<Enter Project Name Here>

# Requirements Specification Document



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**Version** <#.#>

Department of Veterans Affairs

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This template conforms to the latest Section 508 guidelines. The user of the template is responsible to maintain Section 508 conformance for any artifact created from this template.

Revision History

| Date | Version | Description | Author |
| --- | --- | --- | --- |
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|  |  |  |  |

Note: The revision history cycle begins once changes or enhancements are requested after the Requirements Specification Document has been baselined.

Place latest revisions at top of table.

The Revision History pertains only to changes in the content of the document or any updates made after distribution. It does not apply to the formatting of the template.

Remove blank rows.

**Artifact Rationale**

The Requirements Specification Document (RSD) records the results of the specification gathering processes carried out during the Requirements phase. The RSD is generally written by the functional analyst(s) and should provide the bulk of the information used to create the test plan and test scripts. It should be updated for each increment.

The level of detail contained in this RSD should be consistent with the size and scope of the project. It is not necessary to fill out any sections of this document that do not apply to the project. The resources necessary to create and maintain this document during the life cycle of a large project should be acknowledged and clearly reflected in project schedules. Do not duplicate data that is already defined in another document or a section in this document; note in the section where the information can be found.

**Instructions**

This template contains a style named Instructional Text. Text using this style is only to provide guidance in completing the document – the final document should not contain Instructional Text. Text in paragraphs added after Instructional Text is automatically set to the appropriate body text style. For best results and to maintain formatting consistency:

* Use the provided paragraph styles
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The following project types are required to complete this artifact. Exceptions are outlined where needed throughout the document.

| Activity | New Capability (1) | Feature Enhancement (2) |
| --- | --- | --- |
| Field Deployment (A) | Yes | Yes |
| Cloud/Web Deployment (B) | Yes | Yes |
| Mobile Application (C) | Yes | Yes |

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## Introduction

Provide an introductory statement that gives a brief overview of the RSD’s purpose, scope, and references.

Note: Users of IBM® Rational RequisitePro® should exercise caution in using the word "shall" in this document. When documents are imported into RequisitePro, statements containing the word "shall" are recorded as specifications.>

### Purpose

This section should accomplish the following:

* Delineate the purpose of the particular RSD
* Specify the intended audience for RSD.

### Scope…

Provide reference or link to Project Management Plan (PMP) and/or Business Requirements Document (BRD) where this information is located.

### References

Provide reference or link to Project Management Plan (PMP) and/or Business Requirements Document (BRD) where this information is located.

## Overall Description

The non-functional requirements in Appendix A should be reviewed and assessed while developing the requirements for the project.

For teams utilizing the Rational Tools to manage their requirements, the following reports may be attached in lieu of Section 2:

* Requirements Specification
* Use Cases
* Interface report

Teams not using Rational should follow the following template

Describe the general factors that affect the product and its specifications. Use the subsections below this section to make the specifications easier to understand by providing a background and details for those that are defined.

### Accessibility Specifications

Detail the necessary 508 Compliance and Clinical Context Object Workgroup (CCOW) standards required for accessibility to the software product(s) involved.

### Business Rules Specification

A business rule defines or constrains some aspect of the business. Business rules can apply to people, processes, corporate behavior, and computing systems in an organization and are put in place to help the organization achieve its goals.

Examples of Business Rules:

* Schedule Types Rule
  + The medication tab uses four “standard” schedule types from Inpatient Medications V. 5.0. They are: 1) Continuous, 2) PRN, 3) On-Call, and 4) One-Time.

### Design Constraints Specification

Indicate any design constraints on the system being developed. Design constraints represent mandated design decisions.

Examples of design constraints include CCOW compliance, software languages, software process requirements, prescribed use of developmental tools, architectural and design constraints, purchased components, and class libraries.

### Disaster Recovery Specification

Outline what the Disaster Recovery requirements are. Reference the relevant section of the Project Management Plan (PMP) if these have already been defined in a separate Contingency or Disaster Recovery Plan.

For example:

* This system needs 24x7 hot failover capability.

or

* It shall take no more than 24 hours to recover from a catastrophic failure.

or

* The system needs to be decentralized to prevent impact of single system due to a geographic event.

### Documentation Specifications

Describe requirements for user documentation, help systems, help about notices, installation guide, security guide, implementation guide, and any other forms of documentation.

### Functional Specifications

Describe the functional specifications of the system in natural language style. For many applications, this may constitute the bulk of the RSD Package.

Thought should be given to the organization of this section. It is typically organized by feature, but alternative organization methods (e.g., organization by user or subsystem) may also be appropriate. Functional specifications can include feature sets, capabilities, and security. These are generally listed, as “shall” statements starting with “The system shall...”

Where requirements tools, modeling tools, and similar are employed to capture the functionality, this section of the document will refer to the availability of that data, indicating the location and name of the tool used.

This section of the RSD should also identify requirements that may be delayed until future versions of the system. A broad statement of functionality that will be included in a future version of the product is all that is necessary. Do not commit to the version in which the functionality shall appear in case the functionality is delayed indefinitely due to unforeseen events.

### Graphical User Interface (GUI) Specifications

Document the GUI specifications.

### Multi-divisional Specifications

Use this section to document the multi-divisional specifications to ensure that all applications will operate in a multi-divisional or multi-site environment while fully supporting local health care delivery.

Examples: A single HeV-VistA instance is one code base (e.g., Java 2 Platform, Enterprise Edition (J2EE) routines, database definitions, etc.) that runs all HeV products. One instance needs to support the following:

* Allow multiple VA health care facilities to perform all business and patient care functions
* Capture the source where the event occurred (e.g., where the patient received a medication, where the clinic appointment took place, where the vitals were recorded, where the patient funds were distributed, etc.)
* Allow a user to view data across location domains according to the user’s permissions (e.g., view data for multiple sites, wards, pharmacies, clinics, etc.)
* Filter data according to a user’s permissions (e.g., display only data for a site, ward, pharmacy, agent cashier, etc.)
* Support multi-site operations where VA may be sharing the instance with a non-VA entity such as Department of Defense (DoD) or the Indian Health Service (IHS)
* Not bind the allowable health care entities to be only VA (remember, HealtheVet will be used by other entities).

### Performance Specifications

This section should identify dynamic numeric specifications placed on the software or on human interaction with the software as a whole. Numerical specifications may include:

* The number of simultaneous users to be supported
* Dynamic numeric specifications should include the numbers of transactions and tasks and the amount of data to be processed within certain time periods for both normal and peak workload conditions.

All of these specifications should be stated in measurable terms. For example:

* The system shall process a transaction in less than 1 second 95% of the time.

not

* An operator shall not have to wait for the transaction to complete.

### Quality Attributes Specification

Indicate any specifications that enhance the supportability, maintainability, portability, testability, or reusability of the system/project being developed. Include coding standards, naming conventions, class libraries, maintenance access, and maintenance utilities that are not already documented in the project’s Quality Assurance Plan.

### Reliability Specifications

Specify the level of reliability required of the system. The following list contains suggestions for specifications.

* Availability – Specify percentage of time available (xx.xx%), hours of use, maintenance access, degraded mode operations, and similar.
* Mean Time Between Failures (MTBF) – This is usually specified in hours, but it could also be specified in terms of days, months or years.
* Mean Time To Repair (MTTR) – How long the system is allowed to be out of operation after it has failed.
* Accuracy – Specify precision (resolution) and accuracy (by a known standard) that is required in the systems output.
* Maximum bugs or defect rate – This is usually expressed in terms of bugs/KLOC (thousands of lines of code), or bugs/function point.
* Bugs – This is categorized in terms of minor, significant, and critical bugs: the specification(s) must define what is meant by a “critical” bug. For example, complete loss of data or complete inability to use certain parts of the functionality of the system.

### Scope Integration

This section of the RSD should put the product into perspective with other related products. If the product is independent and completely self-contained, it should be so stated here. If the RSD defines a product that is a component of a larger system, as frequently occurs, then this section should relate the specifications of that larger system to functionality of the software and should identify interfaces between that system and the software.

This section should also specify the use of other required software products (for example, MUMPS Kernel, FileMan, Windows NT); and interfaces with other applications or other systems such as commercial off-the-shelf (COTS) or national databases. Specify the application interfaces (e.g., the linkage between an accounts receivable system and a general ledger system or a COTS device that will be interfaced using an existing interface). For each required software product, the following should be provided:

* Integration Agreement (IA) number as appropriate
* Product name
* Version number
* Discussion of the purpose of the interfacing software as related to this software product
* Definition of the interface in terms of message content and format (HL7, Electronic Data Interchange, etc.)

A block diagram showing the software interfaces and major components of the larger system, interconnections, and external interfaces can be helpful.

### Security Specifications

Document the security specifications to ensure that the planned or existing specifications and controls are fully documented and understood. Use the business requirements provided by the business owner and the enterprise-level Requirements Project Allocation Report (PAR) to document the security specifications.

### System Features

Each feature description should include a sequence of inputs and outputs. It is also highly recommended that system and functional specification names be selected with an eye to the consistency of their use in subsequent documents such as the Systems Design Document (SDD).

### Usability Specifications

Include specifications that affect usability. The following list contains examples of usability specifications:

* Training – Specify time required for a normal users and power users to become productive
* Performance measures – Specify task times for typical tasks
* Specifications to conform to common usability standards – Specify standards such as those for IBM Common User Access (CUA) or Microsoft® GUI

## Purchased Components

Describe any components purchased for use in the system/project, any applicable licensing or usage restrictions, and any associated compatibility/interoperability or interface standards.

## Estimation

Detail the estimation approach for the project.

If the project chooses to use function point estimation, the Function Point Estimate Workbook must be completed to support the summary information in this section. After the workbook has been completed, the data in the Application Estimate sheets must be entered in this section.

For projects that require development in multiple products, the total estimated function points are calculated as the sum of each product’s estimated function points.

Instructions

* Contact The VA Office of Information and Technology (OIT) Product Development (PD) Process, Performance, and Oversight (PPO) Project Estimation Support to request an RSD-based Function Point Estimate
* Request to have a results summary returned in the format of the following table.

**Project Software Functional Size and Size-Based Effort and Duration Estimate**

Application

| Item | A | B | C | D | E | Total |
| --- | --- | --- | --- | --- | --- | --- |
| Counted Function Points |  |  |  |  |  |  |
| Estimated Scope Growth |  |  |  |  |  |  |
| Estimated Size at Release |  |  |  |  |  |  |

| Size-Based Effort Estimates | Labor Hours | Probability |
| --- | --- | --- |
| Low-Effort Estimate – With indicated probability, project will consume no more than: |  |  |
| High-Effort Estimate – With indicated probability, project will consume no more than: |  |  |

| Size-Based Duration Estimates | Work Days | Probability |
| --- | --- | --- |
| Low-Duration Estimate – With indicated probability, project will consume no more than: |  |  |
| High-Duration Estimate -- With indicated probability, project will consume no more than: |  |  |

Figure 1: Cumulative Probability (“S-curve”) Chart

*[Insert Cumulative Probability (“S-curve”) Charts here]*

## Approval Signatures

This section is used to document the approval of the RSD during the Formal Review. The review should be ideally conducted face to face where signatures can be obtained ‘live’ during the review, however the following forms of approval are acceptable:

Physical signatures obtained face to face or via fax

Physical signature obtained in person or via fax

Digital signature tied cryptographically to the signer

/es/ in the signature block, provided that a separate digitally signed e-mail indicating the signer’s approval is provided and kept with the document

The Chair of the governing Integrated Project Team (IPT), Business Sponsor, IT Program Manager, and the Project Manager are required to sign. Please annotate signature blocks accordingly.>

REVIEW DATE: <date>

SCRIBE: <name>

Signed:

Integrated Project Team (IPT) Chair Date

Business Sponsor Date

IT Program Manager Date Date

Project Manager Date

## Appendix A: Non-Functional Requirements

The following non-functional requirements should be reviewed and assessed while developing the requirements for the project.

### System Performance Reporting Requirements

(Note: Each system developed by the Department of Veterans Affairs (VA) Office of Information and Technology (OIT) must comply with the following mandatory requirements.)

1. Include instrumentation to measure all performance metrics specified in the Non-Functional Requirements section of the Requirements Traceability Matrix (RTM). At a minimum, systems will have the ability to measure reporting requirements for Responsiveness, Capacity, and Availability as defined in the non-functional requirements section of the RTM.
2. Make the performance measurements available to the Information Technology (IT) Performance Dashboard to enable display of “actual” system metrics to customers and IT staff.

#### Operational Environment Requirements

1. System response times and page load times shall be consistent with \_\_\_\_\_\_\_\_\_\_\_ standards (for example, My HealtheVet or HealtheVet). (Comment: There may be different expectations for an external display vs. a query. Need to address these different uses. Also indicate if this information is unknown).
2. Maintenance, including maintenance of externally developed software incorporated into the \_\_\_\_\_\_\_\_\_\_\_\_\_application(s), shall be scheduled during off peak hours or in conjunction with relevant maintenance schedules. The business owner should provide specific requirements for establishing system maintenance windows when planned service disruptions can occur in support of periodic maintenance.
3. Information about response time degradation resulting from unscheduled system outages and other events that degrade system functionality and/or performance shall be disseminated to the user community within 30 minutes of the occurrence. The notification shall include the information described in the current Automated Notification Reporting (ANR) template maintained by the VA Service Desk. The specific business impact must be noted in order for OIT to provide accurate data in the service impact notice of the ANR.
4. Provide a real-time monitoring solution to report agreed/identified critical system performance parameters.
5. Critical business performance parameters shall be identified e.g., transaction speed, response time for screen display/refresh, data retrieval, etc. in a manner that data capture can occur to support metric reporting and support the OIT performance dashboard display. If no such performance metrics are required or provided there will be no program specific Service Level Agreements (SLA) created, nor shall there be any active/real time monitoring through OIT Performance Dashboard to provide the business owners any performance metrics.
6. Notification of scheduled maintenance periods that require the service to be offline or that may degrade system performance shall be disseminated to the business user community a minimum of 48 hours prior to the scheduled event.

#### Documentation Requirements

1. The training curriculum shall state the expected training time for primary users and secondary users to become proficient at using the \_\_\_\_\_\_\_\_\_\_\_\_ application(s).
2. All training curricula, user manuals and other training tools shall be developed/updated by \_\_\_\_\_\_ <<insert name of Program Office>> and delivered to all levels of users \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. If known, insert how much time in advance the training tools will be delivered and via what mechanism(s); for example, 2-4 weeks in advance of the release of the enhancement through nationwide conference calls and PowerPoint presentations). The curricula shall include all aspects of the enhanced \_\_\_\_\_\_\_\_ application(s) and all changes to processes and procedures.
3. The training curriculum developed by the Program Office shall state the expected task completion time for primary and secondary users.
4. User manuals and training tools shall be developed. If they already exist, updates shall be made, as necessary, to them and they shall be delivered to all levels of users.
5. IT will provide the level of documentation required to support the system and maintain operations and continuity. Documentation shall represent minimal programmatic and lifecycle operations support documentation artifacts as defined by VA standards in the PAL and as required by the VA Enterprise System Engineering Lifecycle and Release Management office for sustained operations, maintenance, and support (http://vaww.eie.va.gov/lifecycle/default.aspx) prior to approval by any VA change control board and release into production.

#### Implementation Requirements

1. Technical Help Desk support for the application shall be provided for users to obtain assistance with \_\_\_\_\_\_\_\_\_\_\_.
2. The IT solution shall be designed to comply with the applicable approved Enterprise SLA.
3. The implementation must be complete by \_\_\_\_\_\_\_\_\_\_. (Enter date - dd-mm-yyyy)

#### Data Protection/Back-up/Archive Requirements

1. Based upon the criticality of the system, provide a back-up and data recovery process for when the system is brought off-line for maintenance or technical issues/problems.
2. Data protection measures, such as back-up intervals and redundancy shall be consistent with systems categorized as routine (30 day restoration), mission essential (72 hour restoration), or mission critical (12 hour restoration).  
   Business owners are required to state the mission criticality of the IT services required in order to assist the planners and developers in determining best strategies for engineering an IT solution to meet their business objectives/needs. The business owner needs to state the criticality of the data and the impact to the business during a service disruption so appropriate technologies can be considered.

#### Levels for Disaster Recovery

Classification

Objective Routine

Mission Essential

Mission Critical

Recovery Time Objective

30 day restoration

72 hour restoration

12 hour restoration

Recovery Point

TBD

24 hours

2 hours

Recovery Time Objective (RTO) – RTO defines the maximum amount of time that a system resource can remain unavailable before there is an unacceptable impact on other system resources, supported mission/business processes, and the MTD.

Maximum Tolerable Downtime (MTD) - The MTD represents the total amount of time the system owner/authorizing official is willing to accept for a mission/business process outage or disruption and includes all impact considerations.

Recovery Point Objective (RPO) - The RPO represents the point in time, prior to a disruption or system outage, to which mission/business process data can be recovered (given the most recent backup copy of the data) after an outage.

#### Data Quality/Assurance Requirements

A monitoring process shall be provided to ensure that data is accurate and up-to-date and provides accurate alerts for malfunctions while minimizing false alarms.

#### User Access/Security Requirements

Ensure the proposed solution meets all Veterans Health Administration (VHA) Security, Privacy, and Identity Management requirements including VA Handbook 6500 (see the Enterprise Requirements section of the RTM).

#### Usability/User Interface Requirements

Adhere to good User Interface/User Centered Design (UI/UCD) principles as outlined in the Usability Appendix of the BRD.

#### Conceptual Integrity

Provide standards based messaging and middleware infrastructure needed to support both Legacy Veterans Health Information Systems Technology Architecture (VistA) and future VistA 4 deployments.

#### Availability

1. Maintenance window, including maintenance of externally developed software incorporated into the VistA 4 application(s), will be by mutual agreement between OIT and the VHA Point of Contact (POC) for the affected facility(ies). VHA will provide POCs for each facility.
2. VistA application unavailability due to an unplanned outage or planned outages that exceed the defined maintenance window will not exceed 8.76 hours per year and will not exceed 43.8 minutes per month (99.9% availability).
3. The application shall be available 24 hours a day, seven days a week, with an uptime of 99.9%.
4. All system updates and scheduled maintenance should occur between the hours of 1800 and 0600 (per local time zone), when clinical usage would be lightest.

#### Interoperability

1. The system shall support all recognized health system standards i.e., Health Level 7 (HL7), Fast Healthcare Interoperability Resources (FHIR).
2. Systems must be heterogeneous and agnostic for operating systems and code bases.
3. Provide the ability to securely transfer large files (of 4-8 gigabyte) from an external source to VA systems.
4. Provide access to the system over a remote access solution.

#### Manageability

Provide Service Desk/Incident and Problem Management tracking related to maintenance events of patient care systems with priority over non-patient care systems.

1. Provide data related to maintenance events, both routine and exceptional, including key metadata:
   * Predicted routine work
   * Occurrences where maintenance is completed, including restart from down time
   * Identity of the organization performing maintenance
   * User performing maintenance (if available)
   * Identity of the system
   * Date/time, physical location
   * Systems impacted
   * Does it affect patient care
   * Non-urgent or emergent
2. Provide audit capabilities for system access and usage with settings that are configurable to support internal and external audits based on federal and VHA mandates.
3. The system must comply with VA Directive 6300 Records and Information Management and with VHA Records Control Schedule (RCS) 10-1, in general and specifically with Electronic Final Version of Health Record: Destroy/Delete 75 years after last episode of patient care, or longer (if specified).

#### Performance

1. Provide an Infobutton Query Responder on all platforms with a response time of less than .5 seconds.
2. The system shall recognize, report, and retransmit data lost, with less than 0-1% chance of incomplete patient records.
3. Provide patient data (for data within the system) transactions (e.g., capture, search, request for data) within .5 seconds.
4. Mouse or key-based UI controls, e.g., menus, checkboxes shall provide instantaneous responsiveness (<90ms).
5. Part-screen refreshes after user action shall complete within a pro-rated interval between 200 ms and 1200 ms times a percentage of the screen area being refreshed. For example, a component 10% of the screen area would refresh in (1200 – 200) \* 0.10 + 200 = 300 ms.

#### Reliability

1. Provide system reliability:
   * Threshold = 99.9%
   * Objective = 99.99% system and application
2. Provide system reliability:
   * Level 1 severity =<1 failure per month
   * Level 2 severity =<2 failures per month
   * Level 3 severity =<3 failures per month

#### Security

Provide management of electronic attestation of information including the retention of the signature of attestation (or certificate of authenticity) associated with incoming or outgoing information.

#### Supportability

1. Provide alerts (that extend beyond system messages to external systems like mobile devices) for malfunctions, while preventing false alarms for local, regional, and national evaluations in real time.
2. Provide reports on performance metrics as specified in the VistA 4 Effectiveness and Value / Benefits Framework on a bi-weekly basis.
3. Provide national, regional, and local reports on performance metrics as specified in the VistA 4 Effectiveness and Value / Benefits Framework.
4. Provide performance metrics (from request for information to receipt of information on the screen) monitored by the system and system administrators so they know what the user experience is like without users having to call them and tell them the system is running very slow.
5. Provide the ability for VHA and IT staff to create standard and ad-hoc reports of usage, bandwidth, response time, login time, and other variables with a verification process for measuring the capabilities of the system.
6. Provide end-user training on how to generate the various system performance reports (e.g., in standard file formats such as Comma Separated Values [CSV], Portable Document Format [PDF], or Excel) depending on the user's needs.
7. Provide the ability to view system statistics (e.g., information on the specific network environment) and identify areas that are having issues or are beyond capacity, in near-real-time (to be quantified at a later time).
8. Technical Help Desk support for the application via instant message, on-line, phone, and remote desktop access support, shall be provided for users to obtain assistance 24/7.
9. The IT solution shall be designed to comply with the applicable approved Enterprise SLAs.
10. Data protection measures, such as back-up intervals and redundancy shall be consistent with systems categorized as mission critical (1hr restoration, 2hrs backup recovery). Impact of system failure must be monitored on a near real time basis.
11. Provide the ability to set thresholds and notification type (e.g., email or text alerts) when alerting the user about response time degradation and unscheduled outages.
12. Disaster Recovery Plans (DRP) and Continuity of Operations Plan (COOP) will be updated and tested semi-annually to address the VistA 4 product (see National Security and Homeland Security Presidential Directive: National Continuity Policy. NSPD-51/HSPD-20, May 9, 2007.

#### Usability

1. Provide viewability/usability of VistA 4 applications on mobile devices.
2. User prompts and screen help shall be embedded into the system to guide use of the solution.

#### Documentation

1. The training curriculum shall be provided in two hours or more of training time for primary users and secondary users to become proficient at using the VistA 4 application(s).
2. All training curricula, user manuals and other training tools shall be developed/updated by the VE Program Office and delivered to all levels of users 4 weeks in advance of the release of the enhancement through mediums that will best support the sharing of information to all affected staff.
3. Provide follow-up training classes tailored to VHA workflow 4 weeks after the users have begun to use the system.

The Template Revision History Page should be deleted when creating the RSD.

Template Revision History

| Date | Version | Description | Author |
| --- | --- | --- | --- |
| February 2023 | 1.9 | Replaced all references to ProPath with PAL | Quality Continuous Improvement Organization (QCIO) |
| November 2015 | 1.8 | Corrected instructions in Appendix A | Process Management |
| September 2015 | 1.7 | Updated Headings and spacing to conform with latest OIT Documentation Standards guidelines | Process Management |
| June 2015 | 1.6 | Updated to conform with latest Section 508 guidelines and remediated with Common Look Office tool | Process Management |
| May 2015 | 1.5 | Revised by the PMAS Process Improvement Lockdown Team | PMAS Process Improvement Lockdown Team |
| December 2014 | 1.4 | Updated to conform with latest Section 508 guidelines and remediated with Common Look Office tool | Process Management |
| May 2014 | 1.3 | Reordered cover page to enhance search capabilities | Process Management |
| May 2013 | 1.2 | Add Appendix for acronyms and glossary | Process Management |
| March 2013 | 1.1 | Formatted to current ProPath documentation standards and edited to conform with latest Alternative Text (Section 508) guidelines | Process Management |
| January 2013 | 1.0 | Initial Version | PMAS Business Office |

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The Template Revision History can be removed at the discretion of the author of the document.

Remove blank rows.