposed changes, and determining their alignment with business goals and technical feasibility. An efficient intake process helps in better planning, resource allocation, and decision-making in the development pipeline.

Table of Contents	Resources
	Pega Kickoff Slide Deck

DTC Intake

1. Submit Intake Request

VA User submits intake request through the Digital VA Marketplace.

2. DTC Triage

DTC Triage team schedules initial meeting to validates funding availability and type, evaluates viability and scope, provides Analysis of Alternatives (AoA) (if applicable), and determines mission impact.

Output: PR assignment, funding validation, requirements review, AoA, mission impact statement, VA IT Process Request (VIPR) request to Business Integration and Outcomes Service (BIOS)

3. Discovery Call

Once Triage phase is complete, DTC Discovery team will schedule a Discovery call to:

- Introduce them to DTC Platform as a Service (PaaS) Federal partners.
- Validate business need & requirements.
- Determine funding availability and type.
- Give an overview of the full process for onboarding with Pega.

System Integrators (SIs) should present to DTC Pega COE a high-level technical design document so that use case and security considerations can be validated and conducts a sizing exercise.

4. Output: Fed-to-Fed meeting – determine contract vehicle determination & Go/No Go Decision, Acquisition Financial Management Plan (AFMP), Requirements Validation (Key Performance Indicators (KPIs)) spreadsheet, Data Elements collected.

5. Level of Effort (LOE)

SI spends these 2 weeks completing a LOE to present to the BO and PaaS Federal leads; includes cost and detailed project schedule. DTC License Management team provides license cost to business owner.

Output: Approved LOE by BO and OIT/DTC Federal leads.

6. Data Security Assessment

PaaS Intake uses these 2 weeks to schedule and facilitate a call with the BO and Office of Information Security (OIS) CTM Information System Security Engineering (ISSE) team to help determine the data security categorization. During the call, the business owner should be prepared to speak to the use case and data elements that will be used.

Output: completed mandatory Federal Information Processing Standards (FIPS)199 document and kick off Privacy Security Documentation

7. Privacy Security Documentation

PaaS Intake works with BO business and/or tech teams to draft and route Privacy Threshold Analysis (PTA), Privacy Impact Assessment (PIA) & Security Impact Assessment (SIA) for signature.

Output: Signed DSC, Signed PTA, Draft PIA, Environment Selection, Veterans Health Administration (VHA) required BAA*, VA Systems Inventory (VASI) Registration (every Tuesday).

> *The Business Associate Agreement (BAA) is mandated by the Health Insurance Portability & Accountability Act (HIPAA)*
> *and is required if the system provides a service, function, or activity to the Veterans Health Administration*
> *(VHA) or on behalf of the VHA and is associated with Protected Health Information (PHI). If the Major*
> *Application does not have a BAA that covers the PHI, then the Minor Application will have to complete a BAA.*
> *The VHA Data Portal provides additional information: BAA.*

8. Gateway Review

DTC PaaS Intake team submits proposed solution to DTC PaaS/Software as a Service (SaaS) Product Security Team, then PaaS Leadership for approval.

Output: Approved Gateway, Review Slides, SaaS Acquisition Review Module (ARM) Memo, Dev sandbox provisioned.

9. Acquisition

DTC Provides a PaaS ARM Memo to the BO. BO engages in contracting activities with local budgeting POC. DTC Federal Lead is engaged for support if needed.

Output: ARM Memo; Contract Option Exercised.

10. Authorization

Update existing VA Salesforce PaaS ATO Package or create new Authority to Operate (ATO) for high-risk "Major Application" modules.

Output: Additional use case and artifacts added to eMASS ATO package, new ATO, signed PIA, signed SIA.

11. Development, Deployment Preparation & Support

Hand-off to DTC Pega COE Release/Platform team and SIs for development, User Acceptance Testing (UAT) and production. SIs will conduct a series of security and technical gate review meetings with DTC throughout development and
deployment of integrations/Application Programming Interfaces (APIs).

Output: Approved Change Request, UAT, 508 Compliance, Deployed to Production.

12. Sustainment

Hand off to DTC Platform and Sustainment for monitoring. Follow up with the business at established intervals.

Output: Post Deployment Check-in 30 days post Go Live.

Current SOP Owner

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Revision History

Date	Changed By	Notes
03 Oct 2023	Jen Wisniewski	Added content from SOP. Changed layout.