

## APPENDIX D— OPERATIONAL ANALYSIS REVIEW

Operational analysis is the comparison of the performance of an IT asset or system to an established baseline. At a minimum, performance measures should include 1) how well the asset supports its customers and stakeholders and 2) how well the asset is managed by the agency. The results of this analysis are recommendations to agency managers as to the asset's continued use, modification, or termination.

Below is a form that agencies can use to show that they have conducted an operational analysis on a Steady-State asset or system.

<b>Operational Analysis Review Form (For Steady-State Investments)</b>	
<b>1. Administrative Information</b>	
System Title	
Agency/Office	
Date of Operational Analysis	
System Manager	
System Sponsor	
Submission Date	
<b>2. Project Description</b>	
Provide a brief summary describing the system (or asset) and a description of the business processes that the system supports.	
<b>3. Mission Analysis</b>	
<b>3.a.</b> For each Departmental strategic goal that the system supports, provide one paragraph explaining how the system is continuing to meet Departmental strategic goals.	
<b>3.b.</b> 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.	
<b>4. User / Customer Assessment</b>	
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?	

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**5. 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.

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**6. 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	Strategic Goal(s) Supported	Existing Baseline	Planned Performance Improvement Goal	Actual Performance Improvement Results	Planned Performance Metric	Actual Performance Metric 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						

**7. 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?

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**8. Project Summary**

	<b>OMB-Approved Baseline</b>	<b>Actual Outcome</b>
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Description of Milestone	Schedule			Planned Cost	Funding Agency	Schedule		Percent Complete	Actual Cost
	Start Date	End Date	Duration (in days)			Start Date	End Date		
<b>Date this system was implemented:</b>									
<b>9. Budget (all sources)</b>									
PY-1 and Earlier	PY	CY	BY	BY+1	BY+2	BY+3	BY+4 and Beyond		
\$	\$	\$	\$	\$	\$	\$	\$		
Estimated total cost at completion:			\$						
<b>10. Gap Analyses</b>									
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.									
<b>11. Opportunities</b>									
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 another investments. If applicable, discuss how any of the government's eGov initiatives can be leveraged.									
<b>12. Plans</b>									
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.									