**United States Department of Agriculture**

Food and Nutrition Service



**Office of Information Technology**

**Portfolio Management Division (PMD)**

**FNS Operational Analysis Template**

**for**

**[Project or System Name]**

**Version 1.1**

September 09, 2013

**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Change Description** |
| 1.0 | 03-18-2012 | IT Governance Branch (ITGB) | Created the document. |
| 1.1 | 09-09-2013 | IT Governance Branch (ITGB) | Re-formatted the document. |
| 1.2 |  |  |  |
| 1.3 |  |  |  |

**Contact Information**

|  |  |
| --- | --- |
| **Area of Concern** | **Contact Person** |
| IT Governance Lead | Kevin Russ |
| SDLC Coordinator | Syed Jaffery |
| ITIRB Coordinator | Sunny Dilawari |
| Portfolio Management Division Director, Chief Portfolio Officer | Jacqueline Butler |
| Program Management Branch Chief | Allison Willcox |

Contents

[Glossary 4](#_Toc366505124)

[1. Operational Analysis Review Form (for Steady-State/Maintenance Investments) 5](#_Toc366505125)

[1.1. Administrative Information 5](#_Toc366505126)

[1.2. Project Description 5](#_Toc366505127)

[1.3. Mission Analysis 5](#_Toc366505128)

[1.4. User / Customer Assessment 5](#_Toc366505129)

[1.5. Gap Analysis 5](#_Toc366505130)

[1.6. Performance Goals and Measures 5](#_Toc366505131)

[1.7. User/Customer Analysis 6](#_Toc366505132)

[1.8. Project Summary 6](#_Toc366505133)

[1.9. Budget (all sources) 6](#_Toc366505134)

[1.10. Gap Analyses 7](#_Toc366505135)

[1.11. Opportunities 7](#_Toc366505136)

[1.12. Plans 7](#_Toc366505137)

[Appendix A: References 8](#_Toc366505138)

[Approvals/Signatures 9](#_Toc366505139)

# 

# Glossary

| **Acronym** | **Description** |
| --- | --- |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

# Operational Analysis Review Form (for Steady-State/Maintenance Investments)

## Administrative Information

|  |  |
| --- | --- |
| System Title |  |
| Agency/Office |  |
| Date of Operational Analysis |  |
| System Manager |  |
| System Sponsor |  |
| Submission Date |  |

## Project Description

Provide a brief summary describing the system (or asset) and a description of the business processes that the system supports.

## Mission Analysis

1. For each Departmental strategic goal that the system supports, provide one paragraph explaining how the system is continuing to meet Departmental strategic goals.
2. Describe how the project supports the Department’s eGovernment strategy. Provide one paragraph for each strategy where a linkage exists. If no linkage exists, provide justification and/or date of next eGovernment strategy review.

## User / Customer Assessment

Briefly describe the system's users and the process (e.g., surveys, user group meetings, customer focus groups, reviews of help desk logs, etc.) used to assess user/customer satisfaction. Summarize the results of surveys or other user/customer inputs, and usage trends. Is the existing system providing customers the needed functionality and performance?

## Gap Analysis

Identify the need for additional functionality and/or performance enhancements. Examine gaps in supporting the agency’s and Department’s strategic goals, technical performance limitations, and/or results from the user/customer survey.

## Performance Goals and Measures

For the prior and current fiscal year, provide the OMB Exhibit 300 Performance Goals and Measures (Section 1, Part C) table(s) with prior year actual results and current year interim results, if known. Complete the tables below. If the project collects, manages or reports to other performance goals and measures, add rows to record those goals and measures.

| **Year** | **Measurement Area** | **Measurement Category** | **Measurement Indicator** | **Baseline** | **Planned Improvements to the Baseline** | **Actual Results** |
| --- | --- | --- | --- | --- | --- | --- |
| **Current - 2** |  |  |  |  |  |  |
| **Current - 1** |  |  |  |  |  |  |
| **Current** |  |  |  |  |  |  |
| **Year** | **Measurement Area** | **Measurement Category** | **Measurement Indicator** | **Baseline** | **Planned Improvements to the Baseline** | **Actual Results** |
| **Current + 1** |  |  |  |  |  |  |
| **Current + 2** |  |  |  |  |  |  |
| **Current + 3** |  |  |  |  |  |  |
| **Current + 4** |  |  |  |  |  |  |

## User/Customer Analysis

Based on your user/customer inputs, is actual performance consistent with user/customer expectations, or do the current performance goals reflect current user/customer functional or performance requirements? Has the system exceeded expectations, and the performance measures need to be re-baselined?

## Project Summary

|  | **OMB-Approved Baseline** | | | | | | **Actual Outcome** | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description of Milestone** | **Schedule** | | | | **Planned Cost** | **Funding Agency** | **Schedule** | | **Percent Complete** | **Actual Cost** |
| **Start Date** | **End Date** | | **Duration (in days)** | **Start Date** | **End Date** |
|  |  |  | |  |  |  |  |  |  |  |
|  |  |  | |  |  |  |  |  |  |  |
|  |  |  | |  |  |  |  |  |  |  |
| **Date this system was implemented:** | | |  | | | | | | | |

## Budget (all sources)

| **PY-1 and Earlier** | **PY** | **CY** | **BY** | **BY+1** | **BY+2** | **BY+3** | **BY+4 and Beyond** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| $ | $ | $ | $ | $ | $ | $ | $ |
| $ | $ | $ | $ | $ | $ | $ | $ |
| $ | $ | $ | $ | $ | $ | $ | $ |
| $ | $ | $ | $ | $ | $ | $ | $ |
| Estimated total cost at completion: | | | **$** | | | | |

## Gap Analyses

Based on the customer /user requirements and performance analysis, discuss the root cause of a gap, and what, if any, additional functionality or performance is required.

## Opportunities

Based on the gap analysis, identify opportunities to improve functionality and/or performance (effectiveness and/or efficiency). These opportunities may include investing in new technology, business process reengineering, and/or collaborating with any other investments. If applicable, discuss how any of the government’s eGov initiatives can be leveraged.

## Plans

Describe your near-term (i.e., 1 – 2 year) plans for the system. If the system is to be enhanced or terminated in the near term, summarize the actions to be taken.

# 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.

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

# 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.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Print Name: |  |  |  |
| Title: |  |  |  |
| Role: | [Project or System Name] Project Manager |  |  |
|  |  |  |  |
| Signature: |  | Date: |  |
| Print Name: |  |  |  |
| Title: |  |  |  |
| Role: | [Project or System Name] Business Owner |  |  |
|  |  |  |  |
| Signature: |  | Date: |  |
| Print Name: |  |  |  |
| Title: |  |  |  |
| Role: | Organization’s Approving Authority |  |  |