

CLIENT CASE STUDY



VA VBMS

The Veterans Benefits Management System (VBMS) initiative is the cornerstone of VA's technology transformation strategy. The purpose of VBMS is to develop and implement a comprehensive solution that integrates a 21st century web-based, paperless processing solution complemented by improved business processes. The goal of the Paperless Initiative is to deliver 21st Century Claims Processing services for the VBA with a current focus on the Compensation and Pension (C&P) business line as an integrated investment.



C&P, the largest VBA business line, depends on paper-based claims processing, with a substantive inventory and increasing backlog. The primary software component in the Paperless Initiative is the VBMS. VBMS is a paperless claims processing system that replaces legacy claims processing software, implements improved standard business practices for a paperless claims workflow, provides enterprise data services for external and internal communications, and is enabled by an enterprise, Service Oriented Architecture (SOA) framework.

DYONYX Support

The creation of the VBMS PMO established a consolidated Business Process and Information Technology group with clear lines of authority focused on the VBMS initiative. DYONYX provided project management services to support the development effort on the VBMS project. This included project management, change management, requirements analysis, communications, financial support services, and configuration management.

Challenge

DYONYX had to train the Project Managers (PMs) and Project Coordinators to support the 57 Health Benefits and Claims Processing Centers to 26,000 users in supporting the VBMS application.

Solution

DYONYX identified and developed a suite of training programs that taught VA and contractor personnel how to perform and maintain optimized processes and systems to make claims processors more productive. This included creating Web and Computer-based Training (CBT) programs for showing the VA regional office staff how to migrate their processes from paper based to electronic form using the VBMS system. The programs included training manuals documentation.

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