



HHS Enterprise Performance lifecycle (EPLC) Framework
Role of Critical Partners
Performance/Business Owner

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Summary

EPLC Background

In October 2008, HHS issued the HHS OCIO Policy for Information Technology (IT) Enterprise Performance Life Cycle (EPLC) along with the EPLC Framework. The EPLC framework consists of ten life cycle phases. Within each phase, activities, responsibilities, reviews, and deliverables are defined. Exit criteria are established for each phase and Stage Gate reviews are conducted through the IT governance process to ensure that the project's management quality, soundness, and technical feasibility remain adequate and the project is ready to move forward to the next phase. The EPLC framework provides a guide to Project Managers, Business Owners, IT Governance Executives, other Stakeholders, and Critical Partners throughout the life of the project.

The EPLC framework is designed to provide the flexibility needed to adequately manage risk while allowing for differences in project size, complexity, scope, duration, etc. Examples of flexibility include the ability (with IT governance approval) to tailor the framework where particular phases or deliverables may not apply, to aggregate phases and deliverables when appropriate, to provide for conditional stage gate approvals that allow progress to a subsequent phase in a manner that identifies and controls for risk.

The EPLC is a framework for managing the life cycle for **projects**. It recognizes that there is an implied hierarchy of an IT portfolio made up of IT investments, which are made up of projects, which are made up of systems. When a project has only one system, or an investment has only one project, then the distinction of exactly what is a project can become blurred. In CDC, investments are comprised of one or more projects and include those covered both by development/modernization/enhancement funding and by steady state funding for ongoing operations and maintenance. Each project within the investment is required to follow the EPLC. The annual Capital Planning & Investment Control (CPIC) process will address the investment as an entity and will ensure that each project within the investment has been compliant with the requirements.

Small Projects

Although the first glance of this manual will give the impression of too much "overhead" for small projects, Critical Partners are encouraged to work with the Project Managers and Business Owners to identify the amount of rigor required for success. Many of the project deliverables and reviews can be tailored (i.e., used, not used, or combined) to fit the needs of a small project using the standard EPLC Project Process Agreement template; however, for consistency, this manual is inclusive of all requirements without tailoring. CDC is currently working on defining a Project Process Agreement for small and fast-track projects which will provide more detailed guidance. It is expected that this document will be available in February 2010.

Purpose of this Manual

The purpose of this manual is to abstract out the relevant requirements for the Performance/Business Owner Critical Partner within the EPLC and CDC's implementation of the requirements. This manual is intended to be used as a quick reference manual.

Role of a Critical Partner in a Project

Overview

The EPLC framework and associated best practices in IT project management combine to reduce risk within individual IT projects and across the HHS and CDC IT investment portfolio. Only sound, viable IT projects with reasonable baselines for funding should be included in the IT investment portfolio. EPLC requires that IT projects be managed and implemented in a structured manner, using sound project management practices, and involving business stakeholders and technical experts throughout the project's life cycle.

Critical Partners are essential project stakeholders. EPLC defines Critical Partners as functional managers in nine areas: Enterprise Architecture (EA), Security, Acquisition Management, Finance, Budget, Human Resources, Section 508, Capital Planning and Investment Control (CPIC), and Performance (the Business Owner). They participate in IT projects and governance decisions to confirm compliance with policies in their respective areas and to make timely tradeoff decisions where conflicts arise during the planning and execution of projects. National Centers at CDC may also define other Critical Partner roles such as Health Scientists, Statisticians, or Epidemiologists. In this document the term National Center encompasses all organizational entities at CDC including Offices and Institutes. Because organizational structures vary at CDC, the expertise for these Critical Partner roles may be fulfilled in various ways as defined by the National Centers; however, the general guidance of the roles as defined below should be considered in the National Center definitions.

Overall Responsibility for each Critical Partner

Enterprise Architecture

The EA Critical Partners are charged with ensuring that the CDC Enterprise Architecture Program supports, augments, and reinforces the EPLC process to ensure achievement of the mission, strategic and operational business needs of CDC. Their goal is to ensure that an IT project provides demonstrable alignment with CDC architecture principles, business processes, and technical architecture.

Security

The Security Critical Partners are charged with ensuring that the CDC Security Program supports, augments, and reinforces the EPLC process to ensure achievement of the mission, strategic and operational business needs of CDC. They must ensure that all projects demonstrate that the appropriate planning and budgeting for the appropriate IT privacy and security controls are explicitly incorporated into the life cycle.

Acquisition Management

The Acquisition Management Critical Partners are charged with ensuring that the CDC Procurement and Grants Office supports, augments, and reinforces the EPLC process to ensure achievement of the mission, strategic and operational business needs of CDC. They are responsible for reviewing project business cases for conformance with the Federal Acquisition Regulation, HHS Department and CDC acquisition policies and procedures, and successful business practices.

Finance & Budget

CDC has combined the responsibilities of the Budget and Finance Critical Partners into a single Critical Partner role and has prepared one manual to address both areas. The Finance & Budget Critical Partners are responsible for ensuring that the business case and project's financial needs are adequately identified and planned and that any of the project's financial management components interact with financial systems in such a way as to ensure compliance with financial and budget standards and regulations. During the lifecycle of the project, the Finance & Budget Critical Partners provide guidance to project managers regarding financial management and budget policies and issues.

Human Resources/Business Owner

The Human Resources Critical Partners are responsible for ensuring that the project has the skills and competencies necessary to accomplish the business objectives and that all human resource and union issues that may affect a project's progress are addressed in an appropriate manner. The Atlanta Human Resources Center (AHRC) handles HR issues for Civil Service personnel while HR issues for Commissioned Corps personnel is handed by the Office of Workforce and Career Development (OWCD). All training is handled by OWCD. The Business Owner of a project is most often responsible for ensuring that the project has the skills and competencies required; therefore, a combination of individuals may need to fulfill this responsibility.

Section 508

The Section 508 Critical Partners are responsible for reviewing the IT business cases and project deliverables to ensure that the project design and any associated contracts contain all of the accessibility requirements and those issues are identified and addressed prior to implementation.

CPIC

The CPIC Critical Partners are responsible for reviewing IT business cases and project deliverables to ensure compliance with CPIC policies and procedures and for providing guidance to IT project managers regarding the overall project management requirements of EPLC and CPIC. They are also responsible for the coordination of the other Critical Partners in the preparation and review during Stage Gates.

Performance/Business Owner

The Performance Critical Partners are the Business Owners who are responsible for ensuring that their projects achieve the mission, strategic and operational business needs of CDC while meeting the business need as originally identified. The Business Owner are responsible for identifying the business needs and the performance measures to be satisfied by their projects and have the overall financial and management responsibility.

EPLC Framework

The EPLC framework shown in Figure 1 consists of ten life-cycle phases and three major lanes of activities that are conducted during a phase. Critical Partners have responsibilities in all phases and lanes of activities. This manual provides specific information for the Performance/Business Owner Critical Partner on all responsibilities.

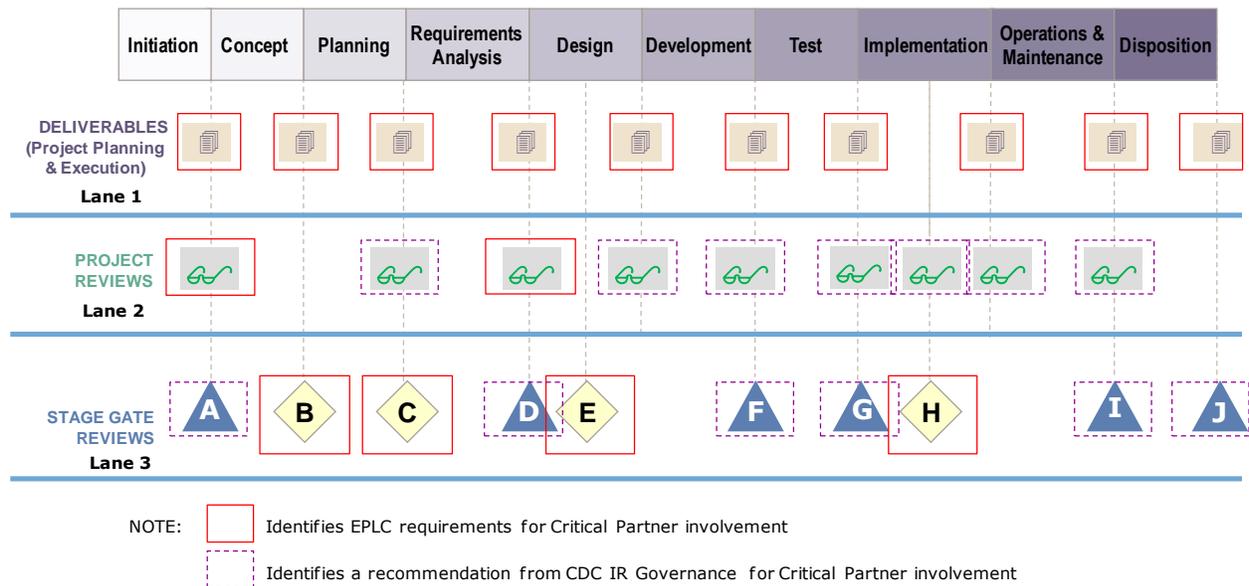


Figure 1. EPLC Framework Showing Phases and Three Lanes of Activities

Lane 1: Deliverables (Project Planning & Execution)

The project manager is responsible and accountable to the Business Owner for meeting the business requirements of a project within the cost, schedule, and scope baselines. In order for a project manager to be successful, **Critical Partners need to ensure that project requirements from their respective areas are planned for at the earliest possible point in the project.** This requires that Critical Partners be **actively engaged** in the project from beginning to end. EPLC also considers Critical Partners to be members of the Integrated Project Team assisting project managers with the planning and execution of the project.

Lane 2: Project Reviews

There are 13 different project reviews that are required by the EPLC. These project reviews are conducted at specific points in the life cycle to confirm that events have occurred and decisions have been made before continuing with the project. Some of these reviews may be performed concurrently, e.g., the System Re-Certification and System Re-Accreditation Project Reviews in EPLC will be performed as a part of the CDC Certification & Accreditation process. The different project reviews are spelled out in the individual phases with indication of the requirements for the Critical Partners.

The EPLC requires Critical Partner participation in the Architecture Review [Initiation Phase] and Requirements Review [Requirements Analysis Phase]. National Centers may also require Critical Partner

participation in some or all of the remaining project reviews as a method for Critical Partners to provide oversight, advice and counsel to the project manager on a regular basis.

CDC is in the process of developing additional information and guidance on conducting project reviews including specific information for each review.

Lane 3: Stage Gate Reviews

Stage Gate Reviews are conducted by CDC IR Governance as defined in the CDC IR Governance Stage Gate Review Plan. In this plan, CDC IR Governance has defined a process for the IR Governance bodies to conduct the following four Stage Gates:

- Project Selection Review [B]
- Project Baseline Review [C]
- Preliminary Design Review [E]
- Operational Readiness Review [H]

For these four gates, each Critical Partner will be responsible for reviewing projects to ensure that the project meets Critical Partners' respective requirements. Based on these reviews, Critical Partners must provide recommendations to the applicable IR Governance bodies on whether the project should proceed to the next phase [with or without condition] or whether the project should be discontinued. The CPIC Critical Partner is responsible for coordinating these Critical Partner reviews.

The IR Governance Stage Gate Review Plan requires that projects with an annual budget of \$1 million or greater be reviewed at the CDC Enterprise level. For projects with an annual budget of less than \$1 million, the National Center Governance body is responsible.

The National Center Governance body also has the responsibility for determining the most appropriate approach for conducting the following Stage Gate Reviews, irrespective of the projects' annual budget:

- Initiation Phase End Stage Gate Review [A]
- Requirements Analysis Phase End Stage Gate Review [D]
- Development Phase End Stage Gate Review [F]
- Test Phase End Stage Gate Review [G]
- Operations & Maintenance Phase End Stage Gate Review [I]
- Disposition Phase End Stage Gate Review [J]

These gates may be delegated to individuals or organizations inside the Center or performed by the National Center Governance. The role of Critical Partners in these reviews will vary based on the decisions of the National Center's governance body. This manual provides information and guidance to the Performance/Business Owner Critical Partner for all ten Stage Gate Reviews in case they are called upon for providing a recommendation.

The following graphic in Figure 2 represents the high level process that CDC has utilized in our definition of CDC's Stage Gate Review processes. **Critical Partners in conjunction with the Project Manager, Business Owner and IR Governance bodies must remember that the degree of rigor applied to each Stage Gate Review needs to reflect a consideration of the size of the project, level of technical risk, complexity, and criticality to the CDC mission.**

No project should proceed into the next phase without receiving a decision to proceed for the IR Governance Review body or delegated authority.

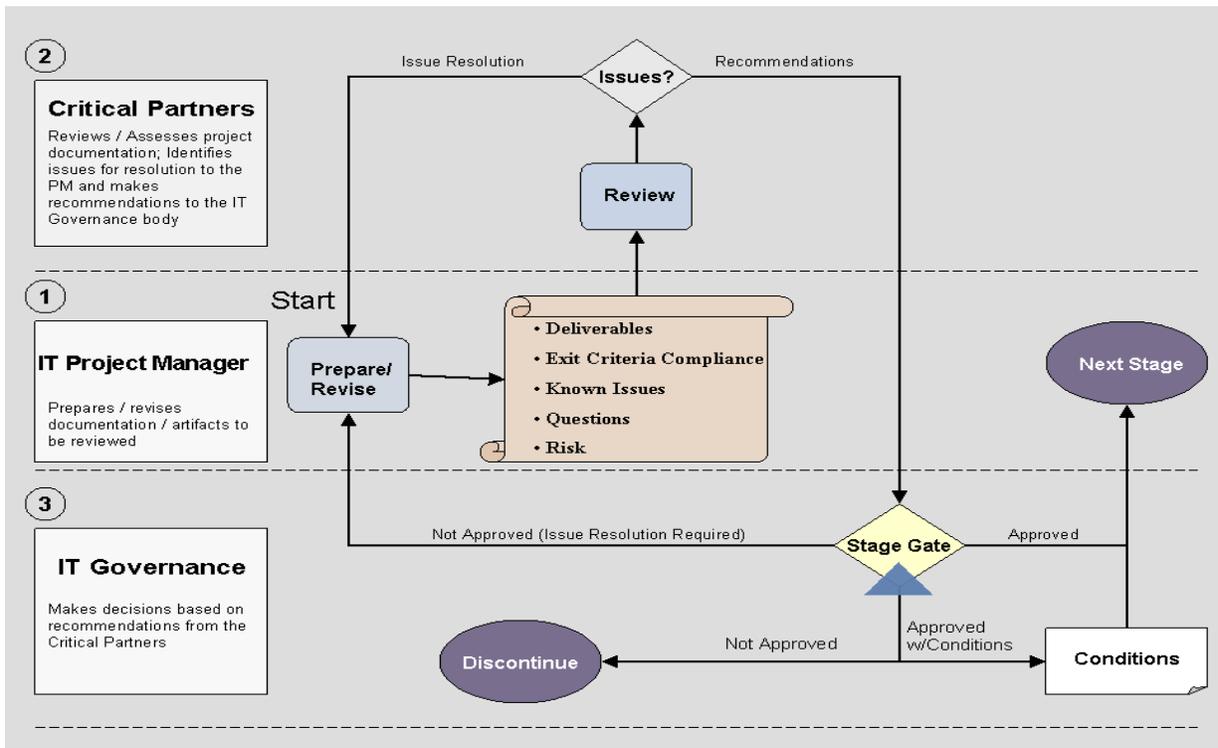


Figure 2. CDC Stage Gate Review Process

Probing Questions

Probing Questions are provided to help Critical Partners know what to ask as a part of their responsibilities in all three lanes of project activities. These questions have been separated into Major Probing Questions and Additional Questions. The major probing questions are those that have been identified as providing significant information for the phase activities. The additional questions should also be considered as appropriate for the size of the project, level of technical risk, complexity, and criticality to the CDC mission. While the Major Probing Questions are included in the sections with responsibilities by phase, additional questions are located in the following section of this manual [Additional Questions](#).

Summary

Critical Partners are key project stakeholders and must be involved in all phases and activities of a project including the project planning and execution along with the appropriate reviews that occur throughout the life cycle. This manual serves as one available resource that may be helpful in accomplishing the required responsibilities of the Performance/Business Owner Critical Partner. Other resources available to CDC Critical Partners are identified in the [Resources](#) Section of this manual.

Role of a Performance/Business Owner Critical Partner in Initiation Phase

Brief Description of Phase

The Initiation phase identifies the business need, Rough Order of Magnitude (ROM) cost and schedule, and basic business and technical risks. The outcome of the Initiation Phase is the decision to invest in a full business case analysis and preliminary project management plan.

Performance/Business Owner Responsibilities

Deliverables (Project Planning & Execution) Lane 1	<ul style="list-style-type: none"> ❖ Review the Business Needs Statement. ❖ Ensure that Risk Tolerance levels are established.
Project Reviews Lane 2	<ul style="list-style-type: none"> ❖ Participate in the Architecture Review as appropriate to your subject matter expertise to determine if Business Needs Statement is sound and consistent with Enterprise Architecture <ul style="list-style-type: none"> ▪ Architecture Review purpose is to ask the questions: <ol style="list-style-type: none"> 1. Does the project potentially duplicate, interfere or contradict another project? 2. Can the project leverage another project (investment) effort? 3. Does this other project already exist? 4. Is another project already proposed, under development or planned for near-term disposition?
Stage Gate Reviews Lane 3	<ul style="list-style-type: none"> ❖ Participate in the Initiation Stage Gate Review if requested by the National Center's IR Governance Plan and as appropriate to your subject matter expertise by providing a recommendation on the following Stage Gate Review questions: <ol style="list-style-type: none"> 1. Does the Business Needs Statement justify proceeding to the development of a full Business Case and preliminary Project Management Plan, based on the following? <ul style="list-style-type: none"> • A business owner has been identified and confirmed • Approval of the project is highly probable • Project description is sufficient to permit development of an acceptable business case and preliminary project management plan 2. Are the plans for the development of a business case and preliminary Project Management Plan realistic and achievable with the available resources?
Major Probing Questions for the Performance/Business Owner Critical Partner	<ul style="list-style-type: none"> ❖ Use the following questions to assist you with completing your responsibilities for this phase as appropriate to your subject matter expertise. Additional questions are located in the Additional Questions section of this manual. <ol style="list-style-type: none"> 1. Does the organization have existing skills to carry out this project, or

	<p>where will the project look to obtain them?</p> <ol style="list-style-type: none">2. Given the rough order of magnitude (ROM) estimates, what actions will the business owner need to take to prepare and communicate so that the budget will be sufficient to meet the needs of the project completion?3. How clearly identified and documented are the benefits of the proposed project, and are they appropriate for the size of the ROM estimate?4. How adequately does the initial scope of the project address requirements specified in the Business Needs Statement?5. What, if any, issues and/or risks from your perspective do you see that would affect the development of a business case?
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Role of a Performance/Business Owner Critical Partner in Concept Phase

Brief Description of Phase

The Concept phase identifies the high level business and functional requirements required to develop the full business case analysis and preliminary Project Management Plan for the proposed project. The outcomes of the Concept Phase are selection of the project to the CDC IT investment portfolio; approval of initial project cost, schedule and performance baselines; and issuance of a Project Charter.

Performance/Business Owner Responsibilities

Deliverables (Project Planning & Execution) Lane 1	<ul style="list-style-type: none"> ❖ Review and comment on the Business Case. ❖ Ensure that the approval of the performance baselines is completed. ❖ Determine that appropriate potential performance goals are established as part of the Business Case. ❖ Conclude that the required authority and project structural foundation is in place.
Project Reviews Lane 2	<p>Note: There are no formal project reviews required during the Concept Phase</p>
Stage Gate Reviews Lane 3	<ul style="list-style-type: none"> ❖ Participate in the Project Selection Stage Gate Review as appropriate to your subject matter expertise by providing a recommendation on the following Stage Gate Review questions: <ol style="list-style-type: none"> 1. Does the Business Case contain a scope that will meet the high level business requirements? 2. Are the project organizational structure and competencies of the team sufficient to support the project and project manager? 3. Does the Project Charter adequately authorize the project to proceed based on the agreed upon project scope? 4. Does the Preliminary Project Management Plan adequately define how the project will be executed, monitored and controlled and include high level cost and schedule estimates? 5. Does the high level analysis demonstrate that the outcomes will be aligned with the CDC Target Enterprise Architecture? 6. Has the Business Case considered all applicable information security and privacy standards in sufficient detail including FIPS-199 categorization and the initial assessment of the system accreditation boundaries? 7. Has a Designated Approving Authority (DAA) been identified? 8. Are the plans for the planning and subsequent phases realistic and achievable with the available resources?
Major Probing Questions for the Performance/Business Owner Critical Partner	<ul style="list-style-type: none"> ❖ Use the following questions to assist you with completing your responsibilities for this phase as appropriate to your subject matter expertise. Additional questions are located in the Additional Questions section of this manual. <ol style="list-style-type: none"> 1. How has the threat environment in which the system will operate

	<p>been covered in the high level security analysis and preliminary risk assessment?</p> <ol style="list-style-type: none">2. How adequately are the financing and budgeting plans covered in the Business Case?3. What are the requirements details that support the cost and schedule estimates which will be needed during the Planning and Requirements Analysis Phases?4. How experienced are the designated Project Owner/Manager with projects of this magnitude?5. Have potential performance goals have been established as part of the Business Case?6. Has an alternatives analysis been done? Are the conclusions reasonable?7. How thoroughly have the Business Case, Project Charter, and Preliminary Project Management Plan been completed, and are they sufficient to justify selection of this project to go forward? How completely have they identified the required authority and project structural foundations (sponsor, IPT, PM, etc.)8. What issues and/or risks do you see that would affect the continuation of the project into the planning phase and subsequent requirements analysis, design, development, testing & implementation?9. How complete are the business processes models and how have they been captured in the HHS Enterprise Architecture Repository?
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Role of a Performance/Business Owner Critical Partner in Planning Phase

Brief Description of Phase

The Planning phase completes the development of the full Project Management Plan – and refinement of project cost, schedule and performance baselines as necessary. Outcome of the Planning phase is complete and adequate project planning and sufficient requirements determination to validate the planning and project baselines.

Performance/Business Owner Responsibilities

Deliverables (Project Planning & Execution) Lane 1	<ul style="list-style-type: none"> ❖ Assess completeness of Planning Phase activities. ❖ Assess robustness of the plan for the Requirement Analysis and subsequent phases. ❖ Assess the availability of resources to execute the Requirement Analysis and subsequent phases. ❖ Assess the acceptability of the acquisition risk of entering the next phase. ❖ Ensure that business owner expected performance benefits are fully defined, that business product deliverables are well-planned.
Project Reviews Lane 2	<ul style="list-style-type: none"> ❖ Participate in the Integrated Baseline Review as appropriate to your subject matter expertise if requested by the National Center’s IR Governance Plan or by the Project Manager <ul style="list-style-type: none"> ▪ Integrated Baseline Review purpose is to: <ol style="list-style-type: none"> 1. Validate that the project baseline and a realistic budget exist to accomplish all planned work 2. Evaluate Performance Measurement Baseline for realism and inherent risks 3. Validate that contractor’s management process and ensures that earned value management practices are in place
Stage Gate Reviews Lane 3	<ul style="list-style-type: none"> ❖ Participate in the Project Baseline Stage Gate Review as appropriate to your subject matter expertise by providing a recommendation on the following Stage Gate Review questions: <ol style="list-style-type: none"> 1. Does the Business Case contain a full scope of the project that will meet the business need if the high level requirements are met? 2. Is the Project Management Plan (including all of the components and recommendations for cost, schedule, and scope baselines) fully scaled to meet the needs of a successful project? 3. Have all deliverables been defined and an acceptable Project Process Agreement utilized to justify modifications to the EPLC framework if needed? 4. Has the Acquisition Strategy including all applicable contract clauses been approved by the Contracting Officer? 5. Is there obligated money for contract awards? 6. Have the risk limits of the Business Owner been defined and

	<p>mitigation/contingency plans developed for the risks of highest impact?</p> <p>7. Are the plans for the Requirements Analysis and subsequent phases realistic and achievable with the available resources?</p> <p>8. Have all previously established approval conditions been satisfied?</p>
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<p>Major Probing Questions for the Performance/Business Owner Critical Partner</p>	<p>❖ Use the following questions to assist you with completing your responsibilities for this phase as appropriate to your subject matter expertise. Additional questions are located in the Additional Questions section of this manual.</p> <ol style="list-style-type: none"> 1. Does the budget account for the Total Cost of Ownership? 2. What is the status of funding and how much funding has been allocated to the project? 3. What are the expected performance benefits, and how have they been documented? 4. What tailoring has been documented in the Project Process Agreement (PPA) and what are the risks associated with approval of the proposed PPA? 5. How well planned are the business product deliverables, and how well will they meet the business need? 6. Are objective milestones in place to track the projects progress between phase gate reviews? 7. What issues and/or risks do you see that would affect the continuation of the project into the requirements phase and subsequent design, development, testing & implementation? 8. How completely have the Project Management Plan components been developed?
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Role of a Performance/Business Owner Critical Partner in Requirements Analysis Phase

Brief Description of Phase

The Requirements Analysis phase develops detailed functional and non-functional requirements and the Requirements Traceability Matrix (RTM) and award contracts if needed. The outcome of the Requirements Analysis Phase is award of required contracts and approval of the requirements.

Performance/Business Owner Responsibilities

Deliverables (Project Planning & Execution) Lane 1	<ul style="list-style-type: none"> ❖ Provide oversight, advice and counsel to the project manager to ensure that the Requirements Document addresses relevant Performance standards. ❖ Provide information, judgments, and recommendations during the Requirements Review. ❖ Determine if the requirements are in accordance with project level performance baselines established at the end of the Planning Phase or a formal change to the Project Baselines has been requested.
Project Reviews Lane 2	<ul style="list-style-type: none"> ❖ Participate in the Requirements Review as appropriate to your subject matter expertise by providing information, judgment and recommendations to the Project Manager. <ul style="list-style-type: none"> ▪ Requirements Review purpose is to: <ol style="list-style-type: none"> 1. Ensure requirements are complete, accurate, consistent and problem-free 2. Evaluate responsiveness of the requirements to the business requirements 3. Ensure requirements are a suitable basis for subsequent design activities 4. Ensure traceability within the requirements and between the design documents 5. Affirm final agreement regarding the content of the Requirements Document
Stage Gate Reviews Lane 3	<ul style="list-style-type: none"> ❖ Participate in the Requirements Stage Gate Review if requested by the National Center's IR Governance Plan and as appropriate to your subject matter expertise by providing a recommendation on the following Stage Gate Review questions: <ol style="list-style-type: none"> 1. Are the functional and non-functional requirements sufficiently detailed and grouped and so that the business need will be met and that the requirements can be tested once the product is developed? 2. Has the initial Test Plan been sufficiently defined? 3. Have process and data models been defined adequately for design? 4. Has the Project Management Plan along with its components been reviewed and appropriately updated based on the information

	<p>acquired during the requirements analysis phase?</p> <ol style="list-style-type: none"> 5. Are the highest impact risks being monitored and the mitigation/contingency plans updated as appropriate? 6. Have any variances from cost, schedule and performance baselines been identified and mitigated with plans for correction? 7. Are the plans for the Design and subsequent phases realistic and achievable with the available resources? 8. Have all previously established approval conditions been satisfied?
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<p>Major Probing Questions for the Performance/Business Owner Critical Partner</p>	<ul style="list-style-type: none"> ❖ Use the following questions to assist you with completing your responsibilities for this phase as appropriate to your subject matter expertise. Additional questions are located in the Additional Questions section of this manual. <ol style="list-style-type: none"> 1. If needed, what formal changes to the Project Baselines have been requested? 2. Are plans complete to track technical changes? 3. Is the project planned and progressing sufficiently to obtain the end results? 4. Are objective milestones that track the project’s progress between phase gate reviews being achieved? 5. What issues and/or risks do you see that would affect the continuation with the design phase and subsequent development, testing & implementation?
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Role of a Performance/Business Owner Critical Partner in Design Phase

Brief Description of Phase

The Design phase develops the Design Document. The outcome of the Design Phase is completion of Business Product design and successful completion of Preliminary and Detailed Design Reviews.

Performance/Business Owner Responsibilities

Deliverables (Project Planning & Execution) Lane 1	<ul style="list-style-type: none"> ❖ Determine if project technical risks are identified and mitigation plans are made. Verify that performance goals are agreed upon. ❖ Participate in the making of tradeoff decisions if conflicting goals have arisen during the Design.
Project Reviews Lane 2	<ul style="list-style-type: none"> ❖ Participate in the Detailed Design Review as appropriate to your subject matter expertise if requested by the National Center’s IR Governance Plan or by the Project Manager. <ul style="list-style-type: none"> ▪ Detailed Design Review purpose is to: <ol style="list-style-type: none"> 1. Ensure individual design components (units/modules) of an automated system/application are completely defined and documented in sufficient detail 2. Verify how they interface with each other 3. Ensure design of the automated system/application is complete, fully integrated, and ready to move to the Development Phase 4. Ensure identified and open issues are resolved
Stage Gate Reviews Lane 3	<ul style="list-style-type: none"> ❖ Participate in the Preliminary Design Stage Gate Review as appropriate to your subject matter expertise by providing a recommendation on the following Stage Gate Review questions: <ol style="list-style-type: none"> 1. Does the high-level architectural design satisfy the functional and non-functional requirements? 2. Is the high-level architectural design consistent with the CDC enterprise architecture? 3. Are there any technical or information security related issues or risks that would affect the continuation of a detailed design? 4. Has the Project Management Plan along with its components been reviewed and appropriately updated based on the information acquired during the Requirements Analysis Phase and preliminary design activities? 5. Are the highest impact risks being monitored and the mitigation/contingency plans updated as appropriate? 6. Have any variances from cost, schedule and performance baselines been identified and mitigated with plans for correction? 7. Are the plans for the detailed design and subsequent phases realistic and achievable with the available resources? 8. Have all previously established approval conditions been satisfied?

**Major Probing
Questions for the
Performance/Business
Owner Critical Partner**

- ❖ Use the following questions to assist you with completing your responsibilities for this phase as appropriate to your subject matter expertise. Additional questions are located in the [Additional Questions](#) section of this manual.
 1. Given the current design, what changes in the budget will be required to meet the needs of the project completion?
 2. Given the high-level architectural design, what additional risks have been considered and planned for?
 3. Given the high-level architectural design, is the project staffing sufficient to meet the needs of the project to completion?
 4. Given the high-level architectural design, what project baselines need to be modified?
 5. How closely does the high-level architectural design support the accomplishment of the performance goals that have been agreed upon?
 6. Is the project planned and progressing sufficiently to obtain the end results?
 7. Are objective milestones that track the project's progress between phase gate reviews being achieved?
 8. What issues and/or risks do you see that would affect the continuation with the detailed design and subsequent development, testing & implementation?

Role of a Performance/Business Owner Critical Partner in Development Phase

Brief Description of Phase

The Development phase develops code and other deliverables required to build the Business Product and conduct an Independent Verification & Validation Assessment. The outcome of the Development Phase is completion of all coding and associated documentation; user, operator and maintenance documentation, and test planning.

Performance/Business Owner Responsibilities

Deliverables (Project Planning & Execution) Lane 1	<ul style="list-style-type: none"> ❖ Provide oversight, advice and counsel to the project manager on the conduct and requirements of the development phase. ❖ Make sure the Business Product covering the requirements is ready for integration and formal testing. ❖ Confirm that Test Plans are complete.
Project Reviews Lane 2	<ul style="list-style-type: none"> ❖ Participate in the Validation Readiness Review as appropriate to your subject matter expertise and if requested by the National Center’s IR Governance Plan or by the Project Manager. <ul style="list-style-type: none"> ▪ Validation Readiness Review purpose is to: <ol style="list-style-type: none"> 1. Ensure that the software has completed thorough unit/module/software integration testing 2. Ensure that software is ready for turnover to the formal, controlled test environment where validation testing will be conducted ▪ The Independent Verification & Validation Assessment is conducted by an independent third party to: <ol style="list-style-type: none"> 1. Provide management with an independent perspective on the full scope of project activities, from planning through implementation 2. Identify potential improvements that may not be apparent to those working directly on the project 3. Identify problems before they occur and thus avoid loss and minimize the cost of any necessary corrective action
Stage Gate Reviews Lane 3	<ul style="list-style-type: none"> ❖ Participate in the Development Stage Gate Review if requested by the National Center’s IR Governance Plan and as appropriate to your subject matter expertise by providing a recommendation on the following Stage Gate Review questions: <ol style="list-style-type: none"> 1. Does the solution (Business Product) satisfy the requirements established and refined during the Requirements and Design Phases? 2. Does the Test Plan ensure that all test cases will be adequately evaluated and executed, and system tested to ensure requirements are met? 3. Are the information security plans and risk assessments complete and in compliance with regulatory requirements?

	<ol style="list-style-type: none"> 4. Has the Project Management Plan along with its components been reviewed and appropriately updated based on the information acquired during the development activities? 5. Are the highest impact risks being monitored and the mitigation/contingency plans updated as appropriate? 6. Have any variances from cost, schedule and performance baselines been identified and mitigated with plans for correction? 7. Are the plans for the Testing and subsequent phases realistic and achievable with the available resources? 8. Have all previously established approval conditions been satisfied?
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<p>Major Probing Questions for the Performance/Business Owner Critical Partner</p>	<p>❖ Use the following questions to assist you with completing your responsibilities for this phase as appropriate to your subject matter expertise. Additional questions are located in the Additional Questions section of this manual.</p> <ol style="list-style-type: none"> 1. Do test plans adequately involve end users and subject matter experts? 2. How well does the Business Product satisfy the requirements established and refined during the Requirements and Design Phases, and how ready is it for integration and formal testing? 3. Are objective milestones that track the project’s progress between phase gate reviews being achieved? 4. What issues and/or risks do you see that would affect the testing and subsequent implementation?
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Role of a Performance/Business Owner Critical Partner in Test Phase

Brief Description of Phase

The Test phase has thorough testing and auditing of the Business Product’s design, coding and documentation. The outcome of the Test Phase is completed acceptance testing and readiness for training and implementation.

Performance/Business Owner Responsibilities

Deliverables (Project Planning & Execution) Lane 1	<ul style="list-style-type: none"> ❖ Review test procedures and outcome in the areas affecting Performance. ❖ Determine if Measurement indicators support the performance measures agreed upon and validation tests confirm the performance measures. ❖ Ensure that system functionality is performing as stated and is able to achieve performance goals.
Project Reviews Lane 2	<ul style="list-style-type: none"> ❖ Participate in the Implementation Readiness Review as appropriate to your subject matter expertise if requested by the National Center’s IR Governance Plan or by the Project Manager. <ul style="list-style-type: none"> ▪ Implementation Readiness Review purpose is to: <ol style="list-style-type: none"> 1. Ensures that the IT solution or automated system/application is ready for implementation activities 2. Required system hardware, networking and telecommunications equipment; COTS, GOTS, and/or custom-developed software; and database(s) can be installed and configured in the production environment(s)
Stage Gate Reviews Lane 3	<ul style="list-style-type: none"> ❖ Participate in the Test Stage Gate Review if requested by the National Center’s IR Governance Plan and as appropriate to your subject matter expertise by providing a recommendation on the following Stage Gate Review questions: <ol style="list-style-type: none"> 1. Does the solution (Business Product) satisfy the requirements established? 2. Has the test plan been executed as defined? 3. Do the testing results support the decision to move to the Implementation Phase? 4. Does the Implementation Plan provide sufficient detailed information on the move of the solution into production? 5. Is there an adequate “fall back” plan in place or other alternatives in the event of catastrophic failure? 6. Has the Project Management Plan along with its components been reviewed and appropriately updated based on the information acquired during the testing? 7. Are the highest impact risks being monitored and the mitigation/contingency plans updated as appropriate?

	<ol style="list-style-type: none"> 8. Have any variances from cost, schedule and performance baselines been identified and mitigated with plans for correction? 9. Are the plans for the Implementation and subsequent phases realistic and achievable with the available resources? 10. Have all previously established approval conditions been satisfied?
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<p>Major Probing Questions for the Performance/Business Owner Critical Partner</p>	<ul style="list-style-type: none"> ❖ Use the following questions to assist you with completing your responsibilities for this phase as appropriate to your subject matter expertise. Additional questions are located in the Additional Questions section of this manual. <ol style="list-style-type: none"> 1. How closely do the Measurement indicators support the performance measures agreed upon? 2. How well do the validation tests confirm the performance measures? 3. Is the system functionality performing as stated, and is the system able to achieve performance goals? 4. Is the project planned and progressing sufficiently to obtain the end results? 5. Are objective milestones that track the project’s progress between phase gate reviews being achieved? 6. What issues and/or risks do you see that would affect the continuation into the implementation phase and subsequent operations & maintenance?
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Role of a Performance/Business Owner Critical Partner in Implementation Phase

Brief Description of Phase

The Implementation phase conducts user and operator training, determine readiness to implement, and execute the Implementation Plan, including any phased implementation. The outcome of the Implementation Phase is successful establishment of full production capability and completion of the Post-Implementation Review.

Performance/Business Owner Responsibilities

Deliverables (Project Planning & Execution) Lane 1	<ul style="list-style-type: none"> ❖ Provide oversight, advice and counsel to the project manager on the conduct and requirements of the implementation phase. ❖ Provide information, judgment, and recommendations to the Business Owner and IT governance organizations during project reviews and in support of Project Baselines. ❖ Confirm that the completed Business Product is operating as expected and is positioned to meet performance targets.
Project Reviews Lane 2	<ul style="list-style-type: none"> ❖ Participate in the System Certification and Accreditation Reviews and Post Implementation Review as appropriate to your subject matter expertise if requested by the National Center’s IR Governance Plan or by the Project Manager. <ul style="list-style-type: none"> ▪ System Certification purpose is to: <ol style="list-style-type: none"> 1. Conduct a comprehensive evaluation of the management, operational, and technical security controls 2. Ensure compliance with information security requirements 3. Review the Information Security Risk Assessment (IS RA), System Security Plan (SSP), other system life cycle documentation, and any findings from past assessments, reviews and/or audits, as well as technical testing and analysis ▪ System Accreditation purpose is to: <ol style="list-style-type: none"> 1. Implement the most effective security controls, in consideration of technical, budgetary, time, and resource limitations, while continuing to support business mission requirements 2. Ensure business-driven, risk-based decision founded upon current, credible, comprehensive documentation and test results provided in the System Certification package prepared as a result of predecessor System Certification activities 3. Ensure that the CIO/DAA explicitly accept or reject any identified residual risks to the organization’s operations and assets remaining after the implementation of the prescribed set of security controls as documented in the SSP and/or IS RA 4. Ensure that the CIO/DAA strike a firm balance between authorizing the operation of information systems necessary to support completion of the business mission, while ensuring that

	<p>an adequate level of information security is in place</p> <ul style="list-style-type: none"> ▪ Post Implementation Review purpose is to: <ol style="list-style-type: none"> 1. Determine if the IT system is operating as expected 2. Ascertain the degree of success from the project (in particular, the extent to which it met its objectives, delivered planned levels of benefit, and addressed the specific requirements as originally defined) 3. Examine the efficacy of all elements of the working business solution to see if further improvements can be made to optimize the benefit delivered 4. Learn lessons from the project that can be used to improve future project work and solutions
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<p>Stage Gate Reviews Lane 3</p>	<ul style="list-style-type: none"> ❖ Participate in the Operational Readiness Stage Gate Review as appropriate to your subject matter expertise by providing a recommendation on the following Stage Gate Review questions: <ol style="list-style-type: none"> 1. Is the solution ready for release into the production environment for sustained operations and maintenance support? 2. Has the Project Management Plan along with its components been reviewed and appropriately updated based on the information acquired during the testing and implementation phases? 3. Are the highest impact risks being monitored and the mitigation/contingency plans updated as appropriate? 4. Have any variances from cost, schedule and performance baselines been identified and mitigated with plans for correction? 5. Are the plans for the Implementation and Operations/Maintenance phase activities realistic and achievable with the available resources? 6. Have all previously established approval conditions been satisfied?
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<p>Major Probing Questions for the Performance/Business Owner Critical Partner</p>	<ul style="list-style-type: none"> ❖ Use the following questions to assist you with completing your responsibilities for this phase as appropriate to your subject matter expertise. Additional questions are located in the Additional Questions section of this manual. <ol style="list-style-type: none"> 1. Which, if any, approved change requests for the project require modification in cost, schedule, scope, or resources? 2. Given results of the Test Phase and the Implementation Readiness Review, System Certification, and System Accreditation, what additional risks have been considered and planned for? 3. Given results of the Test Phase and the Implementation Readiness Review, System Certification, and System Accreditation, how sufficient is the project staffing to meet the needs of the project to completion? 4. What modifications to the project baselines are needed based on the Test results?
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	<ol style="list-style-type: none">5. How accurately do the Test results support the accomplishment of the performance goals that have been agreed upon?6. What is the status of all required Service Level Agreement(s) (SLAs) and Memorandum(s) of Understanding (MOU), and how have they been fully executed and put in effect, specifying each party's requirements, responsibilities and period of performance including performance guarantees?7. Is the system functionality performing as stated, and is the system able to achieve the performance goals?8. Have all the organizations/parties involved in the primary and backup sites agreed that the system is ready for production implementation? If not, why not?9. What issues and/or risks do you see that would affect the production operation of the system?
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Role of a Performance/Business Owner Critical Partner in Operations & Maintenance Phase

Brief Description of Phase

The Operations & Maintenance phase operates and maintains the production system and conducts annual operational analyses. The outcome of the Operations and Maintenance Phase is successful operation of the asset against current cost, schedule and performance benchmarks.

Performance/Business Owner Responsibilities

Deliverables (Project Planning & Execution) Lane 1	<ul style="list-style-type: none"> ❖ Provide oversight, advice and counsel to the project manager on the conduct and requirements of the Operations and Maintenance phase. ❖ Confirm service level objectives are being met and that performance measurements and system logs are being maintained. ❖ Determine that modifications needed to resolve errors or performance problems are made in accord with change control procedures. ❖ Ensure that annual Operational Analysis is performed to evaluate system performance and user satisfaction to verify that risk and performance goals are under control.
Project Reviews Lane 2	<ul style="list-style-type: none"> ❖ Participate in the System Re-Certification and Re-Accreditation Reviews and Annual Operational Analysis as appropriate to your subject matter expertise and if requested by the National Center’s IR Governance Plan or by the Project Manager. <ul style="list-style-type: none"> ▪ System Re-Certification purpose is to: <ol style="list-style-type: none"> 1. Ensure that the system is continuing to operate at an acceptable risk level ▪ System Re-Accreditation purpose is to: <ol style="list-style-type: none"> 1. Authorize continuation of the operation of an information system ▪ Annual Operational Analysis purpose is to: <ol style="list-style-type: none"> 1. Evaluate system performance 2. Determine user satisfaction with the system 3. Evaluate adaptability to changing business needs 4. Evaluate if new technologies might improve the system
Stage Gate Reviews Lane 3	<ul style="list-style-type: none"> ❖ Participate in the Operations & Maintenance Stage Gate Review if requested by the National Center’s IR Governance Plan and as appropriate to your subject matter expertise by providing a recommendation on the following Stage Gate Review questions: <ol style="list-style-type: none"> 1. Do the annual reviews provide sufficient data for a decision on whether enhancements or modifications are needed or whether the system (solution) should be replaced or disposed of? 2. Are the highest impact risks being monitored and the mitigation/contingency plans updated as appropriate? 3. Have any variances from cost, schedule and performance baselines

	<p>been identified and mitigated with plans for correction?</p> <ol style="list-style-type: none"> 4. Are the plans for continued operations/maintenance activities realistic and achievable with the available resources? 5. Have all previously established approval conditions been satisfied?
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<p>Major Probing Questions for the Performance/Business Owner Critical Partner</p>	<ul style="list-style-type: none"> ❖ Use the following questions to assist you with completing your responsibilities for this phase as appropriate to your subject matter expertise. Additional questions are located in the Additional Questions section of this manual. <ol style="list-style-type: none"> 1. What was the actual project cost compared to plan? 2. What was the outcome of the current cost benefit analysis? 3. How well were service level objectives met and performance measurements and system logs maintained? 4. Was the systems functional performance achieved? 5. Did the system achieve its performance goals? 6. Do acceptable alternatives exist to replace this system, assuming the business needs still exist? 7. What issues and/or risks do you see that would affect the disposition of this project?
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Role of a Performance/Business Owner Critical Partner in Disposition Phase

Brief Description of Phase

The Disposition phase retires the asset when operational analysis indicates that it is no longer cost-effective to operate the asset. The outcome of the Disposition Phase is the deliberate and systematic decommissioning of the Business Product with appropriate consideration of data archiving and security, migration of data or functionality to new assets, and incorporation of lessons learned over the project life cycle.

Performance/Business Owner Responsibilities

Deliverables (Project Planning & Execution) Lane 1	<ul style="list-style-type: none"> ❖ Handle transition reviews from the Business Owner/Performance perspective. ❖ Business Owner must certify that the current Business Product no longer continues to meet the business requirements and may be orderly shutdown according to the disposition plan developed.
Project Reviews Lane 2	<ul style="list-style-type: none"> ❖ Note: There are no formal project reviews required during the Disposition Phase
Stage Gate Reviews Lane 3	<ul style="list-style-type: none"> ❖ Participate in the Disposition Stage Gate Review if requested by the National Center’s IR Governance Plan and as appropriate to your subject matter expertise by providing a recommendation on the following Stage Gate Review questions: <ol style="list-style-type: none"> 1. Are the data archiving, security, and data and systems migrations are complete? 2. Has the migration of data and the function to a new system been well-planned? 3. Has a final phase-end review has been conducted? 4. Have data ownership issues been addressed?
Major Probing Questions for the Performance/Business Owner Critical Partner	<ul style="list-style-type: none"> ❖ Use the following questions to assist you with completing your responsibilities for this phase as appropriate to your subject matter expertise. Additional questions are located in the Additional Questions section of this manual. <ol style="list-style-type: none"> 1. Are all financial transactions complete? 2. Where is all the documentation archived, and is it complete?

Resources

The following list is a composite of resources to assist in conducting Stage Gate Reviews:

- CDC Enterprise Critical Partners as of 12/1/09. The names of these individuals may change over time; therefore, it is recommended that you visit the CPIC intranet site CDC <http://intranet.cdc.gov/cpic/> for up-to-date individuals (coming soon)

Enterprise Architecture	Mike Perry & John Fitzpatrick
Security	Joseph Domingue & Kerey Carter
Acquisition Management	Terrance Perry & Gary Sentelle
Finance/Budget	Daniel J Hardee
Human Resources*	Angelia Jarrard & Debbie George
Section 508	Mark Urban
CPIC	Sandra McGill
Performance	Steve Racine

* the Atlanta Human Resources Center (AHRC) handles HR issues for Civil Service personnel; HR for Commissioned Corps personnel and Training for all personnel are handled by Office of Workforce and Career Development (OWCD) or its successor organizations

- CDC UP for definition and examples of documents and deliverables at all phases (<http://www.cdc.gov/cdcup>)
- CDC Information Technology Strategic Plan FY 2009 – 2013 for CDC IT goals; also includes appendices with
 - CDC Health Protection Goals
 - HHS Information Technology Strategic Plan Goals & Objectives 2006 -2010
- CDC Enterprise Architecture web site for CDC EA guiding principles (http://intranet.cdc.gov/ncphi/ea/ea_document_library.html)
- CDC Enterprise Systems Catalog for inventory of existing CDC systems (<http://esc.cdc.gov/>)
- CDC Financial Management Office (FMO) for budget formulation and appropriations guidance, budget execution, payments and executions, accounting, financial management systems, regulations/policies/procedures, and FMO Service Desk (<http://intra-apps.cdc.gov/fmo/>)
- CDC HealthImpact.net for inventory of existing CDC projects (<http://healthimpactnet.cdc.gov/>)
- CDC policy and procedures related to Capital Planning and Investment Control (CPIC), including Earned Value Management (EVM) (<http://intranet.cdc.gov/cpic/>)
- CDC Office of Career Development (OWCD) for training considerations (<http://intranet.cdc.gov/owcd/>)

- CDC Office of Commissioned Corps Personnel for HR considerations for USPHS officers (<http://www.cdc.gov/od/occp/>)
- CDC Procurement and Grants (PGO) web site for contracts information and guidance (<http://pgo.cdc.gov/pgo/ViewCategory.do?AudienceID=2>) and IT Program Management Office (ITPMO) (<http://pgo.cdc.gov/pgo/ViewCategory.do?AudienceID=4>)
- CDC Section 508 guidance for web (<http://intranet.cdc.gov/cdcweb/usability/508/>)
- CDC Security information from OCISO (<http://intranet.cdc.gov/ociso/>)
- HHS Atlanta Human Resources Center (AHRC) for Civil Service HR considerations (<http://intranet.cdc.gov/hr/index.html>)
- HHS Enterprise Architecture Principles (<http://www.hhs.gov/ocio/ea/architecture/index.html>)
- HHS Portfolio Management Tool (PMT) – also known as ProSight – for descriptions of existing investments (<https://pmt.hhs.gov/>)
- HHS Enterprise Architecture Repository (HEAR) – also known as Trough Architect – for the architectural artifacts for existing Major and Tactical investments (see Enterprise EA Critical Partner for access information)
- Federal Acquisition Regulation (FAR) web site (<http://www.arnet.gov/far/>)
- Federal Enterprise Architecture web site for e-Government Initiatives and their architectures as described in the Federal Transition Framework (<http://www.whitehouse.gov/omb/e-gov/fea/>)
- Federal CIO Council: Architecture Principles for the U.S. Government (http://www.cio.gov/library/documents_details.cfm?id=Architecture%20Principles%20for%20the%20U.S.%20Government%20&structure=Enterprise%20Architecture&category=Enterprise%20Architecture)
- OMB Circular A-11 for description of the Exhibit 300 and Exhibit 53 (http://www.whitehouse.gov/omb/financial_offm_circulars/)

Stage Gate Assessment Tool

The Stage Gate Assessment Tool is currently being revised. Additional information will be available soon.

Bank of Additional Questions

The following are additional questions that might be raised to dig deeper into areas where less than satisfactory answers were provided to the major probing questions:

<p>Initiation Phase</p>	<ol style="list-style-type: none"> 1. How does this project advance CDC or HHS goals? Is there an e-Government or HHS initiative with which this project would be redundant? Is this project consistent with the CDC IT Strategic Plan? 2. Is there a way to share, reuse, or modify an existing system without creating a new purpose-specific project? 3. What is the problem the project is trying to solve? What other organizations within CDC are facing the same problems and how have they addressed them? 4. Have the business requirements been reviewed with users and other stakeholders? 5. Who are the target users? What other CDC systems address the same users? 6. What are the top value-added features/services that this project will provide? Is this an innovative, more effective, or more efficient approach that could be leveraged by other CDC organizations? 7. Are there other investments or contracts that could be leveraged, modified, or expanded to accomplish the same purpose? 8. Has the business risk of executing or not executing the project been described? 9. Have the goal and scope of the project been described? 10. Have the stakeholders been identified and informed of the Business Needs Statement for the potential project? 11. What is the risk tolerance level of the stakeholders?
<p>Concept Phase / Project Selection Review</p>	<ol style="list-style-type: none"> 12. How does the project align with the CDC IT Strategic Plan and the HHS IT Strategic Plan? 13. Does the Project Charter give an adequate description of the product or IT solution to be developed by the project? 14. What are the high-level requirements for the project? Have the key functional requirements been summarized in a clear, concise priority order? 15. What performance measures have been identified for Mission and Business Results and for Customer Results? Are they measurable? 16. Are there defined roles, responsibilities and approval levels in the project organization? (may be in the form of a RACI chart) 17. Does the Business Case detail the business need and expected performance outcomes? 18. Does the business case rest on a detailed gap analysis which validates the opportunity to improve business accomplishments or correct a deficiency related to a business need? 19. How is success measured? 20. What are the key objectives of the project?

Planning Phase / Project Baseline Review	<ul style="list-style-type: none"> 21. Do the performance goals align with the purpose of the project/investment as documented in the performance gap addressed in the Business Case? 22. Have performance goals been established and a monitoring mechanism implemented to assure goals are achieved? 23. Is there sufficient number of annual goals to provide an adequate view of the project/investment performance? 24. What needs to be done to bring new resources onto the team? 25. Are performance measures outcome-based, or where appropriate, output-based, and related to the performance gaps the project/investment is designed to fulfill? 26. Are performance measures stated as measures and are they SMART?
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Requirements Analysis Phase	<ul style="list-style-type: none"> 27. Are the requirements detailed enough and with enough specificity enough to be measurable? 28. Has there been agreement by all stakeholders and the business owner on the requirements? 29. Have the major stakeholders provided the business requirements? 30. What has been done to determine the accuracy of the requirements? 31. What has been done to ensure that requirements are complete? 32. Are requirements suitable for subsequent design activities? 33. Has the assessment of required security controls been completed? 34. Are meetings conducted with the End Users to elicit requirements? 35. Are the requirements testable? 36. Are there any requirements that appear contradictory, ambiguous or unclear? 37. Is there enough detail in the business requirements for an analyst to write a technical specification? 38. Can the business requirements be grouped into critical, major, minor, and nice-to-have categories? 39. Do the requirements have sufficient information to ensure that acquisition management decisions and vendor proposal evaluations can take place? 40. What is the quality assurance process for the business requirements? 41. What is the single most important requirement for the project?
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Design Phase / Preliminary Design Review	<ul style="list-style-type: none"> 42. Do any of the approved change requests for the project require modification in cost, schedule, scope, or resources? 43. Have all stakeholders, including the end-user community, been kept informed and/or consulted as appropriate during the Design Phase? 44. Will the design facilitate the accomplishment of performance metrics? 45. Given the proposed design, will the budget be sufficient to meet the needs of the project completion? 46. Is the system captured in the ESC? 47. Does the design of the system incorporate Section 508 standards? 48. Have the needs for user, system, maintenance, operations, and business
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	<p>training and/or documentation been considered in the design?</p> <p>49. Does the design define the release strategy in sufficient detail?</p> <p>50. Has the interface control been documented?</p> <p>51. Does the Design Document provide an overview of the entire hardware and software architecture and data design, including specifications for external interfaces?</p> <p>52. Does the design introduce new products or services that would lead to the need to modify the Acquisition Plan?</p> <p>53. Has the design considered the impact of capacity (e.g., database, hardware) requirements on the implementation?</p> <p>54. Has the Requirements Traceability Matrix been updated to describe how the system design will satisfy the functional, business, security, and technical specifications in the Requirements Document?</p> <p>55. Are measurement indicators tailored and show clear line of sight to specific BRM line of business or sub-functions?</p> <p>56. Does the design include all lower-level detailed design specifications of the Business Product, such as general system characteristics, the logical and physical data model, user interfaces, and business rules?</p> <p>57. Has the design addressed data conversion issues at the appropriate level?</p> <p>58. What is the quality assurance process for meeting the business requirements in the design?</p>
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Development Phase	<p>59. Does the Business Product that results from the development effort satisfy the established requirements?</p> <p>60. Are new custom-software programs developed, new databases build and/or software components integrated?</p> <p>61. Does the Test Plan include evaluation of Performance Metrics?</p> <p>62. Have test files and/or test data been developed?</p> <p>63. Have the Test Plan and Test Cases been finalized?</p> <p>64. Have the types of tests, the acceptance criteria for those tests, and the manner of testing been finalized?</p>
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Test Phase	<p>65. Were any unexpected problems and/or defects encountered, and have they been included in subsequent tests?</p> <p>66. Were any applicable additional tests conducted to validate documentation, training, contingency plans, disaster recovery, and installation?</p>
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Implementation Phase / Operational Readiness Review	<p>67. What training has been given to users and operators so that they are adequately trained to put the system into operation?</p> <p>68. How closely do the performance measurement indicators support the performance agreed upon?</p> <p>69. How well do the validation tests confirm the performance measures?</p> <p>70. Is the project planned and progressing sufficiently to obtain the end results?</p> <p>71. Has a Post-Implementation Review been conducted?</p> <p>72. Are all required Service Level Agreement(s) (SLAs) and</p>
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	Memorandum(s) of Understanding (MOU) fully executed and in effect, specifying each party's requirements, responsibilities and period of performance including performance guarantees?
Operations & Maintenance Phase	73. Were the agreed upon performance goals met?
Disposition Phase	74. Is the HealthImpact.net entry for the project complete and closed out?