

# FREQUENTLY *ASKED* QUESTIONS

## WHAT IS THE COMPONENT FUNCTIONAL REQUIREMENTS (CFR) PROCESS?

The CFR is the DHA approval process that ensures application requests are properly coordinated across the enterprise and that requirements are validated, prioritized and resolved.

## WHAT IS GOVERNANCE APPROVAL?

Governance approval for the application development process includes:

- 1) A functional review and validation by the appropriate clinical community (or communities, if it serves as a cross-community initiative)
- 2) An endorsement by the mHealth Working Group
- 3) A governing board approval for adoption into the appropriate portfolio

## HOW LONG DOES THE IM/GOVERNANCE PROCESS TAKE?

On average, it takes about 90 to 120 days.

## HOW LONG DOES SUBMISSION/APPROVAL TAKE?

The entire process can take about six months.

## WHAT ARE COMMON REASONS MOBILE APPLICATION REQUESTS ARE DISAPPROVED?

Requests for apps that connect directly to the electronic health record are disapproved for security reasons. Requests can also be disapproved if they are too narrowly focused, unique to a single-use case or lack of funding.

## WILL I BE NOTIFIED IF MY REQUEST IS APPROVED OR DISAPPROVED, AND HOW?

Yes, you will be notified by the IM analyst.

## WHAT IS THE FEASIBILITY REVIEW AND THRESHOLD?

This is determined by answers to these three questions:

- 1) Is this technically feasible?
- 2) Is it a duplication?
- 3) Is this within the funding threshold of the program management office?

## HOW LONG DOES THE DEVELOPMENT PROCESS TAKE?

Mobile apps can be developed in as little as a month or take up to 18 months. The process length varies and depends on customer requirements and input during the development process.

## WHAT ABOUT MAINTENANCE AND SUSTAINMENT?

Maintenance and sustainment costs are estimated over the Future Years Defense Program (FYDP) and approved during the costing phase.

## HOW ARE CHANGES OR BUGS HANDLED?

Bugs within the functional requirements are assigned a priority and immediately worked to completion. Functional or content changes outside the originally approved functional requirements go back through the mHealth Working Group and Deputy Assistant Director for Strategy, Planning and Functional Integration (J-5). The Web & Mobile Technology Program Management Office handles all simple mobile app changes within the scope of the approved functional requirements.

# HOW TO REQUEST A DHA MOBILE APP

Connected Health Branch  
Clinical Support Division  
Deputy Assistant Director, Healthcare Operations (DAD HCO/J-3)

Web & Mobile Technology Program Management Office  
Solution Delivery Division  
Deputy Assistant Director, Information Operations (DAD IO/J-6)



# HOW TO SUBMIT DHA MOBILE APP REQUESTS

## 1. GO TO THE PORTAL:

<https://info.health.mil/apps/hit/req/SitePages/home.aspx>

## 2. SUBMIT REQUEST

### 3. YOUR REQUEST IS IN THE WORKFLOW

