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| **Funnel Entry Date:**  (Use for tracking, aging and analysis in the Kanban) | **Epic Owner:**  Kellie Condon | | | | **Key Stakeholders:**  Jonathan Nebeker (or Epic Owner), Jacob Aaronson, Shane McNamee | |
| **Epic Description:**  **For** OCI  **Who** need enabling activities  **The** business support staff across OCI provide ongoing enabling activities for actions, administration, budget, contract, communication, human resource, and knowledge management services  **Is** an enabler epic  **That** allows OCI to meet its mission through the establishment and management of core support services  **Unlike** not having business support  **Our solution** allows OCI to meet its mission through the establishment and management of core support services | | | | | | |
| **Business Outcome Hypothesis:**  **Objective + Key Result**   1. In order to achieve the current defined mission  * fill 90% of staff positions when not in a hiring freeze * 95% of budget spent by end of FY  1. In order to ensure OCI partners understand how to receive value from OCI  * 70% of OCI partners have access to the information they need to know how to access OCI services  1. In order to ensure OCI employees have the information they need to deliver value  * 70% of OCI employees know how to navigate to the OCI homepage where information is available to help them do their job  1. Relaunch of SAFe Implementation  * Epics written for all OCI work * LPM used to finalize FY26 budget plan * 90% of OCI staff have attended Leading SAFe training | | | | **Leading Indicators:**   * 1. New vacancies either have USA jobs announcement requested or new PD submitted for evaluation within 20 days of vacancy.   2. IMS for OCI contracts completed and reviewed with SAC-V during biweekly meetings for any schedule slippage.   2.1 EHRM KLAS survey – Communication measure improves 10%   * 1. AES Communication measures stay at current high levels (#3)   2. Every month during the All Staff, poll with one question to interact with the staff   3. Once a year during the All Staff, poll a summary of all questions posed over the year to determine improvement year-to-year   4. OCI strategic initiatives written as epics & lean business cases by January end   5. 50% of organization trained by April end | | |
| **In Scope:**   * **Hiring tracking** * **Managerial Accounting** * **Performance management for OCI, including AchieveIT and SES performance.** * **SAFe Scaling for the enterprise** * **MS PowerApps development** * **MS SharePoint dev and management** * **Mailgroup Management** * **Internal Comms (OCI employees)** * **External Comms (VA partners and External to VA partners)** * **Actions management** * **JIF** | | **Out of Scope:**   * **Execution of Informatics work** * **Management of division staff** | | | | **Nonfunctional Requirements:**   * **Privacy** * **Security** * **Fair hiring practices** * **Compliance with FAR** |
| **Minimum Viable Product (MVP) Features**   * **Continuing to provide white glove service to supervisors in OCI to make the hiring process easier** * **Close integration at the I&O level with SAC-V including weekly sync meetings around IMS** * **1 contracting simplification each FY (OIP in FY25)** * **PM for the following contracts:**   + **Lean-Agile Coaching Contract oversight**   + **DoD Collaboration Support (HIBL, HEC)** * **1 PowerApp developed per FY for OCI wide need (not part of another epic)** * **2 sharepoint solutions addressed per FY** * **Monthly All Staffs, Weekly Spotlights, Friday Fives** * **Oversight Body management (Congress, GAO, OIG, Unions)** * **Actions tracker used to deliver timely responses to chain of command** | | | **Additional Potential Features**   * **Use of LPM to manage investment portfolio** * **For all OCI OKRs, data is accessible to executives in order to connect value delivered to investment** * **1 PowerApp developed per FY for OCI wide need (not part of another epic)** * **2 sharepoint solutions addressed per FY** * **Quarterly achievement reports** * **Effective communications about EHRM governance** * **Ability to support VHA EHRM Governance - biweekly newsletter; EHRM SharePoint; EHRM Executive Committee Meeting facilitation; Annual National Council meeting facilitation; AdHoc Communications Strategic planning for EHRM** * **Weekly SAFe Implementation messaging** | | | |
| **Analysis Summary:**  (Brief summary of the analysis that has been formed to create the business case). | | | | | **Go / No-Go:**  (Go, or No-Go recommendation) | |

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| **Solution Analysis** | |
| **Which Internal and/or external customers are affected, and how?**  Business Support staff performs enabling functions that allow:   * OCI staff to have the information, resources (staff and contracts), and tools needed to do their jobs. * OCI partners in VA to understand OCI’s role and how we can help them. * OCI partners on the hill and OCI oversight partners to receive timely responses to their inquiries. | |
| **What is the potential impact on solutions, programs and services**?   * OCI staff understand business support staff roles and how we can help them. * OCI staff can find the information, resources, and tools needed to do their jobs. * We are providing services to meet the VHA mission by giving our customers the tools & information they need to perform. * Customers find our services within OCI invaluable. They know how to appropriately interact with our products, services, and teams. | |
| **What is the potential impact on sales, distribution, deployment and support?**  This is not applicable to this EPIC. | |
| **Forecasted Costs** | |
| **MVP Cost:**  17 FTE  Additional feature cost  $225K for tooling  $3.75M for agile coaching  ~$4.1M for KM and Comms activity including national EHRM comms | **Estimated Implementation Cost:**  (What is the estimated investment (cost) of full implementation of the epic if the MVP hypothesis is proven true? This estimate is refined over time)  Initial estimate: *This can be expressed as a range.*  Refined estimate(s): *Identify material updates to the estimated implementation cost, usually informed from experiments* |
| **Forecasted Returns** | |
| **Type of Return:**  (Market share, increased revenue, improved productivity, new markets served, etc.) | |

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| **Development Strategy** |
| **In-house or Outsourced Development:**  Dual strategy |
| **Incremental Implementation Strategy:**  (Epics are defined as a single whole, but each epic undergoes incremental implementation. Click [here](http://www.scaledagileframework.com/implementation-strategies-for-business-epics/) for details on potential strategies.) *recurring services, tracked as required* |
| **Sequencing and Dependencies:**  (Describe any constraints for sequencing the epic and identify any potential dependencies with other epics or solutions) *recurring services, tracked as required per output* |

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| **Additional Supporting Data** |
| **Attachments:**  (Other supporting documentation, links to other data, feasibility or trade studies, models, market analysis, etc., that were used in the creation of the business case) |
| **Other Notes and Comments:**  (Any additional miscellaneous Information relevant to LPM) |