

## 1 – Phase 1: Pilot Request

### 1.1 – Problem Statement

#### *Problem Statement*

Discuss the purpose and scope of the concept to be piloted. Include how the concept aligns with GSA Strategic goals and the business line(s) affected.

### 1.2 – Pilot Approach

#### *Pilot Phase Approach*

**Note:** It is reasonable to not have answers to some of these questions in the Final State phase - those questions that do not have answers should be explored through the pilot.

	Pilot Phase	Final State
Customer/User Base	(e.g., 4-5 users in 3 federal buildings)	(all federal workers in federal buildings)
Service Provided		(e.g., crowdsourced building information)
Scale	(e.g., 3 buildings)	(all federal buildings)
Solution/Platform	(e.g., Salesforce or ServiceNow)	(e.g., mobile application)
Legal Considerations	(e.g., open sourced code)	
Security Considerations	(e.g., no PII and non-public websites)	
Implementation Owner	(e.g., ACIO of PBS IT)	
Business Owner	(e.g., Director of XYZ, PBS)	

### 1.3 – Measures of Success

#### *Success Criteria*

Describe the success criteria and how it will meet the identified measures of success.

Measures of Success	Success Criteria
How are you engaging customers/users in the pilot?	
How are you obtaining customer/user feedback on the value of this investment?	
What are three measures that will be used throughout pilot?	1. 2.

Are there other qualitative indicators that contribute to the success?	
What would you consider successful measure values that would indicate funding the next phase is appropriate?	
What would you consider quantitative and qualitative indicators that the next phase should not be funded or that the concept should be revisited?	

## 1.4 – Major Features

### *High-level Features*

Provide the high-level features to be explored during the pilot:

- Feature 1
- Feature 2

### Signatures

#### *Implementation Owner / ACIO*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### *Business Owner*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 2 – Phase 2: Prototype Request

### 2.1 – Pilot Results & Findings:

#### *Pilot Testing Results*

Summarize the testing results of the pilot. The document should list the use case(s) or requirements tested, the success criteria, actual results, and any constraints and assumptions.

- Link to [Use Case Template](#)

### 2.2 – Prototype Approach

#### *Prototype Phase Approach*

Describe how criteria has changed.

	Prototype Phase	Final State
Customer/User Base	(e.g., all users in federal buildings in the DC area)	(all federal workers in federal buildings)
Service Provided		(e.g., crowdsourced building information)
Scale		(all federal buildings)
Solution/Platform		(e.g., mobile application)
Legal Considerations		
Security Considerations		
Implementation Owner		
Business Owner		

### 2.3 – Measures of Success

#### *Success Criteria*

Describe the success criteria and how it will meet the identified measures of success.

Measures of Success	Success Criteria
How are you engaging customers/users in the prototype?	
How are you obtaining customer/user feedback on the value of this investment?	
What are three measures that will be used throughout prototype?	1. 2.

Are there other qualitative indicators that contribute to the success?	
What would you consider successful measure values that would indicate funding the next phase is appropriate?	
What would you consider quantitative and qualitative indicators that the next phase should not be funded or that the concept should be revisited?	
What user-driven metrics will you use to measure satisfaction? Uptake?	
What system-oriented metrics will you use to measure scalability and other capabilities?	

## 2.4 – Updated Requirements

### *Security Requirements*

Include security requirements captured:

Security Requirement	Yes / No?	Explanation
FedRAMP Authorized		
FISMA Level Compliant		
Using PII / PCI	Yes	(e.g., will of use fake data)

### *Legal Requirements*

Describe any legal implications / requirements.

Consider the following:

- Is this, or should it integrate with, a System of Record? Yes/No
- Are you implementing this as an open source application under a particular license?
- Are there regulatory or statutory considerations?

### *Additional Requirements*

List any new other use case(s) or requirements found during the pilot. Include any changes to acceptance criteria or impacts to constraints and assumptions should be also be updated:

- Feature 1
- Feature 2

## 2.5 – Solution Recommendation

### ***Solution Recommendation***

If the solution recommendation has changed, please describe the alternate solution or whether to revisit the market research and analysis. *(Alternate solutions will require submission of a Pilot Request.)*

- Refer to Appendix for full AoA details.

## **2.6 – Funding**

### ***Requested Funds***

Provide funding request cost estimate for the prototype

**Prototype Cost = \$0.00 ( X amount of Total Cost of Full Implementation)**

### **Signatures**

#### ***Implementation Owner / ACIO***

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### ***Business Owner***

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 3 – Phase 3: Scale Request

### 3.1 – Prototype Results & Findings:

#### *Prototype Testing Results*

Summarize the testing results of the prototype. The document should list the use case(s) or requirements tested, the success criteria, actual results, and any constraints and assumptions.

- Link to [Use Case Template](#)

### 3.2 – Scale Approach

#### *Scaled Phase Approach*

Describe how criteria has changed.

	Final State	Implementation
Customer/User Base	(all federal workers in federal buildings)	
Service Provided	(e.g., crowdsourced building information)	
Scale	(all federal buildings)	
Solution/Platform	(e.g., mobile application)	
Legal Considerations		
Security Considerations		
Implementation Owner		
Business Owner		

### 3.3 – Measures of Success

#### *Success Criteria*

Describe the success criteria and how it will meet the identified measures of success.

Measures of Success	Success Criteria
Which metrics from the previous phases will be baselined in this phase?	
What additional measures will be used throughout Scale?	1. 2.

How are you obtaining customer/user feedback on the value of this investment?	
What customer/user-driven metrics will you use to measure satisfaction? Uptake?	
What quantitative and qualitative indicators will drive the rollout to the remaining users?	
What system-oriented metrics will you use to drive scalability and other capabilities?	

### 3.3 – Updated Requirements

#### *Security Requirements*

Include security requirements captured:

Security Requirement	Yes / No?	Explanation
FedRAMP Authorized		
FISMA Level Compliant		
Using PII / PCI	Yes	(e.g., will of use fake data)

#### *Legal Requirements*

Describe any legal implications / requirements

Consider the following:

- Is this, or should it integrate with, a System of Record? Yes/No
- Are you implementing this as an open source application under a particular license?
- Are there regulatory or statutory considerations?

#### *Additional Requirements*

List any new other use case(s) or requirements found during the pilot. Include any changes to acceptance criteria or impacts to constraints and assumptions should be also be updated:

- Feature 1
- Feature 2

### 3.4 – Funding

#### *Requested Funds*

Provide Full Implementation cost estimate:

ID	Description	Cost
3.3.1	Software Cost	
3.3.2	Implementation / Services Cost	
	TOTAL COST	\$0.00

### 3.5 – Cost Recovery Model

#### *Pay it Forward*

Business lines provide upfront cost for development and implementation. Describe how cost will be recovered in the out years

- O&M for outgoing years paid by business?
- O&M for enterprise platform increases the following FY?

#### Signatures

##### *Implementation Owner / ACIO*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

##### *Business Owner*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_