

# OPERATIONAL ANALYSIS REVIEW

*For IT Systems and Applications in Steady State or Management-In-Use Phase*

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*Reviews Should Be Conducted Every Year for Steady State Phase*

The Operational Analysis Review should compare the performance of an IT asset or system to the established baseline. The review measures ongoing performance of Management-In-Use (Steady State) investments against established cost and performance goals. It should also include a review of related enterprise management issues such as risk, information security, harmonization with the EA transition strategy, and any updates to the agency's business processes or strategic plans.

Name of System or Application	
Agency	
Program/Business Function Supported by this Investment	
Time Period Covered by Review	From _____ to _____
Number of Users	
System Owner <i>Name, Title, Phone, e-Mail</i>	
System Administrator <i>Name, Title, Phone, e-Mail</i>	
Key Personnel Participating in this Review (IPT – Stakeholders)	
Date of Review	
Signature/Title	

## **Lifecycle Summary for this Investment**

The total lifecycle for this investment (all phases) is from FY \_\_\_\_ through FY \_\_\_\_

The total lifecycle cost is \$\_\_\_\_\_

The Operations & Maintenance Phase for this investment is from FY \_\_\_\_ through FY \_\_\_\_

## **Summary Recommended Actions**

*Attach Plan of Action & Milestones if appropriate*

**Description of System or Investment**

Use brief project description from the Exhibit 300 (2500 characters or less)

**Summary of Review Findings**

**Dashboard Indicators**

Indicator <i>Add other indicators where appropriate</i>	Planned-to-date	Actual-to-date	Planned Improvement this Period	Actual Improvement this Period
Key Customer Satisfaction Rating; Indicator from Exhibit 300 Performance Information:				
Key Business Results Indicator; Indicator from Exhibit 300 Performance Information:				
Total Acquisition Cost				
Earned Value Management <ul style="list-style-type: none"> <li>• Cost (CPI)</li> <li>• Schedule (SPI)</li> <li>• Estimate at Completion (EAC)</li> </ul>				
Number of Internal Users				
Number of External Users				

List all all cost, schedule, or performance variances that are 10% or greater.

Attach a complete analysis of each, or provide an overall Gap Analysis.

How does this investment support the current Agency and IRM Strategic Plan and current/future Business Requirements?

Is this investment consistent with EA and EA Transition Plan?

### Operational Cost Analysis

Compare planned and actual Operations & Maintenance costs for the most appropriate comparison period (either cumulative costs through current or just-completed fiscal year, or for a single fiscal year (current or just-completed)

- Cumulative O&M Lifecycle through FY \_\_\_\_\_
- Current Fiscal Year \_\_\_\_\_
- Period of Review, from \_\_\_\_\_ through \_\_\_\_\_

Use dollars rounded to thousands. Where appropriate (Federal FTEs and contractor labor hours, this may also be augmented with a comparison of planned/actual hours or person years.

Element	Planned Cost, According to Baseline	Actual Cost	Variance	
			Thousands of Dollars	%
Federal FTEs to Operate and/or Manage System/Application				
Contractor to Operate and Maintain System/Application				
Software Maintenance and/or Licensing Costs (if separate from contractor operational costs, above)				
Hardware Maintenance Costs				
Telecommunications Costs (if applicable)				
Training and User Support Costs (if separate)				
Information Security Costs (if separate)				
Capital Planning and Investment Control Costs (if separate)				
Other Costs				
Disposition (if applicable)				
<b>Total Costs</b>				

**Stakeholder Input**

Conduct one or more meetings with representatives of users and other stakeholder groups to obtain their recommendations and assessment of the system/investment. Summarize their feedback below.

**Contractor/Vendor Scorecard**

Provide a summary assessment of your contractors and vendors below. Use a scale of 1 (poor) to 5 (outstanding).

Company	Cost Performance	Schedule Performance	Quality Performance	Summary or Corrective Action

**Operational Assessment**

Assessment Factor	Rating					√ Correction Desirable?	Description of Potential Correction Action	Estimated Cost of Correction
	Excellent	Good	Fair	Poor	Unacceptable			
<b>This investment supports:</b>								
Functional Requirements for which it was planned								
The agency's mission and programs								
"Green Lights" on OMB Scorecards								
User and stakeholder satisfaction with the as-is investment								
Applicable legal and regulatory requirements								
Performance goals and metrics (such as those in Exhibit 300)								
Cost efficiency in government operations and business functions								
Reliable and available information processing, storage and retrieval								
Productivity for system/application users								
Maintainability for the system owner and administrator								
Information security and privacy								
Risk Mitigation and Management								
Continuity of Government and Disaster Recovery								
Enterprise Architecture (Transition Plan and Target EA)								
Support of President's Management Agenda (PMA)								
The Government Paperwork Elimination Act								

## Investment Evaluation

- A. Describe how well this investment meets current and future business needs of the agency.
- B. Are the functions performed by this system/investment still a priority for the agency?
- C. Can business processes be simplified?
- D. Can this system/investment be eliminated or consolidated with other systems or assets?
- E. How can this system/asset be maintained/managed with fewer Federal or contractor FTEs?
- F. Are new technologies available that could perform this function of this investment better and/or at a lower cost?
- G. Could spending more on this investment close any identified gaps and/or achieve improved results?
- H. Are alternatives available that would lead to greater customer service and satisfaction, and should they be considered as a replacement to the current investment?
- I. Could the functions be performed better or cheaper through partnerships with other agencies and/or the private sector?
- J. Discuss Options for Desirable Corrections, Improvements, Alternatives, and Changes.
- K. Summarize Proposed Decisions about Agency's Response to Desirable Corrections, Improvements, Alternatives and Changes.