#### Department of Veterans Affairs M27-1, Part IV, Chapter 3

**Veterans Benefits Administration January 24, 2017**

**Washington, DC 20420**

#### Transmittal Sheet

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| Changes Included in This Revision | The table below describes the changes included in this revision of Benefits Assistance Service procedures manual, M27-1, Part IV, Chapter 3 “Systematic Analyses of Operations (SAO).” ***Notes***: * The term regional office (RO) also includes pension management center, where appropriate.
* Minor editorial changes have also been made to
* update incorrect or obsolete hyperlink references
* update change date throughout document
* update obsolete terminology, where appropriate
* reassign alphabetical designations to individual blocks and repaginate, where necessary, to account for new and/or deleted blocks within a topic
* correct grammatical and spelling errors
* reorganize content within sections for better readability
* clarify block labels and/or block text, and
* bring the document into conformance with M27-1 standards.
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| Reason(s) for the Change | Citation | Page(s) |
| * Block updated with new location within the chapter for required analysis topics
 | IV.3.3.a | IV-iii-4 |
| * Renamed section from “Schedule and Areas to be Covered” to “Schedule and Areas to be Reviewed”
 | IV.3.4 | IV-iii-5-7 |
| * Block updated with the following changes:
	+ Renamed block from “Public Contact and Outreach” to “Areas to be Reviewed – Public Contact and Outreach”
	+ Renamed activity type from “Direct Services” to “Client Services”
	+ Added the following analysis categories to the “Client Services” requirements:
		- data from prior fiscal year (FY) local correspondence evaluations and/or FY to date
		- proper handling and distribution of correspondence items
		- quality error trend analysis
		- recommendations or next steps
	+ Added the following analysis requirements to the “Outreach Programs” requirements:
		- elderly Veterans
		- tribal Veterans
		- justice involved Veterans
		- educationally disadvantaged Veterans
		- rural Veterans
		- survivor and dependents
		- military sexual trauma
		- Operation Enduring Freedom/Operation Iraqi Freedom(OEF/OIF)
		- military
		- lesbian, gay, bisexual, and transgender (LGBT) Veterans
		- foreign Veterans
	+ Added new requirements for analysis of “Operational Controls”
		- staffing levels/projections
		- organization
		- workload projections/production capacity
		- training
		- eBenefits proofing process
		- performance evaluations
		- recommendations or next steps
 | IV.3.4.b | IV-iii-5 - 6 |
| * Block updated with the following changes:
	+ Renamed block from “NCCs, NPCC, and NIRC SAO” to “Areas to be Reviewed – NCCs, NPCC, and NIRC”
	+ Renamed contact type from “Telephone Interviews” to “Client Interviews”
	+ Renamed section from “Timeliness” to “Correspondence Process” and added the following requirements to the section:
		- correspondence quality
		- correspondence timeliness controls/data from prior FY to date
		- local correspondence evaluations from prior FY to date
	+ Added new requirements for analysis to the “Division Management” analysis requirements:
		- availability analysis
		- excluded time management
		- supervisor call back requests

  | IV.3.4.c | IV-iii-6-7 |

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| Rescissions | None |

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| Authority | By Direction of the Principal Deputy Under Secretary for Benefits, Performing the Duties of the Under Secretary for Benefits  |

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| Signature |  /s/Robert Carr, Acting DirectorBenefits Assistance Service |
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