



Client

Name: The US Department of Veterans Affairs (VA)

Location: Washington, DC

Business Situation

The Department of Veterans Affairs (VA) has over 224,000 employees, who provide a full range of healthcare, financial and burial benefits to the nation's 26 million veterans and their families. To accomplish the wide variety of services associated with these functions, the VA uses hundreds of forms. Under the objective of enhancing service to its constituents, the VA decided to provide interactive forms available online via the Internet.

IAI Solution

Information Analysis, Inc. (IAI) has been actively engaged in several VA organizations since 1998, including:

- Veterans Affairs Central Office (VACO)
- Veterans Benefits Administration (VBA)
- Veterans Health Administration (VHA)

IAI provides Adobe software, interactive "intelligent document" forms creation, forms conversion including GPEA and ADA Section 508 compliance, forms management, training, web technical support, and administrative support for VA's Public Use and Internal Forms On-Line Programs.

IAI has specifically helped build the VA's On Line Electronic Forms Electronic Form program and VBA Electronic Forms Management Project (EFMP) programs since their inception in 1998, selling and implementing JetForm/Acelio/Adobe software, training VA staff, and designing and supporting electronic e-forms from hard copy. IAI was also instrumental in helping VA establish standards for the agency's forms development process and in building a strong quality assurance program.

Also, IAI has developed and implemented VHA's 1010-EZ eFiling Solution. The 1010-EZ is the VA's eligibility form, which veterans are required to submit prior to obtaining VA medical benefits. VHA and IAI developed the requirements, designed the form, including embedded intelligence and ADA Section 508 compliance, and implemented the Adobe LiveCycle software platform to collect the veterans' data and update the VHA's VISTA database automatically.

Partner Technology

The VA chose to use the Adobe Portable Document Format (PDF). VA's criteria for a forms-based intelligent document solution were that it operate on an industry-standard architecture, be accessible to people with disabilities, be usable without the need to purchase form-filler software, enable secure

forms processing and data encryption, and supply scalability to support digital signatures once those are made available to VA.

Benefits to Client

The VHA web site shows that this functionality has generated much interest. Between January and April 2005, there were 1.5 million hits to the on-line forms site, with an average of 13,000 hits per day!

About IAI

IAI is a publicly traded Company (OTC:IAIC) that provides a full range of IT services, specializing in eBusiness solutions, enterprise portals, system migration and modernization, and enterprise application integration. In business since 1979, with headquarters in Fairfax, Virginia, IAI provides services to government and commercial clients throughout the United States. IAI is an Adobe Solution Provider and is fully certified in the Adobe LiveCycle ES suite of products.