



NATIONAL  
ARCHIVES

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**The Nation's Record Keeper**

The VA is preparing a new paperless claim processing system that officials say will help the department reduce the backlog by taking months out of the process.

“The only way we’re going to be able to do that is . . . to get out of the paper world and into the digital world,” Thomas J. Murphy, director of compensation service for the Veterans Benefits Administration, said at a hearing Tuesday...

The system, which the VA says uses cutting-edge information technology, has been tested in Rhode Island and Utah, and will be rolled out nationwide beginning this summer and continuing through 2013.



# Jump-Starting a Business Process

# Scanning Business Drivers

## Process Improvement

- Better Customer Service
- Consistency and Less Errors
- Expedited Transaction Times



Veterans Bureau 1929

## Cost Reduction

- Increase Staff Productivity
- Eliminate Transportation Costs
- Reduce Fraud and Abuse



VBA Regional Office 2009



# Goals of the VBA Paperless Initiative

- Reduce claims adjudication time – no longer than 125 days
- Process claims electronically
- Enforce nation-wide image quality, data, and process standards
- Enable production and remote scanning
- Security





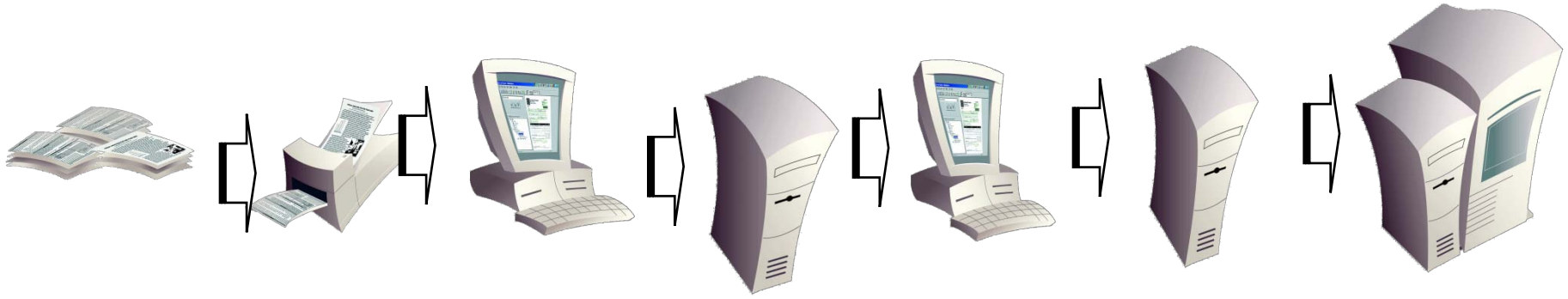
# By The Numbers

- 1 billion pages annually
- Learn over 500 forms (and their variations)
- 2 or more production sites
- Low volume scanning at 57 regional offices





# Workflow for Production Scanning



## Document Preparation

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Prepare pages

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Create Batches

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Organize Files for Import

## Scan

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Digitize Pages

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Import Files

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Review Images

## Quality Control

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Verify image quality

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Correct image

## Recognition Server

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Image Cleanup

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Form ID

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OCR/ICR/OMR

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Read Bar Codes

## Validation

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Validate data

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Correct data

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Manually enter data

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Database Validation

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Validation Scripts

## PDF Generator

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Create Image only or Image + Text PDFs

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OCR Full Text

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Create active document from image

## Release Server

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Convert file format

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Archive images

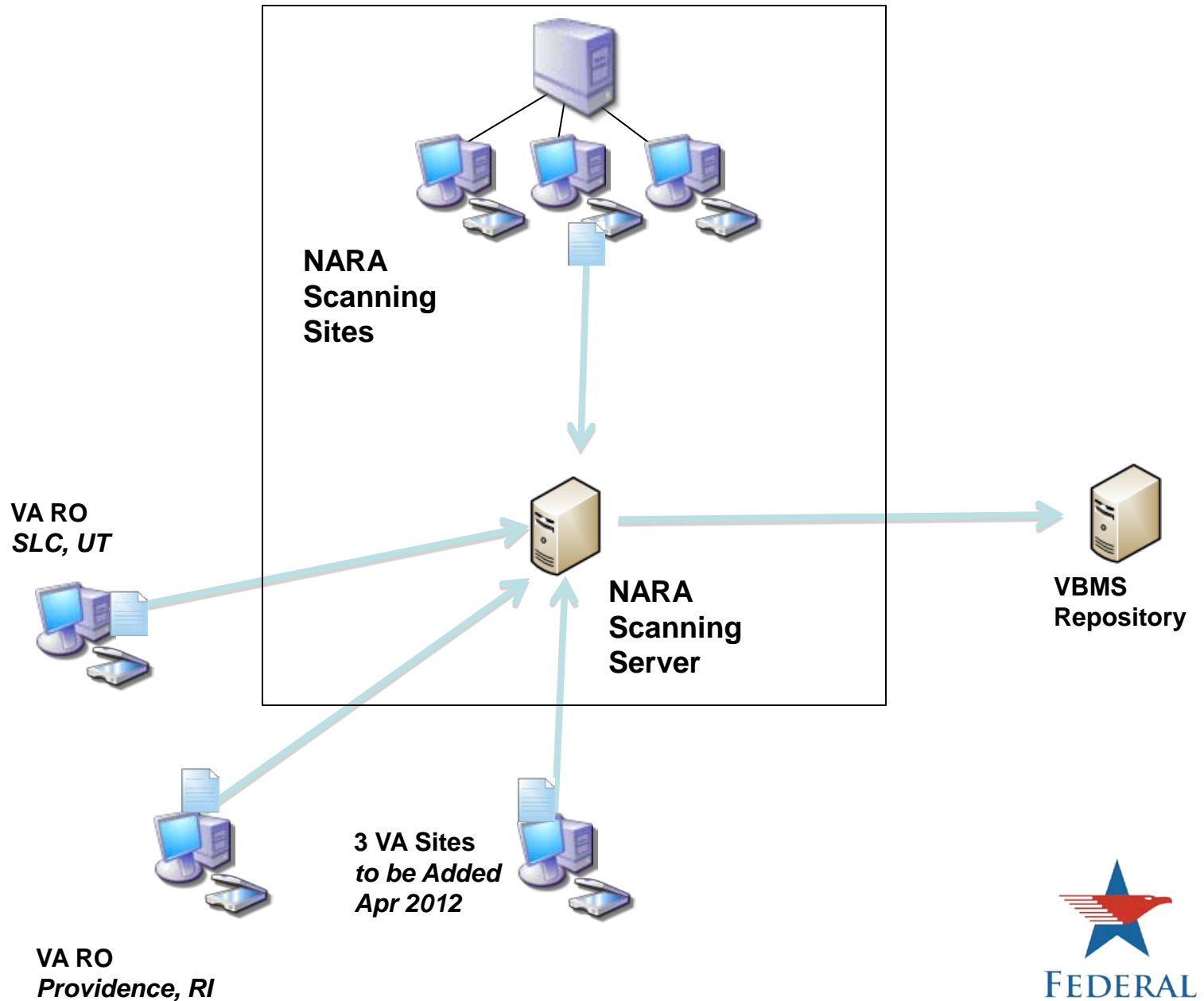
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Output data

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Output PDF and OCR Full Text files







# So Far...

- Learned over 250 VA forms
- Implemented quality, taxonomy, and metadata standards for documents
- Implemented architecture and standard workflows
- Production and remote scanning





# What's In It For Me?

- Bring cutting edge scanning technology into your organization through an IAA
- Records management delivering business improvements and value
- “Shake and Bake” infrastructure
- Security



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