

CP-STD-01-03

PBGC OIT Operational Analysis Standard



Purpose	To define what an Operational Analysis is and identify a consistent set of information that must be included in a Program's Operational Analysis. The Operational Analysis provides information related to systems that continue to support mission requirements during the Operations and Maintenance Phase of the ITSCLM.
Scope	The Operational Analysis standard applies to all IT programs as well as new and existing IT initiatives that have completed implementation of a portion of the program that received funding for development, enhancements, or modifications to the program. All programs in operations and maintenance (steady-state) are required to complete an operational analysis.
Authority/References	<ul style="list-style-type: none">• OMB Circular A-11 – Part 2, Exhibit 53 Guidance and Part 7, Exhibit 300 Guidance• OMB Circular A-130 – Management of Federal Information Resources• PBGC Directive GA 15-5 Corporate Planning Process• PBGC OIT IT Program Release Plan Standard• IT Solution Life Cycle Methodology (ITSCLM) v2011-1.0 (Operations & Maintenance Phase)
Approving Body	<ul style="list-style-type: none">• Office of Information Technology (OIT)• Governance Control Board (GCB)
Owner	IT Portfolio Division (ITPD)
Collaborator	IT Investment Review Board, Project Management Division, Enterprise Architecture Division, Financial Management Services Division, Corporate Services Division, Participant Services Division, IT Infrastructure Operations Department, Enterprise Information Security Office, Business Program Managers.
Implementer	N/A
Standard Type	Operational
Control Number	
Standard	<p>An Operational Analysis is used to compare a program's actual to expected results once a project or release that closes a performance gap is implemented. An Operational analysis contains two sections: the results of Post-Implementation Reviews (PIR) conducted for each significant release and annual Program Operational Analysis reviews. All Operational Analyses will include a Revision History that documents the revision number, content changes, date changes, and author.</p> <p>❖ A <u>Post-Implementation Review</u> is conducted after an initial release to production or</p>

when an IT program achieves its initial operating capability. Additional PIRs are conducted when modernization efforts and significant enhancements that close performance gaps are completed. PIRs are planned by the Business and IT Program Managers and shown in the Program's Release Plan.

A PIR provides an overview of the project or release, assesses the projected and actual results in the following areas, provides an explanation of the variances between projected and actual results, and describes any recommendations for future projects or releases:

- Schedule
- Costs
- Objectives
- Functionality added
- Benefits
- Performance Gaps closed
- Approvals - Include signature(s) and date(s) of Business Owner/Sponsor and IPT approval authorities (as applicable)

❖ An Operational Analysis is conducted by the Business and IT Program Managers within 12 months of completing the Program's initial PIR and is updated annually. The Operational Analysis assesses the on-going performance of the program in three areas:

- Customer Satisfaction
- Strategic Business Results
- Financial Performance

An Operational Analysis provides the following:

- The outcomes of the program, including performance results, variance between planned results and actual results are described
- Benefits achieved
- Customer needs met
- Potential improvements for future implementations are identified (evaluation results help identify remaining gaps and assist in deciding whether to continue to fund programs)
- Importance to the PBGC mission
- Linkage to PBGC strategic goals
- Defined performance metrics are met or exceeded, e.g.:
 - Reduction in operational costs is demonstrated
 - Cost benefits realized
 - Operational efficiency improvements gained
- Functional areas affected by the program are engaged and represented
- Organizational or environmental changes that significantly affected the program success and return on investment are described
- Assessment is made on the continued viability of the solution with no or minor technology impacts
- Risk inventory is complete and maintained, with viable mitigation plans
- Trends within and across projects that help planning and development proves improvements that can be used for future projects
- Documented results support the conclusion and recommendation(s)
- Approvals - Include signature(s) and date(s) of Business Owner/Sponsor and IPT approval authorities (as applicable)

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Metrics	<i>(Metrics will be developed as part of continuously improving and maturing OIT standards.)</i>	
Owner Signature	John Skudlarek	Signature/Date
Approval Signature (TRB or GCB)	Velma Briscoe, GCB Chair	Signature/Approval Date