

VACO Views Special Edition: DGIB Managed Service Team Line-up



DGIB Managed Service Team Line-up

ARE YOU READY FOR SOME INFO? Today's VACO Views Special Edition announcement is expected to give you just that! So, what's in store today? Let's find out...



Announcing

Today, we're announcing the Digital GI Bill DGIB Managed Service Team. What is DGIB you say? Well, this is the network of new processing and payment systems being built as a part of the modernization effort aimed at replacing our legacy systems and improving benefit delivery. Yes, you've heard a little about them, but we wanted to formally introduce them and provide some additional details to keep you 'in the know'. So, let's get started...




Line-up

Today's line up will be a description of each system within the DGIB Managed Service Team, what each system brings to the field, and we'll even announce the team's schedule to give you all a better idea of when these systems will be added. Bring on the band...let's get this team pumped up for modernization. (Sounds of a marching band as we move to the next slide showing the crowd cheering) ...





Already on the field, let's introduce our current members of the managed service starting with...

DGI



Alias: Chapter 33 Processing System
Replaced: LTS (Long-Term Solution)
Main Role: Processing chapter 33 benefits
MVP Stats: #1 on the field

Motto: "Leader of the pack!"

DGI

The senior member of our managed service team – DGI! Also referred to as THE chapter 33 processing system (said like “THE Ohio State University”).



This replaced the Long-Term Solution or LTS back in September 2021. Basically, the existing functionality was moved to the new managed service platform. Since the look and feel of the system didn't change much, you may not have even noticed the trade-off except for the new name. Although the change may not be apparent, DGI is definitely the MVP and leader of the pack for the managed service team.

As we look to add new members to the managed service, DGI acts as the team captain, spearheading the modernization effort by stepping onto the field first and setting us up for successful transition to what lies ahead. We look forward to seeing DGI improve and continue to provide a firm foundation for our efforts as we evolve. And speaking of evolution, let's talk about our other managed service team members already in the field of play...

My Education Benefits

Alias: MEB
Added: New application method
Main Role: Processing original applications
MVP Stats: #1 in original automation

Motto: "Making history!"

My Education Benefits

My Education Benefits or MEB is the beneficiary's portal to education benefits and instant eligibility decisions.

MEB uses authentication methodology using ID.me and login.gov to properly identify an applicant and perform a search of the VADIR record.

Once a beneficiary receives their decision, they don't have to wait for their COE to arrive by mail. They can print it directly from the portal.

MEB has been in the field of play since August 20, 2022 and has been making original chapter 33 eligibility decisions without human intervention ever since. Let's give a round of applause to our newest modernization system! What an accomplishment to automate the first original chapter 33 claims!!! We salute you and can't wait to see how you perform in the future. (Applause as we transition to the next slide) ...



Players Tunnel

Now, let's check out who is suited up and ready to join the team. These systems are at different stages of development, but all are poised and ready to take the field soon.

Enrollment Manager

Alias: EM
Replaces: VA-Once
Main Role: Enrollment Certification Portal
MVP Stats: #1 for SCO's

Motto: "Paying education benefits like a boss!"

Enrollment Manager

First, we have Enrollment Manager, or EM as it's sometimes referred. This is the replacement system for VAONCE which is scheduled to join the field in early spring 2023. We expect enrollment manager to make a huge impact with the school certifying officials including the addition of a chatbot feature. Let me also introduce Billie, a supportive side kick to EM. SCOs can ask Billie general questions and receive an immediate response.

Similar to DGI, end users in processing should not see much impact from this change. There will be a short time during the transition from VAONCE to EM where things will need to be paused so the data can be transferred from one service to the other. Once Enrollment Manager is in play, we expect a winning combo when teamed up with DGI for automation to continue to improve.

Additional information will be shared once EM joins the field. We look forward to seeing it in action!!

Approval Manager

Alias: AM

Replaces: WEAMS

Main Role: School & Program Approval

MVP Stats: #1 for ELR's

Motto: "Making approvals easier for all!"

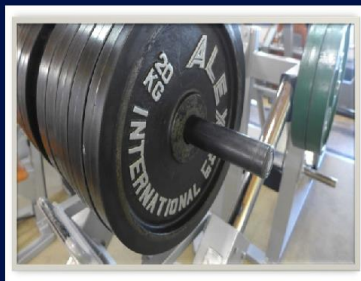


Approval Manager

Approval Manager is lined up next to take over for WEAMS. When Approval Manager takes the field, it will improve the way approvals and enrollments are handled in our systems.

Once all systems are together on the field, the true changes will become more visible. But in the background, things are happening, and improvements are being made. This is just one of the many.

Approval Manager is slated to join the team in Spring of 2024. Of course, more information will be provided along the way and as the data migration takes place, but we just wanted to share the exciting news that Approval Manager is coming down the tunnel.



Our next announcement is still in the weight room, getting pumped up and ready for action! Let's see who will be taking the field next...

Benefits Manager

Alias: BM

Replaces: BDN

Main Role: Non-33 Benefit Processing

MVP Stats: #1 for Non-33

Motto: "Modernization for all benefits!"



Benefits Manager

Benefits Manager! Yes, it is also sometimes referred to as BM, but let's not make fun...it's got a big job to do.

Benefits manager has been working hard, training hard to take over for BDN and plans to bring a Work Study Management System to the team, as well. I know, we keep hearing about it, but BDN is actually slated to retire at the end of 2023 and Benefits Manager is getting ready to take its place, starting with original automation for non-33 claims. We still have some work to do to get ready but be on the lookout for this major addition to the team.

This will bring on many changes to include easier navigation. More information will be provided in advance of it taking the field. When Benefits Manager joins the DGIB managed services, you will notice! Okay – just a few more introductions.



eMPWR

Alias: Empower

Replaces: BDN

Main Role: Payments

MVP Stats: #1 for payments

Motto: "Paying education benefits like a boss!"

The slide features a blue background with a shield logo containing the text 'eMPWR' and a woman in a yellow shirt pointing upwards.

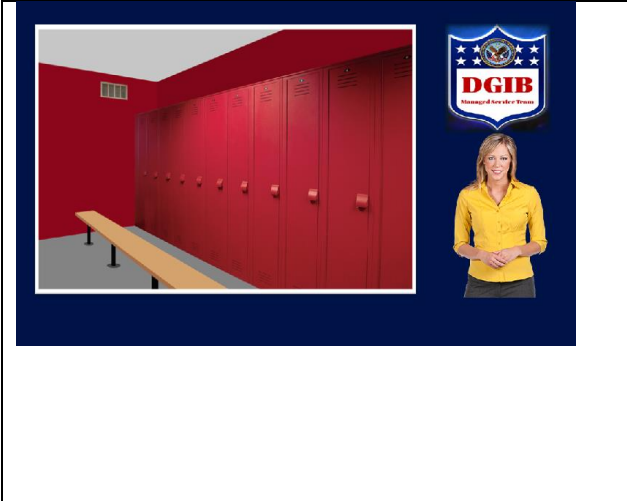
eMPWR

One major player coming to the team of managed service is eMPWR.

This system is being designed to handle the payment functionality currently in BDN for all benefits and therefore, is slated to join the team at about the same time as Benefits Manager.

There is a lot of preparation being done in advance of this transition, as you might imagine. Just know, eMPWR will provide the payments side of the transition while Benefits Manager will handle the processing side, similar to how DGI processes eligibility for chapter 33.

The systems are expected to work together to bring non-33 benefits into the managed service platform as a tandem force. This dynamic duo of Benefits Manager and eMPWR will change the look and feel of non-33 benefits and modernize the way we process and pay these benefits. While it still seems so far away, the time is inching closer to BDN's final retirement and another step closer to our goal of modernization.



The slide shows a photograph of a locker room with red lockers and a wooden bench. To the right is the DGIB logo and a woman in a yellow shirt.

DGIB
Managed Services Group

Locker Room

Locker room noise, if available...

Like any great team, the support staff works diligently behind the scenes. Not getting all the notoriety, yet pivotal none the less. Let's close out with the team still in the Locker room.

Workload Manager

Alias: WM
Replaces: TIMS
Main Role: Managing workload
MVP Stats: #1 for workload

Motto: "Workload is our business!"



Workload Manager

Workload Manager. WM, as it's also referred to, will take on the management of the workload as its name implies.

The DGIB team has been working to build a new system to house our work which will mimic TIMS in our workflow of claims processing. Workload manager will provide reports and will act as the work queue just as TIMS does now, while the document storage will be handled by another system which we will introduce next.

eFolder

Alias: VBMS
Replaces: TIMS
Main Role: Document storage
MVP Stats: #1 for document storage

Motto: "We store stuff!"



eFolder

eFolder... now, most of you, if not all of you are already somewhat familiar with VBMS as it stores the Compensation files. The DGIB team has been working toward creating a similar repository to store the education documentation as well. This is going to take some time and efforts by many. Work is being done in the background to make this become a reality in our future.

eFolder is expected to join the managed service at or around the same time as WM and their arrival does not yet have a set date. We will keep you informed as more information is available. Support staff may not make it on the jumbotron, so we took the crew in the locker room to give you an inside view as we continue to make VA history.

Team Huddle



Team Huddle

The DGIB Managed Service is about to huddle up on the field so let's take one more look at the team in order of appearance. DGI, our team captain. Next is MEB, our new online application portal. Soon, we'll be seeing EM joining the team in the field of play. Up next, AM or Approval Manager followed by Benefits Manager and eMPWR. And

our final players entering the field, Workload Manager and eFolder. GO Team!

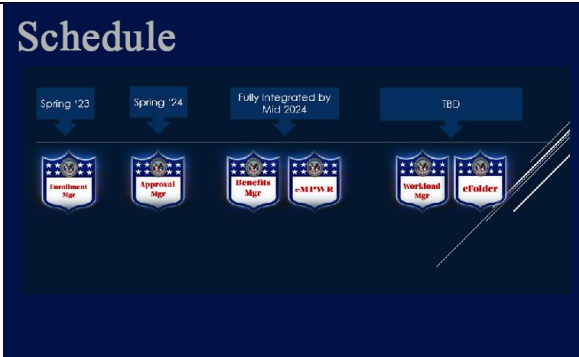


Cheering

As we cheer on this DGIB team for their accomplishments they've made already, we look forward to the future modernization efforts. Let's continue to show our support as we work toward upgrading and replacing many of our legacy processing systems! We anticipate improving the user experience for not only our Veterans and other beneficiaries, but also streamlining claims processing and increasing automation.

Throughout this process, we appreciate you in your role as the 12th man. You provide invaluable input as you report issues and also provide positive feedback about improvements as they are made.

Okay, let's check the schedule before we go.



Schedule

Now, as we said DGI and MEB are already in action. They've taken the field and have made history with the automation of the first original chapter 33 claims.

Up next, we expect to see enrollment manager making strides toward providing a new system for SCOs to report enrollment information to VA which will enhance supplemental automation. Then, following EM will be Approval Management taking over for WEAMS.

The Benefits Manager and eMPWR are still in the locker room, but they're getting suited up and booted up for the big job of taking over for BDN. Don't be surprised if you see and hear of them

taking the field for some action soon. However, we don't expect them to be fully suited up until mid-2024.

And finally – last but not least – our workload management and document storage activities are set to transition to our final team members – workload management and eFolder once the remaining services have taken the field.

Thank You



Today's session was for your information, to provide you with the updates and details to keep you abreast as we proceed through our modernization journey! We look forward to sharing more information with you and more details as they become available. Thanks for listening in! Go TEAM!