**United States Department of Agriculture**

Food and Nutrition Service



**FNS Office of Information Technology**

**Portfolio Management Division (PMD)**

**FNS Performance Measures Template**

**for**

**[Project or System Name]**

**Version 1.1**

September 09, 2013

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| 1.2 |  |  |  |
| 1.3 |  |  |  |

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**Contents**

[Glossary 4](#_Toc366504500)

[1. Introduction 5](#_Toc366504501)

[1.1. Performance Measures: Project Initiation & System Design 5](#_Toc366504502)

[1.2. Performance Measures: Software Development 6](#_Toc366504503)

[1.3. Performance Measures: Helpdesk 7](#_Toc366504504)

[1.4. Performance Measures: IT Investment Performance 8](#_Toc366504505)

[Appendix A: References 11](#_Toc366504506)

[Approvals/Signatures 12](#_Toc366504507)

# **Glossary**

| **Acronym** | **Description** |
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# **Introduction**

Performance measurement is the process whereby an organization establishes the parameters within which programs, investments, projects and acquisitions are reaching the desired results in support of mission goals. Performance measures are benchmarks for evaluating how IT investments and projects can be more efficient, effective, and obtain better results to support an organization’s mission, goals, and objectives. Measurement is vital in determining what a project is accomplishing and whether the results are being achieved. The Government Performance Results Act (GPRA) requires the Department to establish performance plans with performance goals. These goals should define the level of performance to be achieved by a program activity and the need to express these goals in an objective, quantifiable, and measurable form. Office of Management and Budget (OMB) Circular A-130 mandates agencies use performance measures to ensure that IT investments are managed efficiently and effectively.

## Performance Measures: Project Initiation & System Design

| **#** | **Desired Outcomes** | **Required Service** | **Performance Standard** | **Monitoring Method** | **Incentives/Disincentives for Meeting or Not Meeting the Performance standards** |
| --- | --- | --- | --- | --- | --- |
| 1. | The contractor shall have a thorough understanding of the underlying business process | Key program managers will be interviewed, system inputs and outputs analyzed and all the results shall be documented. | All architectural, security, system and cost restraints shall be analyzed; the contractor shall present an accurate representation of the current system status, both narrative and via graphic depictions. Both shall demonstrate a com­plete understanding of current status and desired goal. | Reports shall be analyzed by all major stakeholders in the process, including security experts and a sampling of internal and external customers. | Has to be defined by the PM and agreed upon by the contractors |
| 2. | All phases of the project are completed on time | Delivery of interim reports, recommendations, designs, installations, and implementations are all completed on time. | 100% compliance is required. Early or late delivery shall impact the performance | Periodic reviews of work-in-progress; 100% inspection of all deliverables by all major stakeholders. | Has to be defined by the PM and agreed upon by the contractors |

## Performance Measures: Software Development

| **#** | **Desired Outcomes** | **Required Service** | **Performance Standard** | **Monitoring Method** | **Incentives/Disincentives for Meeting or Not Meeting the Performance standards** |
| --- | --- | --- | --- | --- | --- |
| 1. | Enterprise architecture standards shall be met, along with functional requirements. A successful Operational Capability Demonstration (OCD) will be performed prior to full implementation. | All functional require­ments shall be met; software delivered shall comply with enterprise architecture standards, including security. | All architectural requirements shall be met. Functional requirements shall be prioritized to allow for not more than 1% deviation for each requirement. OCD results will be analyzed in accordance with the QAP. | Review OCD test results and analyses to ensure that required functionality is provided. Obtain and analyze user feedback. Review documentation for enterprise architecture compliance. | Has to be defined by the PM and agreed upon by the contractors |
| 2. | User guides and other documentation provided are accurate, complete, and easy to use. | Documentation shall meet agency requirements for accuracy, completeness, and ease of use. | 100% of the documentation provided meets the stated standards. | Review documentation via Independent Verification and Validation (IV&V) to ensure functions and operations are properly documented. Survey system administrator(s) for ease of use. | Has to be defined by the PM and agreed upon by the contractors |
| 3. | Interfaces with all system components are fully functional and seamless to the users. | Software provided shall be fully compatible with and integrated into the existing LAN and software suite. | 100% compliance is required for customer satisfaction, performance, and utility. | Review system administration logs, noting any service interruptions; contact users; conduct IV&V tests using commercial performance tests. | Has to be defined by the PM and agreed upon by the contractors |
| 4. | Software capable of performing the requisite functions shall be delivered in accordance with the stated schedule, including shorter-term milestones. | Delivery dates set forth in the contract are met or exceeded. | The stated delivery date shall be met unless the Government and the Contractor agree to a new completion date. | 100% inspection. | Has to be defined by the PM and agreed upon by the contractors |
| 5. | All the data has to be transferred from the legacy system to the new system. | Data in existing files shall be transferred to the new system(s) with minimal loss of productivity and data. | 98% of data transferred to new system suffers no conversion errors and is usable when new systems are made available. | Review user complaints/ trouble tracking, noting errors due to data con-version, improper software function, programming problems, and/or user inexperience. | Has to be defined by the PM and agreed upon by the contractors |
| 6. | Training provided is appropriate for the users' needs, ranging from desktop users to system administrators. | Upon completion of training, each user is able to function at not less than an 85 %( could be higher) level. (Full proficiency requires actual hands-on experience.) | 75% of users trained can perform at the 85% proficiency level. | User surveys; proficiency tests; validated calls to and response by system administrators; audit of training course(s) by program manager. | Has to be defined by the PM and agreed upon by the contractors |

## Performance Measures: Helpdesk

| **#** | **Desired Outcomes** | **Required Service** | **Performance Standard** | **Monitoring Method** | **Incentives/Disincentives for Meeting or Not Meeting the Performance standards** |
| --- | --- | --- | --- | --- | --- |
| 1. | Customers calling the help desk shall be able to contact a support staff member from 7:00 a.m. to 7:00 p.m., M-F | The help desk shall be adequately staffed, with a sufficient number of incoming lines to handle potential trouble calls. | 99% of calls are answered on the customer’s first attempt. | Survey customers and evaluate feedback. Inspect call logs. (Trend analysis.) | Has to be defined by the PM and agreed upon by the contractors |
| 2. | Time to resolve customer problem or answer question is as short as possible; the need to dispatch personnel is minimized. | Time to resolve problems/answer questions is within the time frames set forth in the SOW or in the Service Level Agreement (SLA). | 96% of calls received are resolved within 1 business day. | Random sampling of call activity logs, showing time of receipt of call and closeout of trouble. Tickets. (Trend analysis.) | Has to be defined by the PM and agreed upon by the contractors |
| 3. | Help desk personnel are courteous and efficient. | Personnel answering telephones shall be courteous and shall accurately and efficiently log in all incoming calls. | No more than 2 complaints are made per month regarding courtesy and/or lost/late messages. | Sample/test calls will be made to the Help Desk; customer surveys; complaints will be investigated and resolved within 1 week of filing. | Has to be defined by the PM and agreed upon by the contractors |

## Performance Measures: IT Investment Performance

| **#** | **Fiscal Year** | **Strategic Goal(s) Supported** | **Measurement Area** | **Measurement Category** | **Measurement Grouping** | **Measurement Indicator** | **Baseline** | **Target** | **Actual Results** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. |  | Strategic Goal 4:  Ensure that All of America’s Children Have Access to Safe, Nutritious, and Balanced Meals | Mission and Business Results | The mission and business results measurement area within the PRM is a major component of the “line of sight” that must indicate what results,  (i.e., outputs or outcomes) are expected to be achieved from the IT investment. | Identify the applicable and relevant measurement grouping pertaining to the IT investment | Identify the applicable and relevant measurement indicator pertaining to the IT investment | Identify the baseline metric for the identified measurement indicator | Identify the optimum target metric for the identified measurement indicator | Identify actual results obtained for the particular metric |
| 2. |  | Strategic Goal 4:  Ensure that All of America’s Children Have Access to Safe, Nutritious, and Balanced Meals | Processes and Activities | The Process and Activities Measurement Area of the PRM must identify and define the system, product, or service that will directly result from the process an IT initiative supports. The processes and activities measurement  area is comprised of six categories: financial, productivity and efficiency,  cycle time and timeliness, quality, security and privacy, and management  and innovation. | Identify the applicable and relevant measurement grouping pertaining to the IT investment | Identify the applicable and relevant measurement indicator pertaining to the IT investment | Identify the baseline metric for the identified measurement indicator | Identify the optimum target metric for the identified measurement indicator | Identify actual results obtained for the particular metric |
| 3. |  | Strategic Goal 4:  Ensure that All of America’s Children Have Access to Safe, Nutritious, and Balanced Meals | Customer Results | The purpose of the  customer results measurement area is to identify the customer  relationship, articulate how it can be measured, and identify subsequent  improvements made over time. The customer results measurement indicator captured in this  measurement area will be associated with the most external customer of  the process or activity the IT initiative supports (e.g., citizens, businesses, or other governments). | Identify the applicable and relevant measurement grouping pertaining to the IT investment | Identify the applicable and relevant measurement indicator pertaining to the IT investment | Identify the baseline metric for the identified measurement indicator | Identify the optimum target metric for the identified measurement indicator | Identify actual results obtained for the particular metric |
| 4. |  | Strategic Goal 4:  Ensure that All of America’s Children Have Access to Safe, Nutritious, and Balanced Meals | Technology | The Technology Measurement Area addresses key elements of  performance directly relating to the IT initiative. An IT initiative can  include applications, infrastructure, or services provided in support of aprocess or program. | Identify the applicable and relevant measurement grouping pertaining to the IT investment | Identify the applicable and relevant measurement indicator pertaining to the IT investment | Identify the baseline metric for the identified measurement indicator | Identify the optimum target metric for the identified measurement indicator | Identify actual results obtained for the particular metric |

# **Appendix A: References**

Insert the name, version number, description, and physical location of any documents referenced in this document. Add rows to the table as necessary.

The following table summarizes the documents referenced in this document.

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| --- | --- | --- |
| **Document Name** | **Description** | **Location** |
| Document Name and Version Number | Document description | URL or Network path where document is located |
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# **Approvals/Signatures**

The undersigned acknowledge that they have reviewed the [name of document] document and agree with the information presented within this document. Changes to this document will be coordinated with, and approved by, the undersigned, or their designated representatives.

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| Title: |  |  |  |
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