# OIT CUSTOMER PROJECT INTAKE PROCESS

## PORTFOLIO MANAGEMENT DIVISION
## STANDARD OPERATING PROCEDURE (SOP)

U.S. Department of Agriculture, Food and Nutrition Service
Office of Information Technology

United States Department of Agriculture
Food and Nutrition Service

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National Office – Braddock Place
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Alexandria, VA 22314

This document has been reviewed for Section 508 compliance as of 8/17/20.

# APPROVAL

## OFFICE OF INFORMATION TECHNOLOGY

This document approved by: JOSEPH SHAW Digitally signed by JOSEPH SHAW Date: 2020.08.17 17:03:13 -04'00'

**Joe Shaw** Date
PMD Director
Office of Information Technology

**APPLICABILITY**
This document applies to all branches within the Portfolio Management Division (PMD) of the Office of Information Technology (OIT) at the Food, Nutrition, and Consumer Services (FNCS). This document is approved for internal release.

**EFFECTIVE DATE**
This document is effective immediately upon approval.

## DOCUMENT REVISION HISTORY

| VERSION | DATE | AUTHOR | CHANGE DESCRIPTION |
|---|---|---|---|
| 1.0 | 9/28/2017 | IT Governance Support (ITG) | Created the Document |
| 2.0 | 5/31/2019 | ITG | Updated Document |
| 3.0 | 7/23/2020 | ITG | Updated content and diagram to clarify process; updated e-Library form screen capture; and made changes for Section 508 compliance. |
| 3.1 | 8/12/2020 | ITG | Updated reference to ITIRB to state “ITIRB or SEC” per IT Governance Manager guidance; updated signatory and Acting PMB Chief names. |
| 3.2 | 8/17/2020 | ITG | Corrected signatory table. |

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## ACRONYM LIST

| REFERENCE | DEFINITION |
|---|---|
| CIO | Chief Information Officer |
| FNCS | Food, Nutrition, and Consumer Services |
| FNS | Food and Nutrition Service |
| IT | Information Technology |
| ITG | Information Technology Governance |
| ITIRB | Information Technology Investment Review Board |
| OIT | Office of Information Technology |
| PMB | Program Management Branch |
| SDLC | Systems Development Lifecycle |
| SEC | Senior Executive Council |
| SOP | Standard Operating Procedure |
| TRB | Technical Review Board |
| USDA | United States Department of Agriculture |

# 1. PURPOSE

This document details the Standard Operating Procedure (SOP) for the Office of Information Technology (OIT) Customer Project Intake Process for the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) for both Systems Development Lifecycle (SDLC) and non-SDLC projects. The SDLC is used for all USDA FNS OIT projects related to information system and application development, developed either contractually or in-house, and is applicable across all FNS environments (e.g., workstation, server, mobile). Additionally, the OIT Customer Project Intake process also includes OIT projects that do not include development (non-SDLC), which must be managed due to the possible impact on systems, applications and users, and to ensure alignment with overall OIT goals and strategic plan.

# 2. BACKGROUND/SCOPE

As part of a Governance Initiative, OIT is implementing a new process for managing IT projects throughout the entire project life cycle. The OIT Customer Project Intake is the first step in that process. It provides a consistent method for submitting, managing, and tracking customer requests submitted for review and approval. The process will allow OIT leadership to assess the need for a proposed investment, and to evaluate each request's alignment with FNS and USDA strategic plans. OIT Leadership will determine whether to move the request forward for further review based on factors, including the impact and urgency of the request; budgetary, resource and regulatory constraints; benefits and risks; and prioritization in context with other requests and projects. Potential dependencies, conflicts and/or synergy with other requests and projects will also be considered. The outcome of the process is approval of the request to move to the next phase (Initiation), denial of the customer request, or holding the request for a future approval based on a variety of reasons (unavailable resources, budget constraints, time constraints, scope change, etc.).

# 3. CUSTOMER PROJECT INTAKE PROCESS

See **Appendix A** for Process Diagram.

## 3.1 Customer Request Submission

### 3.1.1 Completion of Questionnaire / FNS-888 Form

The customer completes the *Intake Process Application Questionnaire (FNS-888)* with specific information regarding the project, including contact information for follow-up. The Questionnaire includes:

- Type of Request (e.g., development, operations and maintenance, etc.)
- Reason for Request (e.g., new application, enhancement, etc.)
- Brief Description of Request (e.g., details about what is needed)
- Any currently existing applications that may be leveraged.

- Resources Required (e.g., software, hardware, etc…)
- Proposed Solutions (if known)
- Estimated Development Cost
- Estimated Operations & Maintenance Cost
- Ancillary Cost(s)
- Proposed Start Date (for project)
- Proposed Go-Live Date
- Proposed End-Date

A view of the FNS-888 Form is represented in **Appendix B**.

SharePoint link to the FNS-888 Form.

### 3.1.2 Approval Signatures

After completion of the FNS-888 *Intake Process Application Questionnaire,* the customer is required to gather approval signatures prior to submission to OIT. Required approval signatures are as follows:

| Title | Signatory |
|---|---|
| Program Office Executive | SES level in the Program Office |
| Financial Management Executive | David Burr |
| Chief Operating Officer | Dr. Tameka Owens |
| Assistant CIO | Kim Jackson |
| FNS Administrator | Pam Miller |

### 3.1.3 Submission of Questionnaire / FNS-888

The completed questionnaire / FNS-888 is submitted to OIT's Program Management Branch (PMB) using the email address OITProjectRequests@usda.gov. As soon as the questionnaire is sent in to the email inbox, an automatic response will be delivered to the person sending in the questionnaire informing them that the questionnaire has been received and that they will be contacted by an OIT representative within ten (10) business days.

Every completed questionnaire is stored in the OIT Project Intake repository located here:

Link to OIT Project Intake Repository

## 3.2 Customer Intake Form Review

With each incoming request, PMB assigns an OIT Project Manager or an OIT support team member to review the request and respond to the customer within ten (10) business days from initial questionnaire receipt.

PMB may set up a Customer Intake Meeting to further discuss the request. This may include further high-level questions about the stakeholders, the system, features/ functions. This type of meeting will end with PMB having a better understanding of the customer's needs, and the customer having an understanding of the next steps and possible timeframe of the approval process. See **Appendix C** for a copy of the *Customer Intake Meetings – Project High-Level Requirement Proposed Questions* which includes a list of possible questions for the meeting.

A spreadsheet tracker is available in the OIT Project Intake repository to track all proposed project requests and verify the assigned PMs, the dates the questionnaires are submitted, the dates the customer is contacted by OIT, and all other details about the status of the project request. The PMs designated by PMB to track, manage, and update the spreadsheet tracker are responsible for gathering this information on a weekly basis and updating the spreadsheet accordingly to ensure it is up-to-date and managed properly.

## 3.3 Technical/OIT Leadership Review

The next steps will vary depending on the type, size and complexity of the request; resource availability; and FNS/OIT priorities and strategic plan.

### 3.3.1 Technical Review Board (TRB) Review

If needed, the request may be sent to the TRB for review and recommendations on possible solutions based on their specific expertise. The TRB will review the request and make recommendations/solutions to be considered by OIT Leadership. The TRB usually meets monthly, but may meet more frequently for urgent or high demand.

### 3.3.2 OIT Leadership Review

If needed, the request may be reviewed by OIT Leadership to determine resource availability, feasibility, and desirability. This level of review again will depend on the type, size, and complexity of the request; resource availability; and FNS/OIT priorities and strategic plan. This may be a simple review of IT resource availability by the PMB Manager or may require additional approval from others in OIT Leadership. All recommendations/solutions from the TRB will be reviewed by OIT Leadership.

### 3.3.3 ITIRB or Senior Executive Council Review

Certain requests may need further review based on the type of request; size, type or scope of the request; or the impact or interaction of the request on IT systems or users. These projects are referred to the Information Technology Investment Review Board (ITIRB) or the Senior Executive Council (SEC) for review. OIT Leadership presents the request to ITIRB or SEC and the request is reviewed to determine resource availability in context with other requests, regulatory and resource constraints, and overall goals and strategic plan. Approved requests become projects. OIT Leadership and PMB will work together with the customer to determine and assign project roles and responsibilities. The project then moves to the Initiation Phase of the SDLC or non-SDLC process. OIT Leadership determines the next steps for requests that are not approved by ITIRB or SEC.

## 3.4 Decision or Recommendation/Solution Returned to Customer

Possible outcomes after Technical/OIT Leadership Review:

### 3.4.1 Customer Request Approved To Move Forward

The customer request is approved by OIT Leadership to move forward. In some cases, customer requirements may be addressed by utilizing more than one solution. PMB verifies the recommended approach with the customer. PMB will speak with customer to ensure that the customer wishes to continue. Depending on the type, size and resources needed for the request, the project may need to go to the ITIRB or SEC for further approval and prioritization.

If the customer accepts the recommended project solution proposed by OIT, the request becomes a project and OIT Leadership and PMB will collaborate with the customer to determine and assign project roles and responsibilities. The project then moves to the Initiation Phase of the SDLC or non- SDLC process.

### 3.4.2 Customer Request Denied

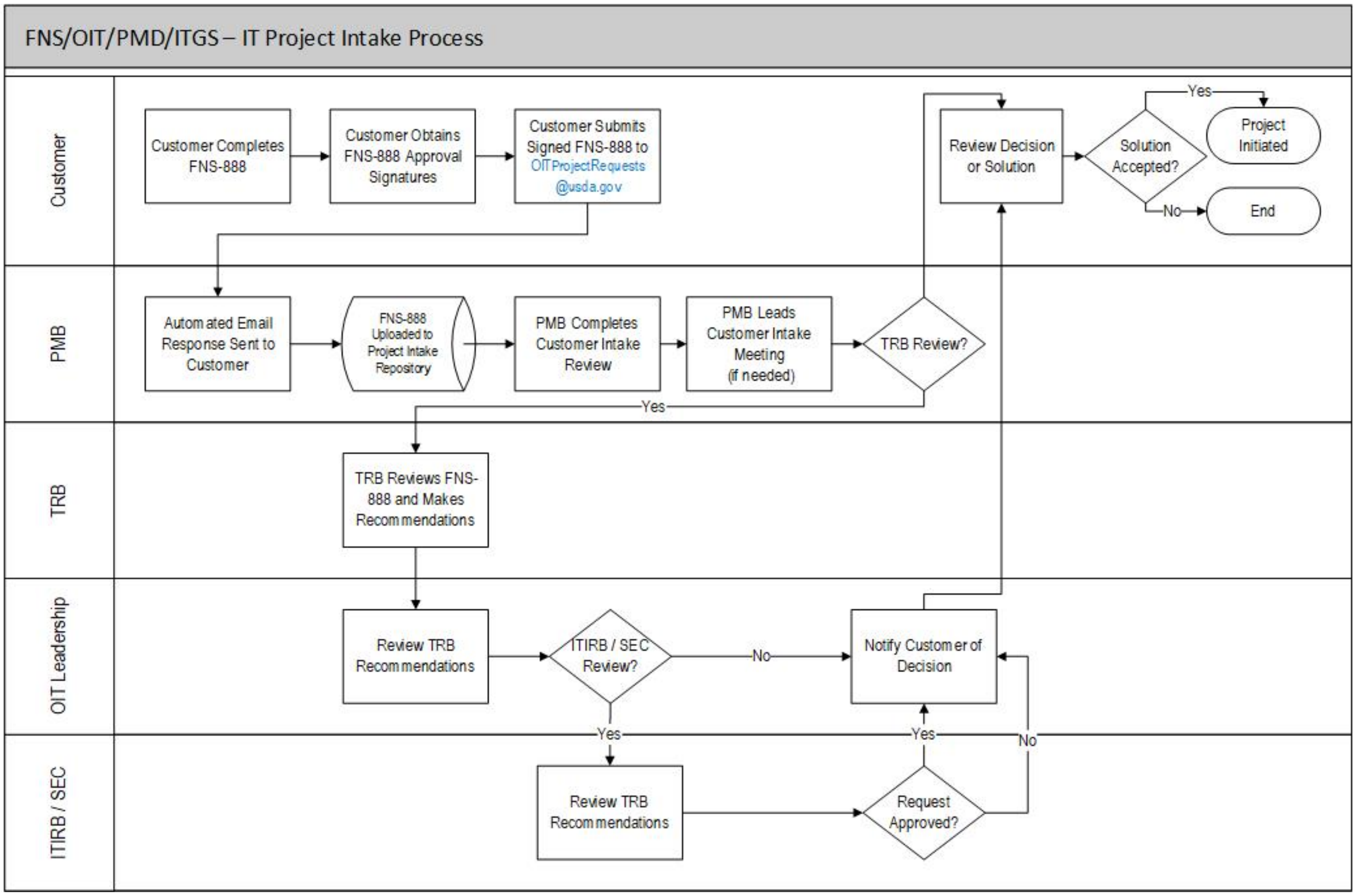
The customer request may be denied by OIT Leadership. The customer may choose to evaluate the reasons for denial and resubmit a new FNS-888 form.

# 4. CONCLUSION/RECOMMENDATION

The OIT Customer Intake process is an important step in OIT Governance and ensures that all IT Projects are properly managed. PMB will work closely with OIT customers to get a clear understanding of all proposed projects and their impact on IT systems and users; present and coordinate with OIT Leadership, TRB and ITIRB or SEC for any required reviews; and work with the customer and OIT Leadership to determine and assign roles and responsibilities once a request is approved as a project. All approved projects will then move into the first stage of the SDLC or non- SDLC process.

A process diagram, the Customer Intake Process Application Questionnaire, and the Customer Intake Meetings document, which lists possible questions PMB may discuss with customers during the Customer Intake Meeting, are included in the Appendices.

# APPENDIX A – OIT CUSTOMER PROJECT INTAKE PROCESS



# APPENDIX B – INTAKE PROCESS APPLICATION QUESTIONNAIRE

Print

UNITED STATES DEPARTMENT OF AGRICULTURE
Food and Nutrition Service
Office of Information Technology
**INTAKE PROCESS APPLICATION QUESTIONNAIRE**

Name: ____________ Phone: ____________

Title: ____________ Email: ____________

Please answer the questions below to the best extent possible.

**Type of Request: (Check One)**

- ☐ Development
- ☐ Operations and Maintenance (O&M)
- ☐ Commercial Off the Shelf (COTS)
- ☐ Not Applicable/Unknown

**Reason for Request: (Check One)**

- ☐ New Application
- ☐ Operations Support
- ☐ Enhancement
- ☐ Emergency

Other ____________

**Brief Description of Request:**

**Can any in-house applications from our service catalog suffice needs? If so, please specify the application. If unknown, please write "Unknown".**

**What resources are required? (i.e. software, hardware, tools, PM support):**

**Proposed approach to solution (i.e. internal development, contract support, COTS):**

Estimated development cost? ____________

Estimated O&M cost? ____________

Ancillary costs (i.e. server cost)? ____________

Proposed Start Date? ____________

Proposed Go-Live Date? ____________

Proposed End-Date? ____________

Approved:

Program Office Executive: ____________

FM Executive: ____________

Assistant CIO: ____________

Chief Operating Officer: ____________

FNS Administrator: ____________

Please complete the form and obtain all signatures. Submit the signed form to OITProjectRequests@usda.gov

FNS-888 (08-20) Previous Editions Obsolete SBU Electronic Form Designed in AEM Version 6.4

# APPENDIX C – CUSTOMER INTAKE MEETING QUESTIONS

## OFFICE OF INFORMATION TECHNOLOGY
PROGRAM MANAGEMENT BRANCH
Customer Intake Meetings – Project High-Level Requirement Proposed Questions

**PURPOSE:** This document provides a list of possible High-Level "To-Be" Requirement questions that can be utilized during the initial meetings between the Business Owner and representative from the Program Management Branch (PMB). These questions will allow OIT to obtain a better understanding of the Business Owner's specific needs and will contribute to a more informed project solution/recommendation. This document serves as a guide to general high-level requirement questions, but not every question will apply to the specific project need, nor are all necessary questions listed. It is the responsibility of the PMB representative to lead the meetings with the Business Owner and ask the necessary questions in order to understand as much as possible about the Business Owner's needs and allow OIT to provide the best possible support.

**QUESTIONS:**

### Stakeholders

- Who are the stakeholders for this system?
- Who is the project sponsor?
- Who is the primary point of contact for system questions, including business rules?
- What are the stakeholders' high level objectives for this system?
- How do these objectives tie in with the organization's mission?
- How would this system impact current business process?
- What are the tangible and intangible benefits of developing this system?
- Are there any metrics that need to be collected to meet stakeholder needs?
- What will be the name of the "To Be" system?

### System

- Will this system replace an existing system? If so, which one?
- What are the likely types of upgrades or modifications to the system?
- What issues in the current systems do you wish to rectify in the proposed system? (bug fixes, data flow correction, additional data fields, soft coding of rules etc.)
- Can you provide a list of known errors that need to be fixed in the proposed system?
- Do you have performance problems that need to change?
- Do you have functional limitations that you'd like to change?
- Do you have data in the current system that needs to be transferred to the new system? What format is this data in and can it be exported, e.g. to a .csv text file? How large is the data in megabytes?

### Features/Functions

- What are the basic business functions/purposes of the system (vision & features of the proposed system)?
- Do you have to do things manually that you would like to automate?
- Where is the system expected to be used (FNS, FNCS, only internally, across regions, externally, public facing, etc.)?

## Reports

- What reports are expected from the system? Do you have sample reports that you can provide?
- What should be the format of the report/s? (e.g., PDF, Word, etc.)

## Users

- Will the system have different user profiles/roles?
- How many users are expected to access the system? How many concurrent users?
- Shall the system be configurable by each user according to personal preferences?
- How many people will have administrative rights and ability to make changes to the system's functionality (e.g. add users, delete/modify/view information they themselves did not create)?
- Are there periods of low/no usage?

## Login

- How do the users and administrators uniquely identify themselves to the system (e.g. username, e-eAuth ID etc.)?
- What will be the user registration process?
- Will the system keep logs of successful/unsuccessful usage attempts?
- Will the system prevent user from logging in after certain number of unsuccessful usage attempts?
- Will the system allow user to retrieve/reset password?

## User Sessions

- Should user session end after a given period of inactivity?

## Compliance/Constraints

- What sensitive information must be protected?
- What measures shall be taken to prevent attacks from malicious software?
- What are the underlying technologies to be used in order to develop, operate and test the system? (Business Rules, Assumptions, Software Constraints)?
- Are there any internal standards, guidelines or procedures to comply with (e.g.: 508)?
- Should the system be compliant with corporate style guides, logos, etc.?
- Would the system require a browser to operate? If yes, which browsers and versions?
- Are there any current copyrights in the system that must be protected?
- Are there any technical standards that must be complied with, e.g. code must be written using certain naming convention?

- Any reliability constraints? Acceptable downtime? Can you cope if the system is shut down overnight? For an hour during the day? For a whole day?
- Are there any hardware constraints to be considered?
- Are there any additional constraints to be considered?

## Data Requirements

- What would the process of communication entail? (Data inputs, outputs, report generation)
- Are there specific data sources the systems uses? Specific data destinations?
- Is there any existing documentation/guides for business rules?
- Is there a data model that specifies proposed entities and relationships for the system?
- What other systems, if any, will this system integrate/communicate with (e.g., export data to a financial system, import data from Excel, etc.)?
- Will there be a need to encrypt any of the information exchanges? Please provide details.
- Describe what your current back-up regime is (e.g. tape back-up one/day) and if/how you expect the new system to fit in with this. For example would it be a major disaster if you lost the last 30 minutes of work or would you be happy reverting to yesterday's/last week's version?

## Data Migration (From "As Is" to "To Be" system)

- What database have you been using up to now?
- Do you have existing data that needs to be transferred to the new system?
- What data should be migrated to the new system? (e.g. last 3 months, last 6 months, last year, all the data, etc.)
- What format is this data in and can it be exported? (e.g. to a .csv text file)
- Are the desired fields of data importable into the new system?
- How large is the data in megabytes?

## Language/Date

- What languages will be displayed in each user interface? (e.g. English, Spanish…)
- What format should be used to display the dates?
- Should the time zone be managed and displayed?

## Support

- Should the system provide any customer support?
- If yes, what levels of support should be available?
- What documentation will be available for the support group?
- Will someone on your team help develop test cases to ensure that test scenarios reflect business needs?

## Security