# OED ProPath

## Project Life Cycle Processes

- Project Planning (PRP)
- Project Launch (PRL)
- Project Closure (PRC)
- Project Monitoring and Control (PMC)
- Monthly Reporting Templates (RPM)
- ○ Quarterly Reporting Templates (RPQ)
- ○ Yearly Reporting Templates (RPY)
- ○ Ad Hoc Reporting Templates (RPA)

## OED ProPath Links

- Getting Started
- Release Notes
- OED ProPath Change Request (PCR)

## Product Development Life Cycle Processes

- Requirements Elaboration (RQE)
- Product Architecture (ARC)
- Architecture Evaluation (AEV)
- Product Design (DES)
- Design Evaluation (DEV)
- Test Preparation (TST)
- Product Build (BLD)
- Product Documentation (DOC)
- Test and Certification (TAC)
- Release Management (REL)
- Product Support (SUP)

Release 3 March 2010

# Legend

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## Reviews Specific Navigation

- Click to access Peer Review map
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## Common Process Map Icons

- Process Map Start
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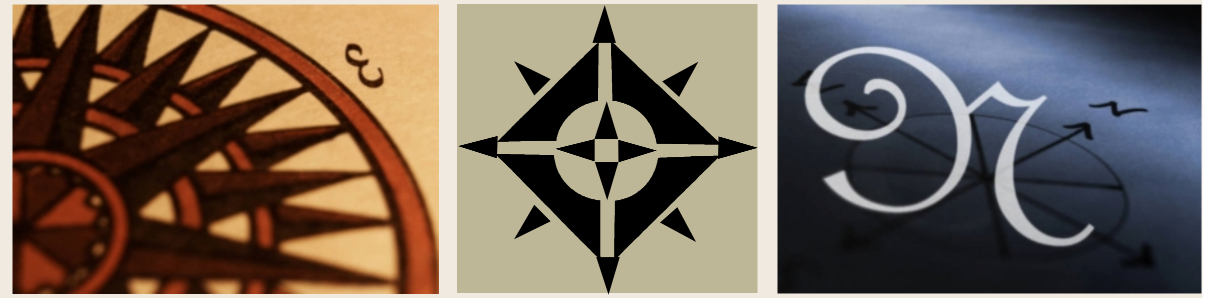
# OED ProPath



## Release Notes

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**PMAS process maps:** There have been significant revisions to the process maps including the addition of seven new process maps and the deprecation of 3 existing process maps to ensure ProPath alignment with the most recent revisions to the Project Management Accountability System (PMAS) Guide.

Three of the new maps are:

- Project Planning
- Project Launch
- Requirements Elaboration.

The processes have been built from Project Start, Project Initiation and Project Pause which have been removed from ProPath in the current release. In addition, four other process maps are derived and enhanced from the previous Architecture and Design Process to provide greater clarity.

The new maps are:

- Product Architecture
- Architecture Evaluation
- Product Design
- Design Evaluation

more

## Release Notes

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**Project Planning (PRP):** This newly introduced process map supports the planning activities for OI&T projects and provides the framework for projects to obtain PMAS approval including the comprehensive list of artifacts and deliverables for projects to be granted into an 'Active' state under the provisions of PMAS.

**Project Launch (PRL):** This newly introduced process map supports the activities for OI&T projects that immediately follow PMAS approval. The activities included in this process expound and build on activities in Project Planning in order to facilitate the successful transition into an 'Active' state for the project.

**Requirements Elaboration (RQE):** This newly introduced process map focuses on requirement activities (Use Cases and Requirements Traceability) that extend beyond the initial requirements gathering processing that is fundamental to the Project Planning process and initial PMAS approval.

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# Release Notes

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**Architecture & Design:** The former Architecture & Design process was deemed as too cumbersome for the end user. As such the original process flow was decomposed into four processes that provide greater clarification and consolidation of activities by first separating the process into architecture centric processes that includes Product Architecture (ARC) and Architecture Evaluation (AEV) and design centric processes which includes Product Design (DES) and Design Evaluation (DEV).

**Project Start/Initiation/Pause:** Many of activities that previously resided in Project Start, Project Initiation or Project Pause were moved into the new Project Planning process. Even so, the remaining 'orphans' of all three processes were quickly consolidated into Project Launch and Requirements Elaboration allowing for these processes to be deprecated.

**Workflows:** The workflows associated with Agile-RUP, Agile-SCRUM and Legacy Linear have been temporarily removed from ProPath due to the number of changes made to the process maps that will require significant work and review by various working groups for approval. However, ProPath will again provide guidance on how to create project schedules and work breakdown structures in the very near future in an upcoming release.

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## Release Notes

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**All process maps:** To enhance the association between activity name and the process it supports, OED ProPath has adopted a new set of three letter process identifiers and has propagated them to all activity names, backslides, and RACI charts. The three letter identifiers are initially found on the home page in parenthesis next to each of the process names.

**Project Artifact Summary:** We have revised the intent of the Project Artifact Summary and are now providing it to you as a guide. This guide provides a listing of all activities and artifacts, as well as storage locations for each required artifact (TSPR and/or Rational ClearCase). You can find the Project Artifact Summary Guide from the Direct Access Link on the OED ProPath Website as well as several activities within OED ProPath. Link: **http://vaww.oed.oit.va.gov/process/propath/**.

**OED ProPath Change Requests:** If you have suggestions for process improvements please submit them via the OED ProPath Change Request link at **http://vaww.oed.oit.va.gov/process/change_control/**

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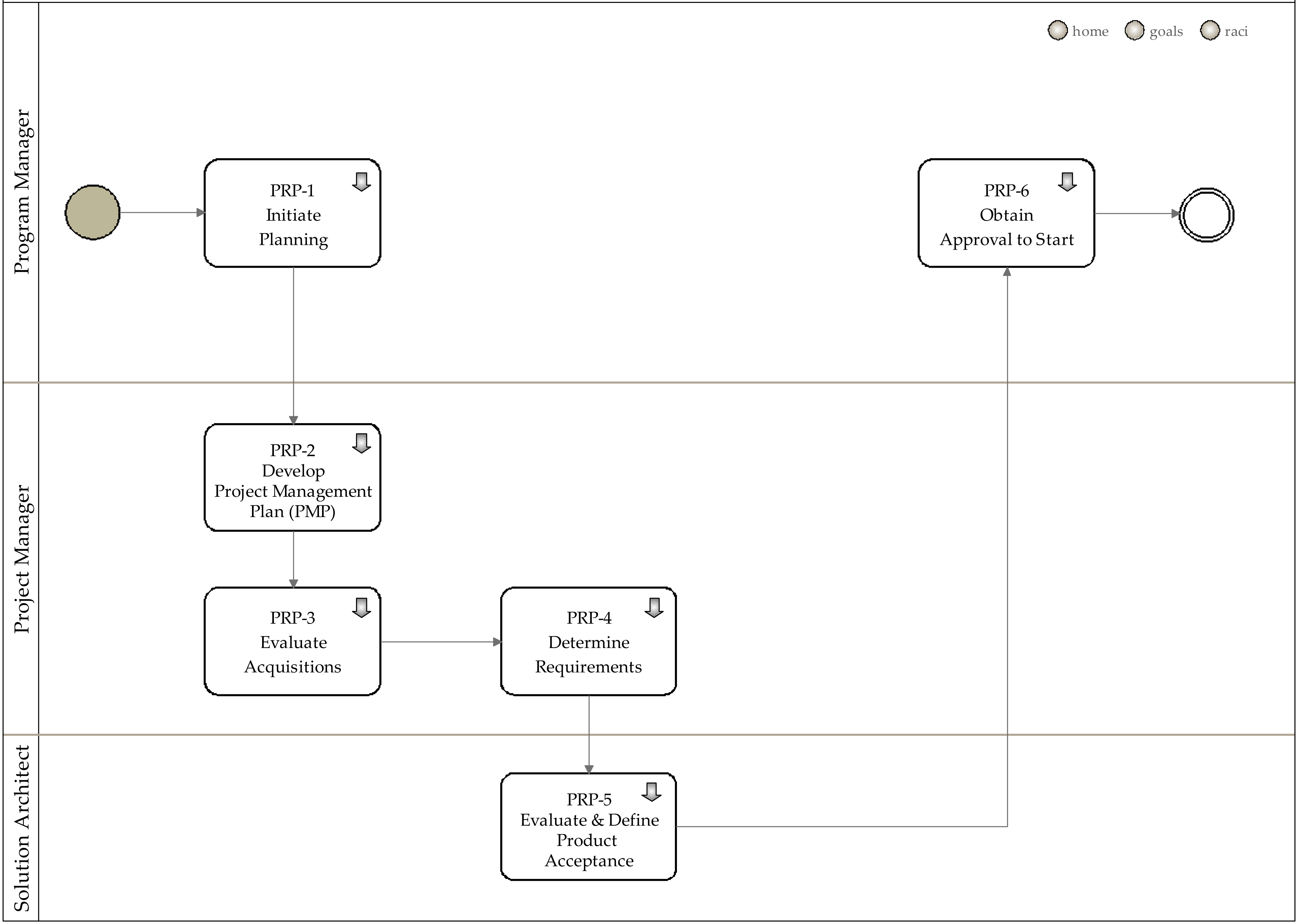
# Project Planning



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## Goals of Project Planning

In the Planning state, the project develops required plans and obtains approvals to enter project increment(s) into an Active state. Planning is a continuous process and persists until all project increments are identified and all committed delivery milestones are met.

For a project to attain an Active state, the following artifacts will be required:

- Acceptance Criteria Plan
- Acquisition Plan Strategy
- Conceptual Design (section of System Design Document)
- Integrated Project Team Charter
- PMAS Contract Sheet
- PMAS Readiness Checklist
- Product Evaluation and Decision Analysis Plan (buy-only)
- Project Charter
- Project Dependency Matrix
- Project Management Plan (PMP)
- Project Schedule
- Requirements Specification Document (RSD)
- Risk Log
- Staff Assignment Matrix
- Updated Organizational Breakdown Structure (OBS)
- Updated Project Quad Chart

The Project Planning process not only applies to new projects but to projects placed in the 'paused' state by the CIO or designee. A project in a 'paused' state is no longer executing the processes to build and deliver increments. The project is conducting planning activities in preparation for a restart decision. The Project Manager must submit the plan for restart within 60 calendar days of the project pause decision. Failure to submit the plan for restart within 60 calendar days will cause the project to be stopped.

# Project Planning RACI Chart - 1

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

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| | | Role | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Functional Analyst | Program Analyst | Solution Architect | Information Technology Resource Manager | Technical Project Manager | Project Manager | Program Manager | Application & Data Architecture Service Director | Program Executive Officer | Software Development Director | Program Plans and Control Director | Deputy Assistant Secretary | CIO |
| PRP-1.1 | Create Project Charter | | | | | | R | A | | | | | | |
| PRP-1.2 | Form Integrated Project Team | | | | | | R | A | | | | | | |
| PRP-1.3 | Release Planning Funds | | | | R | | | | | | | | | |
| PRP-1.4 | Update Quad Chart | | | | | | | R | | A | | | | |
| PRP-1.5 | Update Organizational Breakdown Structure (OBS) | | R | | | | | | | | | A | | |
| PRP-1.6 | Identify Project Management Environment | | | | | | R | A | | | | | | |
| PRP-1.7 | Identify Technical Environment | | | | | R | | | | | A | | | |
| PRP-2.1 | Create Project Management Plan | | | | | | R | A | | | | | | |
| PRP-2.2 | Review Quality Assurance Standard | | | | | | R | A | | | | | | |

# Project Planning RACI Chart - 2

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Functional Analyst | Program Analyst | Solution Architect | Information Technology Resource Manager | Technical Project Manager | Project Manager | Program Manager | Application & Data Architecture Service Director | Program Executive Officer | Software Development Director | Program Plans and Control Director | Deputy Assistant Secretary | CIO |
| PRP-2.3 | Review Risk Management Standard | | | | | | R | A | | | | | | |
| PRP-2.4 | Review Project Communications Standard | | | | | | R | A | | | | | | |
| PRP-2.5 | Create Project Schedule | | | | | | R | A | | | | | | |
| PRP-2.6 | Create Risk Log | | | | | | R | A | | | | | | |
| PRP-2.7 | Identify Staff Assignments | | | | | | R | A | | | | | | |
| PRP-2.8 | Identify Dependent Projects | | | | | | | R | | A | | | | |
| PRP-FR1.1 | Plan Formal Review | | | | | | R | A | | | | | | |
| PRP-FR1.2 | Conduct Formal Review | | | | | | R | A | | | | | | |
| PRP-FR1.3 | Implement Finding Resolutions | | | | | | R | A | | | | | | |

# Project Planning RACI Chart - 3

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Functional Analyst | Program Analyst | Solution Architect | Information Technology Resource Manager | Technical Project Manager | Project Manager | Program Manager | Application & Data Architecture Service Director | Program Executive Officer | Software Development Director | Program Plans and Control Director | Deputy Assistant Secretary | CIO |
| PRP-3.1 | Evaluate Contracts | | | | | | R | A | | | | | | |
| PRP-3.2 | Create Acquisition Plan Strategy | | | | | | | R | | A | | | | |
| PRP-4.1 | Document Requirements | R | | | | A | | | | | | | | |
| PRP-PR1.1 | Distribute Peer Review Materials | | | | | | R | A | | | | | | |
| PRP-PR1.2 | Review Peer Materials | | | | | | R | A | | | | | | |
| PRP-PR1.3 | Distribute Consolidated Peer Review Findings | | | | | | R | A | | | | | | |
| PRP-PR1.4 | Record Finding Resolutions | | | | | | R | A | | | | | | |
| PRP-PR1.5 | Implement Finding Resolutions | | | | | | R | A | | | | | | |
| PRP-FR2.1 | Plan Formal Review | | | | | | R | A | | | | | | |

# Project Planning RACI Chart - 4

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Functional Analyst | Program Analyst | Solution Architect | Information Technology Resource Manager | Technical Project Manager | Project Manager | Program Manager | Application & Data Architecture Service Director | Program Executive Officer | Software Development Director | Program Plans and Control Director | Deputy Assistant Secretary | CIO |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| PRP-FR2.2 | Conduct Formal Review | | | | | | R | A | | | | | | |
| PRP-FR2.3 | Implement Finding Resolutions | | | | | | R | A | | | | | | |
| PRP-4.2 | Ensure Technical Alignment | | | | | R | | | | | A | | | |
| PRP-5.1 | Conduct Product Evaluation | | | R | | | | | A | | | | | |
| PRP-5.2 | Create Acceptance Criteria Plan | | | | | | R | A | | | | | | |
| PRP-6.1 | Determine Execution Funds Available | | | | | | R | A | | | | | | |
| PRP-6.2 | Verify PMAS Readiness | | | | | | R | A | | | | | | |
| PRP-6.3 | Conduct PMAS Readiness Review | | | | | | | R | | A | | | | |
| PRP-6.4 | Conduct CIO PMAS Readiness Review | | | | | | | | | | | | | R |

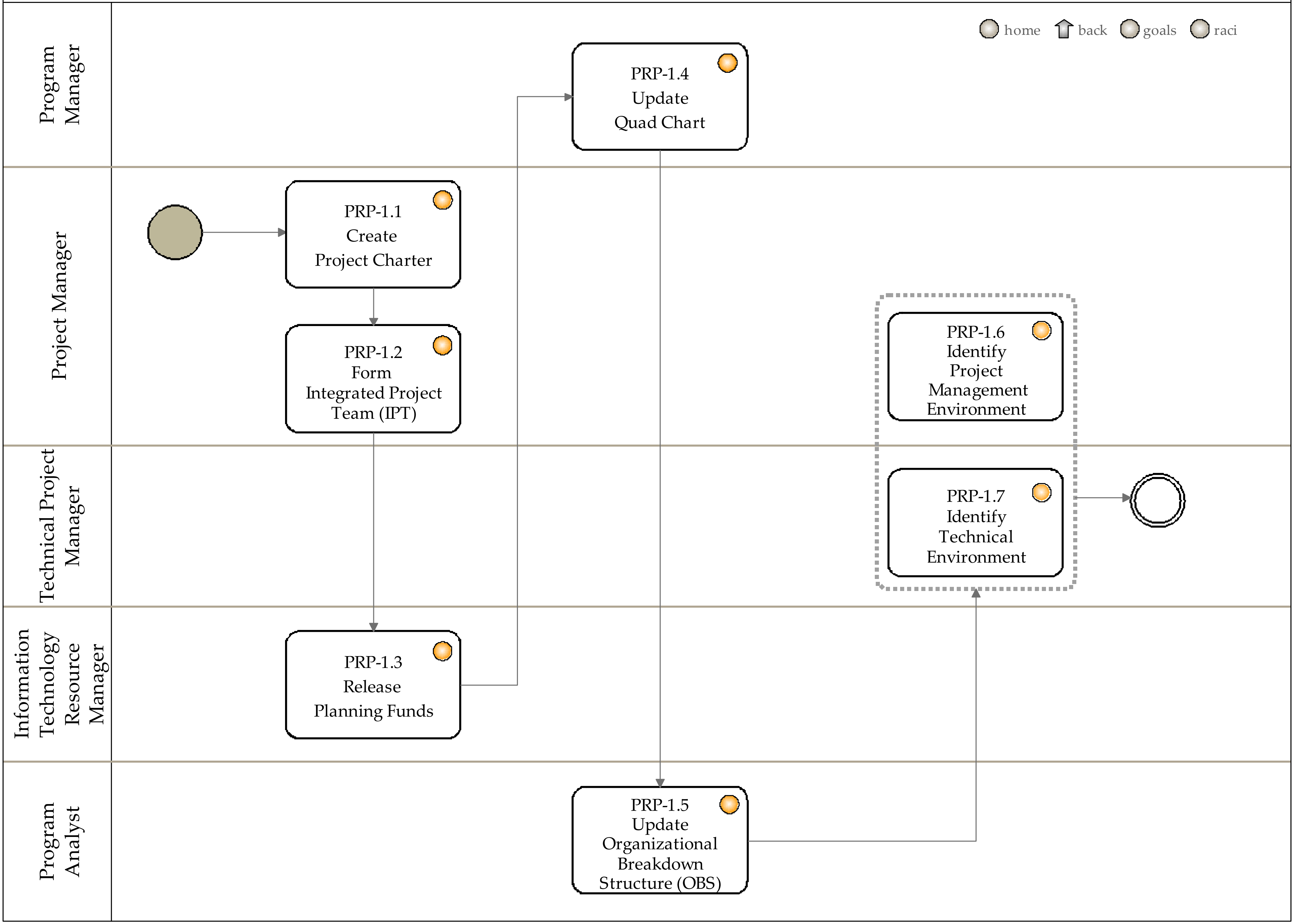
# Project Planning RACI Chart - 5

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Functional Analyst | Program Analyst | Solution Architect | Information Technology Resource Manager | Technical Project Manager | Project Manager | Program Manager | Application & Data Architecture Service Director | Program Executive Officer | Software Development Director | Program Plans and Control Director | Deputy Assistant Secretary | CIO |
| PRP-6.5 | **Communicate PMAS Approval** | | | | | | | | | R | | | A | |
| PRP-6.6 | **Approve Funding for Increment Execution** | | | | R | | | | | | | | | |

# Project Planning: PRP-1 Initiate Planning



# Project Planning: PRP-1.1 Create Project Charter



| | |
|---|---|
| **Description** | The Project Manager creates the Project Charter. If an existing Project Charter was created it should be updated to include revised scope, etc. The revised Project Charter is signed by the Business Sponsor, Program Manager, Project Manager, and Integrated Project Team (IPT) Chair. |
| **Artifacts Used** | Stakeholder Request |
| **Artifacts Created** | Project Charter |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | PMAS Guide<br>PMAS Project Documentation Portal |
| **More Info....** | |

# Project Planning: PRP-1.2 Form Integrated Project Team

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| | |
|---|---|
| **Description** | The Project Manager forms the Integrated Project Team (IPT). The required attendees can be obtained from the Integrated Project Team (IPT) Initiation, Formation, and Execution Guide. The IPT is a team of people with complementary skills and expertise who collaborate and commit to a timely delivery of specified work products. The IPT members provide skills and advocacy appropriate to all phases of the project life cycle and are collectively responsible for delivery of work products as specified and committed. The IPT should include empowered representatives from organizations, disciplines, and functions that have a stake in the success of the project.<br><br>The IPT Roles Matrix is mandatory to be completed during this activity. The Matrix template is included as part of the IPT Charter template. The Charter is created and signed by all IPT members and the Chief Information Officer (CIO) during this activity. |
| **Artifacts Used** | Project Charter<br>Stakeholder Request<br>Updated list of VA staff resources |
| **Artifacts Created** | IPT Charter |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | PMAS Guide<br>Integrated Project Team (IPT) Initiation, Formation, and Execution Guide |
| **More Info....** | To request OI&T membership, the Project Manager will submit a request on the OI&T IPT website for the competencies needed. The OI&T competency management must respond to the request within 3 business days and either provide the necessary resource, indicate that the resource is not available, or indicate that an opinion that such resource is not needed on the IPT. Refer to the IPT Guide for additional guidance. |

# Project Planning: PRP-1.3 Release Planning Funds



| | |
|---|---|
| **Description** | The Information Technology Resource Manager (ITRM) works with the Program Manager to determine if Planning Funds are available per the OI&T Operating Plan. Once this determination is complete the ITRM notifies the Program Manager that the Release Planning Funds are available and are approved for use in the Planning Phase of the project. |
| **Artifacts Used** | OI&T Operating Plan |
| **Artifacts Created** | Notification of Release - Planning Funds |
| **Responsible Role** | ITRM |
| **Tools** | |
| **Standards** | PMAS Guide |
| **More Info....** | |

# Project Planning: PRP-1.4 Update Project Quad Chart

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| | |
|---|---|
| **Description** | The Program Manager updates the Project Quad Chart. If a Project Quad Chart does not exist, the Program Manager creates one during this activity. The Project Quad Chart is a document that provides a high level summary of the proposed Business Requirements along with the initial proposed schedule, deliverables, and initial funding. The document includes mandates, dependencies, and risks. Completion of the Quad chart is a joint effort between the Business group and OED that summarizes what each project entails. The Quad chart is used in the prioritization process and is an input into the decision process of which projects will be executed. |
| **Artifacts Used** | Project Quad Chart<br>Stakeholder Request |
| **Artifacts Created** | Updated Project Quad Chart |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | QUAD chart with instructions |
| **More Info....** | Information requests may be sent to the Program Plans and Controls Quad Mail Group -<br>**VA OIT OED PPC QUAD CM**. |

# Project Planning: PRP-1.5 Update Organizational Breakdown Structure (OBS)



| | |
|---|---|
| **Description** | The Program Analyst updates the Organizational Breakdown Structure (OBS) with the assigned Organizational Breakdown Structure (OBS) code and other applicable fields. |
| **Artifacts Used** | Organizational Breakdown Structure (OBS)<br>Stakeholder Request |
| **Artifacts Created** | Updated Organizational Breakdown Structure (OBS) |
| **Responsible Role** | Program Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Project Planning: PRP-1.6 Identify Project Management Environment



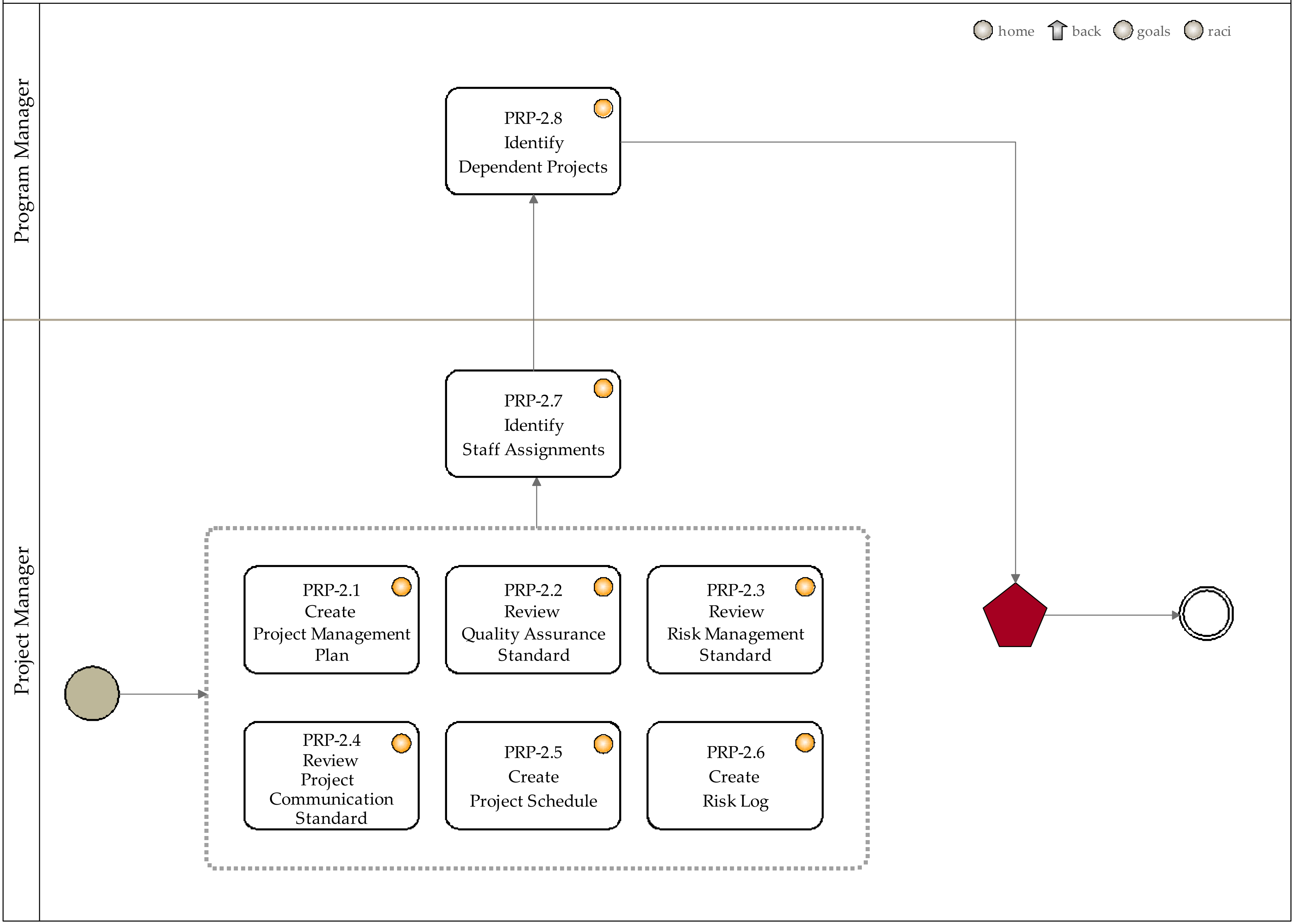
| | |
|---|---|
| **Description** | The Project Manager identifies the hardware, software, and tools needed to perform the functions for the project, including the following:<br>• Hardware (coordinate with Enterprise Infrastructure Engineering (EIE))<br>• Project SharePoint<br>• Project Rational Tool Database<br>• User accounts established and configured according to Office of Enterprise Development (OED) standards<br>• Training required to use the tools and methods<br>• Project Schedule in designated Project Management Tool<br>• Project entry in OED Project Repository (TSPR) |
| **Artifacts Used** | Project Charter |
| **Artifacts Created** | Project Initiation Checklist (Applicable Project Management Activities) |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Project Planning: PRP-1.7 Identify Technical Environment



| | |
|---|---|
| **Description** | This activity identifies the hardware, software, and tools needed to perform the functions for the project, including the following:<br>• Identification of the Development Account that will be used for development<br>• Appropriate access for developers to the Development Account<br>• Ensuring the Development Account is fully patched |
| **Artifacts Used** | Project Charter |
| **Artifacts Created** | Project Initiation Checklist (Applicable Technical Environment Activities) |
| **Responsible Role** | Technical Project Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Project Planning: PRP-2 Develop Project Management Plan (PMP)



# Project Planning: PRP-2.1 Create Project Management Plan



| | |
|---|---|
| **Description** | The Project Management Plan (PMP) is the formal, approved document that defines how the project is executed, monitored, and controlled. It is composed of one or more subsidiary management plans and other planning documents. The objective of the PMP is to define the management approach to be used by the project team to deliver the intended product. |
| **Artifacts Used** | Project Charter<br>Stakeholder Request |
| **Artifacts Created** | Project Management Plan |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Project Artifact Summary Guide<br>PVA Directive 6061: VA Earned Value Management System<br>PVA IT Program Management Guide<br>PMAS Guide<br>PMAS Project Documentation Portal |
| **More Info....** | |

# Project Planning: PRP-2.2 Review Quality Assurance Standard



| | |
|---|---|
| **Description** | The Quality Assurance (QA) Standard details the overall approach to quality assurance activities for a project. The standard documents how the project defines, implements and assures quality during the software development process. The standard is also a communication vehicle for the entire project team, including the project manager, technical project manager, developers, test analysts, SQA analysts, technical writers, functional analysts, other project teams, and users.<br><br>The Project Manager is required to review and follow the Quality Assurance Standard. If it is determined that the program/project must deviate from the standard, section 12 of the Project Management Plan (PMP) should indicate the reason and list, in bullet format, the planned deviations. If the deviation pertains to an artifact, use the Artifacts by Level Table to identify those artifacts that will not be 100% completed (indicate partial completion or not at all). Remove from this table all artifacts that are 100% complete. If the deviation pertains to a review, use the Reviews Table to identify those artifacts that will not be 100% completed (indicate partial completion or not at all).<br>If the project is large in scope a separate Quality Assurance Plan should be created and referenced in the PMP. |
| **Artifacts Used** | Project Charter<br>Stakeholder Request |
| **Artifacts Created** | Project Management Plan (Section 12 – Quality Assurance Plan) |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Quality Assurance Standard |
| **More Info....** | |

# Project Planning: PRP-2.3 Review Risk Management Standard



| | |
|---|---|
| **Description** | Risk Management is the art and science of identifying, analyzing, and responding to risk factors throughout the life of a project and in the best interests of its objectives. The project identifies, analyzes, tracks, and monitors risks that may negatively impact the project's performance, costs, and schedule as well as any risks that impact other projects.<br><br>The Project Manager is required to review and follow the VA Information Technology Project Risk Management Process Guide. If it is determined that the program/project must deviate from the guide, section 9 of the Project Management Plan (PMP) should indicate the reason and list, in bullet format, the planned deviations. If the project is large in scope a separate Risk Management Plan should be created and referenced in the PMP. |
| **Artifacts Used** | Project Charter<br>Stakeholder Request |
| **Artifacts Created** | Project Management Plan (Section 9 - Risk Management Plan) |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Risk Management Guide |
| **More Info....** | |

# Project Planning: PRP-2.4 Review Project Communication Standard



| | |
|---|---|
| **Description** | The Communications Standard describes how projects should communicate with team members, end users, management, and other points of contact. The standard describes how stakeholders are kept informed of project activities, as well as the mechanism to receive stakeholder feedback and adjust activities accordingly in a timely manner. The standard additionally details how products are delivered (minutes, dashboard, briefings, documentation, etc.) and where they are stored.<br><br>The Project Manager is required to review and follow the Communication Standard. If it is determined that the program/project must deviate from the standard, section 8 of the Project Management Plan (PMP) should indicate the reason and list, in bullet format, the planned deviations. If the project is large in scope a separate Communication Plan should be created and referenced in the PMP. |
| **Artifacts Used** | Project Charter<br>Stakeholder Request |
| **Artifacts Created** | Project Management Plan (Section 8 - Communication Plan) |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Communication Standard |
| **More Info....** | |

# Project Planning: PRP-2.5 Create Project Schedule



| | |
|---|---|
| **Description** | The Project Manager creates the Project Schedule based on the activities defined in ProPath and required artifacts on the Go/No-Go Testing and Release Checklist. |
| **Artifacts Used** | Project Charter<br>Project Management Plan |
| **Artifacts Created** | Project Schedule (created in designated Project Management Tool) |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Project Artifact Summary Guide<br>PMAS Guide<br>Go/No-Go Testing and Release Checklist |
| **More Info....** | |

# Project Planning: PRP-2.6 Create Risk Log

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| | |
|---|---|
| **Description** | The Project Manager documents the initial risks that may have an impact on the project's cost, schedule, or performance. The Project Manager will follow the Risk Management process as defined in the Risk Management Guide. |
| **Artifacts Used** | Project Charter<br>Stakeholder Request |
| **Artifacts Created** | Risk Log |
| **Responsible Role** | Project Manager |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | Risk Management Guide<br>PMAS Guide<br>PMAS Project Documentation Portal |
| **More Info....** | Project managers may decide to use an approved risk tracking tool in lieu of using the provided risk log template. |

# Project Planning: PRP-2.7 Identify Staff Assignments

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| | |
|---|---|
| **Description** | OI&T Government Staff will be applied by the Office of Responsibility (OOR) in accordance with established priorities in the OI&T Operating Plan (OP). The OOR is responsible for applying sufficient staff as identified in the project and increment plans, with the appropriate skills, to enable successful execution of the project or increment.<br><br>The Project Manager (PM), to obtain government staff, shall:<br><br>• Develop a specific resource list of government staff by competency needed for desktop to data center including management, development, testing, operations, security, development, and sustainment.<br>• Advise IPT members of needed staff by competency. Project IPT members are then responsible for coordinating with the leadership within their competency office for required personnel. |
| **Artifacts Used** | Project Management Plan |
| **Artifacts Created** | Staffing Assignment Matrix |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | PMAS Guide |
| **More Info....** | |

# Project Planning: PRP-2.8 Identify Dependent Projects



| | |
|---|---|
| **Description** | The Program Manager, to ensure proper planning or re-planning (if the project is on 'pause'), determines the project's dependencies as related to other projects. This information is used to create the Project Dependency Matrix which includes:<br>• A listing of the projects<br>• A description of the project<br>• A description of the dependency<br>• Known schedule impacts |
| **Artifacts Used** | Project Management Plan |
| **Artifacts Created** | Project Dependency Matrix |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | PMAS Guide |
| **More Info....** | |

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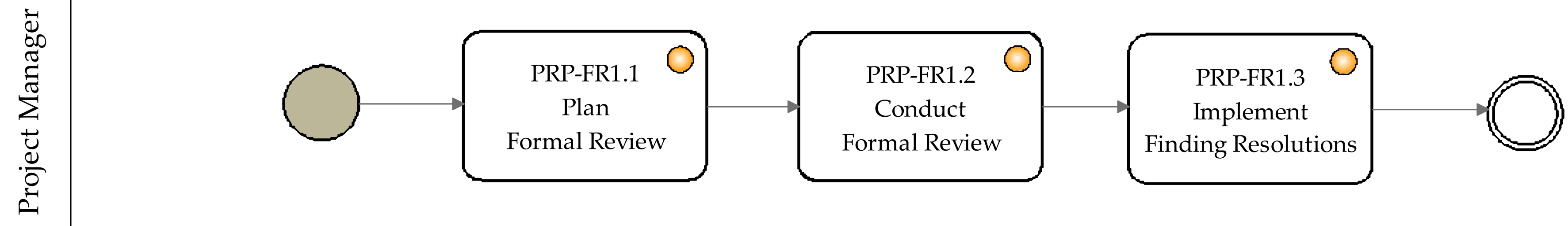
# Formal Review: Project Management Plan



# Project Planning: PRP-FR1.1 Plan Formal Review

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| | |
|---|---|
| **Description** | Once the Project Management Plan is ready for review, the Project Manager performs the following:<br>• Identify a Facilitator and Scribe<br>• Determine the formal review team - ensure the customer and Programs Plans and Controls (PP&C) are included<br>• Determine review meeting logistics. It is suggested to allow 2 days for Project Management Plans less than 10 pages, 3 days for 10 – 30 pages, 5 days for 30 – 50 pages, and 10 days for plans greater than 50 pages<br>• Create agenda<br>• Distribute the Project Management Plan, Artifact Review Agenda and Minutes, and Project Planning Checklist (Review Findings Summary included)<br><br>The intent of the formal review is to obtain stakeholder concurrence and appropriate signatures. |
| **Artifacts Used** | Project Management Plan |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Project Planning Checklist (Review Findings Summary included) |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Formal Review Guide<br>Quality Assurance Standard |
| **More Info....** | |

# Project Planning: PRP-FR1.2 Conduct Formal Review



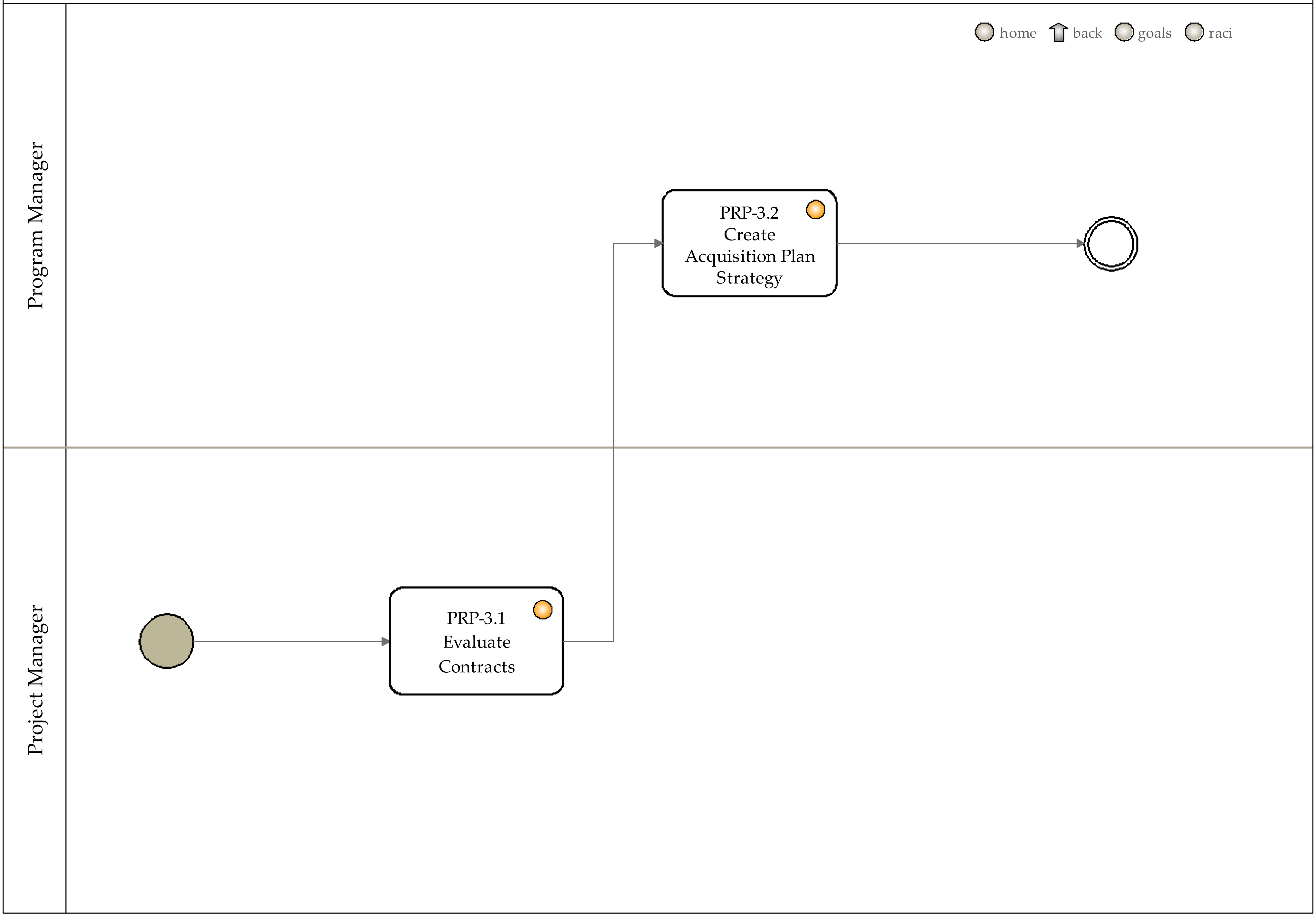
| | |
|---|---|
| **Description** | The formal review team reviews the Project Management Plan and reports their findings. The anomalies and issues are recorded using the Project Management Plan Review Findings Summary template (included in the Project Planning Checklist). The review team decides on the disposition of the artifact.<br>Disposition can be:<br>• Accept artifact<br>• Accept artifact conditionally (anomalies will be resolved)<br>• Additional formal artifact review required<br><br>The Approval Signatures on the Project Management Plan are obtained during this review. The signatures are affixed to the appropriate appendix of the Project Management Plan . |
| **Artifacts Used** | Artifact Review Agenda and Minutes<br>Project Management Plan<br>Project Planning Checklist (Review Findings Summary included) |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Updated Project Management Plan<br>Updated Project Planning Checklist (Review Findings Summary included) |
| **Responsible Role** | Project Manager |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | Formal Review Guide<br>Quality Assurance Standard |
| **More Info....** | |

# Project Planning: PRP-FR1.3 Implement Finding Resolutions



| | |
|---|---|
| **Description** | The Project Manager resolves anomalies and issues with the Project Management Plan. |
| **Artifacts Used** | Project Management Plan<br>Project Planning Checklist (Review Findings Summary included) |
| **Artifacts Created** | Updated Project Management Plan |
| **Responsible Role** | Project Manager |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | Formal Review Guide<br>Quality Assurance Standard |
| **More Info....** | |

# Project Planning: PRP-3 Evaluate Acquisitions



# Project Planning: PRP-3.1 Evaluate Contracts

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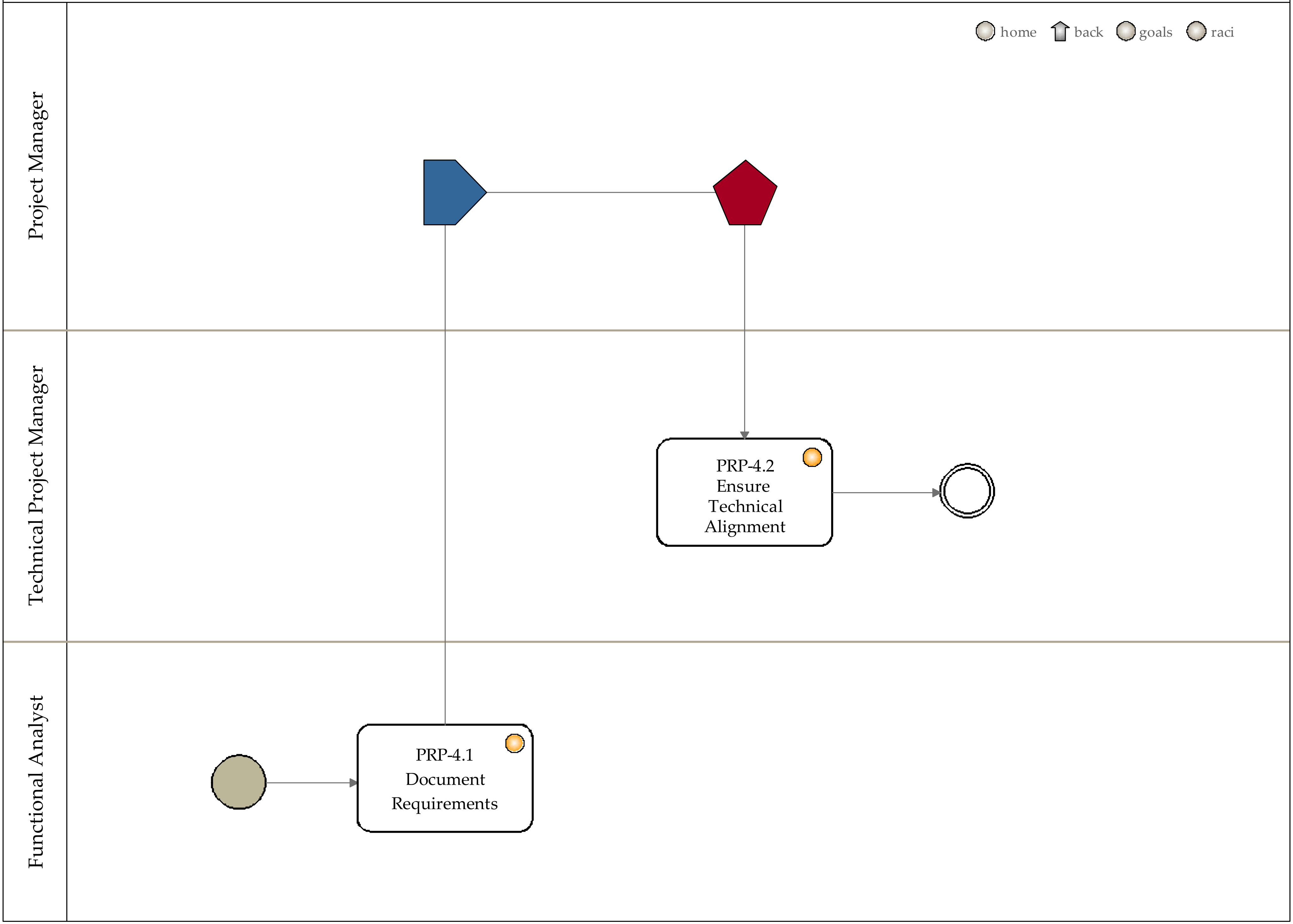
| | | |
|---|---|---|
| **Description** | | Per OED FY 2010 Contract Action Reviews guidelines (provided below in Standards) all projects and contract actions must be justified by the assigned Project Manager (PM), Contracting Officer (CO), and General Counselor (GC) in order to be granted approval to continue in Fiscal Year (FY) 2010.<br><br>In this activity the Project Manager will review existing contracts in place with the CO and GC and will provide update via the Contract Information Collection Template (see Artifact Created) with comments/recommendations regarding FY 2010 contracting actions. It is noted that there should be consensus on the recommendations going forward but in the event that consensus cannot be met, then this should be noted at the time of the presentation to the Senior Leadership.<br><br>The PM, CO, and GC Team will then provide briefing to a Senior Leadership Panel defined OED FY 2010 Contract Action Reviews guidelines for review. |
| **Artifacts Used** | | Existing Contract(s) |
| **Artifacts Created** | | PMAS Contract Sheet |
| **Responsible Role** | | Project Manager |
| **Tools** | | |
| **Standards** | | OED PMAS Contracts Portal |
| **More Info....** | | |

# Project Planning: PRP-3.2 Create Acquisition Plan Strategy



| | |
|---|---|
| **Description** | The Acquisition Plan provides the strategy driving all procurement activities related to the specific release. This plan provides release specific information such as:<br>• Program Office Information<br>• Purpose of the Acquisition<br>• History and Need<br>• Current and Future Requirements that the Acquisition addresses<br>• Requirement Specifics<br>• Statement of Work<br>• Deliverables<br>• Government Furnished Material<br>• Data Requirements<br>• Administration and Monitoring of the Acquisition (post-Award)<br>• Costing and Funding<br>• Technical Evaluations |
| **Artifacts Used** | Project Management Plan<br>Project Schedule<br>Release Management Plan<br>Requirements Specification Document |
| **Artifacts Created** | Acquisition Plan Strategy |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Project Planning: PRP-4 Determine Requirements



# Project Planning: PRP-4.1 Document Requirements

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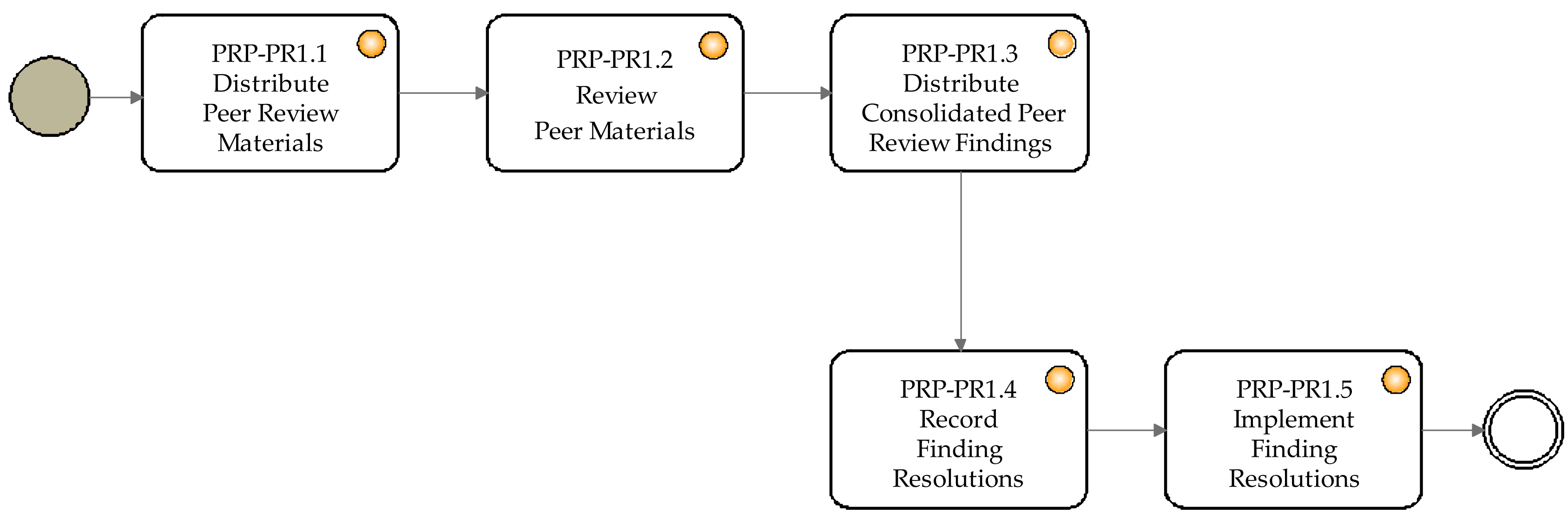
| | |
|---|---|
| **Description** | The Functional Analyst works with the various groups (i.e.., Software Engineering, Enterprise Infrastructure Engineering (EIE), Program Management, etc) to document specifications in order to produce a fully complete Requirements Specifications Document. The Functional Analyst also ensures that the VA Mandated Requirements, as identified in the Project Allocation Report, are included.<br>Specifications should consider at minimum the following:<br>• Functional<br>• Reliability<br>• Performance<br>• Security<br>• Usability<br>• Multi-Divisional |
| **Artifacts Used** | Requirements Specification Document |
| **Artifacts Created** | Record of Notification<br>Requirements Specification Documentation Checklist |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Peer Review Guide<br>Quality Assurance Standard |
| **More Info....** | |

# Peer Review: Requirements Specification Document

Project Manager



# Project Planning: PRP-PR1.1 Distribute Peer Review Materials



| | |
|---|---|
| **Description** | The Project Manager distributes the Requirements Specification Documentation for peer review using the following steps:<br>1. Select the peers for the peer review team.<br>2. Notify the peers of review team meeting logistics.<br>3. Send the peer review team the Requirements Documentation and the Requirements Specification Document Checklist. |
| **Artifacts Used** | Requirements Specification Document |
| **Artifacts Created** | Requirements Specification Document Checklist (Review Findings Summary included) |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Peer Review Guide<br>Quality Assurance Standard |
| **More Info....** | |

# Project Planning: PRP-PR1.2 Review Peer Materials



| | |
|---|---|
| **Description** | The peer review team reviews the Requirements Documentation and documents their findings using the following steps:<br>1. Identify anomalies and issues.<br>2. Record anomalies and issues on Requirements Specification Document Review Findings Summary included in the Requirements Specification Document Checklist.<br>3. Submit findings to Functional Analyst. |
| **Artifacts Used** | Requirements Specification Document |
| **Artifacts Created** | Requirements Specification Document Checklist (Review Findings Summary included) |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Peer Review Guide<br>Quality Assurance Standard |
| **More Info....** | |

# Project Planning: PRP-PR1.3 Distribute Consolidated Peer Review Findings



| | |
|---|---|
| **Description** | The Project Manager receives, consolidates, and redistributes findings to peer reviewers prior to peer review using the following steps:<br>1. Receive initial findings from reviewers.<br>2. Analyze consolidated findings.<br>3. Consolidate findings onto a single Review Findings Summary.<br>4. Distribute consolidated findings to reviewers. |
| **Artifacts Used** | Requirements Specification Document Checklist (Review Findings Summary included) |
| **Artifacts Created** | Consolidated Requirements Specification Document Checklist (Review Findings Summary included) |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Peer Review Guide<br>Quality Assurance Standard |
| **More Info....** | |

# Project Planning: PRP-PR1.4 Record Finding Resolutions



| | |
|---|---|
| **Description** | The peer review team discusses the findings and documents their resolutions. |
| **Artifacts Used** | Consolidated Requirements Specification Document Checklist (Review Findings Summary included)<br>Requirements Specification Document |
| **Artifacts Created** | Updated Consolidated Requirements Specification Document Checklist (Review Findings Summary included) |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Peer Review Guide<br>Quality Assurance Standard |
| **More Info....** | |

# Project Planning: PRP-PR1.5 Implement Finding Resolutions



| | |
|---|---|
| **Description** | The Project Manager resolves anomalies and issues with the Requirements Specification Document. |
| **Artifacts Used** | Requirements Specification Document<br>Updated Consolidated Requirements Specification Document Checklist (Review Findings Summary included) |
| **Artifacts Created** | Updated Requirements Specification Document |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Peer Review Guide<br>Quality Assurance Standard |
| **More Info....** | |

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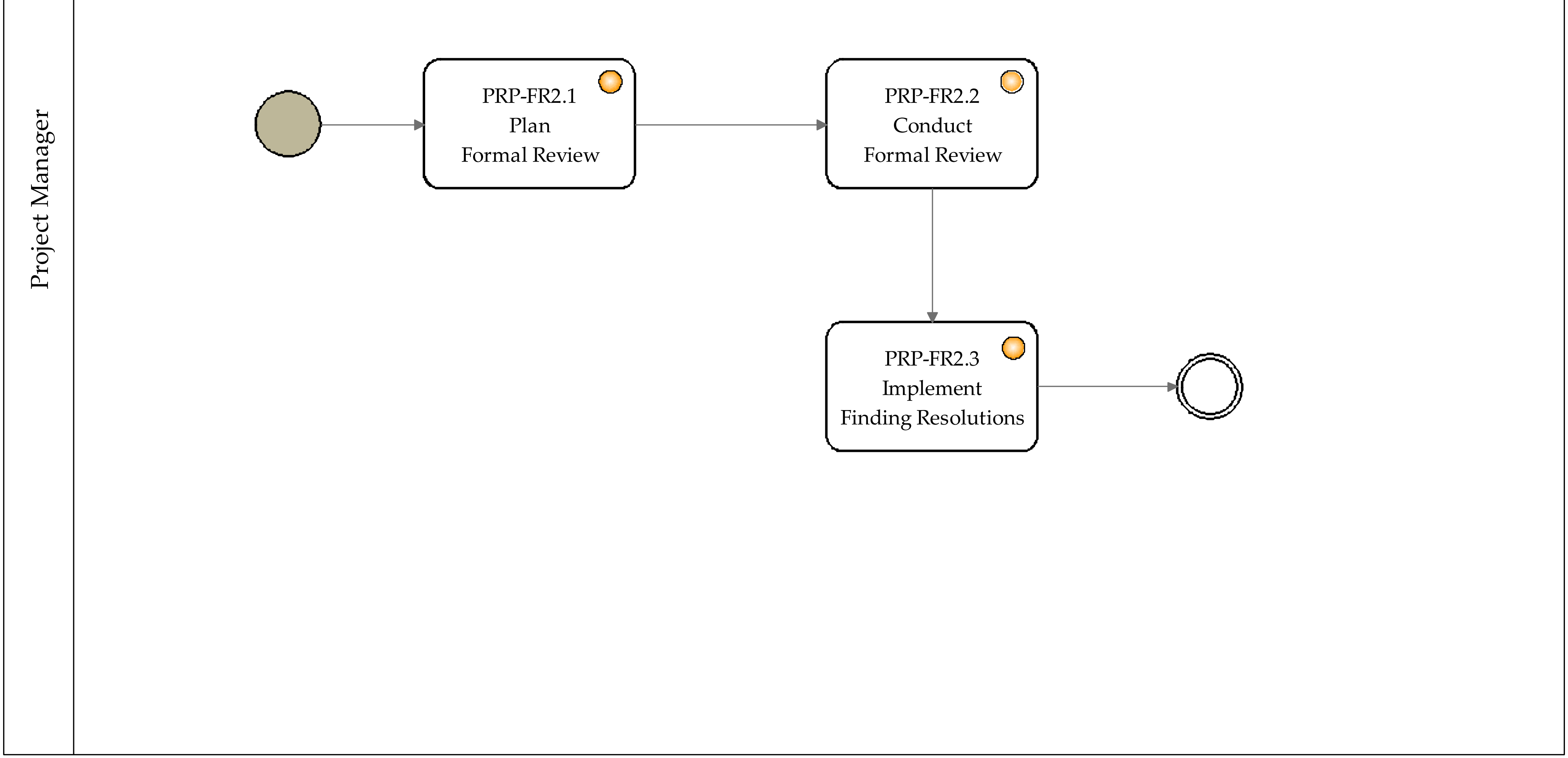
# Formal Review: Requirements Specifications Document



# Project Planning: PRP-FR2.1 Plan Formal Review



| | |
|---|---|
| **Description** | Once the Requirements Specification Document is ready for review, the Project Manager performs the following:<br>• Identify a Facilitator and Scribe<br>• Determine the formal review team - ensure customer is included in review team<br>• Determine review meeting logistics. It is suggested to allow 2 days for Requirements Specification Document less than 10 pages, 3 days for 10-30 pages, 5 days for 30-50 pages, and 10 days for Requirements Specification Documents greater than 50 pages<br>• Create an agenda<br>• Distribute the Requirements Specification Document, the Artifact Review Agenda and Minutes, and the Requirements Specification Document Review Checklist<br><br>The intent of the formal review is to obtain stakeholder concurrence and appropriate signatures. |
| **Artifacts Used** | Requirements Specification Document |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Requirements Specification Document Checklist (Review Findings Summary included) |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Formal Review Guide<br>Quality Assurance Standard |
| **More Info....** | |

# Project Planning: PRP-FR2.2 Conduct Formal Review



| | |
|---|---|
| **Description** | The formal review team reviews the Requirements Specification Document and reports their findings. The anomalies and issues are recorded using the Requirements Specification Document Review Findings Summary Template (included in the Requirements Specification Document Checklist). Signatures are also obtained during this review. The review team decides on the disposition of the artifact. Disposition can be:<br>• Accept artifact<br>• Accept artifact conditionally (anomalies will be resolved)<br>• Additional artifact review required<br><br>The Approval Signatures on the Requirements Specification Document are obtained during this review. The signatures are affixed to the appropriate appendix of the Requirements Specification Document. |
| **Artifacts Used** | Artifact Review Agenda and Minutes<br>Requirements Specification Document<br>Requirements Specification Document Checklist (Review Findings Summary included) |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Updated Requirements Specification Document<br>Updated Requirements Specification Document Checklist (Review Findings Summary included) |
| **Responsible Role** | Project Manager |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | Formal Review Guide<br>Quality Assurance Standard |
| **More Info....** | |

# Project Planning: PRP-FR2.3 Implement Finding Resolutions



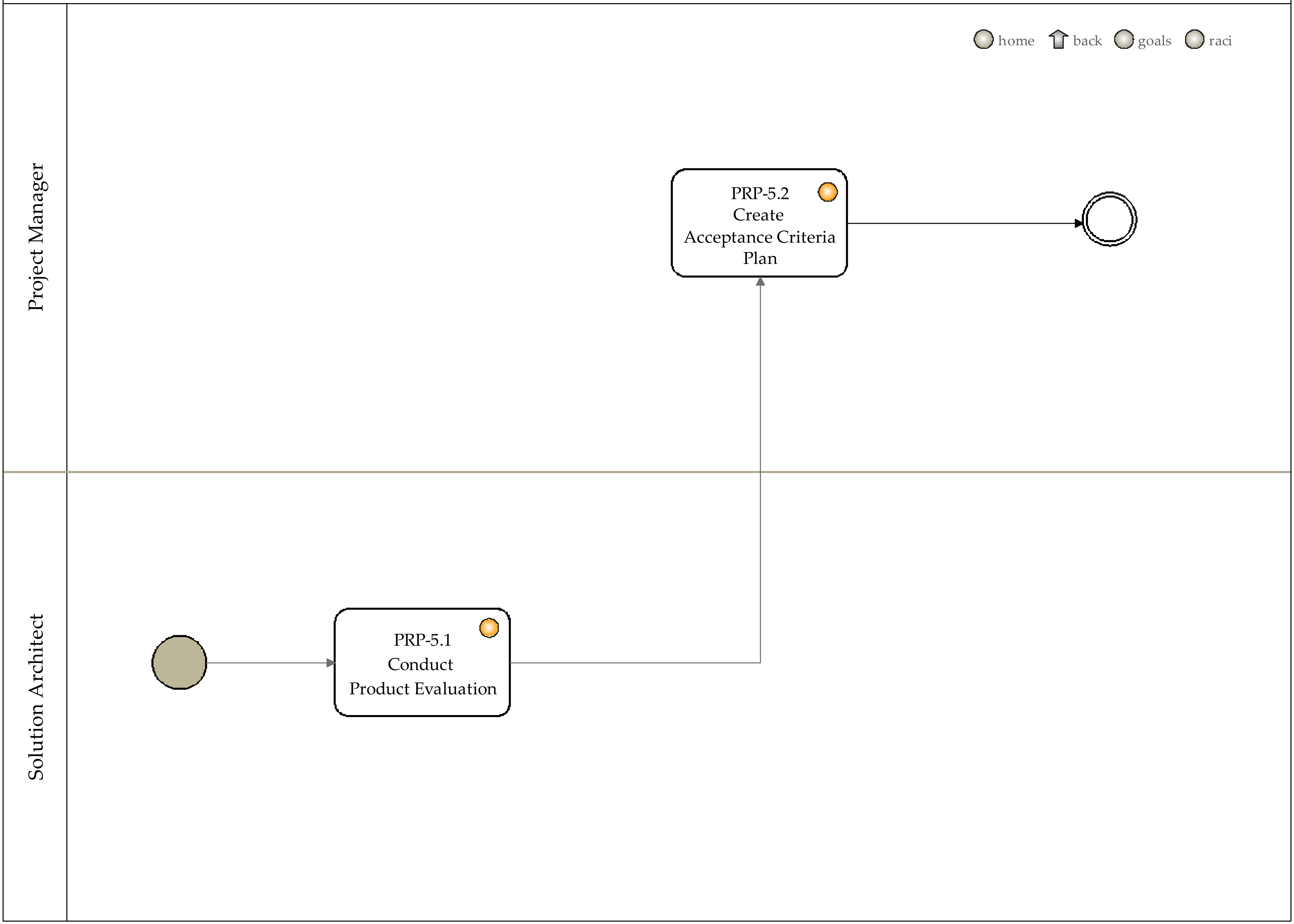
| | |
|---|---|
| **Description** | The Functional Analyst resolves anomalies and issues with the Requirements Specification Document. |
| **Artifacts Used** | Requirements Specification Document<br>Requirements Specification Document Checklist (Review Findings Summary included) |
| **Artifacts Created** | Updated Requirements Specification Document |
| **Responsible Role** | Project Manager |
| **Tools** | IBM Rational ClearQuest ®<br>IBM Rational RequisitePro ® |
| **Standards** | Formal Review Guide<br>Quality Assurance Standard |
| **More Info....** | |

# Project Planning: PRP-4.2 Ensure Technical Alignment



| | |
|---|---|
| **Description** | The Technical Project Manager creates the initial System Design Document and completes the appropriate sections up to and including the Conceptual Design. In addition to the Conceptual Design, the initial sections of this document provide for basic technical overview of the project and ensure alignment with the VA IT architecture and design frameworks. |
| **Artifacts Used** | Project Charter<br>Requirements Specifications Document<br>Stakeholder Request |
| **Artifacts Created** | System Design Document (all sections up to and including Conceptual Design) |
| **Responsible Role** | Technical Project Manager |
| **Tools** | |
| **Standards** | PMAS Guide<br>PMAS Project Documentation Portal |
| **More Info....** | |

# Project Planning: PRP-5 Evaluate & Define Product Acceptance



# Project Planning: PRP-5.1 Conduct Product Evaluation



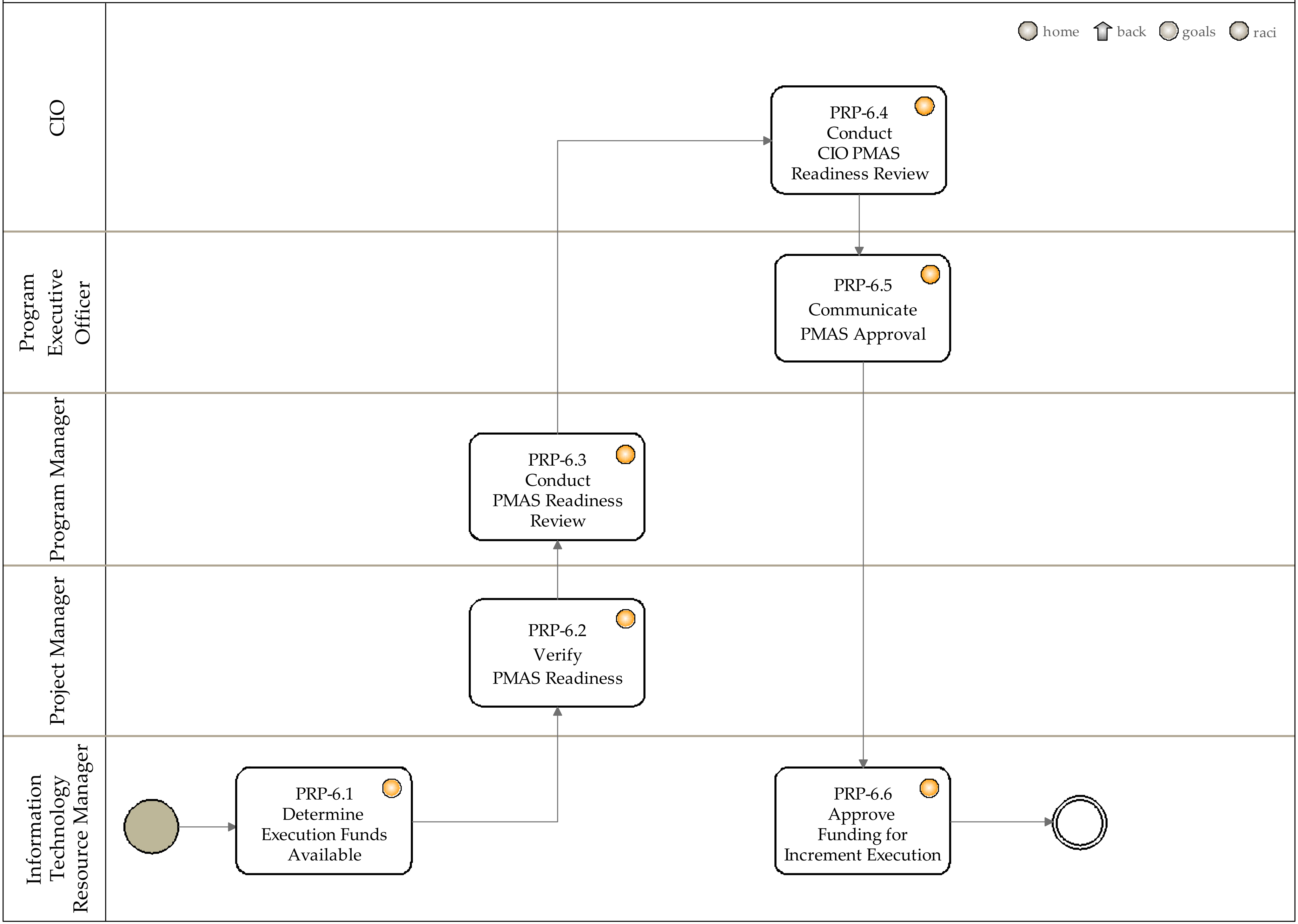
| | |
|---|---|
| **Description** | This activity is performed to document the criteria for evaluating the recommended architecture amongst alternative solutions considered for a product or product release. The criteria typically address cost, benefits and risks and should be within quantifiable areas such as functionality, performance, capacity, and scale ability. |
| **Artifacts Used** | Guidelines for Evaluating Architectures |
| **Artifacts Created** | Product Evaluation and Decision Analysis |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Project Planning: PRP-5.2 Create Acceptance Criteria Plan



| | |
|---|---|
| **Description** | The Project Manager creates the Acceptance Criteria Plan. This document contains the mutually agreed to criteria by which the system will be accepted by the customer at each increment. Per the direction of the CIO each software development project increment must contain working code that is manifested to the end user. This manifestation can be in infrastructure code that is delivered to the end customer but not physically visible to the end customer or can be manifested in code that is physically visible to the end customer. If this is an operations project or COTS implementation project the increment must deliver some functionality to the user. A new acceptance criteria plan is required for each increment.<br><br>In addition to the mutually agreed criteria for which the system is to be accepted, the Acceptance Criteria Plan also contains the Customer Acceptance Form, a template for which key stakeholders acknowledge formal acceptance of the increment deliverable. This form is only to be completed at the end of the increment cycle upon the signature of the three key stakeholders (Project Manager, Release Manager, and Customer). |
| **Artifacts Used** | Project Charter<br>Stakeholder Request |
| **Artifacts Created** | Acceptance Criteria Plan |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | PMAS Guide<br>PMAS Project Documentation Portal |
| **More Info....** | |

# Project Planning: PRP-6 Obtain Approval to Start



# Project Planning: PRP-6.1 Determine Execution Funds Available



| | |
|---|---|
| **Description** | The Project Manager and Program Manager work with Information Technology Resource Management (ITRM) to determine if Execution Funds are available in the OI&T Operating Plan (OP). These funds are the finances used to fund the increment development and delivery. |
| **Artifacts Used** | OI&T Operating Plan |
| **Artifacts Created** | Notification of Availability - Execution Funds |
| **Responsible Role** | ITRM |
| **Tools** | |
| **Standards** | PMAS Guide |
| **More Info....** | |

# Project Planning: PRP-6.2 Verify PMAS Readiness



| | |
|---|---|
| **Description** | The Project Manager ensures all PMAS required project documentation have been completed and approved (where required). The Project Manager informs the Program Manager when the project is ready for entry into PMAS. |
| **Artifacts Used** | Acceptance Criteria Plan<br>Acquisition Plan Strategy<br>Conceptual Design (section of System Design Document)<br>Integrated Project Team Charter<br>PMAS Contract Sheet<br>Product Evaluation and Decision Analysis Plan (buy-only)<br>Project Charter<br>Project Dependency Matrix<br>Project Management Plan (PMP)<br>Project Schedule<br>Requirements Specification Document (RSD)<br>Risk Log<br>Staff Assignment Matrix<br>Organizational Breakdown Structure (OBS)<br>Project Quad Chart |
| **Artifacts Created** | PMAS Readiness Checklist |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | PMAS Guide |
| **More Info....** | |

# Project Planning: PRP-6.3 Conduct PMAS Readiness Review



| | |
|---|---|
| **Description** | The Program Manager and the Office of Responsibility (OOR) reviews all project documentation to determine if the project is ready to present information to the Chief Information Officer (CIO) or designee.<br><br>The OOR will provide a recommendation to the CIO regarding the project's readiness to enter PMAS or guidance to the Program Manager on the project's inefficiencies. |
| **Artifacts Used** | PMAS Readiness Checklist |
| **Artifacts Created** | PMAS Readiness Formal Review Results |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | PMAS Guide |
| **More Info....** | |

# Project Planning: PRP-6.4 Conduct CIO PMAS Readiness Review



| | |
|---|---|
| **Description** | The Chief Information Officer (CIO) or designee reviews the project and provides formal notification that work may commence on the project under PMAS.<br><br>If the project is determined to be not ready to enter PMAS, the Program Manger informs the Project Manager to continue preparing project documentation. |
| **Artifacts Used** | PMAS Readiness Formal Review Results |
| **Artifacts Created** | PMAS Readiness Executive Decision Memorandum (EDM) |
| **Responsible Role** | CIO |
| **Tools** | |
| **Standards** | PMAS Guide<br>PMAS Project Documentation Portal |
| **More Info....** | |

# Project Planning: PRP-6.5 Communicate PMAS Approval



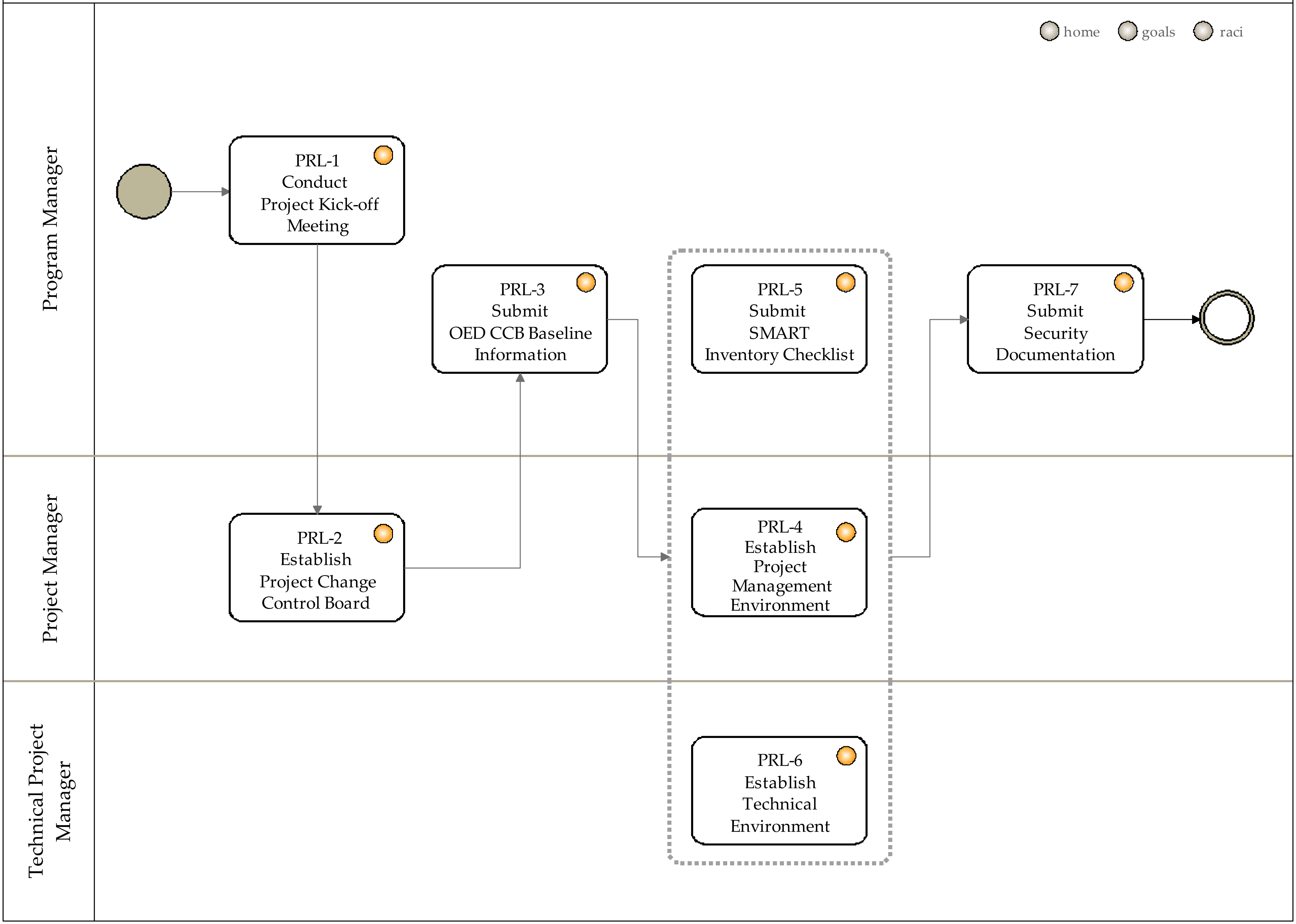
| | |
|---|---|
| **Description** | The Program Executive Officer notifies specified groups of the project's approval permitting the project to proceed under PMAS. This includes the following groups:<br>• IT Program Management Office<br>• Business Sponsor<br>• IT Enterprise Strategy, Policy, and Programs (SPP) |
| **Artifacts Used** | PMAS Readiness Executive Decision Memorandum (EDM) |
| **Artifacts Created** | PMAS Readiness Notification |
| **Responsible Role** | Program Executive Officer |
| **Tools** | |
| **Standards** | PMAS Guide<br>PMAS Project Documentation Portal |
| **More Info....** | |

# Project Planning: PRP-6.6 Approve Funding for Increment Execution



| | |
|---|---|
| **Description** | The Information Technology Resource Manager (ITRM) reviews the completed PMAS Readiness Checklist provided by the Project Manager, approves funding for increment execution and assigns the initial project increment number for budget control.<br><br>In addition the ITRM will update the PMAS Readiness Checklist with the increment number, date, and increment funding level.<br><br>The increment's six (6) month clock starts with the release of the project increment number by the ITRM. |
| **Artifacts Used** | PMAS Readiness Checklist<br>PMAS Readiness Executive Decision Memorandum (EDM)<br>PMAS Readiness Notification |
| **Artifacts Created** | PMAS Project ID<br>Updated PMAS Readiness Checklist |
| **Responsible Role** | ITRM |
| **Tools** | |
| **Standards** | PMAS Guide<br>PMAS Project Documentation Portal |
| **More Info....** | Communications to the ITRM group should be sent using the following mailing group:<br>**ITRMPMASfundingapproval@va.gov** |

# Project Launch



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## Goals of Project Launch

To initiate a series of activities to be performed once a project is approved by the Chief Information Officer and is fully funded.

Specific goals include:

- Create a disciplined, systematic change control process for the project
- Ensure that project has the resources (hardware, software, and tools) needed for the project
- Involve CASE Security Engineer and Facility Information Officer at project initiation
- Obtain stakeholders commitment at project Kick-off

# Project Launch RACI Chart

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Technical Project Manager | Project Manager | Program Manager | Program Executive Officer | Software Development Director |
|---|---|---|---|---|---|---|
| PRL-1 | Conduct Project Kick-off Meeting | | | R | A | |
| PRL-2 | Establish Project Change Control Board | | R | A | | |
| PRL-3 | Submit OED CCB Baseline Information | | | R | A | |
| PRL-4 | Establish Project Management Environment | | R | A | | |
| PRL-5 | Submit SMART Inventory Checklist | | | R | A | |
| PRL-6 | Establish Technical Environment | R | | | | A |
| PRL-7 | Submit Security Documentation | | | R | A | |

# Project Launch: PRL-1 Conduct Project Kick-off Meeting



| | |
|---|---|
| **Description** | The Program Manager plans and conducts the Kick-off meeting using the Project Team Kick-off Meeting Guide. This meeting is intended to obtain all stakeholders commitment for the project. The required attendees are all members of the project team included the Development Manager, Analysts, Planner, Developers, etc. It is mandatory that all participants be included. |
| **Artifacts Used** | Project Charter<br>Project Management Plan<br>Stakeholder Request |
| **Artifacts Created** | Project Team Kick-off Meeting Agenda and Minutes |
| **Responsible Role** | Program Manager |
| **Tools** | Primavera Project Management |
| **Standards** | Displaying Sensitive Data Guide<br>Project Team Kick-off Meeting Guide<br>Project Artifact Summary Guide<br>PMAS Guide<br>PMAS Project Documentation Portal |
| **More Info....** | |

# Project Launch: PRL-2 Establish Project Change Control Board



| | |
|---|---|
| **Description** | The Project Manager establishes the Project Change Control Board (CCB) to ensure a disciplined, systematic change control process that ensures change is effectively managed, its impact is fully understood, and informed decisions are made without endangering the project objectives, timelines or customer expectation. |
| **Artifacts Used** | Project Charter<br>Stakeholder Request |
| **Artifacts Created** | Change Management Plan |
| **Responsible Role** | Project Manager |
| **Tools** | Office of Enterprise Development Change Control Process Guide |
| **Standards** | PMAS Guide<br>PMAS Project Documentation Portal |
| **More Info....** | |

# Project Launch: PRL-3 Submit OED CCB Baseline Information

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| | |
|---|---|
| **Description** | The Program Manager, upon receipt of the Decision Memorandum, immediately submits a change request to the Program-level Change Control Board (CCB) to document the decision, provide clarity, and formally request resources for the project. |
| **Artifacts Used** | Decision Memorandum |
| **Artifacts Created** | Change Request Form |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | PMAS Guide<br>PMAS Project Documentation Portal |
| **More Info....** | |

# Project Launch: PRL-4 Establish Project Management Environment

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| | |
|---|---|
| **Description** | The Project Manager ensures that project has the hardware, software, and tools needed to perform the functions for the project including the following:<br>• Hardware (coordinate with Enterprise Infrastructure Engineering (EIE))<br>• Project SharePoint<br>• Project Rational Tool Database<br>• User accounts established and configured according to Office of Enterprise Development (OED) standards<br>• Training required to use the tools and methods<br>• Project Schedule in Primavera Project Management<br>• Project entry in OED Project Repository (TSPR)<br>• Access to Vista Document Library (VDL) |
| **Artifacts Used** | Project Charter |
| **Artifacts Created** | Updated Project Initiation Checklist (Applicable Project Management Activities) |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Establish Project in Test Tool Guide<br>VA Windows NT Naming Conventions<br>Web Service Request Form<br>Primavera Project Management Office Web site<br>TSPR Access Request Form |
| **More Info....** | Rational Tools Team web site<br>TSPR Web site<br>VA Web Request Form (to set-up SharePoint site)<br>Information requests may be sent to the EIE Mail Group - **VA IT EIE Requests**. |

# Project Launch: PRL-5 Submit SMART Inventory Checklist

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| | |
|---|---|
| **Description** | The Program Manager sends the completed SMART Inventory Checklist to the CASE Security Engineer and Facility Information Security Officer for submission to the SMART Working Group. Security Management and Reporting Tool (SMART) is the central repository for tracking the status and compliance of information systems with Federal Information Security Management Act (FISMA). Other activities include:<br>• Notify the SMART Working Group when a new system is being developed by sending a message to **VA IT SMART Working Group@VA.gov**<br>• Perform the System Security Risk Assessment within SMART<br>• Request the information System Security Assessment through SMART<br>• Participate in SMART discussions, as requested |
| **Artifacts Used** | OMB 300 Exhibit<br>Project Charter |
| **Artifacts Created** | Security Risk Assessment<br>SMART Inventory Checklist and Form |
| **Responsible Role** | Program Manager |
| **Tools** | SMART System Checklist and Form |
| **Standards** | NIST SP 800-30 Risk Management Guide for Information Technology Systems<br>Office of Cyber Security SMART Home Page<br>Security Artifact Checklist |
| **More Info....** | To contact the Lead CASE Security Engineer, use the **VHA OI HDI Security Team** mail group. To contact the Director of Field Security Service, use the **VA FSO FSS Leadership** mail group. To contact the Director of Information Risk Management, use the **Risk Assessment** mail group.<br>Risk Management and Incident Response Home Page |

# Project Launch: PRL-6 Establish Technical Environment

home process goals raci

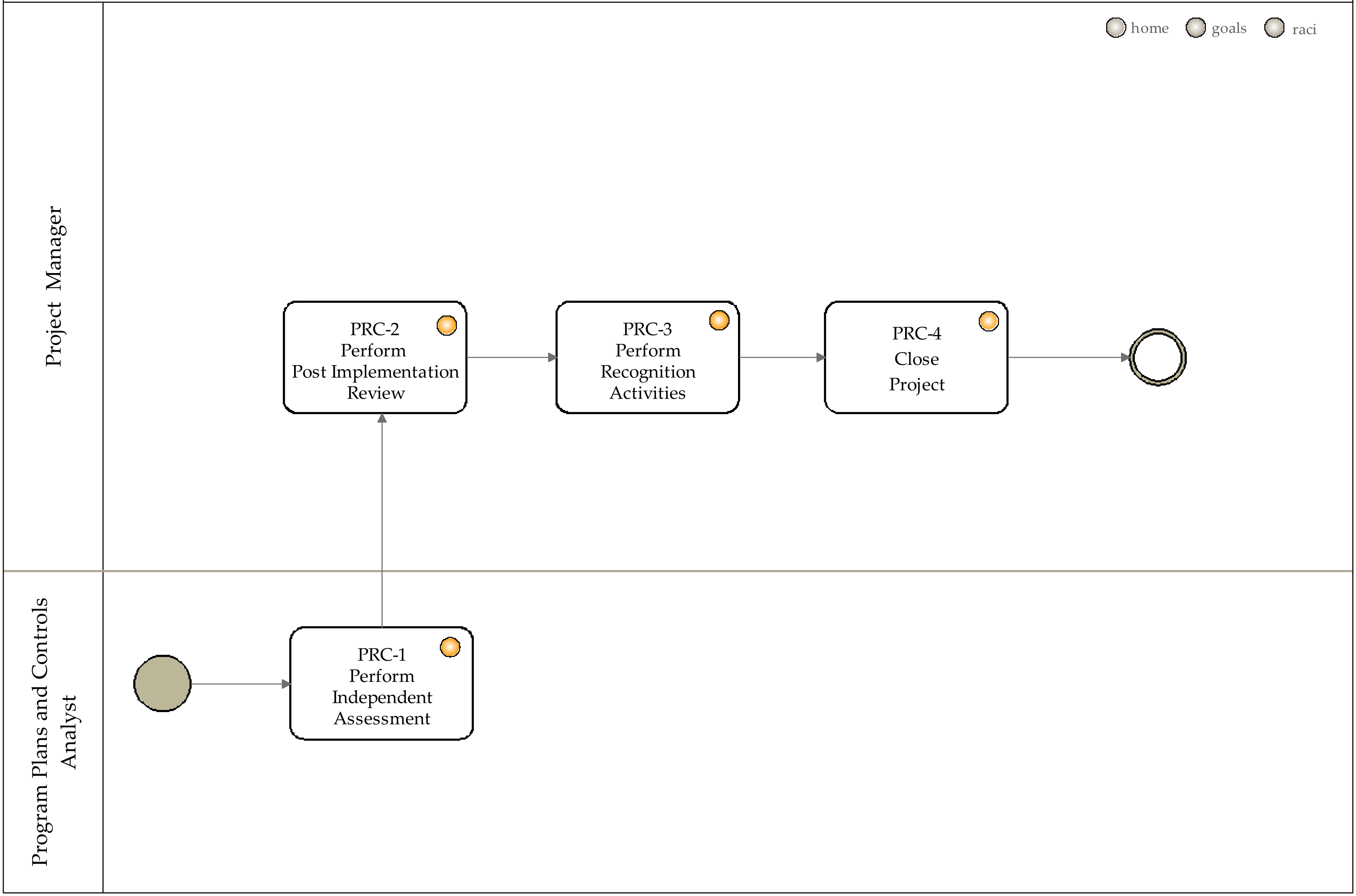
| | |
|---|---|
| **Description** | The Technical Project Manager ensures that project has the hardware, software, and tools needed to perform the functions for the project including the following:<br>• Identification of the Development Account that will be used for development<br>• Appropriate access for developers to the Development Account<br>• Ensuring the Development Account is fully patched |
| **Artifacts Used** | Project Charter |
| **Artifacts Created** | Updated Project Initiation Checklist (Applicable Technical Environment Activities) |
| **Responsible Role** | Technical Project Manager |
| **Tools** | |
| **Standards** | Establish Project in Test Tool Guide<br>VA Windows NT Naming Conventions |
| **More Info....** | Rational Tools Team web site<br>VA Web Request Form (to set-up SharePoint site)<br>Information requests may be sent to the EIE Mail Group - **VA IT EIE Requests**. |

# Project Launch: PRL-7 Submit Security Documentation



| | |
|---|---|
| **Description** | The Program Manager provides the relevant security documentation so that the Computer Assisted Software Engineering (CASE) Security Engineer and Facility Information Officer may analyze the project security-related documentation.<br><br>NOTE: It is recommended that the CASE Security Engineer and Facility Information Officer become involved as early as the Kick-off Meeting and incrementally review the project security-related documentation as the documentation is being developed. |
| **Artifacts Used** | Product Architecture Document<br>Requirements Specification Document<br>Use Case Specifications |
| **Artifacts Created** | Record of Notification |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Project Closure



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## Goals of Project Closure

- Perform Post Implementation Review
- Perform Recognition Activities
- Close the Project officially

# Project Closure RACI Chart

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role: Project Manager | Program Plans and Control Analyst | Program Manager | Program Plans and Control Director |
|---|---|---|---|---|---|
| PRC-1 | Perform Independent Assessment | | R | | A |
| PRC-2 | Perform Post Implementation Review | R | | A | |
| PRC-3 | Perform Recognition Activities | R | | A | |
| PRC-4 | Close Project | R | | A | |

# Project Closure: PRC-1 Perform Independent Assessment



| | |
|---|---|
| **Description** | The Project Manager requests an independent assessment from Program Plans and Control (PP&C) to gather and report project performance metrics. The request is submitted to the mail group **VA OIT OED PPC Project Estimation Support**. Using the project's information as documented in the project schedule and the OED Project Repository (TSPR), the PP&C analyst performs data analysis on the project performance and creates the Independent Assessment Report. This report is submitted back to the Project Manager to incorporate in the Post Implementation Review report. |
| **Artifacts Used** | Quad Chart |
| **Artifacts Created** | Independent Assessment Report |
| **Responsible Role** | Program Plans and Control Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Project Closure: PRC-2 Perform Post Implementation Review

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| | |
|---|---|
| **Description** | The Project Manager, the Development Manager, and the Software Engineering Analyst gather information regarding the project's successes, challenges, lessons learned and process improvement recommendations - with the focus on team challenges that can be transformed into process improvement requests. Steps include:<br>• Collecting and reviewing project metrics<br>• Evaluating risk management activities<br>• Identifying and submitting process improvements<br>• Conducting Post Implementation Review meeting (see Guide in Standards) |
| **Artifacts Used** | Independent Assessment Report<br>Quality Gate Review Lessons Learned |
| **Artifacts Created** | Post Implementation Review Agenda<br>Post Implementation Review Report |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Post Implementation Review Guide |
| **More Info....** | |

# Project Closure: PRC-3 Perform Recognition Activities

home process goals raci

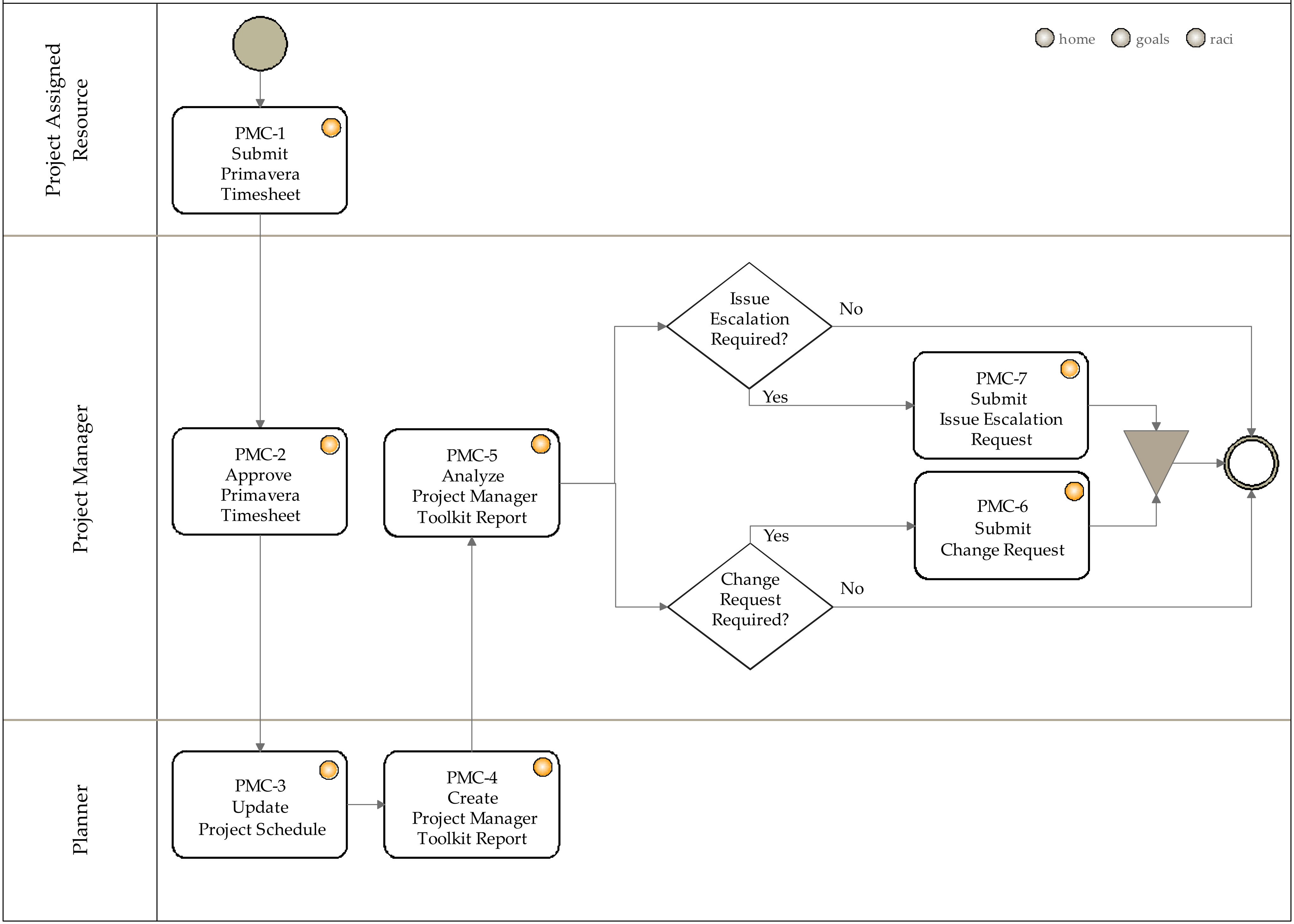
| | |
|---|---|
| **Description** | Using the information provided in VA Directive 5017, the Project Manager acknowledges those individuals and groups who worked diligently for a successful project completion. |
| **Artifacts Used** | Project Management Plan |
| **Artifacts Created** | Individual Recognition Letter |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | VA Directive 5017 |
| **More Info....** | |

# Project Closure: PRC-4 Close Project

home process goals raci

| | |
|---|---|
| **Description** | The Project Manager closes the project. The final closing activities include:<br>• Calculate the final Function Point Count, if applicable<br>• Close the project data bases, i.e., development, test, Primavera Project Management for activities related to project schedule, Technical Services Project Repository (TSPR), etc.<br>• Complete Product Documentation<br>• Close all Change Requests<br>• Ensure all materials are under Configuration Management control<br>• Archive the project artifacts, data, and quality records<br>• Submit the Post Implementation Review Report to Process Management for posting to the Post Implementation Reviews (PIR)/ Lessons Learned (LL) Repository by sending an email to OED Process Engineering [email address: **oedprocessengineering@va.gov**] |
| **Artifacts Used** | Product Documentation<br>Project Artifact Summary Guide<br>Post Implementation Review Report |
| **Artifacts Created** | Final Submission of Post Implementation Review |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | Primavera Standard Operating Procedure (SOP - 013)<br>International Function Point Users Group (IFPUG) Counting Practices Manual |
| **More Info....** | |

# Project Monitoring and Control



home process goals raci

## Goals of Project Monitoring and Control

- The purpose of Project Monitoring and Control (PMC) is to provide an understanding of the project's progress so that the appropriate corrective actions can be taken when the project's performance deviates significantly from the plan.

# Project Monitoring and Control RACI Chart

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | |
|---|---|---|---|---|---|
| | | Planner | Project Assigned Resource | Project Manager | Program Manager |
| PMC-1 | Submit Primavera Timesheet | | R | | A |
| PMC-2 | Approve Primavera Timesheet | | | R | A |
| PMC-3 | Update Project Schedule | R | | | A |
| PMC-4 | Create Project Manager Toolkit Report | R | | | A |
| PMC-5 | Analyze Project Manager Toolkit Report | | | R | A |
| PMC-6 | Submit Change Request | | | R | A |
| PMC-7 | Submit Issue Escalation Request | | | R | A |

# Project Monitoring and Control: PMC-1 Submit Primavera Timesheet



| | |
|---|---|
| **Description** | All team members assigned to projects, as resources in Primavera Project Management, must complete and submit a weekly timesheet for appropriate activities.<br><br>Primavera Timesheets are used for project management purposes only and are reviewed by the Project Manager(s) of the project(s) on which the resource is working. This is not the resource's payroll timesheet and may not have the same number of hours on it as the payroll timesheet. |
| **Artifacts Used** | Weekly Primavera Timesheet |
| **Artifacts Created** | Updated Primavera Timesheet |
| **Responsible Role** | Project Assigned Resource |
| **Tools** | Primavera Project Management |
| **Standards** | Primavera Project Management |
| **More Info....** | |

# Project Monitoring and Control: PMC-2 Approve Primavera Timesheet



| | |
|---|---|
| **Description** | The Project Manager approves the Primavera Timesheet(s) for all assigned project resources. |
| **Artifacts Used** | Submitted Primavera Timesheet(s) |
| **Artifacts Created** | Approved Primavera Timesheet(s) |
| **Responsible Role** | Project Manager |
| **Tools** | Primavera Project Management |
| **Standards** | Primavera Project Management |
| **More Info....** | |

# Project Monitoring and Control: PMC-3 Update Project Schedule



| | |
|---|---|
| **Description** | The Planner updates the project schedule. Activities include, but are not limited to:<br>• Apply Actuals (weekly)<br>• Record Estimate to Complete (event driven)<br>• Record Non-labor Expenses (event driven)<br>• Change Data Date (weekly)<br>• Perform Actual Reconciliation (monthly) |
| **Artifacts Used** | Approved Primavera Timesheet(s) |
| **Artifacts Created** | Updated Project Schedule |
| **Responsible Role** | Planner |
| **Tools** | |
| **Standards** | Primavera Project Management<br>Primavera Project Management Earned Value Management Standard |
| **More Info....** | |

# Project Monitoring and Control: PMC-4 Create Project Manager Toolkit Report



| | |
|---|---|
| **Description** | The Planner creates the Project Manager Toolkit Report for submission to the Project Manager. This report provides information to assist with managing a project's scheduled activities. |
| **Artifacts Used** | Project Schedule |
| **Artifacts Created** | Project Manager Toolkit |
| **Responsible Role** | Planner |
| **Tools** | Microsoft Excel ®<br>Primavera Project Management |
| **Standards** | Link to Project Manager Toolkit<br>Note: Project Manager Toolkit link is found under the Operational Information section of the Primavera tab on the Planner Documents and Communication web site. |
| **More Info....** | |

# Project Monitoring and Control: PMC-5 Analyze Project Manager Toolkit Report



| | |
|---|---|
| **Description** | The Project Manager analyzes the Project Manager Toolkit Report to assess project performance against the baseline and determine if further action is required. Issues are elevated through the Risk Management process and ClearQuest ® may be reviewed. The Change Control process is utilized for any change in schedule, scope, cost as appropriate.<br><br>Earned Value data should be reviewed and analyzed to identify undesirable trends. |
| **Artifacts Used** | Project Manager Toolkit Report |
| **Artifacts Created** | Change Request, if applicable<br>Issue Escalation Request, if applicable |
| **Responsible Role** | Project Manager |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | Planner Website |
| **More Info....** | |

# Project Monitoring and Control: PMC-6 Submit Change Request



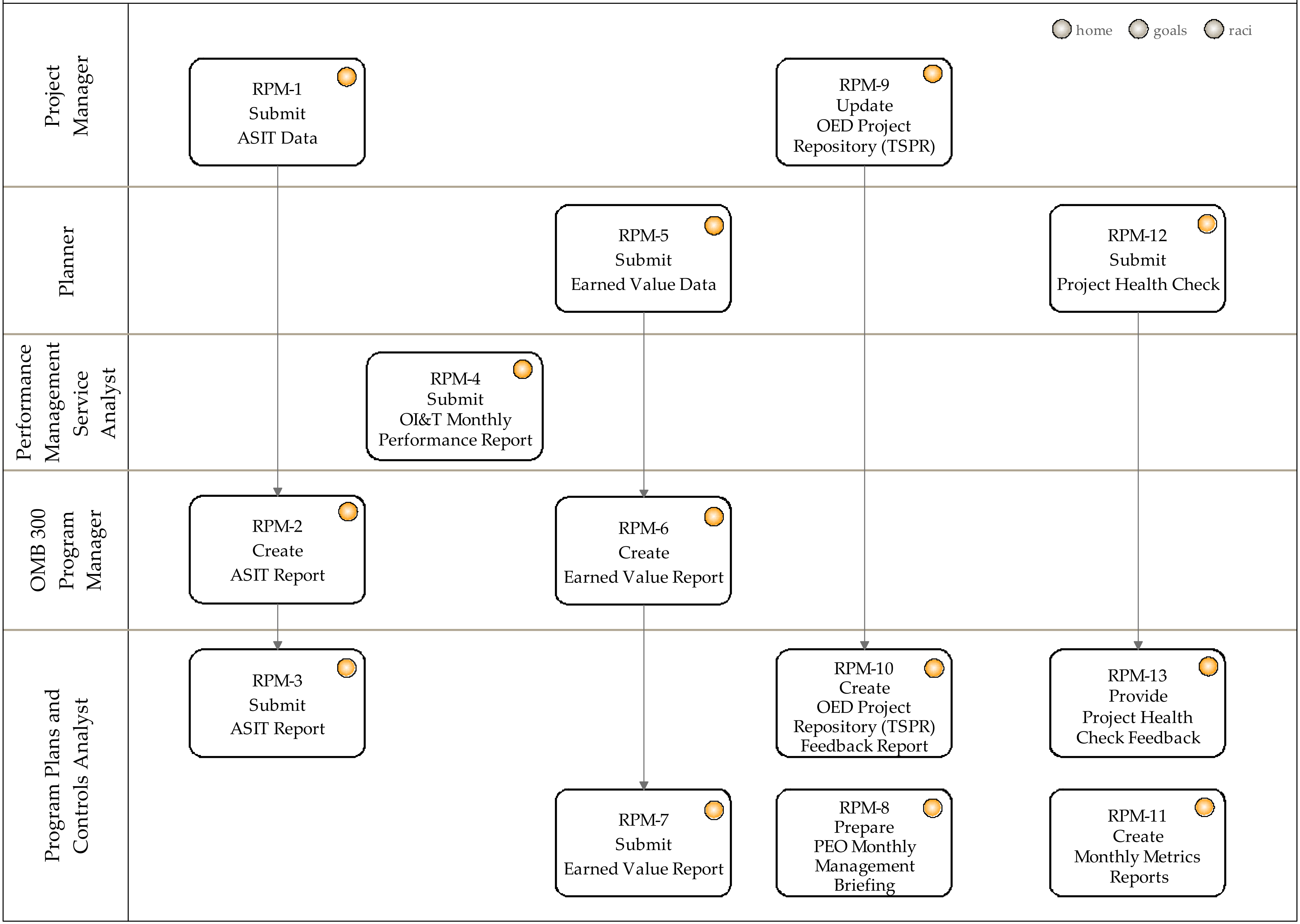
| | |
|---|---|
| **Description** | Based on the analysis of the Project Manager Toolkit Report, the Project Manager submits a change request to the Change Control Board (CCB) using the Change Request template. Change Requests are submitted for any change that impacts project cost, schedule or scope. |
| **Artifacts Used** | Project Manager Toolkit Report |
| **Artifacts Created** | Change Request |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Project Monitoring and Control: PMC-7 Submit Issue Escalation Request



| | |
|---|---|
| **Description** | Based on the analysis of the Project Manager Toolkit Report, the Project Manager submits an issue escalation request to the Program Manager for review to determine if the issue needs to be tracked and monitored. |
| **Artifacts Used** | Project Manager Toolkit Report |
| **Artifacts Created** | Issue Escalation Request |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Monthly Reports



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## Goals of Monthly Reports

- Gather project Earned Value, project repository information, project performance, and other key project related data.
- Consolidate and analyze project related information.
- Issue and maintain required monthly reports. The reporting includes, but is not limited to:
  - Assistant Secretary for Information and Technology (ASIT) Report
  - Office of Information and Technology (OI&T) Monthly Performance Report
  - Monthly Managerial Briefing
  - Earned Value Report
  - Project Repository Feedback Report
  - Project Health Check Feedback

# Monthly Reports RACI Chart - 1

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Program Plans and Control Analyst | OMB 300 Program Manager | Performance Management Service Analyst | Planner | Project Manager | Program Manager | Program Plans and Control Director | Portfolio Management Office Director | Operations Management Service Director |
| RPM-1 | Submit ASIT Data | | | | | R | A | | | |
| RPM-2 | Create ASIT Report | | R | | | | | | A | |
| RPM-3 | Submit ASIT Report | R | | | | | | A | | |
| RPM-4 | Submit OI&T Monthly Performance Report | | | R | | | | | | A |
| RPM-5 | Submit Earned Value Data | | | | R | | A | | | |
| RPM-6 | Create Earned Value Report | | R | | | | | | A | |
| RPM-7 | Submit Earned Value Report | R | | | | | | A | | |
| RPM-8 | Prepare PEO Monthly Management Briefing | R | | | | | | A | | |
| RPM-9 | Update OED Project Repository (TSPR) | | | | | R | A | | | |

# Monthly Reports RACI Chart - 2

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Program Plans and Control Analyst | OMB 300 Program Manager | Performance Management Service Analyst | Planner | Project Manager | Program Manager | Program Plans and Control Director | Portfolio Management Office Director | Operations Management Service Director |
| RPM-10 | Create OED Project Repository (TSPR) Feedback Report | R | | | | | | A | | |
| RPM-11 | Create Monthly Metrics Reports | R | | | | | | A | | |
| RPM-12 | Submit Project Health Check | | | | R | | A | | | |
| RPM-13 | Provide Project Health Check Feedback | R | | | | | | A | | |

# Monthly Reports: RPM-1 Submit ASIT Data

home process goals raci

| | |
|---|---|
| **Description** | Using project information found in the project's Office of Enterprise Development (OED) Project Repository (TSPR) and the project schedule, the Project Manager submits the project's accomplishments and high-level issues to the Program Manager for inclusion in the Assistant Secretary for Information and Technology (ASIT) report. This is a VA monthly requirement for Office of Management and Budget Exhibit 300 (OMB 300) programs to submit a report that constitutes a summarized formal record of the accomplishments and issues for a specific reporting period relative to the cost, schedule, quality, and performance goals. |
| **Artifacts Used** | Primavera Project Schedule<br>Project Information in OED Project Repository (TSPR) |
| **Artifacts Created** | ASIT Data |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Monthly Reports: RPM-2 Create ASIT Report

home process goals raci

| | |
|---|---|
| **Description** | The Program Manager updates the Assistant Secretary for Information and Technology (ASIT) template that is provided by Program Plans and Controls (PP&C) and submits back to PP&C via the mail group - **VA OIT OED PPC Reporting**. |
| **Artifacts Used** | ASIT Data |
| **Artifacts Created** | Office of Management and Budget Exhibit 300 (OMB 300) ASIT Report |
| **Responsible Role** | OMB 300 Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Monthly Reports: RPM-3 Submit ASIT Report

home process goals raci

| | |
|---|---|
| **Description** | The Program Plans and Controls (PP&C) Analyst reviews the submitted data. Once issues are resolved, the PP&C Analyst compiles the data from all projects and submits the report to the Office of Information and Technology (OI&T) Office of Enterprise Development (OED) Performance Management Service. |
| **Artifacts Used** | Office of Management and Budget Exhibit 300 (OMB 300) Assistant Secretary for Information and Technology (ASIT) Report |
| **Artifacts Created** | Compiled OMB 300 ASIT Report |
| **Responsible Role** | PP&C Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Monthly Reports: RPM-4 Submit OI&T Monthly Performance Report

home process goals raci

| | |
|---|---|
| **Description** | The Office of Information and Technology (OI&T) Monthly Performance Report (MPR) is an analysis designed to provide managers early awareness of conditions affecting project performance. The report is the basis of all internal reviews, including content in the VA MPR. The analysis is based on a maturity model that starts with a core set of lead indicators, called a Project Control Analysis, and matures into a more robust set of indicators called a Program Portfolio Analysis. |
| **Artifacts Used** | |
| **Artifacts Created** | Data Collection Sheet for Project Control Analysis<br>OI&T MPR |
| **Responsible Role** | Performance Management Service Analyst |
| **Tools** | |
| **Standards** | Corporate Performance Management Program Reporting User Guide |
| **More Info....** | OI&T MPR data call is in the 4th week of the month. The OI&T MPR data is due in the 1st week of the month. The OI&T MPR meeting is conducted and the VA MPR data is due in the 2nd week of the month. The VA MPR data is updated in the 3rd week of the month. The VA MPR meeting is conducted in the 4th week of the month. |

# Monthly Reports: RPM-5 Submit Earned Value Data



| | |
|---|---|
| **Description** | Using data found in the project schedule, the Planner reviews and validates the project's Earned Value data and notifies the Program Manager/Planner that the project's Earned Value data is ready for compilation in the program report. Office of Management and Budget Exhibit 300 (OMB 300) IT Development programs are required to submit monthly Earned Value reports. The data provided in these reports utilizes the Primavera tool as required by the VA. One of the fundamental objectives of this report is to assess and communicate the health of the program by identifying variances in cost, schedule, and estimated completion. |
| **Artifacts Used** | Budget Monitoring Spreadsheet |
| **Artifacts Created** | Updated Project Schedule |
| **Responsible Role** | Planner |
| **Tools** | |
| **Standards** | Earned Value Artifacts |
| **More Info....** | |

# Monthly Reports: RPM-6 Create Earned Value Report

home process goals raci

| | |
|---|---|
| **Description** | The Program Manager/Planner compiles the Program's Earned Value Report and submits to Program Plans and Controls (PP&C) for review.<br><br>The two Earned Value Global Reports from Primavera that are generated for the Office of Management and Budget Exhibit 300 (OMB 300) submission are as follows:<br>• OMB Approved Baseline Table<br>• OMB Approved Baseline Calculations |
| **Artifacts Used** | Earned Value Data |
| **Artifacts Created** | OMB 300 Earned Value Report |
| **Responsible Role** | OMB 300 Program Manager |
| **Tools** | |
| **Standards** | Earned Value Report SOP<br>Guide for generating Earned Value Report |
| **More Info....** | |

# Monthly Reports: RPM-7 Submit Earned Value Report

home process goals raci

| | |
|---|---|
| **Description** | The Office of Enterprise Development (OED) Program Plans and Controls (PP&C) Governance Office will submit the consolidated Earned Value reports and the Earned Value Performance Matrix Summary to the Office of Information and Technology (OI&T) Strategy, Policy, Plans, and Programs (SPP&P), and Program Management Office. OED PP&C Governance Office will post final reports to the OED PP&C SharePoint site for archiving at http://vaww.infoshare.va.gov/HPMO/PPC/Deliverables/Reports. |
| **Artifacts Used** | Office of Management and Budget Exhibit 300 (OMB 300) Earned Value Report |
| **Artifacts Created** | Compiled OMB 300 Earned Value Report<br>Earned Value Performance Matrix Summary |
| **Responsible Role** | PP&C Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Monthly Reports: RPM-8 Prepare PEO Monthly Management Briefing

home process goals raci

| | | |
|---|---|---|
| **Description** | | The Program Plans and Controls (PP&C) Analyst runs extracts from the Office of Enterprise Development (OED) Project Repository (TSPR) and Primavera to summarize TSPR usage, Primavera compliance, and Defect Back-logs. The PP&C Analyst compiles information in the Management Briefing document and submits to the Program Executive Office (PEO) Directors and Program Management Office (PMO) Directors for review. |
| **Artifacts Used** | | Project information in OED Project Repository (TSPR)<br>Project information in Primavera<br>Remedy data |
| **Artifacts Created** | | PEO Monthly Management Briefing |
| **Responsible Role** | | PP&C Analyst |
| **Tools** | | |
| **Standards** | | |
| **More Info....** | | |

# Monthly Reports: RPM-9 Update OED Project Repository (TSPR)



| | |
|---|---|
| **Description** | The Project Manager updates the project information in the Office of Enterprise and Development (OED) Project Repository (TSPR) to ensure current and relevant data is available on a monthly basis or as significant effects occur. |
| **Artifacts Used** | Project relevant data |
| **Artifacts Created** | Updated OED Project Repository (TSPR) entry |
| **Responsible Role** | Project Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Monthly Reports: RPM-10 Create OED Project Repository (TSPR) Feedback Report



| | |
|---|---|
| **Description** | The Program Plans and Controls (PP&C) Analyst reviews each of the Office of Enterprise Development (OED) Project Repository (TSPR) project entries for compliance against the standards. Exceptions are compiled and reported to the Development, Project, and Program Managers. |
| **Artifacts Used** | OED Project Repository (TSPR) |
| **Artifacts Created** | OED Project Repository (TSPR) Feedback Report |
| **Responsible Role** | PP&C Analyst |
| **Tools** | |
| **Standards** | TSPR Web site |
| **More Info....** | |

# Monthly Reports: RPM-11 Create Monthly Metrics Reports



| | |
|---|---|
| **Description** | The Program Plans and Controls (PP&C) Analyst runs extracts from the Office of Enterprise Development (OED) Project Repository (TSPR) and Primavera Project Management to report project, defect, and patch statistics. This report is distributed to Program Executive Office (PEO) Directors and Program Management Office (PMO) Directors for review and action as applicable. |
| **Artifacts Used** | Primavera Project Schedule<br>Project information in OED Project Repository (TSPR) |
| **Artifacts Created** | Combined Metrics Workbook<br>Defect Metrics Workbook<br>Patch Metrics Workbook<br>Project Metrics Workbook |
| **Responsible Role** | PP&C Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Monthly Reports: RPM-12 Submit Project Health Check

home process goals raci

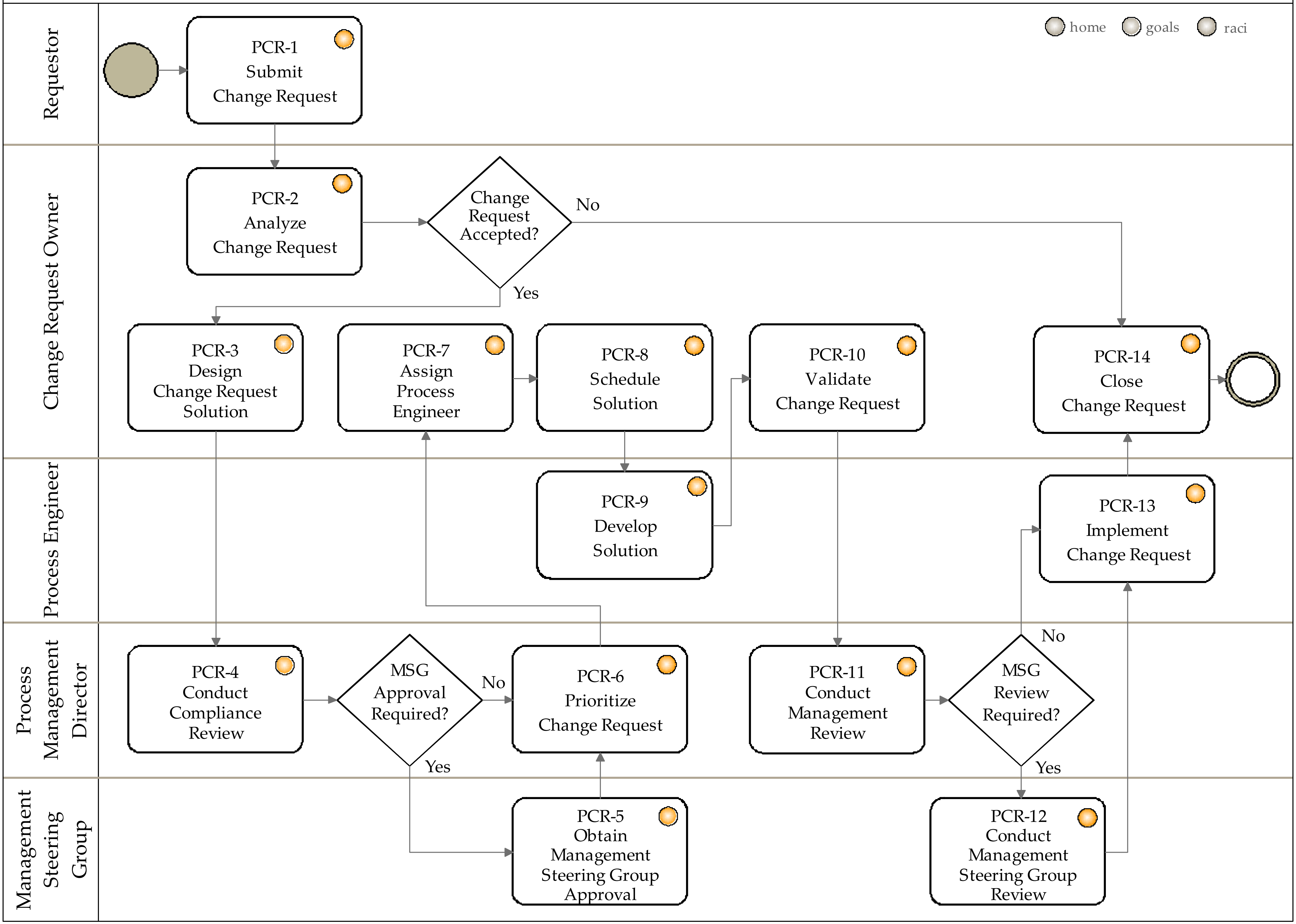
| | |
|---|---|
| **Description** | Planners will submit Primavera Schedule Health Checks to the Office of Enterprise Development (OED) Program Plans and Controls (PP&C) Governance Office to ensure that schedules are developed that support the VA Primavera Schedule Minimal Requirements and ultimately Earned Value Management and reporting. Submissions are sent to the mail group - **VA OIT OED PPC Planners Mgmt.**<br><br>The VA Primavera Schedule Minimal Requirements establish minimal standard requirements for creating and maintaining project schedules. |
| **Artifacts Used** | Primavera Project Schedule<br>Primavera Schedule Minimal Requirements Checklist |
| **Artifacts Created** | Project Health Check Report |
| **Responsible Role** | Planner |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Monthly Reports: RPM-13 Provide Project Health Check Feedback

home process goals raci

| | |
|---|---|
| **Description** | The Office of Enterprise Development (OED) Program Plans and Control (PP&C) Governance Office will conduct reviews of Primavera Schedule Health Checks to verify the project schedule quality assurance process and ensure that VA Primavera Schedule Minimal Requirements are met. Findings of the reviews, and any corrective action required, will be communicated to the responsible planner. |
| **Artifacts Used** | Primavera Project Schedule<br>Primavera Schedule Health Check<br>Primavera Schedule Minimal Requirements Checklist |
| **Artifacts Created** | Project Health Check Feedback Report |
| **Responsible Role** | Program Plans and Controls (PP&C) Analyst |
| **Tools** | |
| **Standards** | Automated Health Check |
| **More Info....** | |

# OED ProPath Change Request



home process goals raci

## Goals of OED ProPath Change Request

- Ensure that all types of changes (code, process, documentation, etc.) are recorded, reviewed, and processed in a controlled environment.
- Ensure that all changes are traceable and auditable.

# OED ProPath Change Request RACI Chart - 1

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Requestor | Change Request Owner | Process Engineer | Process Management Director | Management Steering Group |
|---|---|---|---|---|---|---|
| PCR-1 | Submit Change Request | R | | | A | |
| PCR-2 | Analyze Change Request | | R | | A | |
| PCR-3 | Design Change Request Solution | | R | | A | |
| PCR-4 | Conduct Compliance Review | | | | A | |
| PCR-5 | Obtain Management Steering Group Approval | | | | A | R |
| PCR-6 | Prioritize Change Request | | | | A | |
| PCR-7 | Assign Process Engineer | | R | | A | |
| PCR-8 | Schedule Solution | | R | | A | |
| PCR-9 | Develop Solution | | | R | A | |

# OED ProPath Change Request RACI Chart - 2

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | | |
|---|---|---|---|---|---|---|
| | | Requestor | Change Request Owner | Process Engineer | Process Management Director | Management Steering Group |
| PCR-10 | Validate Change Request | | R | | A | |
| PCR-11 | Conduct Management Review | | | | A | |
| PCR-12 | Conduct Management Steering Group Review | | | | A | R |
| PCR-13 | Implement Change Request | | | R | A | |
| PCR-14 | Close Change Request | | R | | A | |

# OED ProPath Change Request: PCR-1 Submit Change Request

| | |
|---|---|
| **Navigation** | home process goals raci |
| **Description** | The Requestor documents the need for a change (addition, modification, removal) to the existing sets of resources, applications, or documentation in use by OED. This is accomplished through the use of the Process Change Control web page to create a uniquely identifiable Change Request Record. |
| **Artifacts Used** | |
| **Artifacts Created** | Change Request Record |
| **Responsible Role** | Requestor |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | Process Change Control Web Page |
| **More Info....** | |

# OED ProPath Change Request: PCR-2 Analyze Change Request

| | |
|---|---|
| **Navigation** | home process goals raci |
| **Description** | After the Triage Engineer assigns a Change Request Owner within Process Management Services, the Requestor and Change Request Owner are notified that the Change Request has been received. The Change Request Owner analyzes the content of the Change Request Record to determine the request's viability or its coverage by a pre-existing Change Request. The Change Request Owner categorizes the Change Request accordingly. Change Request Records whose content is already duplicated elsewhere or judged unlikely to be enacted are closed by the Change Request Owner. |
| **Artifacts Used** | Change Request Record |
| **Artifacts Created** | Updated Change Request Record |
| **Responsible Role** | Change Request Owner |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

# OED ProPath Change Request: PCR-3 Design Change Request Solution

| | |
|---|---|
| **Navigation** | home process goals raci |
| **Description** | The Change Request Owner designs a solution to satisfy the requirements of the Change Request. |
| **Artifacts Used** | Change Request Record |
| **Artifacts Created** | Updated Change Request Record |
| **Responsible Role** | Change Request Owner |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

# OED ProPath Change Request: PCR-4 Conduct Compliance Review

| | |
|---|---|
| **Navigation** | home process goals raci |
| **Description** | The Process Management Director reviews the Change Request Solution proposed by the Change Request Owner to ensure overall conformity to Process Management Solutions goals and standards. |
| **Artifacts Used** | Change Request Record |
| **Artifacts Created** | Updated Change Request Record |
| **Responsible Role** | Process Management Director |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

# OED ProPath Change Request: PCR-5 Obtain Management Steering Group Approval

| | |
|---|---|
| **Navigation** | home · process · goals · raci |
| **Description** | The Management Steering Group provides approval for major Change Requests. |
| **Artifacts Used** | Change Request Record |
| **Artifacts Created** | Updated Change Request Record |
| **Responsible Role** | Management Steering Group |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

# OED ProPath Change Request: PCR-6 Prioritize Change Request

| | |
|---|---|
| **Navigation** | home process goals raci |
| **Description** | The Process Management Director determines and sets the priority of the Change Request. |
| **Artifacts Used** | Change Request Record |
| **Artifacts Created** | Updated Change Request Record |
| **Responsible Role** | Process Management Director |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

# OED ProPath Change Request: PCR-7 Assign Process Engineer

| | |
|---|---|
| **Navigation** | home process goals raci |
| **Description** | The Change Request Owner assigns a Process Engineer to develop the solution to meet the needs of the Change Request. |
| **Artifacts Used** | Change Request Record |
| **Artifacts Created** | Updated Change Request Record |
| **Responsible Role** | Change Request Owner |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

# OED ProPath Change Request: PCR-8 Schedule Change Request

| | |
|---|---|
| **Navigation** | home process goals raci |
| **Description** | The Change Request Owner regularly reviews the prioritized Change Request Records and assigns each request a Target Date for installation. |
| **Artifacts Used** | Change Request Record |
| **Artifacts Created** | Updated Change Request Record |
| **Responsible Role** | Change Request Owner |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

# OED ProPath Change Request: PCR-9 Develop Change Request Solution

| | |
|---|---|
| **Navigation** | home process goals raci |
| **Description** | The assigned Process Engineer develops the solution designed by the Change Request Owner. |
| **Artifacts Used** | Prioritized Change Request Record |
| **Artifacts Created** | Finalized Change Request Record |
| **Responsible Role** | Process Engineer |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

# OED ProPath Change Request: PCR-10 Validate Change Request

| | |
|---|---|
| **Navigation** | home process goals raci |
| **Description** | The Change Request Owner validates that the requirements of the Change Request have been developed. |
| **Artifacts Used** | Change Request Record |
| **Artifacts Created** | Updated Change Request Record |
| **Responsible Role** | Change Request Owner |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

# OED ProPath Change Request: PCR-11 Conduct Management Review

| | |
|---|---|
| **Navigation** | home process goals raci |
| **Description** | The Process Management Director reviews the Change Request and authorizes implementation. |
| **Artifacts Used** | Change Request Record |
| **Artifacts Created** | Updated Change Request Record |
| **Responsible Role** | Process Management Director |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

# OED ProPath Change Request: PCR-12 Conduct Management Steering Group Review

| | |
|---|---|
| **Navigation** | home process goals raci |
| **Description** | The Management Steering Group reviews major Change Requests prior to implementation. |
| **Artifacts Used** | Change Request Record |
| **Artifacts Created** | Updated Change Request Record |
| **Responsible Role** | Management Steering Group |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

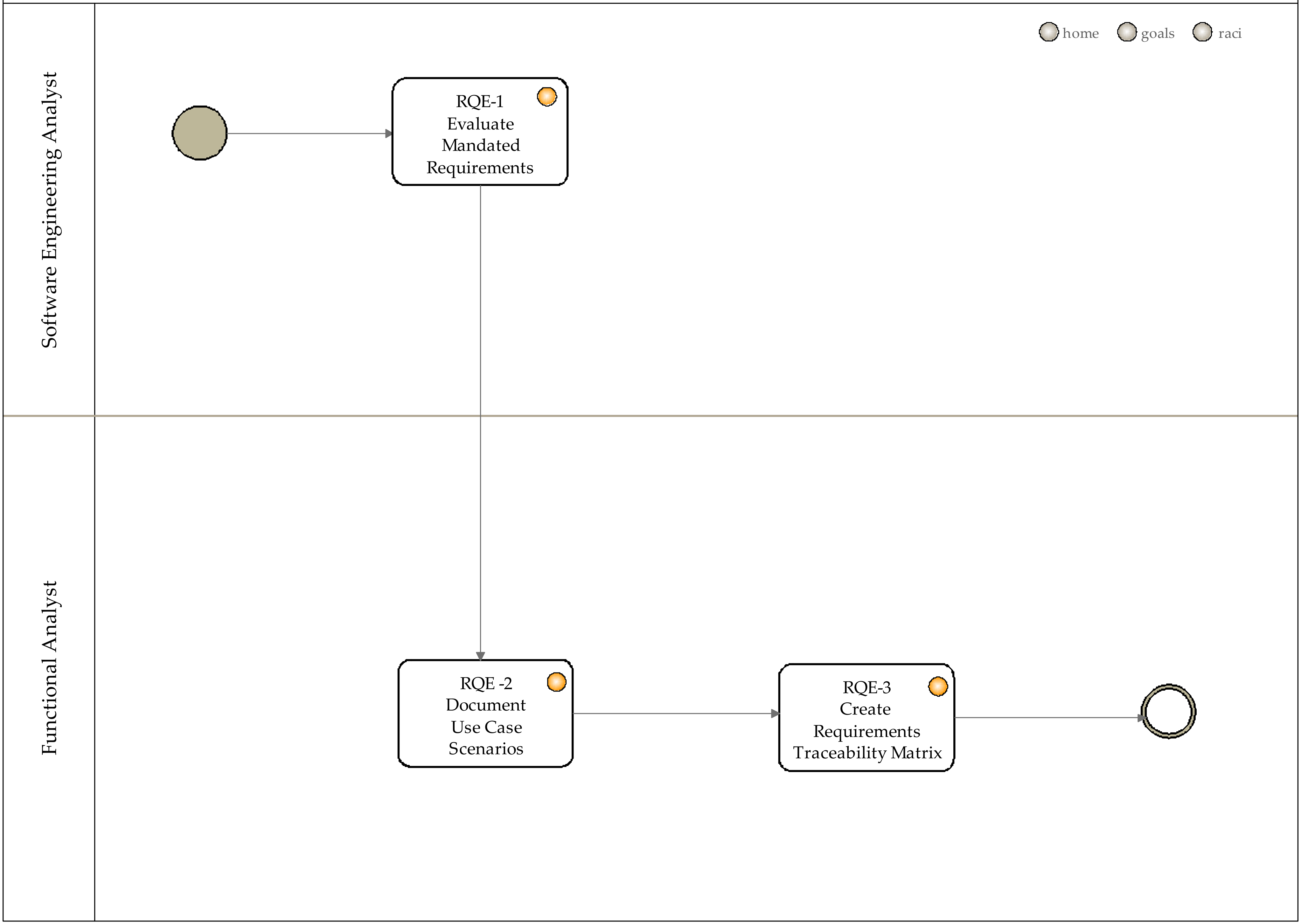
# OED ProPath Change Request: PCR-13 Implement Change Request

| | |
|---|---|
| **Navigation** | home process goals raci |
| **Description** | The assigned Process Engineer implements the Change Request. |
| **Artifacts Used** | Change Request Record |
| **Artifacts Created** | Updated Change Request Record |
| **Responsible Role** | Process Engineer |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

# OED ProPath Change Request: PCR-14 Close Change Request

| | |
|---|---|
| **Navigation** | home process goals raci |
| **Description** | The Change Request Owner ensures the needs of the Change Request were satisfied and formally closes the Change Request Record. |
| **Artifacts Used** | Finalized Change Request Record |
| **Artifacts Created** | Closed Change Request Record |
| **Responsible Role** | Change Request Owner |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

# Requirements Elaboration



home process raci

## Goals of Requirements Elaboration

To specify a set of activities that extend beyond the initial requirements gathering process.

Specific goals include:

- Evaluate enterprise-level requirements for implementation
- Document Use Case Scenarios
- Ensure requirements traceability

# Requirements Elaboration RACI Chart - 1

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

home process goals

| | | Role | | | |
|---|---|---|---|---|---|
| | | Functional Analyst | Software Engineering Analyst | Technical Project Manager | Standards Division Director |
| RQE-1 | Evaluate Mandated Requirements | | R | | A |
| RQE-2 | Document Use Case Scenarios | R | | A | |
| RQE-3 | Create Requirements Traceability Matrix | R | | A | |

# Requirements Elaboration: RQE-1 Evaluate Mandated Requirements



| | |
|---|---|
| **Description** | The Project Allocation Report is a Microsoft Office ® Excel ® based report generated from the Enterprise Requirements Management Repository. The report contains a set of enterprise-level requirements and associated metadata that are determined to be applicable to a particular project iteration. A recipient project is expected to incorporate the requirements content of this report into their master requirements artifacts and subsequently implement them in the identified project iteration.<br>Contact the Office of Enterprise Development (OED) - Standards Division -<br>Enterprise Requirements Management Team [email address: '**VA OIT OED SE Enterprise Requirements Management**]. |
| **Artifacts Used** | Enterprise RM Project Allocation Questionnaire<br>Project Charter<br>Project Management Plan<br>Stakeholder Request |
| **Artifacts Created** | Project Allocation Report |
| **Responsible Role** | Software Engineering Analyst |
| **Tools** | IBM Rational RequisitePro ® |
| **Standards** | |
| **More Info....** | Enterprise Requirements Repository |

# Requirements Elaboration: RQE-2 Document Use Case Scenarios



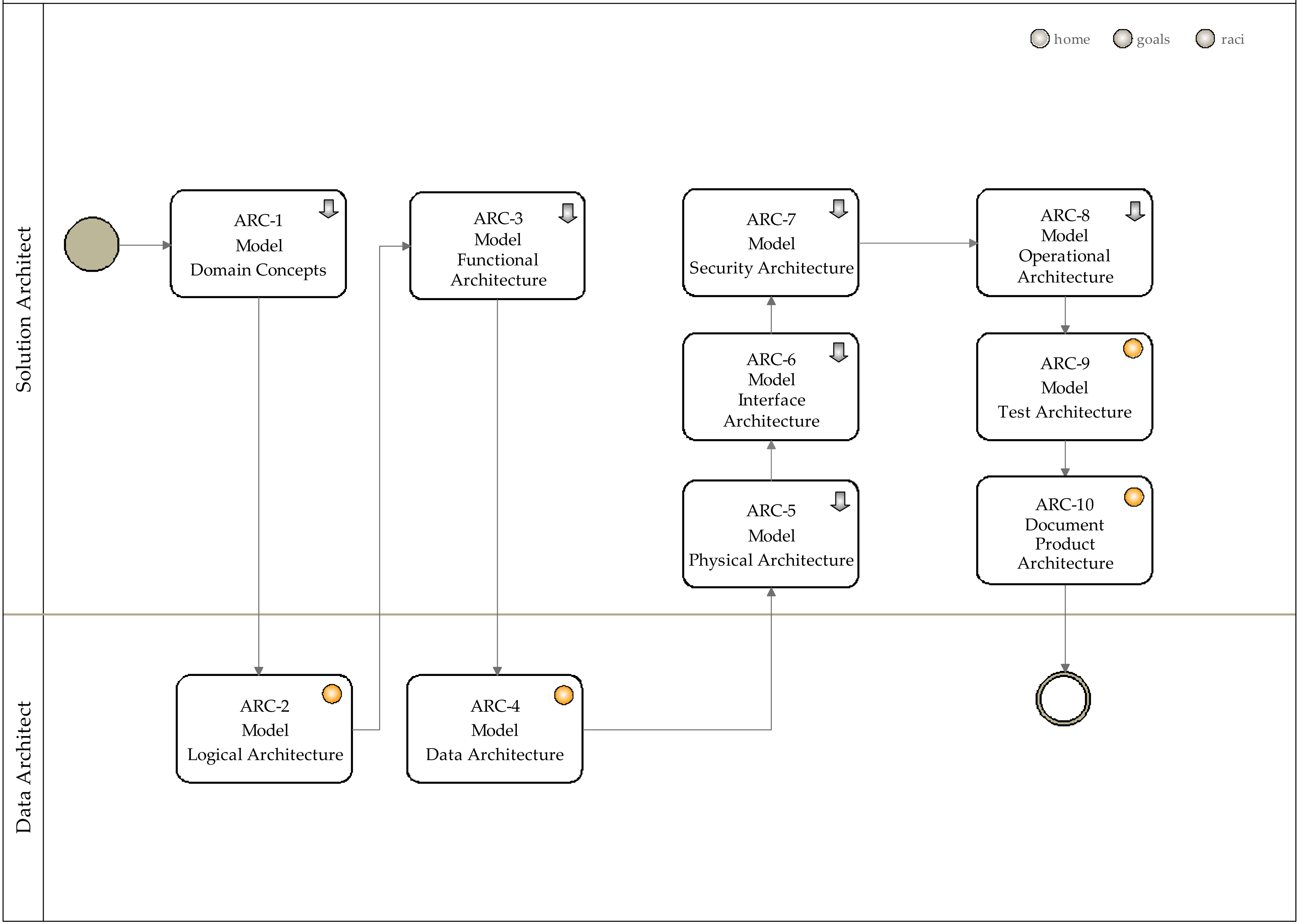
| | |
|---|---|
| **Description** | The Functional Analyst creates the Use Case Model and associated Use Cases, taking the Project Allocation Report into consideration. The Use Case Model, a high-level requirements document, (1) models the system's intended functions and its environment and (2) serves as a contract between the customer and the developers.<br><br>Each Use Case specifies the actors and the sequence of activities performed by the actors interacting with the system. The Use Case Model and Use Cases serve as input for the analysis, design, and testing activities. |
| **Artifacts Used** | Project Allocation Report<br>Requirements Specification Document<br>Stakeholder Request |
| **Artifacts Created** | Use Case Model<br>Use Case Specifications |
| **Responsible Role** | Functional Analyst |
| **Tools** | IBM Rational RequisitePro ® |
| **Standards** | |
| **More Info....** | |

# Requirements Elaboration: RQE-3 Create Requirements Traceability Matrix



| | |
|---|---|
| **Description** | The Functional Analyst generates the Requirements Traceability Matrix in the project's IBM Rational RequisitePro ® project. Development teams that do not have access to automated tools should use the Requirements Traceability Matrix template. |
| **Artifacts Used** | Requirements Specification Document<br>Stakeholder Request<br>Use Case Specifications |
| **Artifacts Created** | Requirements Traceability Matrix |
| **Responsible Role** | Functional Analyst |
| **Tools** | IBM Rational RequisitePro ® |
| **Standards** | |
| **More Info....** | |

# Product Architecture



home process raci

## Goals of Product Architecture

To formally describe the product in an organized way that defines structural properties of the product. It defines the product components or building blocks and provides a plan from which products can be procured and/or developed, that will work together to implement the overall system.

Key Product Architecture artifacts include:

· Conceptual Business Diagrams
· Physical Architecture Diagrams
· Functional Architecture Diagrams
· Interface Architecture Diagrams
· Deployment Diagrams

# Product Architecture RACI Chart - 1

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | |
|---|---|---|---|---|
| | | Solution Architect | Data Architect | Application & Data Architecture Service Director |
| ARC-1.1 | Create Conceptual Business Diagram | R | | A |
| ARC-1.2 | Create Domain Glossary of Terms | R | | A |
| ARC-2 | Model Logical Architecture | | R | A |
| ARC-3.1 | Create Activity Hierarchy Diagram | R | | A |
| ARC-3.2 | Create Functional Flow Diagram | R | | A |
| ARC-3.3 | Create Data Flow Diagram | R | | A |
| ARC-4 | Model Data Architecture | | R | A |
| ARC-5.1 | Create Hardware Architecture Diagram | R | | A |
| ARC-5.2 | Create Topological Architecture Diagram | R | | A |

# Product Architecture RACI Chart - 2



| | | Role | | |
|---|---|---|---|---|
| | | Solution Architect | Data Architect | Application & Data Architecture Service Director |
| ARC-5.3 | Create Nodes Connectivity Diagram | R | | A |
| ARC-5.4 | Create Configuration Diagram | R | | A |
| ARC-6.1 | Document Interface Requirements | R | | A |
| ARC-6.2 | Create Interface Architecture Diagram | R | | A |
| ARC-6.3 | Create Interface Data Mapping | R | | A |
| ARC-7.1 | Document Security Requirements | R | | A |
| ARC-7.2 | Create Trust Model | R | | A |
| ARC-8.3 | Create Deployment Diagram | R | | A |
| ARC-8.2 | Create Integration Architecture Diagram | R | | A |

# Product Architecture RACI Chart - 3

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | |
|---|---|---|---|---|
| | | Solution Architect | Data Architect | Application & Data Architecture Service Director |
| ARC-8.3 | Create Service Model | R | | A |
| ARC-9 | Model Test Architecture | R | | A |
| ARC-10 | Document Product Architecture | R | | A |

# Product Architecture: ARC-1 Model Domain Concepts

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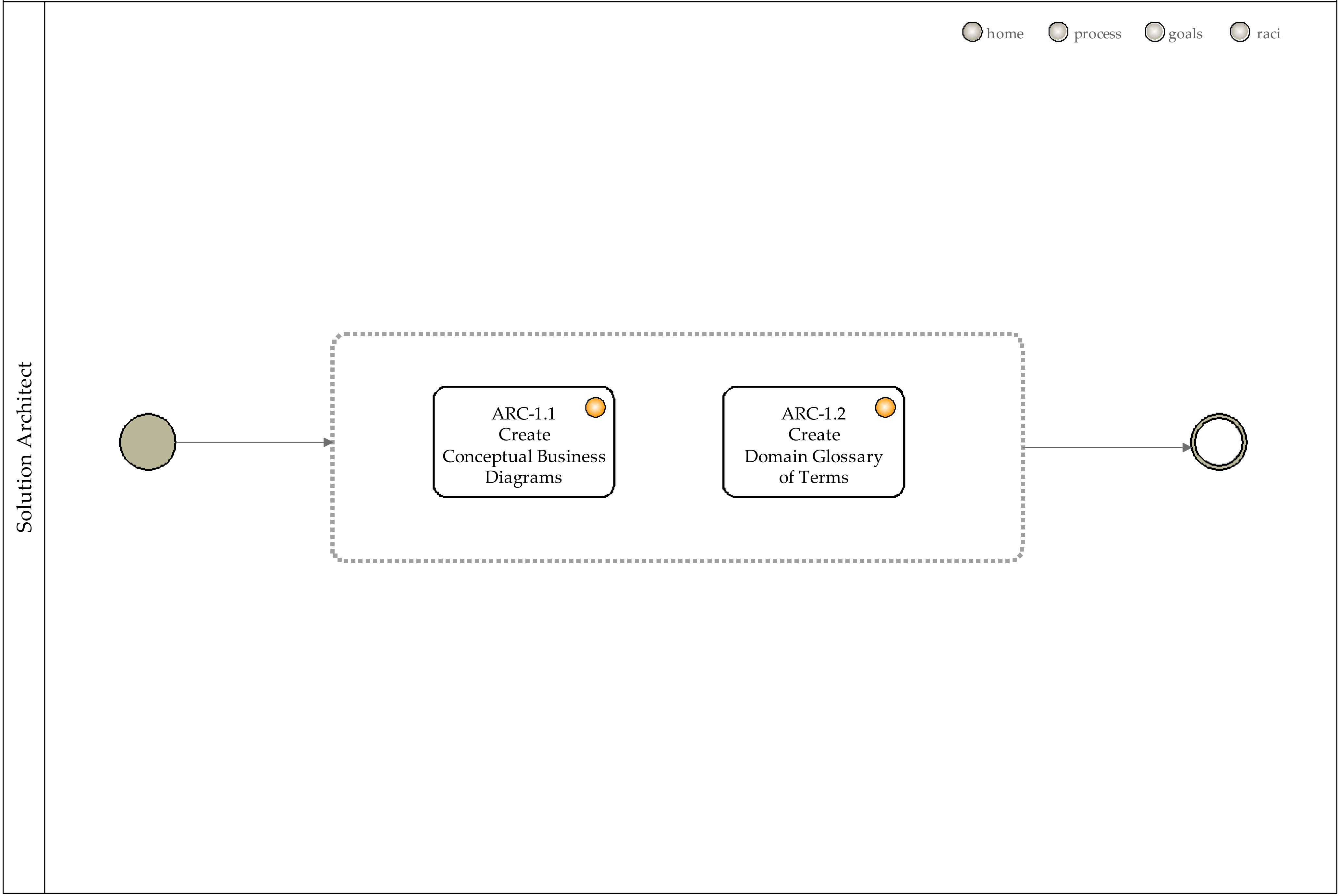

# Product Architecture: ARC-1.1 Create Conceptual Business Diagram



| | |
|---|---|
| **Description** | The Solution Architect creates the Conceptual Business Diagram to define a business-centric view of entities and their relationships. |
| **Artifacts Used** | Business Use Cases<br>Requirements Specification Document |
| **Artifacts Created** | Conceptual Business Diagram |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-1.2 Create Domain Glossary of Terms



| | |
|---|---|
| **Description** | The Solution Architect creates the Domain Glossary of Terms to document all definitions needed to understand terms and acronyms used. |
| **Artifacts Used** | Business Use Cases<br>Requirements Specification Document |
| **Artifacts Created** | Domain Glossary of Terms |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-2 Model Logical Architecture

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| | |
|---|---|
| **Description** | The Data Architect documents the logical and process views representing domain concepts. The Logical Architecture consists of diagrams that fully identify entity types, assigns data attributes defining those entities and their relationships. Logical modeling drives the direction of the physical database design: entity relationship diagrams and process models are used to ascertain the business requirements have been fully defined or if more analysis is required. |
| **Artifacts Used** | Business Use Cases<br>Conceptual Business Diagrams<br>Requirements Specification Document |
| **Artifacts Created** | Business Process Diagram |
| **Responsible Role** | Data Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-3 Model Functional Architecture

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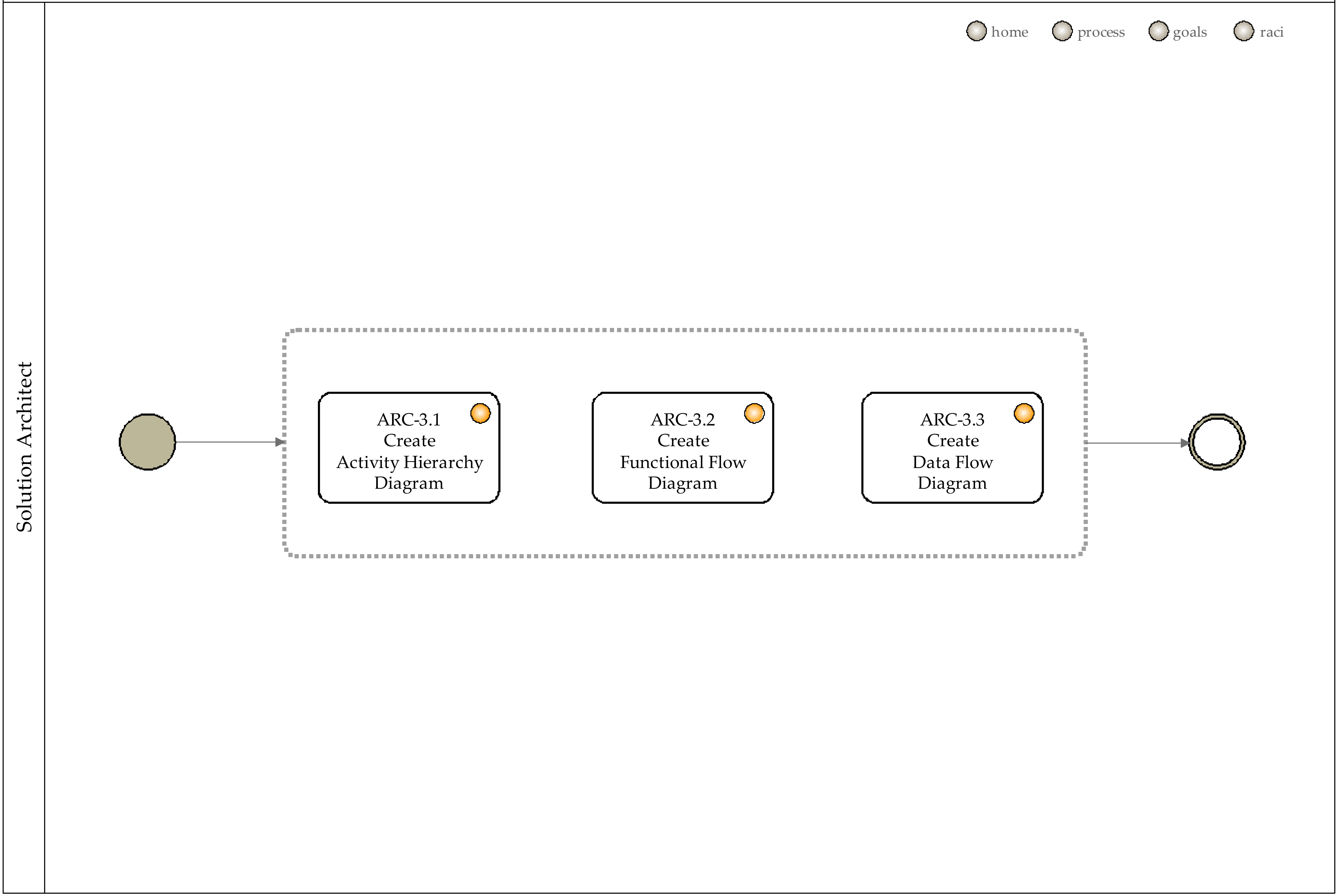


# Product Architecture: ARC-3.1 Create Activity Hierarchy Diagram



| | |
|---|---|
| **Description** | The Solution Architect creates the Activity Hierarchy Diagram to describe the hierarchical decomposition of events within the functional architecture components and identify the events that form the basis of the existing major system. |
| **Artifacts Used** | Business Use Cases<br>Logical Data Model Deliverables<br>Requirements Specification Document |
| **Artifacts Created** | Activity Hierarchy Diagram |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-3.2 Create Functional Flow Diagram



| | |
|---|---|
| **Description** | The Solution Architect creates the Functional Flow Diagram to document a logical flow of the functional decomposition and events of components. |
| **Artifacts Used** | Business Use Cases<br>Logical Data Model Deliverables<br>Requirements Specification Document |
| **Artifacts Created** | Functional Flow Diagram |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-3.3 Create Data Flow Diagram



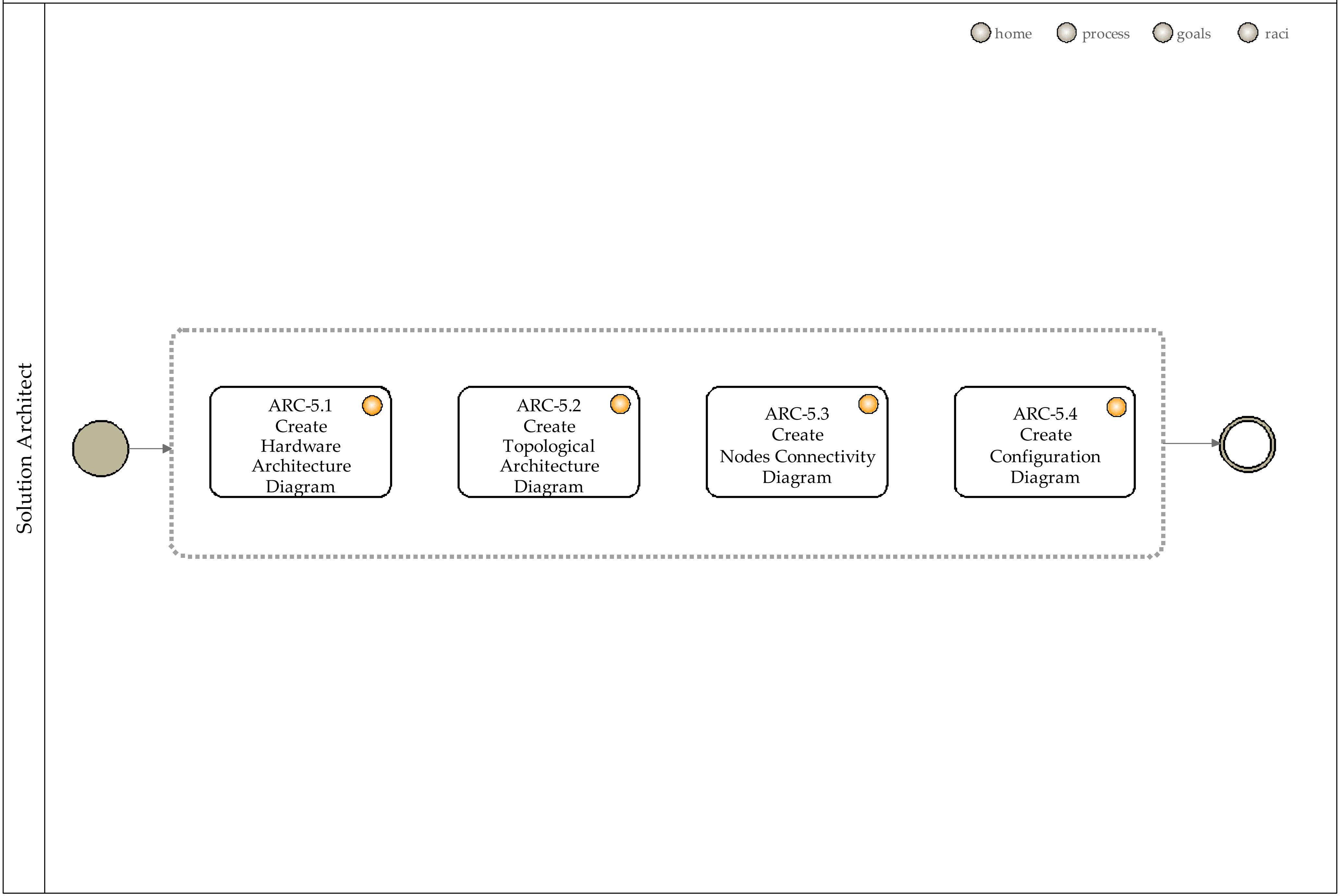
| | |
|---|---|
| **Description** | The Solution Architect creates the Data Flow Diagram to define the behavioral and structural flow of data within the functional architecture components. |
| **Artifacts Used** | Business Use Cases<br>Logical Data Model Deliverables<br>Requirements Specification Document |
| **Artifacts Created** | Data Flow Diagram |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-4 Model Data Architecture



| | |
|---|---|
| **Description** | The Data Architect creates the Data Definition Document to capture new data definitions and to describe the limitations and restrictions placed on the databases. |
| **Artifacts Used** | Business Use Cases<br>Functional Model Deliverables<br>Logical Data Model Deliverables<br>Requirements Specification Document |
| **Artifacts Created** | Data Definition Document |
| **Responsible Role** | Data Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-5 Model Physical Architecture



# Product Architecture: ARC-5.1 Create Hardware Architecture Diagram

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| | |
|---|---|
| **Description** | The Solution Architect creates the Hardware Architecture Diagram to specify the dynamic and hierarchical decomposition of the physical resources (hardware components) that comprise the system. |
| **Artifacts Used** | Business Use Cases<br>Functional Model Deliverables<br>Logical Data Model Deliverables<br>Requirements Specification Document |
| **Artifacts Created** | Hardware Architecture Diagram |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

## Product Architecture: ARC-5.2 Create Topological Architecture Diagram



| | |
|---|---|
| **Description** | The Solution Architect creates the Topological Architecture Diagram which visually describes how the functional architecture is distributed geographically and helps to understand the details of the relationship between components. |
| **Artifacts Used** | Business Use Cases<br>Functional Model Deliverables<br>Logical Data Model Deliverables<br>Requirements Specification Document |
| **Artifacts Created** | Topological Architecture Diagram |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-5.3 Create Nodes Connectivity Diagram

home process back goals raci

| | |
|---|---|
| **Description** | The Solution Architect creates the Nodes Connectivity Diagram to illustrate the communication exchange required between components of the software as tasks and the operations that are executed. |
| **Artifacts Used** | Business Use Cases<br>Functional Model Deliverables<br>Logical Data Model Deliverables<br>Requirements Specification Document |
| **Artifacts Created** | Nodes Connectivity Diagram |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-5.4 Create Configuration Diagram

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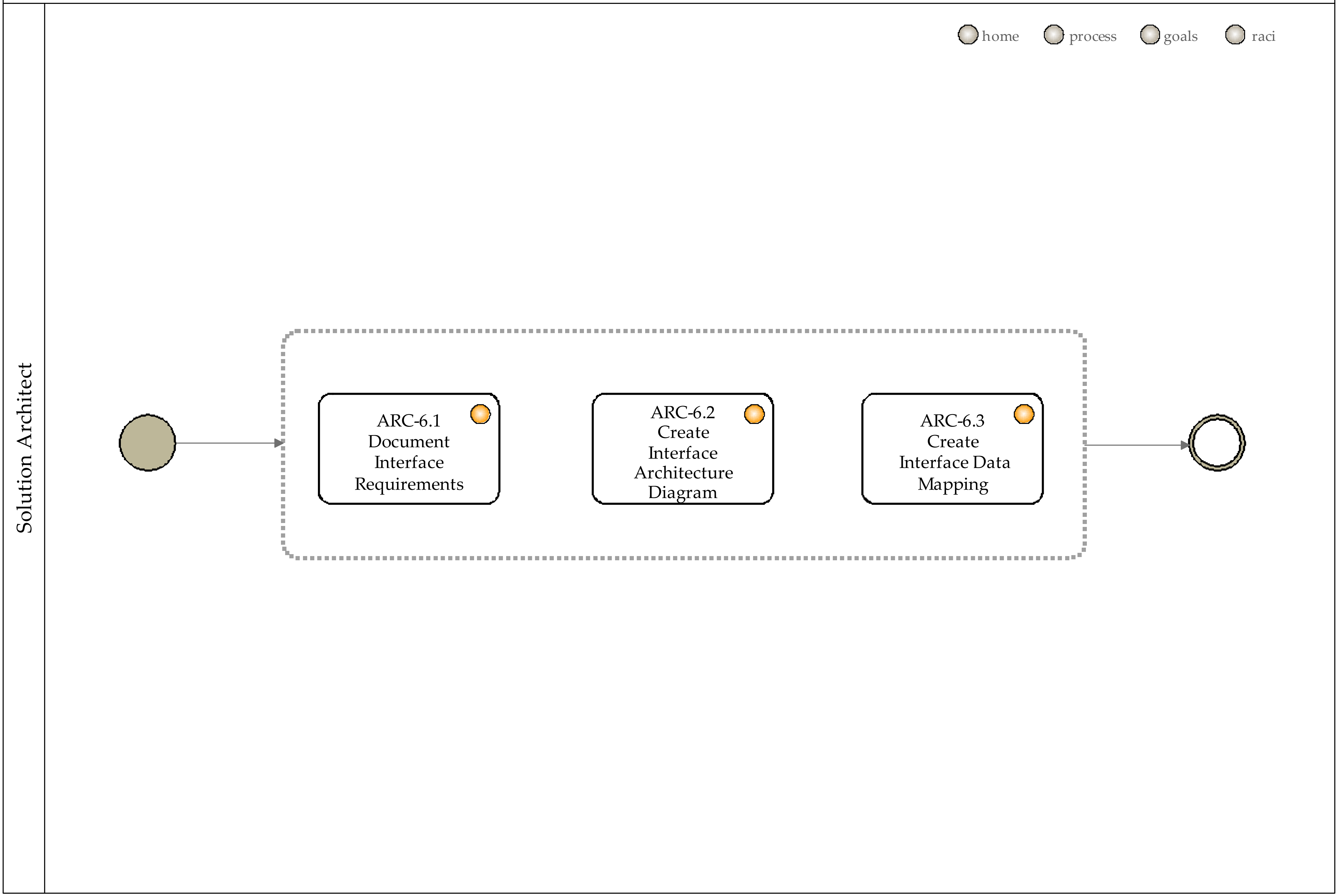
| | |
|---|---|
| **Description** | The Solution Architect creates the Configuration Diagram. The Configuration Diagram provides the configuration views of the hierarchical decomposition of the functional architecture components, relates the functional architecture to the logical components, and identifies the functions that form the basis of the existing major system. |
| **Artifacts Used** | Business Use Cases<br>Functional Model Deliverables<br>Logical Data Model Deliverables<br>Requirements Specification Document |
| **Artifacts Created** | Configuration Diagram |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-6 Model Interface Architecture



# Product Architecture: ARC-6.1 Document Interface Requirements



| | |
|---|---|
| **Description** | The Solution Architect creates the Interface Control Document to specify the critical parameters of all inputs into and outputs from the software item, including target systems, external interfaces, and source systems. |
| **Artifacts Used** | Business Use Cases<br>Requirements Specification Document |
| **Artifacts Created** | Interface Control Document (ICD) |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-6.2 Create Interface Architecture Diagram



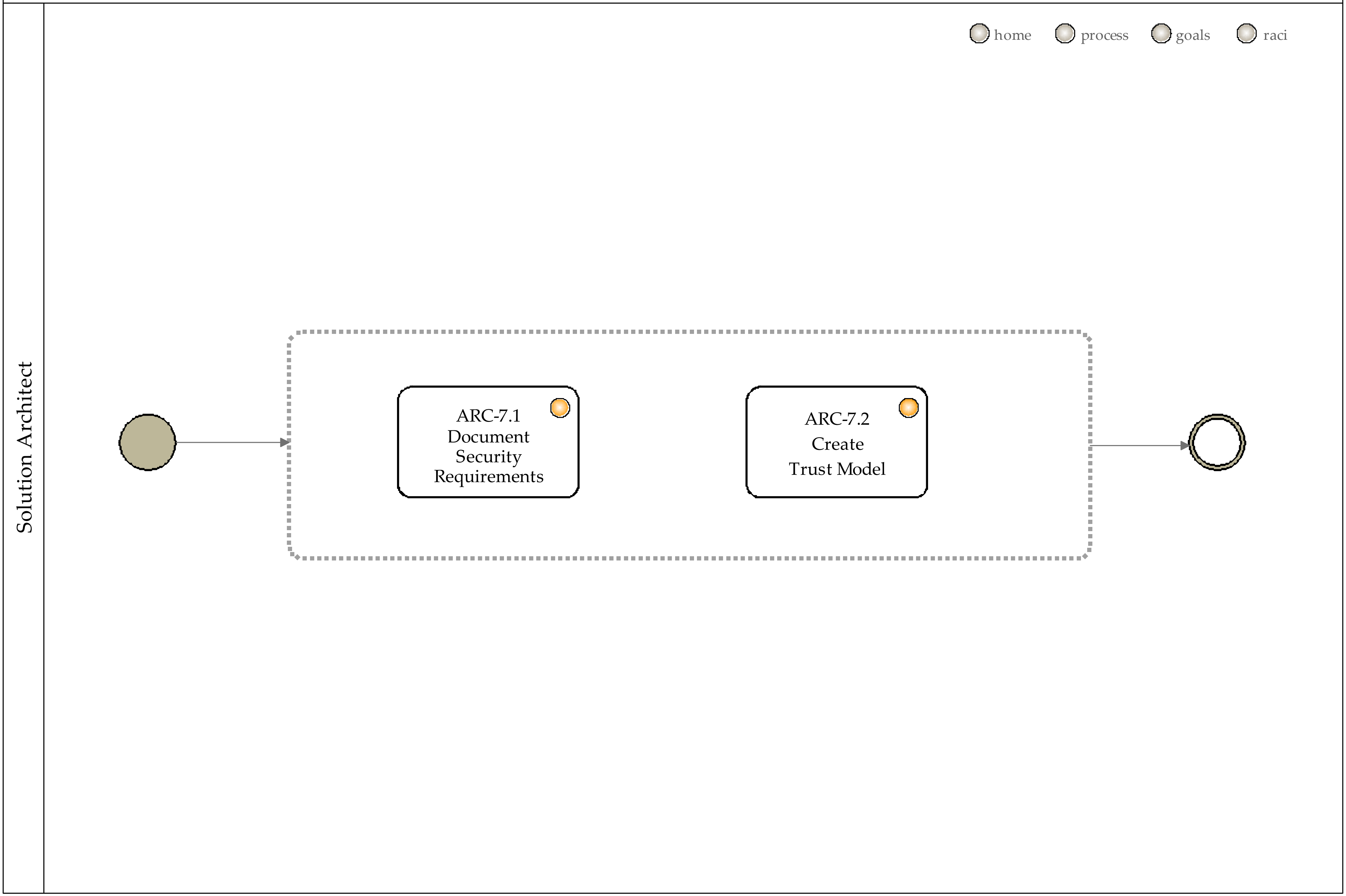
| | |
|---|---|
| **Description** | The Solution Architect creates the Interface Architecture Diagram which illustrates the primary flow of content between the databases and the users and the communication procedures that are used and that take place between them. This activity drives the user interface design activity. |
| **Artifacts Used** | Business Use Cases<br>Interface Control Document (ICD)<br>Requirements Specification Document |
| **Artifacts Created** | Interface Architecture Diagram<br>Updated Interface Control Document (ICD) |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-6.3 Create Interface Data Mapping



| | |
|---|---|
| **Description** | The Solution Architect creates the Interface Data Mapping to describe interfaces with other applications including those of other operatonal capabilities. |
| **Artifacts Used** | Business Use Cases<br>Requirements Specification Document |
| **Artifacts Created** | Database Mapping Guide |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-7 Model Security Architecture



# Product Architecture: ARC- 7.1 Document Security Requirements



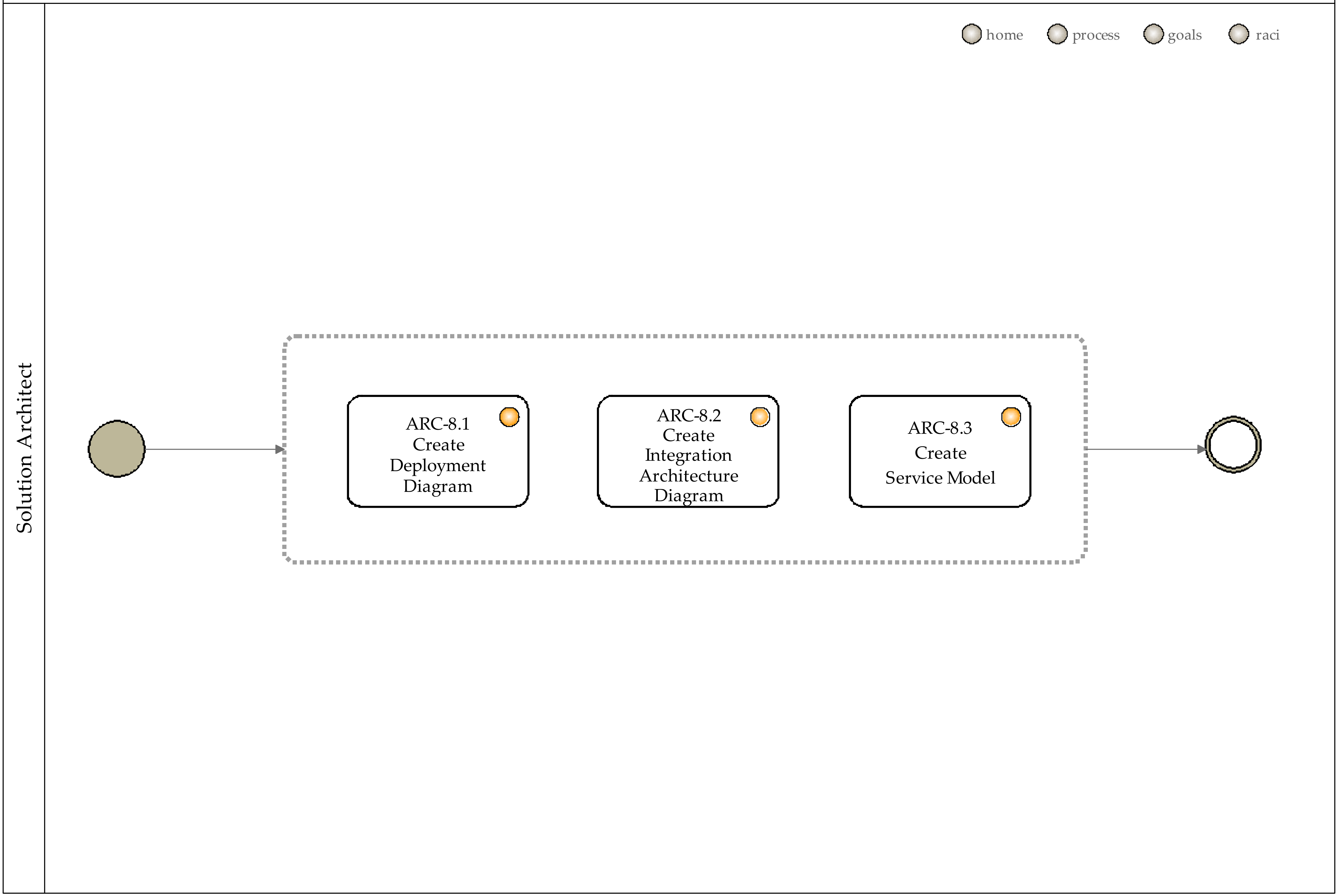
| | |
|---|---|
| **Description** | The Solution Architect ensures that the security requirements in the Requirements Specification Document are complete and up to date. The security requirements include, but are not limited to, Authentication and Authorization, Confidentiality and Integrity, Non-Repudiation, Data Exchange Requirements, Sensitivity of Data, Delivery Assurances, Confirmations, Logging and Traceability. |
| **Artifacts Used** | Business Use Cases<br>Functional Model Deliverables<br>Interface Control Document<br>Logical Data Model Deliverables<br>Physical Model<br>Requirements Specification Document |
| **Artifacts Created** | Updated Requirements Specification Document |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-7.2 Create Trust Model



| | |
|---|---|
| **Description** | The Solution Architect creates the Trust Model and assigns the trust ratings. Some components may trust others for all kinds of access, i.e. reading and writing data elements, yet other components may not allow any remote access to their data. |
| **Artifacts Used** | Business Use Cases<br>Functional Model Deliverables<br>Interface Control Document<br>Logical Data Model Deliverables<br>Physical Model Deliverables<br>Requirements Specification Document |
| **Artifacts Created** | Trust Model |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-8 Model Operational Architecture



# Product Architecture: ARC- 8.1 Create Deployment Diagram



| | |
|---|---|
| **Description** | The Solution Architect creates the Deployment Diagram. The Deployment Diagram documents the major hardware/software components supporting operations and their relationship to other components, including the functional architecture allocated to the physical architecture, derived input/output, technology and system-wide, trade off, and qualification requirements for each component. |
| **Artifacts Used** | Business Use Cases<br>Data Flow Diagram<br>Functional Flow Diagram<br>Interface Architecture Diagram<br>Requirements Specification Document<br>Security Architecture Deliverables |
| **Artifacts Created** | Deployment Diagram |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-8.2 Create Integration Architecture Diagram



| | |
|---|---|
| **Description** | The Solution Architect creates the Integration Architecture Diagram to map the relationship between component specifications and implementation. |
| **Artifacts Used** | Business Use Cases<br>Data Flow Diagram<br>Functional Flow Diagram<br>Interface Architecture Diagram<br>Requirements Specification Document<br>Security Architecture Deliverables |
| **Artifacts Created** | Integration Architecture Diagram |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-8.3 Create Service Model



| | |
|---|---|
| **Description** | The Solution Architect creates the Service Model to document the service delivery process. |
| **Artifacts Used** | Business Use Cases<br>Data Flow Diagram<br>Functional Flow Diagram<br>Interface Architecture Diagram<br>Requirements Specification Document<br>Security Architecture Deliverables |
| **Artifacts Created** | Service Model |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-9 Model Test Architecture



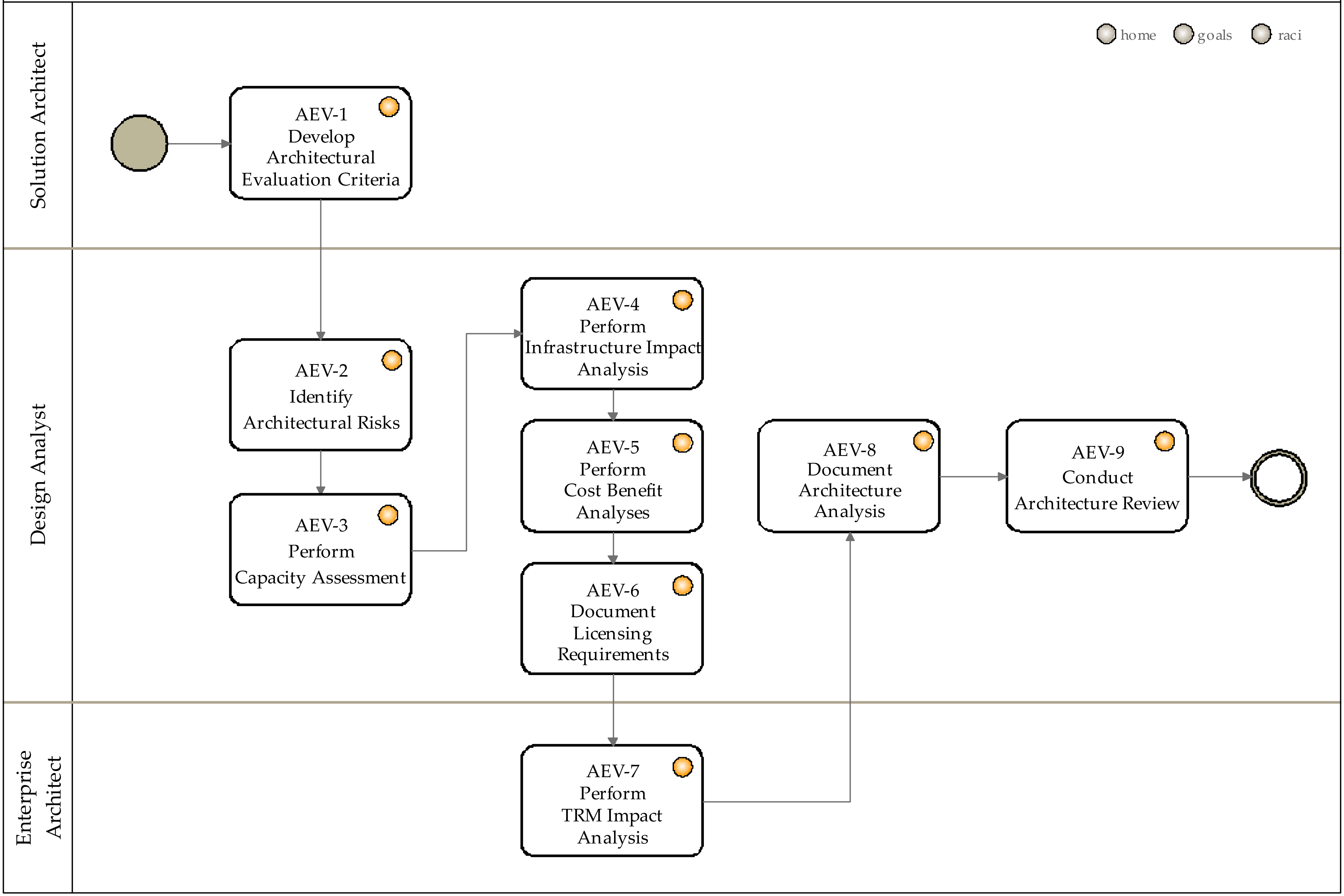
| | |
|---|---|
| **Description** | The Solution Architect creates the Test Architecture Diagram to illustrate the logical flow of product component testing activities. The Test Architeture determines candidate architecture testability. |
| **Artifacts Used** | Data Architecture Model Deliverables<br>Functional Model Deliverables<br>Integration Architecture Model Deliverables<br>Logical Data Model Deliverables |
| **Artifacts Created** | Technical Architecture Diagram |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Architecture: ARC-10 Document Product Architecture



| | |
|---|---|
| **Description** | The Solution Architect consolidates the required moels into the Product Architecture Document which provides a textual narrative and explanation of each of the created models and diagrams, including Domain, Logical, Data and Physical models. |
| **Artifacts Used** | Domain Model Deliverables<br>Interface Architecture Model Deliverables<br>Logical Data Model Deliverables<br>Operations Architecture Deliverables<br>Physical Model Deliverables<br>Security Architecture Deliverables |
| **Artifacts Created** | Product Architecture Document |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Architecture Evaluation



## Goals of Architecture Evaluation

To develop criteria to evaluate the completeness and sufficiency of the Product Architecture. This stage may include evaluating architectural options, and deciding on a final architecture.

Architecture Evaluation includes:

- Developing evaluation criteria
- Identifying architectural risks
- Performing cost benefit analyses

Most important to this stage is the analysis of the Product Architecture as it relates to the Technical Reference Model (TRM). This ensures products are developed using permissible technologies and standards. The result of this analysis may result in updates to the TRM.

# Architecture Evaluation RACI Chart

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

home process goals

| | | Role: Solution Architect | Design Analyst | Enterprise Architect | Application & Data Architecture Service Director | Technical Project Manager |
|---|---|---|---|---|---|---|
| AEV-1 | Define Architecture Evaluation Criteria | R | | | A | |
| AEV-2 | Identify Architectural Risks | | R | | | A |
| AEV-3 | Perform Capacity Assessment | | R | | | A |
| AEV-4 | Perform Infrastructure Impact Analysis | | R | | | A |
| AEV-5 | Perform Cost Benefit Analysis | | R | | | A |
| AEV-6 | Document Licensing Requirements | | R | | | A |
| AEV-7 | Perform TRM Impact Analysis | | | R | A | |
| AEV-8 | Document Architecture Analysis | | R | | | A |
| AEV-9 | Conduct Architecture Review | | R | | | A |

# Architecture Evaluation: AEV-1 Develop Architectural Evaluation Criteria



| | |
|---|---|
| **Description** | The Solution Architect performs this activity to update the evaluation of the recommended architecture amongst alternative solutions considered for a product or product release. The criteria to be updated in the 'Product Evaluation and Decision Analysis' are cost, benefits and risks and should be within quantifiable areas such as functionality, performance, capacity, and scalability. |
| **Artifacts Used** | Guidelines for Evaluating Architectures |
| **Artifacts Created** | Updated Product Evaluation and Decision Analysis |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Architecture Evaluation: AEV-2 Identify Architectural Risks



| | |
|---|---|
| **Description** | This activity is performed to document risks associated with candidate architectures that should be considered during the review and evaluation stages. The Product Evaluation and Decision Analysis and the Risk Log are updated during this activity. |
| **Artifacts Used** | Interface Requirements Document<br>Product Architecture Document<br>Product Evaluation and Decision Analysis<br>Risk Log |
| **Artifacts Created** | Updated Product Evaluation and Decision Analysis<br>Updated Risk Log |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Architecture Evaluation: AEV-3 Perform Capacity Assessment



| | |
|---|---|
| **Description** | This activity is performed to document the impact of the proposed architectures on the IT operating environment. The assessment must specify both the static and dynamic numerical requirements placed on the application or human interaction with the application, as a whole. The Product Evaluation and Analysis is updated during this activity. |
| **Artifacts Used** | Interface Requirements Document<br>Product Architecture Document<br>Product Evaluation and Decision Analysis |
| **Artifacts Created** | Capacity Assessment<br>Updated Product Evaluation and Decision Analysis |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Architecture Evaluation: AEV-4 Perform Infrastructure Impact Analysis



| | |
|---|---|
| **Description** | This activity is performed to document critical infrastructure considerations of the proposed architectures. The Product Evaluation and Analysis and System Design Document are updated during this activity. |
| **Artifacts Used** | Interface Requirements Document<br>Product Architecture Document<br>Product Evaluation and Decision Analysis<br>System Design Document |
| **Artifacts Created** | Updated Product Evaluation and Decision Analysis<br>Updated System Design Document |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Architecture Evaluation: AEV-5 Perform Cost Benefit Analyses

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| | |
|---|---|
| **Description** | This activity is performed to provide a Rough Order of Magnitude (ROM) for planned and actual costs of the solutions. The Product Evaluation and Analysis is updated during this activity. |
| **Artifacts Used** | Interface Requirements Document<br>Product Architecture Document<br>Product Evaluation and Decision Analysis |
| **Artifacts Created** | Cost Benefit Analysis<br>Updated Product Evaluation and Decision Analysis |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Architecture Evaluation: AEV-6 Document Licensing Requirements



| | |
|---|---|
| **Description** | This activity is performed to document Licensing Requirements related to the proposed architectures. This can include Commercial-Off-The-Shelf (COTS) products that make-up the application, or database tools, testing tools, operating systems, etc. The Product Evaluation and Analysis and Requirements Specification Document are updated during this activity. |
| **Artifacts Used** | Interface Requirements Document<br>Product Architecture Document<br>Product Evaluation and Decision Analysis |
| **Artifacts Created** | Updated Requirements Specification Document<br>Updated Product Evaluation and Decision Analysis |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Architecture Evaluation: AEV-7 Perform TRM Impact Analysis



| | |
|---|---|
| **Description** | This activity is performed to merge and categorize new standards, specifications and technologies with existing standards, specifications, and technologies.<br><br>The artifacts listed below are updated during this activity. |
| **Artifacts Used** | Approved Software Module or Service Architecture |
| **Artifacts Created** | Updated Requirements Traceability Matrix<br>Updated Technical Reference Model |
| **Responsible Role** | Enterprise Architect |
| **Tools** | |
| **Standards** | One-VA Technical Reference Model (TRM) |
| **More Info....** | |

# Architecture Evaluation: AEV-8 Document Architecture Analysis



| | |
|---|---|
| **Description** | This activity is performed to document architectural patterns and styles to be reused, architectural elements (data, hardware, software, user interface, and personnel), and top level strategic structures (major functions, classes, processes, components, their responsibility and their relationship) to be evaluated along with architectural decisions and associated rationale. It also is used to document alternative approaches and why they were not chosen as the recommended approach. |
| **Artifacts Used** | Interface Requirements Document<br>Product Architecture Document<br>Product Evaluation and Decision Analysis |
| **Artifacts Created** | Updated Product Evaluation and Decision Analysis |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Architecture Evaluation: AEV-9 Conduct Architecture Review

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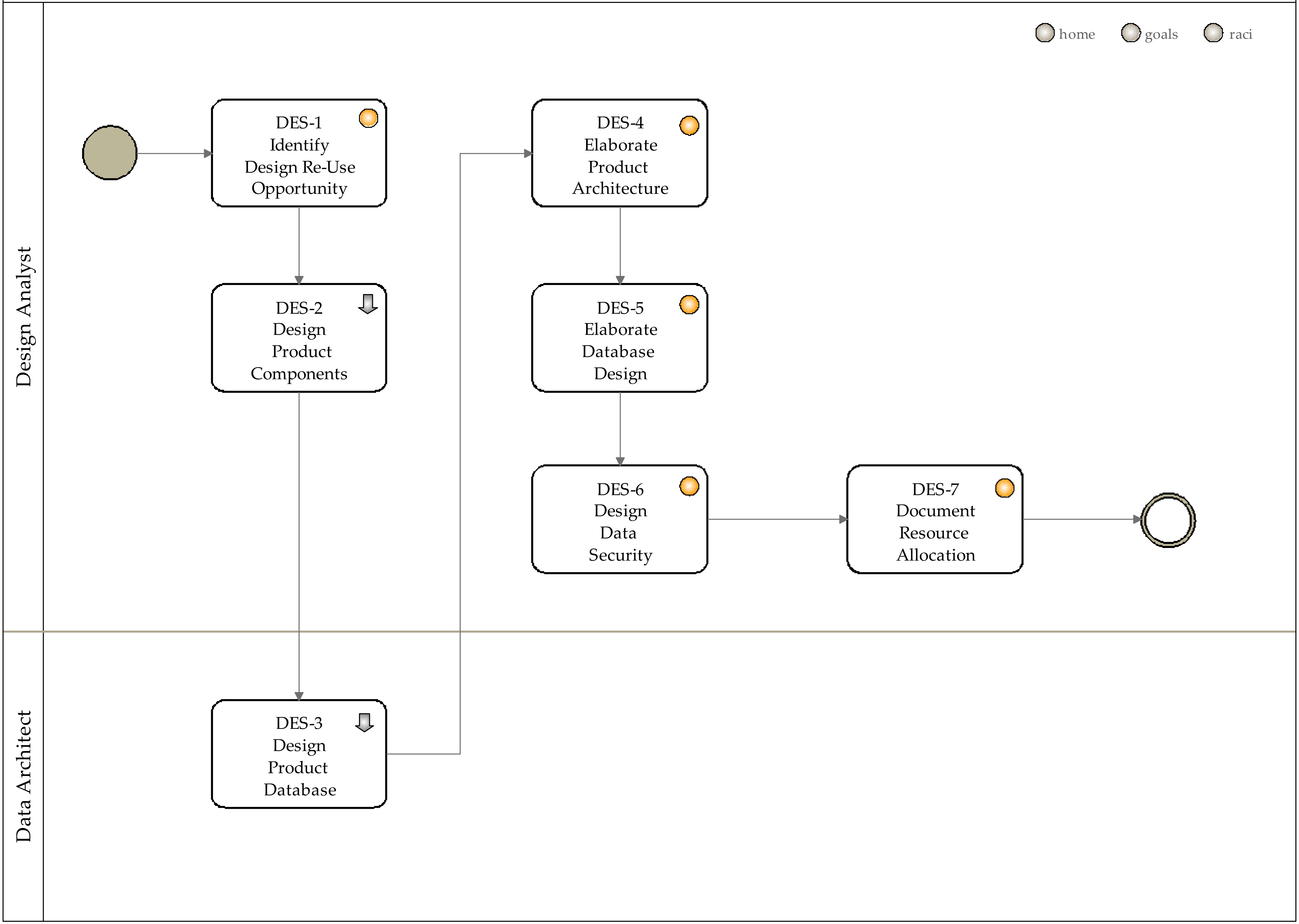
| | |
|---|---|
| **Description** | This activity is performed to provide to management an overview of finding and recommendations on the architectural assessment of the product architecture. This review will describe the summary results of the target business products and services, Architecture decisions, ADS target decisions, and Product Architecture Overview. The decision gates for completing this step include Business Governance, Data Governance, Technology Governance, Chief Architect Governance, and Capital Planning Governance. |
| **Artifacts Used** | Operational Proof of Concepts<br>Product Architecture Document<br>Product Evaluation and Decision Analysis |
| **Artifacts Created** | Architecture Recommendation Presentation |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Design



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## Goals of Product Design

To describe in detail the new system, including screen layouts, the business rules, and process diagrams. The output will describe the new system as a collection of product components.

Key Product Design artifacts include:

- Operational Sequence Diagrams
- State Transition Diagrams
- Context Diagrams
- Data Sources
- Physical and Logical Database Models
- CRUD Matrix

These artifacts are intended to describe the software in sufficient detail that skilled developers may develop the software with minimal additional input.

# Product Design RACI Chart - 1

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

home process goals next

| | | Role | | | |
|---|---|---|---|---|---|
| | | Data Architect | Design Analyst | Application & Data Architecture Service Director | Technical Project Manager |
| DES-1 | Identify Design Re-Use Opportunity | | R | | A |
| DES-2.1 | Create Operational Sequence Diagram | | R | | A |
| DES-2.2 | Create Context Diagram | | R | | A |
| DES-2.3 | Create State Transition Diagram | | R | | A |
| DES-2.4 | Document Data Sources | | R | | A |
| DES-3.1 | Create CRUD Matrix | R | | A | |
| DES-3.2 | Design Logical Database | R | | A | |
| DES-3.3 | Create Physical Database Model | R | | A | |
| DES-3.4 | Create BI Tool Metadata Model | R | | A | |

# Product Design RACI Chart - 2

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



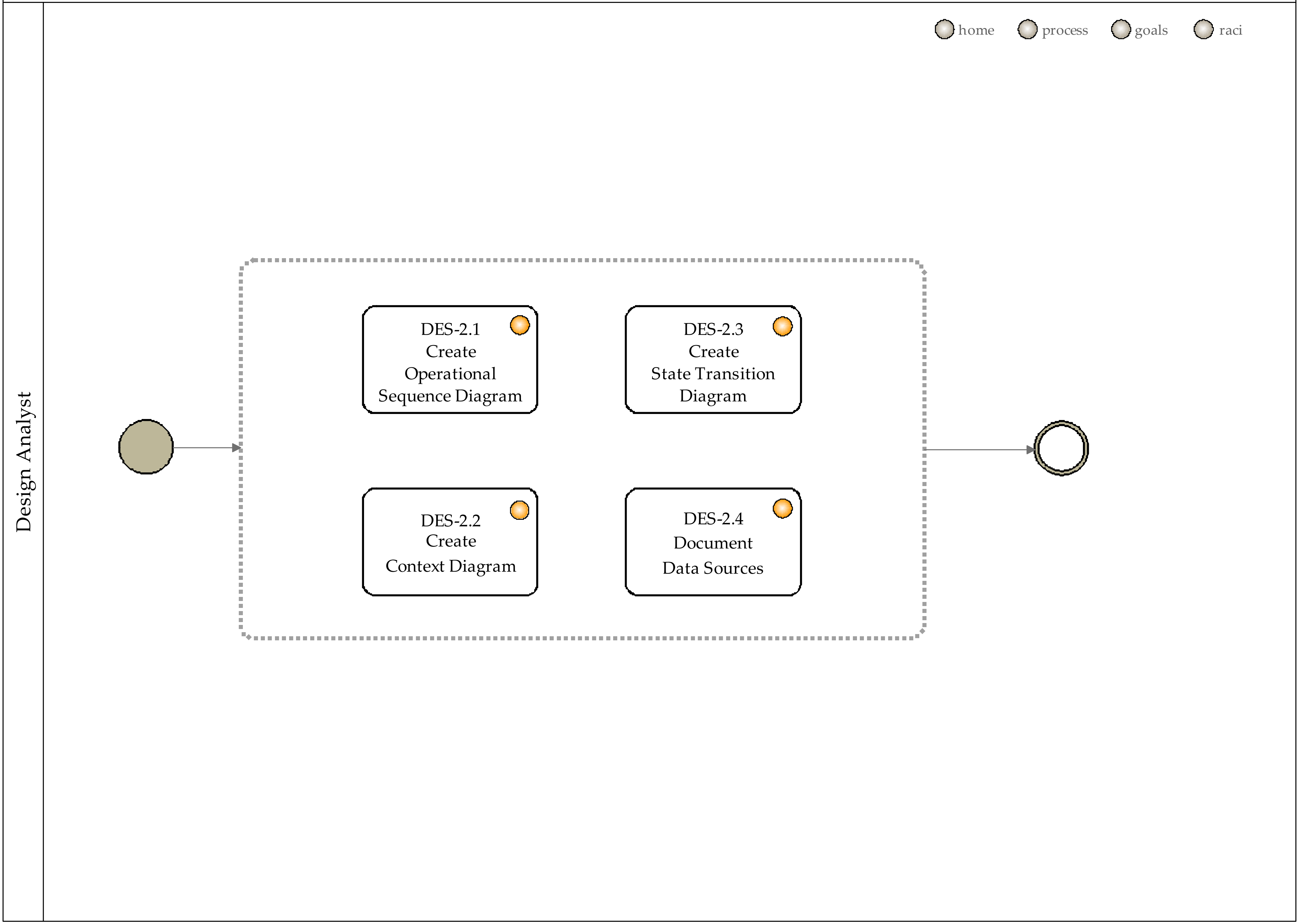
| | | Role | | | |
|---|---|---|---|---|---|
| | | Data Architect | Design Analyst | Application & Data Architecture Service Director | Technical Project Manager |
| DES-3.5 | Document Database Design | R | | A | |
| DES-4 | Elaborate Product Architecture | | R | | A |
| DES-5 | Elaborate Database Design | | R | | A |
| DES-6 | Design Data Security | | R | | A |
| DES-7 | Document Resource Allocation | | R | | A |

# Product Design: DES-1 Identify Design Re-Use Opportunity



| | |
|---|---|
| **Description** | The Design Analyst identifies and selects major or high-level re-use components from prior projects that may be applicable to this project. The Design Analyst also updates the Product Evaluation and Analysis during this activity. |
| **Artifacts Used** | Business Reference Model<br>Data Reference Model<br>Federal Enterprise Architecture Business Reference Model<br>Federal Enterprise Architecture Data Reference Model<br>Federal Enterprise Architecture Service Reference Model<br>Product Evaluation Document<br>Service Reference Model<br>Systems Functionality Description<br>Systems and Services Evolution Description |
| **Artifacts Created** | Reuse Candidate List<br>Updated Product Evaluation Document |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Design: DES-2 Design Product Components



# Product Design: DES-2.1 Create Operational Sequence Diagram



| | |
|---|---|
| **Description** | The Design Analyst creates the Operatinal Sequence Diagram and illustrates the order and flow of events within the application and external systems. |
| **Artifacts Used** | Logical Data Model Deliverables<br>Physical Data Model Deliverables |
| **Artifacts Created** | Operational Sequence Diagram |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Design: DES-2.2 Create Context Diagram

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| | |
|---|---|
| **Description** | The Design Analyst creates the Context Diagram and illustrates the connections within the product component and the external systems. The design includes components, data stores and interfaces within the application as well as interfaces between internal components and external systems. |
| **Artifacts Used** | Functional Architecture Model Deliverables<br>Interface Architecture Diagrams<br>Logical Data Model Deliverables<br>Physical Data Model Deliverables |
| **Artifacts Created** | Context Diagram |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Design: DES-2.3 Create State Transition Diagram



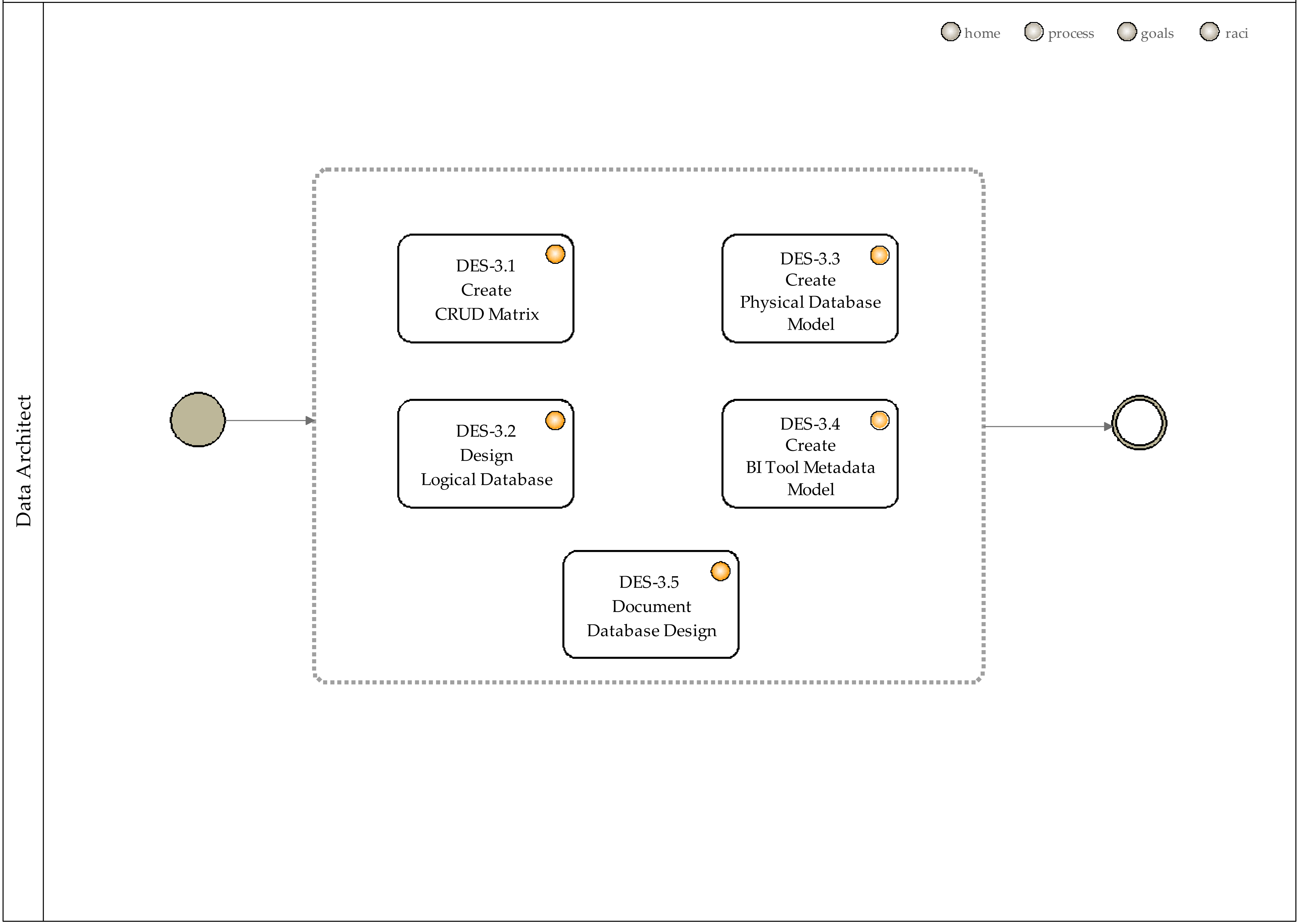
| | |
|---|---|
| **Description** | The Design Analyst creates the State Transition Diagram and illustrates the behavior of subsystems within the component and the external systems. |
| **Artifacts Used** | Functional Architecture Model Deliverables<br>Interface Architecture Diagrams<br>Logical Data Model Deliverables<br>Physical Data Model Deliverables |
| **Artifacts Created** | State Transition Diagram |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Design: DES-2.4 Document Data Sources



| | |
|---|---|
| **Description** | The Design Analyst creates the Data Sourcing Diagram and presents a detailed view of the data involved in the product. This activity converts logical or concenptual data constructs to physical storage constructs of the target Database Management System (DBMS). |
| **Artifacts Used** | Logical Data Model Deliverables<br>Physical Data Model Deliverables |
| **Artifacts Created** | Data Sourcing Diagram |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Design: DES-3 Design Product Database



# Product Design: DES-3.1 Create CRUD Matrix



| | |
|---|---|
| **Description** | The Data Architect identifies the processes, the data and CRUD (CREATION, READ, UPDATE, and DELETE) points of every attribute within the product components. |
| **Artifacts Used** | Logical Data Model Deliverables<br>Physical Data Model Deliverables |
| **Artifacts Created** | CRUD Matrix |
| **Responsible Role** | Data Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Design: DES-3.2 Design Logical Database



| | |
|---|---|
| **Description** | The Data Architect illustrates the connections within the subsystem/application and external systems. This includes components, data stores and interfaces within the application as well as interfaces between internal components and external systems. |
| **Artifacts Used** | Logical Model Deliverables |
| **Artifacts Created** | Logical Database Design |
| **Responsible Role** | Data Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Design: DES-3.3 Create Physical Database Model



| | |
|---|---|
| **Description** | The Data Architect creates the Physical Database Model and illustrates how components are connected. This activity converts logical or conceptual data constructs to physical storage constructs (e.g. tables, files) of the target Database Management System (DBMS). |
| **Artifacts Used** | CREATION, READ, UPDATE, and DELETE (CRUD) Matrix<br>Logical Model Deliverables<br>Physical Model Deliverables |
| **Artifacts Created** | Physical Database Design |
| **Responsible Role** | Data Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Design: DES-3.4 Create Business Intelligence Tool Metadata Model



| | |
|---|---|
| **Description** | The Data Architect adds metadata from various data sources, designing and organizing the metadata to a data warehouse, and using that metadata for decision analysis and reporting. |
| **Artifacts Used** | CREATION, READ, UPDATE, and DELETE (CRUD) Matrix<br>Logical Data Model Deliverables<br>Physical Data Model Deliverables |
| **Artifacts Created** | Business Intelligence (BI) Tool Metadata Design |
| **Responsible Role** | Data Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Design: DES-3.5 Document Database Design

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| | |
|---|---|
| **Description** | The Data Architect documents how the new software module or service meets the criteria of separating and loosely coupling data acquisition, data conformance, data centralization, data federation, operational data exploitation, and analytic data exploitation.<br><br>The Data Architect updates the Acquisition Plan, Cost Benefit Analysis, Enterprise Data Architecture Document, Interface Control Document and System Design Document. |
| **Artifacts Used** | Acquisition Plan<br>Cost Benefit Analysis<br>Data Architecture Diagram<br>Data Security Diagram<br>Enterprise Data Architecture Document<br>Interface Control Document<br>System Design Document |
| **Artifacts Created** | Updated Acquisition Plan<br>Updated Cost Benefit Analysis<br>Updated Enterprise Data Architecture Document<br>Updated Interface Control Document<br>Updated System Design Document (Applicable Data Design Sections) |
| **Responsible Role** | Data Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Design: DES-4 Elaborate Product Architecture



| | |
|---|---|
| **Description** | The Design Analyst specifies the following:<br>• All required interactions within the system and all necessary interfaces with external entities<br>• Multi-step integration processes for the integration of the product component.<br>• Application units to include, at minimum, a description of every input (request) into the system, every output (response) from the system and all functions performed by the system in response to an input or in support of an output. |
| **Artifacts Used** | Activity Hierarchy Diagrams<br>Configuration Diagrams<br>Database Mapping Guide<br>Deployment Diagrams<br>Functional Flow Diagrams<br>Interface Architecture Diagrams<br>Interface Control Document (ICD)<br>Interface Requirements Document<br>Preliminary Design Document |
| **Artifacts Created** | Expanded Activity Hierarchy Diagrams<br>Expanded Configuration Diagrams<br>Expanded External Interface Diagrams<br>Expanded Integration Architecture Diagrams<br>Expanded Internal Interface Diagrams<br>Expanded User Interface Diagrams<br>Updated Database Mapping Guide<br>Updated Functional Flow Diagrams<br>Updated Interface Control Document |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | All required User Reports are created prior to this activity |

# Product Design: DES-5 Elaborate Database Design

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| | |
|---|---|
| **Description** | The Design Analyst specifies unit-level data requirements and communication protocols and formats between each software unit in the functional group. During this activity the following are fully attributed and updated:<br>• Business Intelligence (BI) Tool Metadata Design<br>• Logical Database Design<br>• Physical Database Design<br>• System Design Document |
| **Artifacts Used** | Business Use Cases<br>Data Flow Diagrams<br>Functional Model Deliverables<br>Logical Data Model Deliverables<br>Physical Data Model Deliverables<br>Requirements Specification Document<br>System Design Document |
| **Artifacts Created** | Data Definition Document<br>Fully Attributed BI Tool Metadata Design<br>Fully Attributed Logical Database Design<br>Fully Attributed Physical Database Design<br>Updated System Design Document (applicable Data Design Sections) |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Design: DES-6 Design Data Security



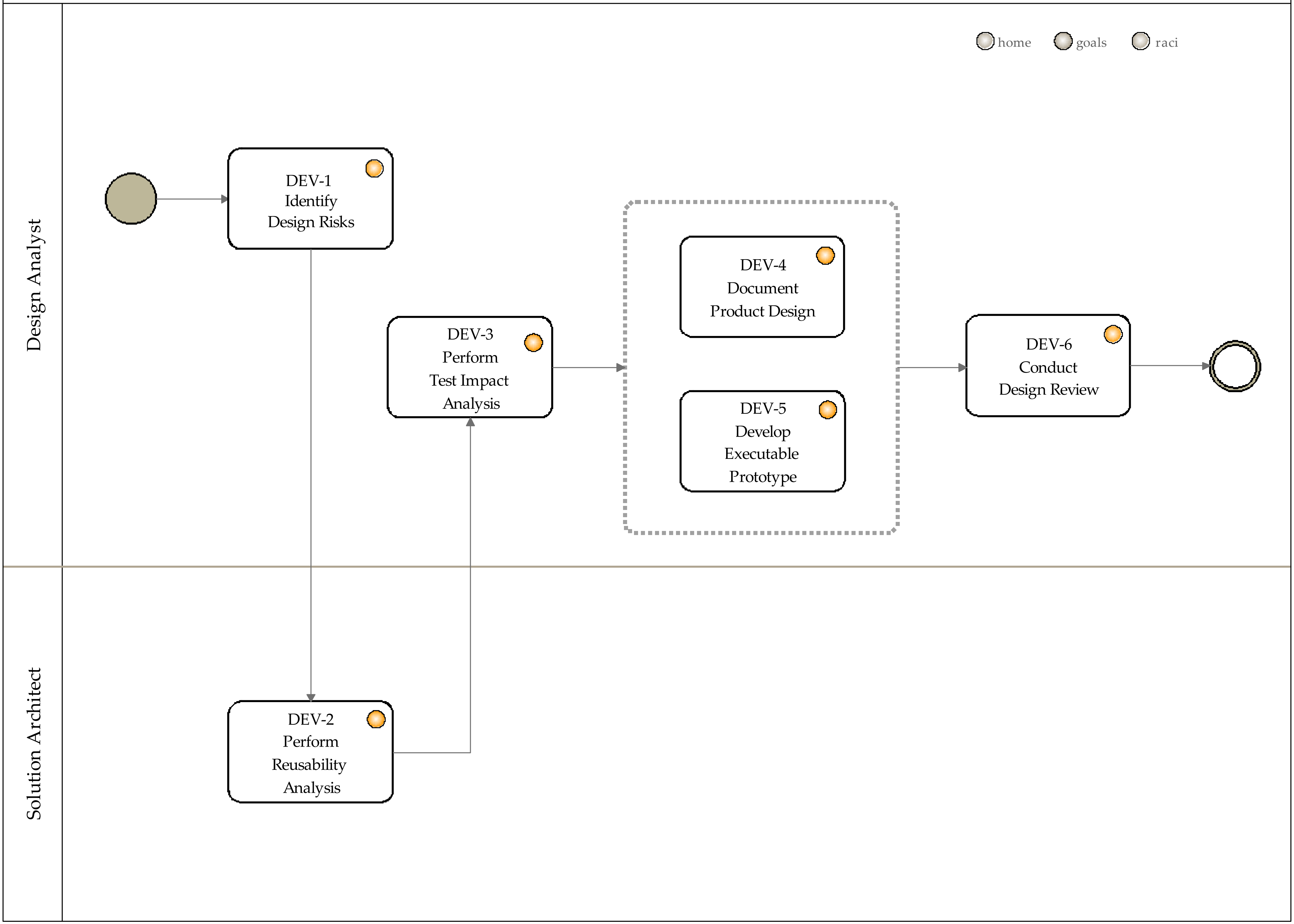
| | |
|---|---|
| **Description** | The Design Analyst defines the processes enabling the security requirements and also expands on those said requirements. The Design Analyst identifies components which could be vulnerable to a breach of system security and documents how the new software module or service meets Enterprise Security and Privacy criteria The Design Analyst identifies components which could fail and develop a correction/recovery strategy to ensure that the design minimizes or eliminates the potential for failures of the system. |
| **Artifacts Used** | Application Security Diagrams<br>Configuration Diagrams<br>Data Security Diagrams<br>Deployment Diagram<br>Domain Model Deliverables<br>Integration Architecture Model Deliverables<br>Interface Architecture Model Deliverables<br>Logical Data Model Deliverables<br>Master Test Plan<br>Physical Model Deliverables<br>Security Architecture Deliverables<br>Service Delivery Model Deliverables<br>System Design Document<br>System Security Plan |
| **Artifacts Created** | Data Security Diagrams<br>Expanded Trust Model<br>Updated Disaster Recovery Plan<br>Updated Master Test Plan<br>Updated System Security Plan |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | The System Security Plan is created in the Product Documentation process. |

# Product Design: DES-7 Document Resource Allocation

home process goals raci

| | |
|---|---|
| **Description** | The Design Analyst specifies utilization and size of each component unit being designed. It should document the variance with the initial estimates and how long the variance will be needed. The Acquisition Plan is also updated during this activity. |
| **Artifacts Used** | Acquisition Plan<br>Logical Data Model Deliverables<br>Physical Data Model Deliverables<br>Product Evaluation and Analysis |
| **Artifacts Created** | Technical Stack Variance<br>Updated Acquisition Plan |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Design Evaluation



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## Goals of Design Evaluation

To review the product component designs, verify component reuse, and consolidate the various design artifacts into a product design package. To demonstrate proof of concept, executable prototypes may also be developed.

This stage concludes with a formal design review.

Key Design Evaluation artifacts include:

- Product Design
- Executable Prototype

# Design Evaluation RACI Chart

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | |
|---|---|---|---|---|---|
| | | Solution Architect | Design Analyst | Application & Data Architecture Service Director | Technical Project Manager |
| DEV-1 | Identify Design Risks | | R | | A |
| DEV-2 | Perform Reusability Analysis | R | | A | |
| DEV-3 | Perform Test Impact Analysis | | R | | A |
| DEV-4 | Document Product Design | | R | | A |
| DEV-5 | Develop Executable Prototype | | R | | A |
| DEV-6 | Conduct Design Review | | R | | A |

# Design Evaluation: DEV-1 Identify Design Risks

home process goals raci

| | |
|---|---|
| **Description** | The Design Analyst documents the risks associated with candidate architectures that should be considered during the design review process. |
| **Artifacts Used** | Cost Benefit Analysis<br>Database Design Document<br>Interface Control Document (ICD) |
| **Artifacts Created** | Updated Risk Log |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Design Evaluation: DEV-2 Perform Reusability Analysis

home process goals raci

| | |
|---|---|
| **Description** | This activity is performed to specify applicable design requirements to facilitate reuse. |
| **Artifacts Used** | Product Evaluation and Analysis<br>Systems Design Document |
| **Artifacts Created** | Updated Product Evaluation and Analysis |
| **Responsible Role** | Solution Architect |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Design Evaluation: DEV-3 Perform Test Impact Analysis



| | |
|---|---|
| **Description** | The Design Analyst performs this activity to control the impact of testing activities on product component designs. |
| **Artifacts Used** | Product Architecture Document<br>Test Architecture Diagrams<br>Master Test Plan |
| **Artifacts Created** | Test Architecture Impact Analysis<br>Updated Master Test Plan |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Design Evaluation: DEV-4 Document Product Design

home process goals raci

| | |
|---|---|
| **Description** | This activity is performed to consolidate into one document and to provide a textual narrative and explanation of the end to end product component architecture designs with all partitions, application architecture implications, and data architecture. It must document any items that could limit the designer'' include regulatory policies, hardware limitations, interfaces to other applications, parallel operation, reliability issues, criticality of the application, safety and security considerations. |
| **Artifacts Used** | Business Intelligence (BI) Tool Metadata Design<br>Configuration Diagrams<br>Cost Benefit Analyses<br>Cost Variance Stack<br>Data Security Diagrams<br>Deployment Diagrams<br>Impacted Applications List<br>Integration Architecture Diagrams<br>Logical Database Design<br>Physical Database Design<br>Test Impact Analysis<br>Trust Model |
| **Artifacts Created** | Updated System Design Document |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Design Evaluation: DEV-5 Develop Executable Prototype



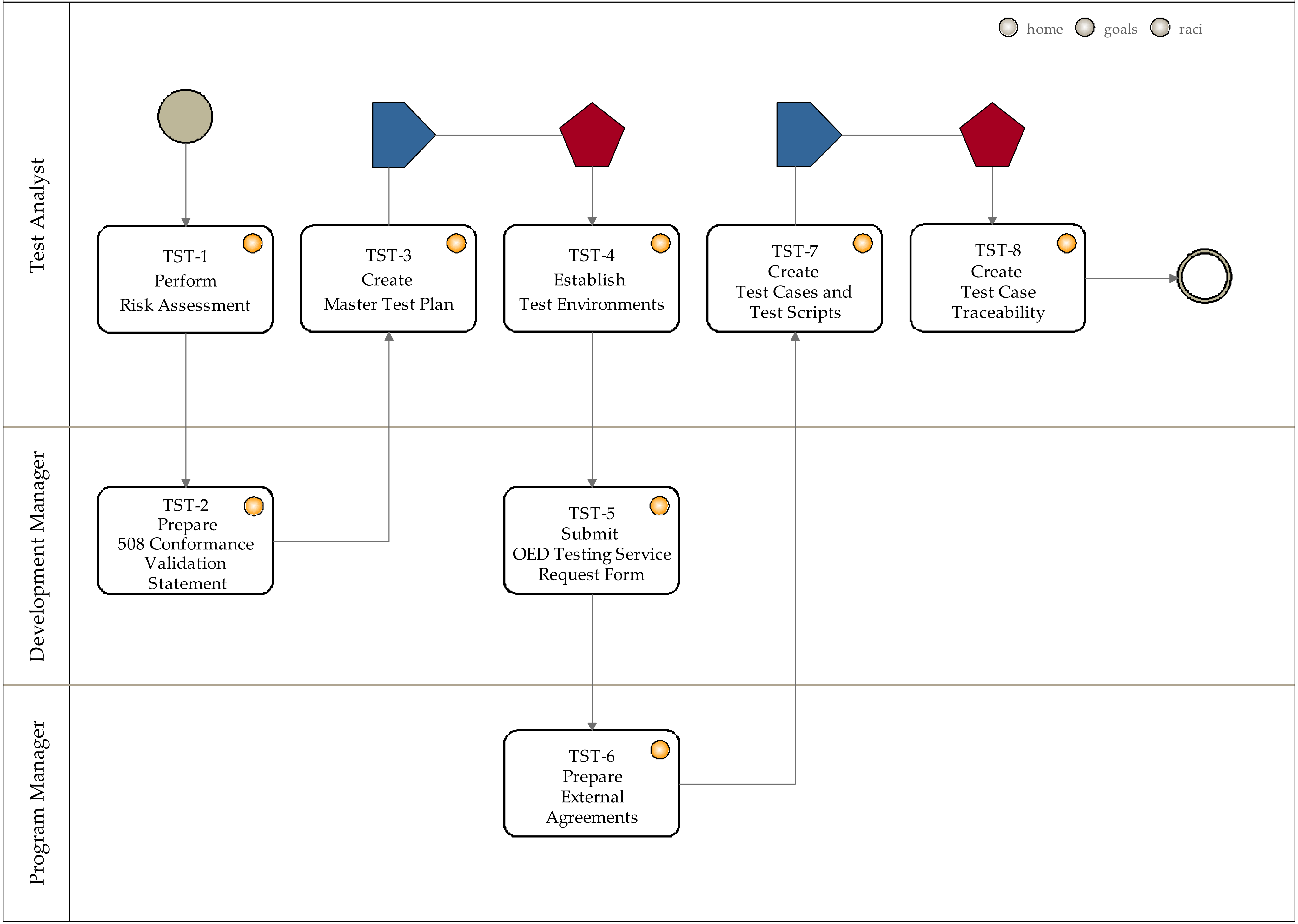
| | |
|---|---|
| **Description** | The process steps are used to establish an executable prototype that will help qualifying the product or product components. The Point of Contact (POC) must contain all the requirements to a level of detail sufficient to enable developers to construct a system to satisfy those requirements, and to enable test analysts to show that the system satisfies those requirements. The detailed design phase is considered complete when associated POCs are submitted and reviewed. |
| **Artifacts Used** | Systems Design Document |
| **Artifacts Created** | Executable Prototype |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | Prototyping Guide |
| **More Info....** | |

# Design Evaluation: DEV-6 Conduct Design Review

home process goals raci

| | |
|---|---|
| **Description** | This activity is performed to organize the following in order to prepare for and conduct the design review:<br>• operational proof of concept options, including the recommended approach, and the evaluation criteria<br>• executable prototype, including the detailed designs, and supporting analyses |
| **Artifacts Used** | Enterprise Data Model<br>Executable Prototype<br>Master Test Plan<br>Operational Proof of Concepts<br>Preliminary Designs Document<br>Risk Log<br>Systems Design Document<br>Technical Reference Model<br>Traceability Matrix |
| **Artifacts Created** | Updated Enterprise Data Model<br>Updated Executable Prototype<br>Updated Master Test Plan<br>Updated Operational Proof of Concepts<br>Updated Preliminary Designs Document<br>Updated Risk Log<br>Updated Systems Design Document<br>Updated Technical Reference Model<br>Updated Traceability Matrix |
| **Responsible Role** | Design Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Test Preparation



home process goals raci

## Goals of Test Preparation

- Select products and product components for test and certification.
- Establish and maintain the testing environments, procedures, and criteria.
- Ensure continuous monitoring of testing progress to Program Management and Development Management.

# Test Preparation RACI Chart - 1

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Development Manager | Test Analyst | Software Quality Assurance Analyst | Program Manager | Software Development Director | Portfolio Management Office Director |
|---|---|---|---|---|---|---|---|
| TST-1 | Perform Risk Assessment | A | R | | | | |
| TST-2 | Prepare 508 Conformance Validation Statement | R | | | | A | |
| TST-3 | Create Master Test Plan | A | R | | | | |
| TST-PR1 | Distribute Peer Review Materials | A | R | | | | |
| TST-PR2 | Review Peer Materials | A | R | | | | |
| TST-PR3 | Distribute Consolidated Peer Review Findings | A | R | | | | |
| TST-PR4 | Record Finding Resolutions | A | R | | | | |
| TST-PR5 | Implement Finding Resolutions | A | R | | | | |
| TST-FR1.1 | Plan Formal Review | A | | R | | | |

# Test Preparation RACI Chart - 2

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Development Manager | Test Analyst | Software Quality Assurance Analyst | Program Manager | Software Development Director | Portfolio Management Office Director |
|---|---|---|---|---|---|---|---|
| TST-FR1.2 | Conduct Formal Review | A | | R | | | |
| TST-FR1.3 | Implement Findings Resolutions | A | R | | | | |
| TST-4 | Establish Test Environments | A | R | | | | |
| TST-5 | Submit OED Testing Service Request Form | R | | | A | | |
| TST-6 | Prepare External Agreements | | | | R | | A |
| TST-7 | Create Test Cases and Test Scripts | A | R | | | | |
| TST-PR2.1 | Distribute Peer Review Materials | A | R | | | | |
| TST-PR2.2 | Review Peer Materials | A | R | | | | |
| TST-PR2.3 | Distribute Consolidated Peer Review Findings | A | R | | | | |

# Test Preparation RACI Chart - 3

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | | | |
|---|---|---|---|---|---|---|---|
| | | Development Manager | Test Analyst | Software Quality Assurance Analyst | Program Manager | Software Development Director | Portfolio Management Office Director |
| TST-PR2.4 | Record Finding Resolutions | A | R | | | | |
| TST-PR2.5 | Implement Finding Resolutions | A | R | | | | |
| TST-FR2.1 | Plan Formal Review | A | | R | | | |
| TST-FR2.2 | Conduct Formal Review | A | | R | | | |
| TST-FR2.3 | Implement Findings Resolutions | A | R | | | | |
| TST-8 | Create Test Case Traceability | A | R | | | | |

# Test Preparation: TST-1 Perform Risk Assessment

home process goals raci

| | |
|---|---|
| **Description** | The Test Analyst identifies and manages risks that negatively impact test execution and risks related to the testing of critical functionality.<br>Steps include:<br>• Identify test execution risks<br>• Record the risks in tracking tool<br>• Assess the potential impacts and probability for each risk<br>• Plan mitigation for each risk<br>• Monitor the risks through closure |
| **Artifacts Used** | Requirements Specification Document<br>Risk Management Plan<br>Use Case Specifications |
| **Artifacts Created** | Updated Risk Management Plan |
| **Responsible Role** | Test Analyst |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

# Test Preparation: TST-2 Prepare 508 Conformance Validation Statement

home process goals raci

| | |
|---|---|
| **Description** | The Development Manager contacts the Section 508 Program Office via the mail group below to schedule the Section 508 resources and to obtain the Conformance Validation Statement (CVS) (508 compliance certificate). The CVS is completed and returned to the Section Program 508 office. |
| **Artifacts Used** | |
| **Artifacts Created** | Email requesting the Section 508 Program Office resources |
| **Responsible Role** | Development Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | Contact the VALU IT NT&EO Office at the mail group [email address: **Section508@va.gov**] to obtain assistance. Also ensure that the Training Plan addresses the training for disabled users using Assisted Technology equipment. |

# Test Preparation: TST-3 Create Master Test Plan



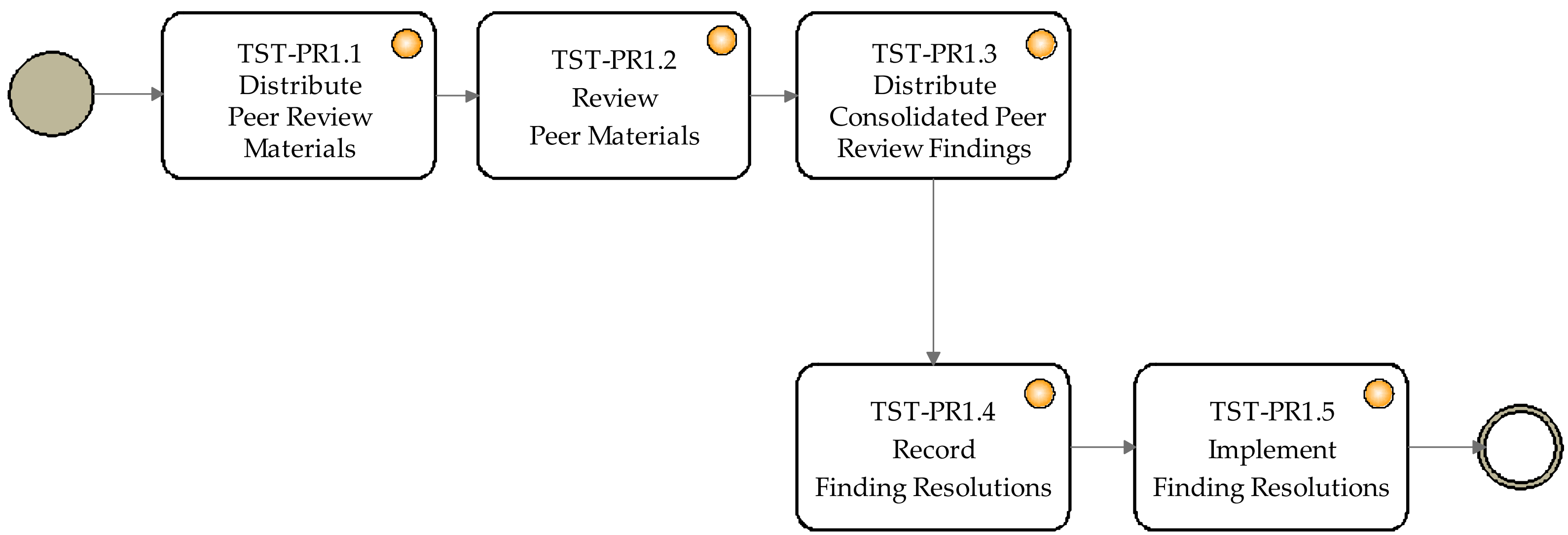
| | |
|---|---|
| **Description** | The Test Analyst working with the Development Manager creates the Master Test Plan to document the overall approach to testing. The Master Test Plan includes items to be tested, test strategy, test criteria, test deliverables, test schedule, test environments, staffing and training needs, risks and constraints, and test metrics.<br>If testing is performed iteratively, the Iteration Test Plan is used to specify the testing for the iteration. |
| **Artifacts Used** | Interface Control Document<br>Project Management Plan<br>Requirements Specification Document<br>System Design Document<br>Use Case Specifications |
| **Artifacts Created** | Iteration Test Plan<br>Master Test Plan |
| **Responsible Role** | Test Analyst |
| **Tools** | IBM Rational TestManager ® |
| **Standards** | |
| **More Info....** | |

# Test Preparation

Test Analyst

home process goals raci

## Peer Review: Master Test Plan



# Test Preparation: TST-PR1.1 Distribute Peer Review Materials



| | |
|---|---|
| **Description** | The Test Analyst distributes the Master Test Plan for peer review using the following steps:<br>1. Select the peers for the peer review team<br>2. Notify the peers of review team meeting logistics<br>3. Send the peer review team the Master Test Plan and Master Test Plan Checklist |
| **Artifacts Used** | Master Test Plan |
| **Artifacts Created** | Record of Notification |
| **Responsible Role** | Test Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Test Preparation: TST-PR1.2 Review Peer Materials



| | |
|---|---|
| **Description** | The peer review team reviews the Master Test Plan and documents their findings using the following steps:<br>1. Identify anomalies and issues<br>2. Record anomalies and issues on Master Test Plan Review Findings Summary (included in the Master Test Plan Checklist)<br>3. Submit findings to the Program Manager |
| **Artifacts Used** | Master Test Plan |
| **Artifacts Created** | Master Test Plan Checklist (Review Finding Summary included) |
| **Responsible Role** | Test Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Test Preparation: TST-PR1.3 Distribute Consolidated Peer Review Findings

home process review goals raci

| | |
|---|---|
| **Description** | The Test Analyst receives, consolidates, and redistributes the findings to peer review team prior to peer review using the following steps:<br>1. Receive initial findings from reviewers<br>2. Analyze consolidated findings<br>3. Consolidate findings onto single Review Findings Summary<br>4. Distribute consolidated findings to reviewers |
| **Artifacts Used** | Master Test Plan Checklist (Review Finding Summary included) |
| **Artifacts Created** | Consolidated Master Test Plan Checklist (Review Finding Summary included) |
| **Responsible Role** | Test Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Test Preparation: TST-PR1.4 Record Finding Resolutions

home process review goals raci

| | |
|---|---|
| **Description** | The Peer Review Team discusses the findings and documents their resolutions. |
| **Artifacts Used** | Consolidated Master Test Plan Checklist (Review Finding Summary included)<br>Master Test Plan |
| **Artifacts Created** | Updated Consolidated Master Test Plan Checklist (Review Finding Summary included) |
| **Responsible Role** | Test Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

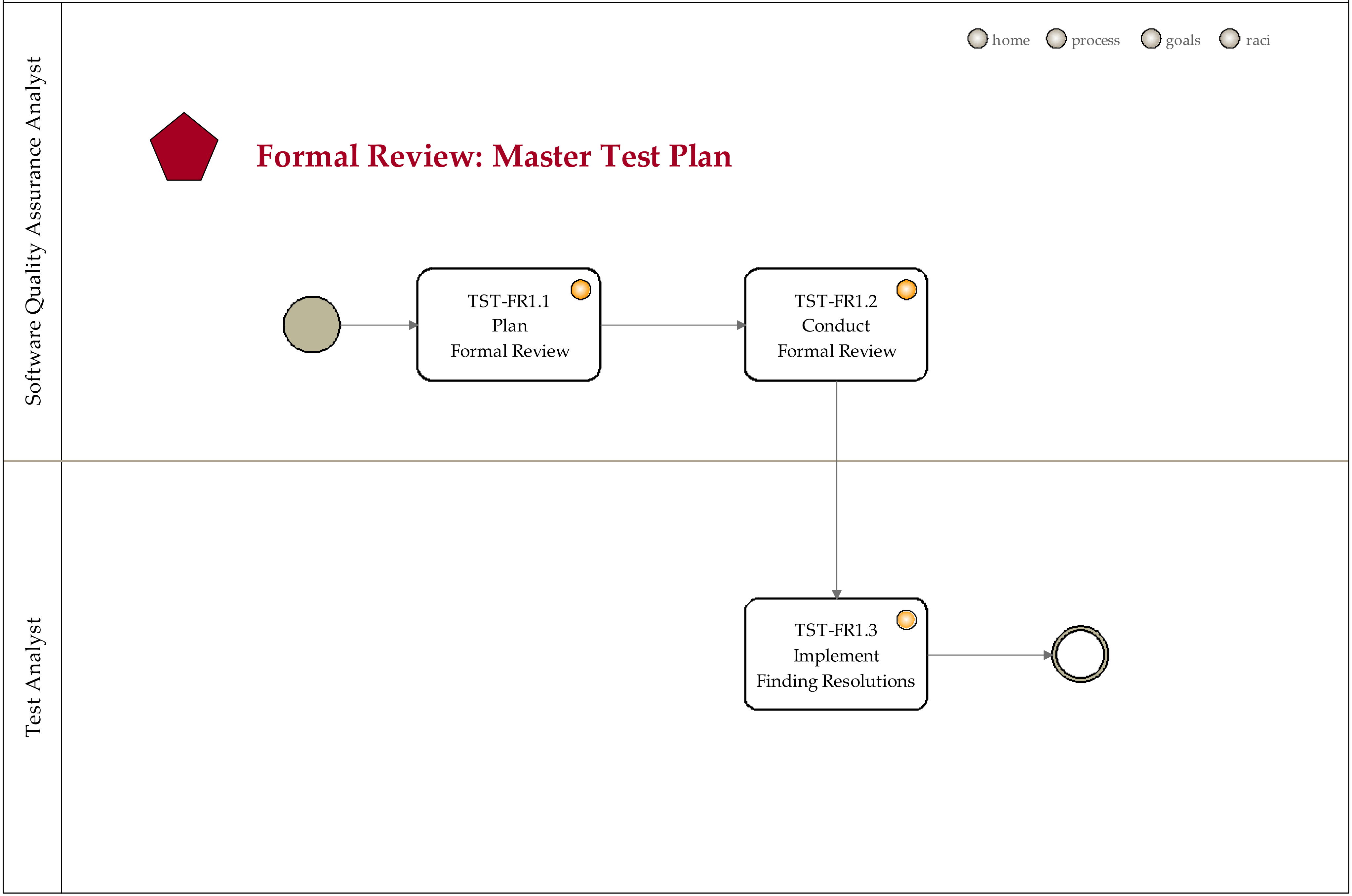
# Test Preparation: TST-PR1.5 Implement Finding Resolutions



| | |
|---|---|
| **Description** | The Test Analyst resolves anomalies and issues with the Master Test Plan. |
| **Artifacts Used** | Master Test Plan<br>Updated Consolidated Master Test Plan Checklist (Review Finding Summary included) |
| **Artifacts Created** | Updated Master Test Plan |
| **Responsible Role** | Test Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Test Preparation

## Formal Review: Master Test Plan



# Test Preparation: TST-FR1.1 Plan Formal Review

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| | |
|---|---|
| **Description** | Once the Master Test Plan is ready for review, the Test Analyst performs the following:<br>• Identify a Facilitator and Scribe<br>• Determine the formal review team - ensure the customer and Programs Plans and Controls (PP&C) are included<br>• Determine the review meeting logistics. It is suggested to allow 2 days for a Master Test Plan less than 10 pages, 3 days for 10 – 30 pages, 5 days for 30-50 pages, and 10 days for a Master Test Plan greater than 50 pages<br>• Create the agenda<br>• Distribute the Master Test Plan, Artifact Review Agenda, and Master Test Plan Checklist (Review Finding Summary included)<br><br>The intent of the formal review is to obtain stakeholder concurrence and appropriate signatures. |
| **Artifacts Used** | Master Test Plan |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Master Test Plan Checklist (Review Finding Summary included) |
| **Responsible Role** | Software Quality Assurance Analyst |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Test Preparation: TST-FR1.2 Conduct Formal Review



| | |
|---|---|
| **Description** | The formal review team reviews the Master Test Plan and reports their findings. The anomalies and issues are recorded using the Master Test Plan Review Findings Summary (included in the Master Test Plan Checklist).<br>The review team decides the disposition of the work product. Disposition can be:<br>• Accept the artifact<br>• Accept the artifact conditionally (anomalies will be resolved)<br>• Additional formal review required<br><br>The Approval Signatures on the Master Test Plan are obtained during this review. The signatures are affixed to the appropriate appendix of the Master Test Plan. |
| **Artifacts Used** | Artifact Review Agenda and Minutes<br>Master Test Plan Checklist (Review Finding Summary included) |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Updated Master Test Plan<br>Updated Master Test Plan Checklist (Review Finding Summary included) |
| **Responsible Role** | Software Quality Assurance Analyst |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Test Preparation: TST-FR1.3 Implement Finding Resolutions



| | |
|---|---|
| **Description** | The Test Analyst resolves anomalies and issues with the Master Test Plan. |
| **Artifacts Used** | Master Test Plan<br>Master Test Plan Checklist (Review Finding Summary included) |
| **Artifacts Created** | Updated Master Test Plan |
| **Responsible Role** | Test Analyst |
| **Tools** | IBM Rational ClearQuest ®<br>IBM Rational TestManager ® |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Test Preparation: TST-4 Establish Test Environments



| | |
|---|---|
| **Description** | The Test Analyst prepares the applicable test environments by either creating them from scratch or by modifying existing test environments. Configuration Management and Change Control processes have important ties to this test activity. Steps include:<br>1. Identify requirements for the applicable test environment and test data<br>2. Identify test environment procedures and criteria<br>3. Create, acquire, or modify test data serving as input and file conditions for test cases and test scripts<br>4. Determine the integration sequence of the product build<br>5. Maintain the product integration environment throughout the project<br>TST- Dispose of those portions of the test environment and test data that are no longer useful |
| **Artifacts Used** | Interface Control Document<br>Master Test Plan<br>Requirements Specification Document<br>System Design Document<br>Use Case Specifications |
| **Artifacts Created** | Test Environments |
| **Responsible Role** | Test Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Test Preparation: TST-5 Submit OED Testing Service Request Form



| | |
|---|---|
| **Description** | The Development Manager contacts the Office of Enterprise Development (OED) Testing Service via the OED Testing Service Web site to schedule OED Testing Service resources.<br><br>There are three distinct service requests: Independent Verification and Validation (IV&V), Test Center Infrastructure (Test Lab), and Patient Safety. All systems and applications involving HealtheVet VistA, HL-7 messaging and patient safety must undergo OED Testing Service Testing. |
| **Artifacts Used** | Master Test Plan<br>Project Management Plan |
| **Artifacts Created** | OED Testing Service Request |
| **Responsible Role** | Development Manager |
| **Tools** | |
| **Standards** | OED Testing Service Request Form Submission Guide |
| **More Info....** | OED Testing Service Website |

# Test Preparation: TST-6 Prepare External Agreements

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| | |
|---|---|
| **Description** | The Program Manager solicits test sites and prepares the Test Site Memorandum of Understanding (MOU) and related Data Transfer Agreements (DTAs), if applicable, between the Office of Enterprise Development (OED) and test site. Upon completion the MOU is submitted for review and approval.<br><br>The Program Manager ensures that three test sites agree to perform Initial Operating Capability Testing according to the specified requirements:<br>• Each application or system is to be installed in a production account at a minimum of three Test Sites for a minimum of six weeks. The three Test Sites must be composed of one integrated site, one large site, and one site of the Development Team's choosing.<br>• For Legacy VistA, each application or system is to be installed in a production account at a minimum of three Test Sites for a minimum of two weeks. The three test sites must be composed of one integrated site, one large site, and one site of the Development Team's choosing. |
| **Artifacts Used** | Project Management Plan<br>Requirements Specification Document<br>Stakeholder Request<br>Use Case Specifications |
| **Artifacts Created** | Test Site Memorandum of Understanding |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | Site Name, Station ID, and Facility Size Document |

# Test Preparation: TST-7 Create Test Cases and Test Scripts

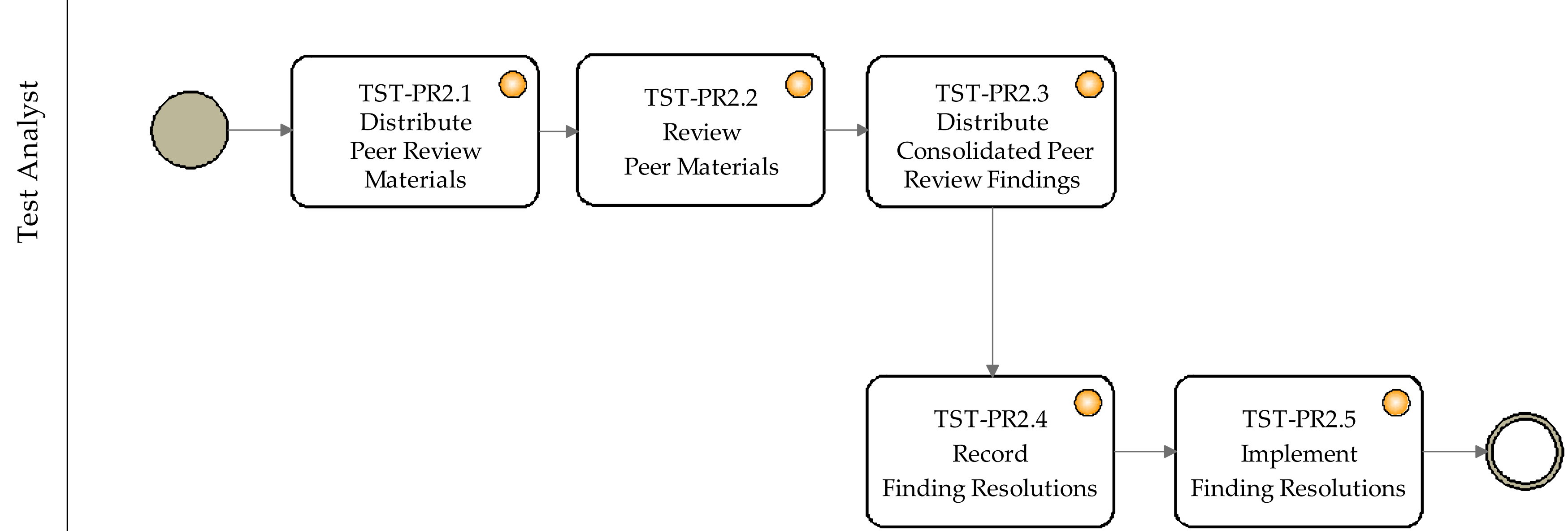


| | |
|---|---|
| **Description** | The Test Analyst creates tests to exercise the product or system under test. These tests are commonly referred to as "Test Cases" or "Test Scripts". A Test Case is a specific condition being executed within a system under test. A Test Case includes set up steps, input data, user interaction, expected and actual results, and the type of test or technique being performed. A Test Script is a collection of step-by-step instructions that defines a test and enables its execution. Test Scripts may take the form of either documented textual instructions that are executed manually or computer readable instructions that enable automated test execution. |
| **Artifacts Used** | Interface Control Document<br>Requirements Specification Document<br>System Design Document<br>Use Case Specifications |
| **Artifacts Created** | Test Cases<br>Test Scripts |
| **Responsible Role** | Test Analyst |
| **Tools** | IBM Rational TestManager ® |
| **Standards** | |
| **More Info....** | |

# Test Preparation

home process goals raci

## Peer Review: Test Cases and Test Scripts



# Test Preparation: TST-PR2.1 Distribute Peer Review Materials



| | |
|---|---|
| **Description** | The Test Analyst distributes the Test Cases and Test Scripts for peer review using the following steps:<br>1. Select peers for the peer review team<br>2. Notify the peers of review team meeting logistics<br>3. Send the peer review team the Test Cases and Test Scripts or link to Test Cases and Test Scripts in IBM Rational TestManager ® |
| **Artifacts Used** | Test Cases<br>Test Scripts |
| **Artifacts Created** | Record of Notification |
| **Responsible Role** | Test Analyst |
| **Tools** | IBM Rational TestManager ® |
| **Standards** | |
| **More Info....** | |

# Test Preparation: TST-PR2.2 Review Peer Materials



| | |
|---|---|
| **Description** | The peer review team reviews the Test Cases and Test Scripts and documents their findings using the following steps:<br>1. Identify anomalies and issues<br>2. Record anomalies and issues on the Test Cases and Test Scripts Review Findings Summary (included in the Test Case and Test Script Checklist)<br>3. Submit the findings to the Test Analyst |
| **Artifacts Used** | Test Cases<br>Test Scripts |
| **Artifacts Created** | Test Cases and Test Scripts Checklist (Review Finding Summary included) |
| **Responsible Role** | Test Analyst |
| **Tools** | IBM Rational Test Manager ® |
| **Standards** | |
| **More Info....** | |

# Test Preparation: TST-PR2.3 Distribute Consolidated Peer Review Findings



| | |
|---|---|
| **Description** | The Test Analyst receives, consolidates, and redistributes the findings to peer review team prior to peer review using the following steps:<br>1. Receive initial findings from reviewers<br>2. Analyze consolidated findings<br>3. Consolidate findings onto single Review Findings Summary<br>4. Distribute consolidated findings to reviewers |
| **Artifacts Used** | Test Cases and Test Scripts Checklist (Review Finding Summary included) |
| **Artifacts Created** | Consolidated Test Cases and Test Scripts Checklist (Review Finding Summary included) |
| **Responsible Role** | Test Analyst |
| **Tools** | IBM Rational TestManager ® |
| **Standards** | |
| **More Info....** | |

# Test Preparation: TST-PR2.4 Record Finding Resolutions



| | |
|---|---|
| **Description** | The Peer Review Team discusses findings and documents their resolutions. |
| **Artifacts Used** | Consolidated Test Cases and Test Scripts Checklist (Review Finding Summary included)<br>Test Cases and Test Scripts |
| **Artifacts Created** | Updated Consolidated Test Cases and Test Scripts Checklist (Review Finding Summary included) |
| **Responsible Role** | Test Analyst |
| **Tools** | IBM Rational Test Manager ® |
| **Standards** | |
| **More Info....** | |

# Test Preparation: TST-PR2.5 Implement Finding Resolutions



| | |
|---|---|
| **Description** | The Test Analyst resolves the anomalies and issues with the Test Cases and Test Scripts. |
| **Artifacts Used** | Test Cases<br>Test Scripts<br>Updated Consolidated Test Cases and Test Scripts Checklist (Review Finding Summary included) |
| **Artifacts Created** | Updated Test Cases and Test Scripts |
| **Responsible Role** | Test Analyst |
| **Tools** | IBM Rational TestManager ® |
| **Standards** | |
| **More Info....** | |

## Test Preparation

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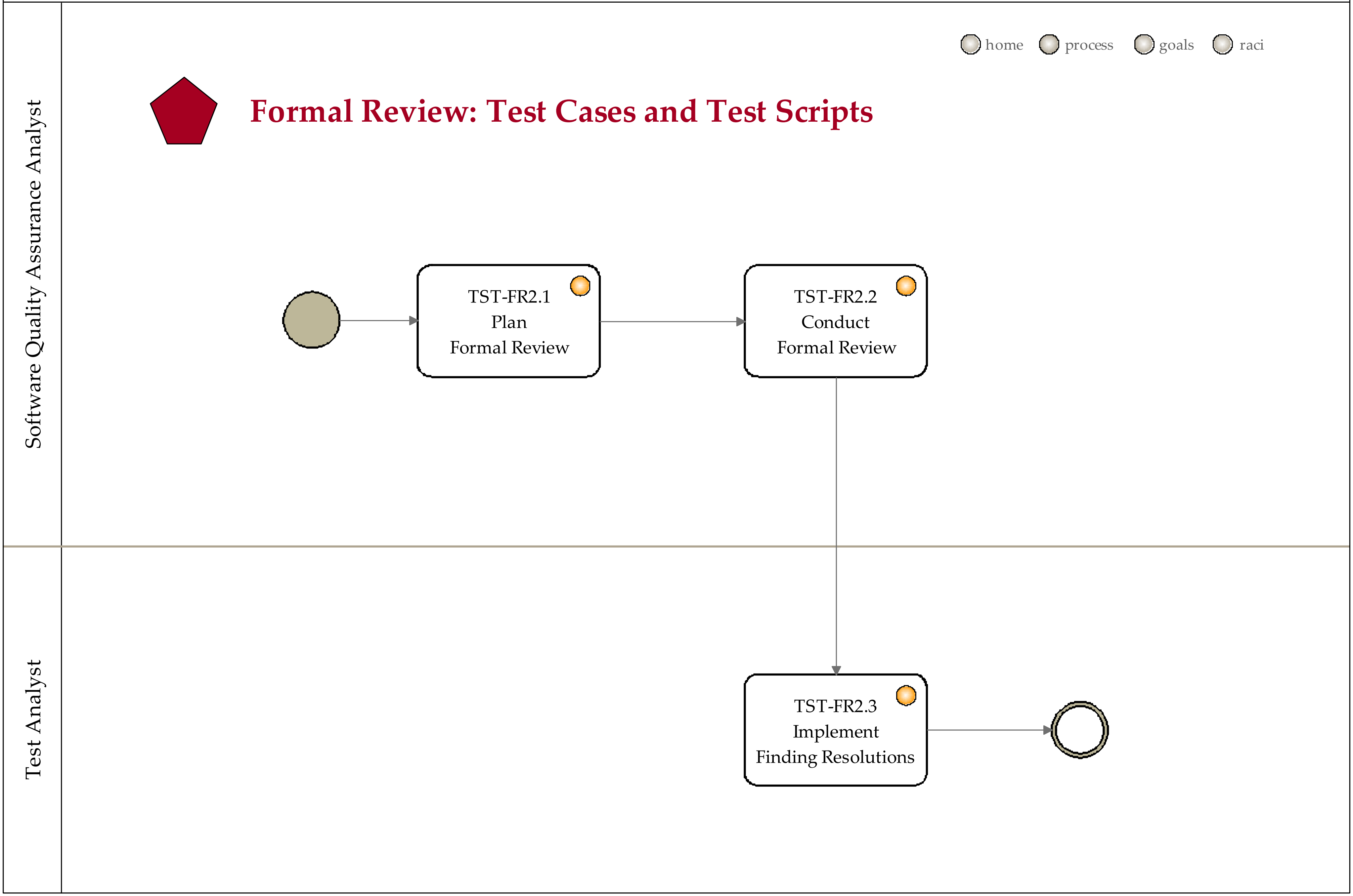
# Formal Review: Test Cases and Test Scripts



# Test Preparation: TST-FR2.1 Plan Formal Review



| | |
|---|---|
| **Description** | Once the Test Cases and Test Scripts are ready for review, the Test Analyst performs the following:<br>• Identify a Facilitator and Scribe<br>• Determine the formal review team - ensure the customer and Programs Plans and Controls (PP&C) are included<br>• Determine the review meeting logistics. It is suggested to allow 2 days for a Test Cases and Test Scripts less than 10 pages, 3 days for 10 – 30 pages, 5 days for 30-50 pages, and 10 days for a Test Cases and Test Scripts greater than 50 pages<br>• Create the agenda<br>• Distribute the Test Cases and Test Scripts, Artifact Review Agenda, and Test Cases and Test Scripts Checklist (Review Finding Summary included)<br><br>The intent of the formal review is to obtain stakeholder concurrence and appropriate signatures. |
| **Artifacts Used** | Test Cases and Test Scripts |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Test Cases and Test Scripts Checklist (Review Finding Summary included) |
| **Responsible Role** | Software Quality Assurance Analyst |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Test Preparation: TST-FR2.2 Conduct Formal Review



| | |
|---|---|
| **Description** | The formal review team reviews the Test Cases and Test Scripts and reports their findings. The anomalies and issues are recorded using the Test Cases and Test Scripts Review Findings Summary (included in the Test Cases and Test Scripts Checklist).<br>The review team decides the disposition of the work product. Disposition can be:<br>• Accept the artifact<br>• Accept the artifact conditionally (anomalies will be resolved)<br>• Additional formal review required |
| **Artifacts Used** | Artifact Review Agenda and Minutes<br>Test Cases and Test Scripts<br>Test Cases and Test Scripts Checklist (Review Finding Summary included) |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Test Cases and Test Scripts Approval Signature<br>Updated Test Cases and Test Scripts Checklist (Review Finding Summary included) |
| **Responsible Role** | Software Quality Assurance Analyst |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Test Preparation: TST-FR2.3 Implement Finding Resolutions



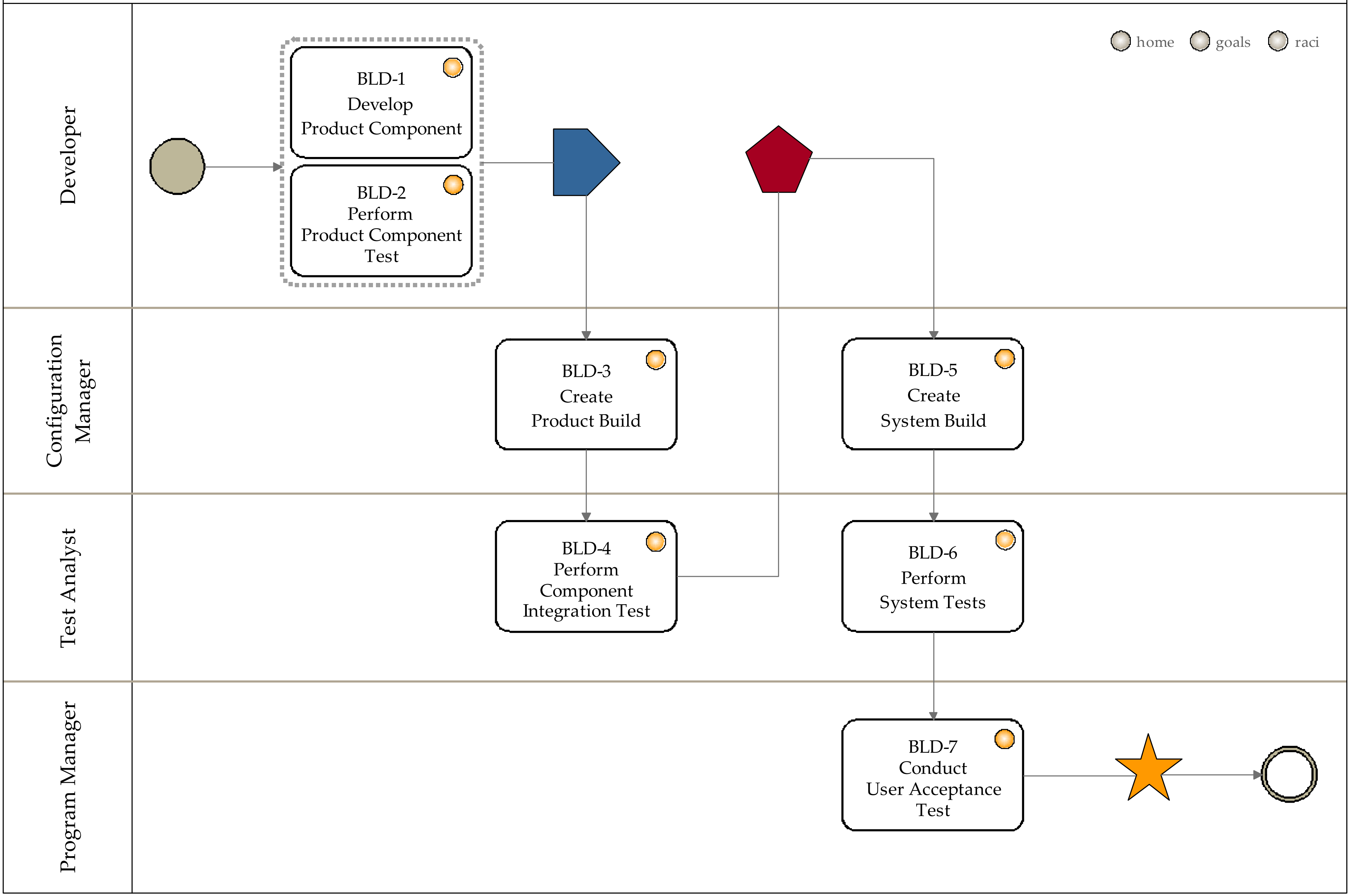
| | |
|---|---|
| **Description** | The Test Analyst resolves anomalies and issues with the Test Cases and Test Scripts. |
| **Artifacts Used** | Test Cases and Test Scripts<br>Test Cases and Test Scripts Checklist (Review Finding Summary included) |
| **Artifacts Created** | Updated Test Cases and Test Scripts |
| **Responsible Role** | Test Analyst |
| **Tools** | IBM Rational ClearQuest ®<br>IBM Rational TestManager ® |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Test Preparation: TST-8 Create Test Case Traceability



| | |
|---|---|
| **Description** | The Test Analyst ensures test case traceability by linking the test cases and test scripts to requirements in order to ensure accurate traceability. Development Teams that do not have access to automated tools should update the Requirements Traceability Matrix that was created during the Requirements process. |
| **Artifacts Used** | Requirements Specification Document<br>Requirements Traceability Matrix<br>Test Cases<br>Test Scripts<br>Use Case Specifications |
| **Artifacts Created** | Updated Requirements Traceability Matrix |
| **Responsible Role** | Test Analyst |
| **Tools** | IBM Rational TestManager ® |
| **Standards** | |
| **More Info….** | |

# Product Build



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## Goals of Product Build

- Develop the product components from the approved product design
- Verify and validate functionality through:
  - Product Component Test
  - Product Component Integration Test
  - System Test
  - User Acceptance Test

# Product Build RACI Chart - 1

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Developer | Configuration Manager | Test Analyst | Program Manager | Software Quality Assurance Analyst | Development Manager | Standards and Compliance Director | Portfolio Management Office Director |
|---|---|---|---|---|---|---|---|---|---|
| BLD-1 | Develop Product Component | R | | | | | A | | |
| BLD-2 | Perform Product Component Test | R | | | | | A | | |
| BLD-PR1 | Distribute Peer Review Materials | R | | | | | A | | |
| BLD-PR2 | Review Peer Materials | R | | | | | A | | |
| BLD-PR3 | Distribute Consolidated Peer Review Findings | R | | | | | A | | |
| BLD-PR4 | Record Finding Resolutions | R | | | | | A | | |
| BLD-PR5 | Implement Finding Resolutions | R | | | | | A | | |
| BLD-3 | Create Product Build | | R | | | | | A | |
| BLD-4 | Perform Component Integration Test | | | R | | | A | | |

# Product Build RACI Chart - 2

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Developer | Configuration Manager | Test Analyst | Program Manager | Software Quality Assurance Analyst | Development Manager | Standards and Compliance Director | Portfolio Management Office Director |
|---|---|---|---|---|---|---|---|---|---|
| | | **Role** | | | | | | | |
| BLD-FR1 | Plan Formal Review | | | | | R | A | | |
| BLD-FR2 | Conduct Formal Review | | | | | R | A | | |
| BLD-FR3 | Implement Finding Resolutions | R | | | | | A | | |
| BLD-5 | Create System Build | | R | | | | | A | |
| BLD-6 | Perform System Tests | | | R | | | A | | |
| BLD-7 | Conduct User Acceptance Test | | | | R | | | | A |
| BLD-QR1 | Submit Quality Gate Review Artifacts | | | | R | | | | A |
| BLD-QR2 | Obtain Quality Gate Review Concurrence | | | | R | | | | A |

# Product Build: BLD-1 Develop Product Component

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| | |
|---|---|
| **Description** | The Developer builds a Product Component using the approved product design, all applicable standards, tool sets, and environments. |
| **Artifacts Used** | Interface Control Document<br>Requirements Specification Document<br>Systems Design Document<br>Use Case Specifications |
| **Artifacts Created** | Product Component |
| **Responsible Role** | Developer |
| **Tools** | IBM Rational ClearCase ®<br>IBM Rational RequisitePro ® |
| **Standards** | National Patch Module (NPM) Guide<br>M Code Primary Developer's Checklist<br>Standards and Conventions (SAC) Standards<br>Electronic and Information Technology Accessibility Standards (Section 508) web page<br>One-VA Technical Reference Model (TRM)<br>Procedures for Product Integration |
| **More Info....** | |

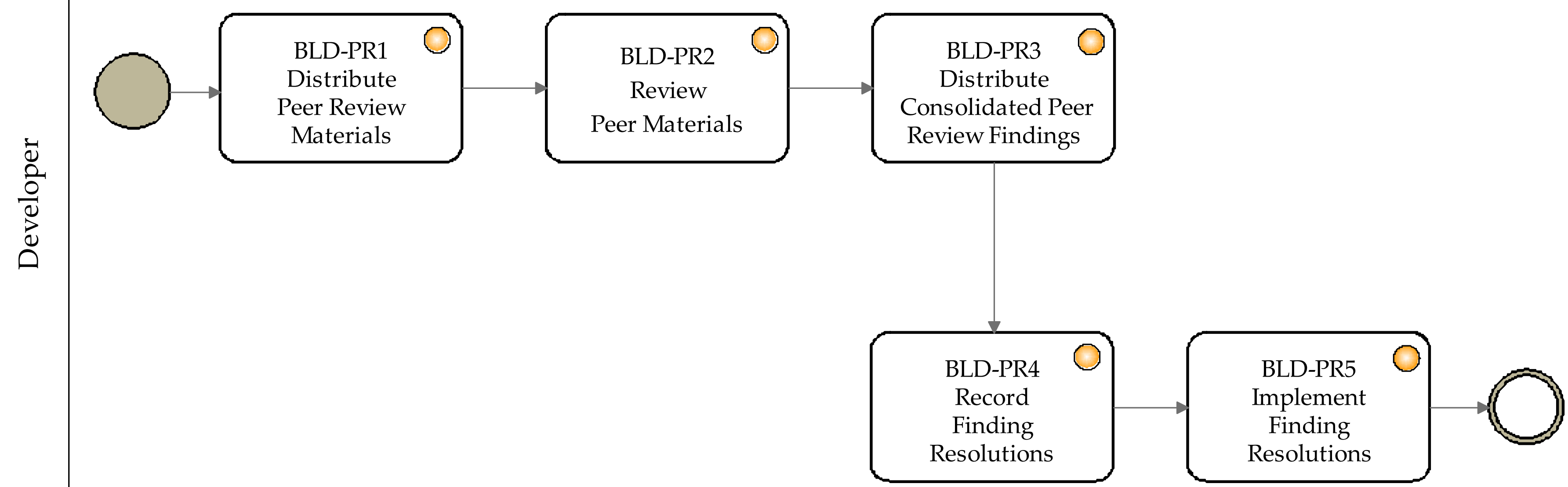
# Product Build: BLD-2 Perform Product Component Test



| | |
|---|---|
| **Description** | Product Component Testing (aka Unit Testing) is the internal technical and functional testing of a module/component of code. Verification that the requirements defined in the detail design specification have been successfully applied to the module/component under test. Steps include:<br>• Analyze requirements and design model to understand the application functionality and dependencies<br>• Identify all the routines affected by the module or object<br>• Specify all the routines that are called from various locations<br>• Execute tests on prioritized options<br>• Execute tests with different combinations of options and data. For example, test with minimal data entered and test with maximal data entered<br>• Perform exploratory testing, i.e., randomly exercise the module, object, and options based upon domain knowledge, past performance, and expertise<br>• Record the actual test results |
| **Artifacts Used** | Interface Control Document<br>Product Component<br>Product Documentation<br>Requirements Specification Document<br>Systems Design Document<br>Use Case Specifications |
| **Artifacts Created** | Test Results |
| **Responsible Role** | Developer |
| **Tools** | IBM Rational TestManager ® |
| **Standards** | Displaying Sensitive Data Guide<br>Product Component Testing Guide<br>M Code Secondary Developer's Review Checklist |
| **More Info....** | |

home process goals raci

# Peer Review: Product Build



# Product Build: BLD-PR1 Distribute Peer Review Materials

home process review goals raci

| | |
|---|---|
| **Description** | The Developer distributes the Product Component for peer review using the following steps:<br>1. Select the peers for the peer review team.<br>2. Notify the peers of review team meeting logistics.<br>3. Send the peer review team the Product Component, Code Checklist-Legacy or the Product Build Checklist, and XINDEX (if applicable). |
| **Artifacts Used** | Interface Control Document<br>Requirements Specification Document<br>Systems Design Document<br>Use Case Specifications |
| **Artifacts Created** | Record of Notification |
| **Responsible Role** | Developer |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Build: BLD-PR2 Review Peer Materials



| | |
|---|---|
| **Description** | The peer review team reviews the Product Component and documents their findings using the following steps:<br>1. Identify anomalies and issues.<br>2. Record anomalies and issues on Review Findings Summary (included in the Code Checklist-Legacy or Product Build Checklist).<br>3. Submit findings to Developer. |
| **Artifacts Used** | Product Component<br>XINDEX, if applicable |
| **Artifacts Created** | Code Checklist-Legacy (Review Findings Summary included)<br>Product Build Checklist (Review Findings Summary included) |
| **Responsible Role** | Developer |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Build: BLD-PR3 Distribute Consolidated Peer Review Findings



| | |
|---|---|
| **Description** | The Developer receives, consolidates, and redistributes findings to peer reviewers prior to peer review using the following steps:<br>1. Receive initial findings from reviewers.<br>2. Analyze consolidated findings.<br>3. Consolidate findings onto a single Review Findings Summary.<br>4. Distribute consolidated findings to reviewers. |
| **Artifacts Used** | Code Checklist-Legacy (Review Findings Summary included)<br>Product Build Checklist (Review Findings Summary included) |
| **Artifacts Created** | Consolidated Code Checklist-Legacy (Review Findings Summary included)<br>Consolidated Product Build Checklist (Review Findings Summary included) |
| **Responsible Role** | Developer |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Build: BLD-PR4 Record Finding Resolutions



| | |
|---|---|
| **Description** | The peer review team discusses the findings and documents their resolutions. |
| **Artifacts Used** | Consolidated Code Checklist-Legacy (Review Findings Summary included)<br>Consolidated Product Build Checklist (Review Findings Summary included) |
| **Artifacts Created** | Updated Consolidated Code Checklist-Legacy (Review Findings Summary included)<br>Updated Consolidated Product Build Checklist (Review Findings Summary included) |
| **Responsible Role** | Developer |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Build: BLD-PR5 Implement Finding Resolutions



| | |
|---|---|
| **Description** | The Developer resolves anomalies and issues with the Product Component and peer review findings. |
| **Artifacts Used** | Updated Consolidated Code Checklist-Legacy (Review Findings Summary included)<br>Updated Consolidated Product Build Checklist (Review Findings Summary included)<br>Updated Product Component |
| **Artifacts Created** | Updated Product Code |
| **Responsible Role** | Developer |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Build: BLD-3 Create Product Build



| | |
|---|---|
| **Description** | The Configuration Manager, working with the Developer(s), determines which product components are needed to assemble the product build. |
| **Artifacts Used** | Interface Control Document<br>Product Components |
| **Artifacts Created** | Product Build |
| **Responsible Role** | Configuration Manager |
| **Tools** | IBM Rational ClearCase ® |
| **Standards** | National Patch Module (NPM) Guide |
| **More Info....** | |

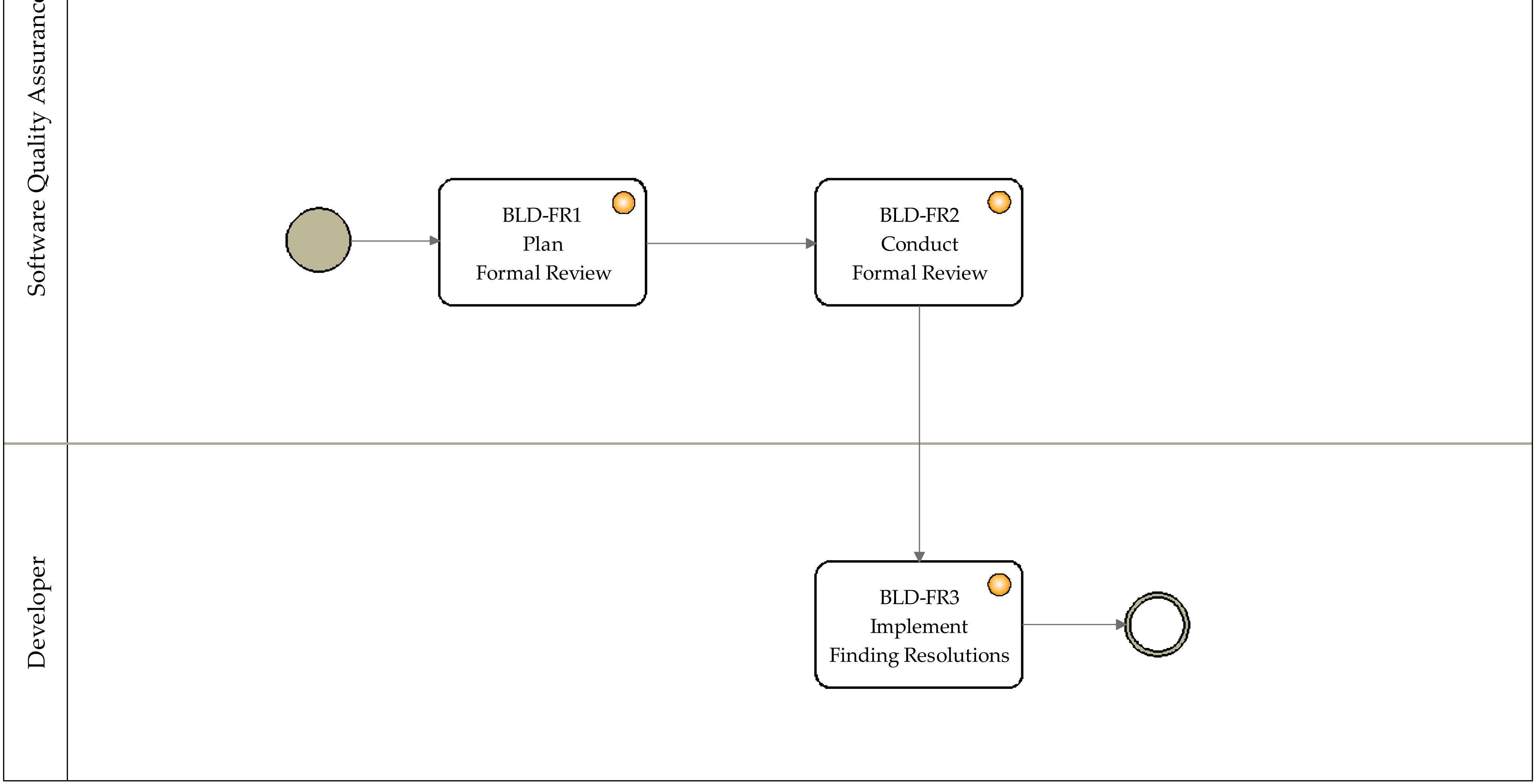
# Product Build: BLD-4 Perform Component Integration Test



| | |
|---|---|
| **Description** | The Test Analyst installs the Product Component and performs component integration testing. Product Component Integration testing is performed to expose defects in the interfaces and interaction between integrated components as well as verifying installation instructions. The Software Quality Assurance Review Checklist is started during this activity. |
| **Artifacts Used** | Master Test Plan<br>Iteration Test Plans<br>Product Build<br>Product Documentation<br>Requirements Specification Document<br>Test Cases<br>Test Scripts<br>Use Case Specifications |
| **Artifacts Created** | Component Integration Test Defect Log<br>Component Integration Test Evaluation Summary<br>Component Integration Test Execution Log<br>Software Quality Assurance Review Checklist |
| **Responsible Role** | Test Analyst |
| **Tools** | IBM Rational ClearQuest ®<br>IBM Rational TestManager ® |
| **Standards** | Displaying Sensitive Data Guide |
| **More Info....** | |

home process goals raci

# Formal Review: Build Artifacts



# Product Build: BLD-FR1 Plan Formal Review

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| | |
|---|---|
| **Description** | Once the Product Build is ready for review, the Software Quality Assurance Analyst performs the following:<br>• Identify a Facilitator and Scribe<br>• Determine the formal review team - ensure the customer and Programs Plans and Controls (PP&C) are included<br>• Determine review meeting logistics<br>• Create agenda<br>• Distribute the Product Build, Artifact Review Agenda/Minutes, Code Checklist-Legacy, XINDEX (if applicable)<br><br>The intent of the formal review is to obtain stakeholder concurrence and appropriate signatures. |
| **Artifacts Used** | Product Build<br>Test Defect Log<br>Test Evaluation Summary<br>Test Execution Log |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Code Checklist-Legacy (Review Findings Summary included)<br>Product Build Checklist (Review Findings Summary included) |
| **Responsible Role** | Software Quality Assurance Analyst |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Product Build: BLD-FR2 Conduct Formal Review



| | |
|---|---|
| **Description** | The formal review team reviews the Product Build and reports their findings. The anomalies and issues are recorded using the Product Build Review Findings Summary Template (included in the Code Checklist-Legacy).<br>The formal review team decides on the disposition of the work product. Disposition can be:<br>• Accept the artifact<br>• Accept the artifact conditionally (anomalies will be resolved)<br>• Additional formal review required |
| **Artifacts Used** | Artifact Review Agenda and Minutes<br>Code Checklist-Legacy (Review Findings Summary included)<br>Product Build<br>Product Build Checklist (Review Findings Summary included) |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Product Build Approval Signatures<br>Updated Code Checklist-Legacy (Review Findings Summary included)<br>Updated Product Build Checklist (Review Findings Summary included) |
| **Responsible Role** | Software Quality Assurance Analyst |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Product Build: BLD-FR3 Implement Finding Resolutions

home process review goals raci

| | |
|---|---|
| **Description** | The Developer reviews the Product Build and resolves the anomalies and issues. |
| **Artifacts Used** | Product Build<br>Product Build Checklist (Review Findings Summary included)<br>Code Checklist-Legacy (Review Findings Summary included) |
| **Artifacts Created** | Updated Product Build |
| **Responsible Role** | Developer |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Product Build: BLD-5 Create System Build



| | |
|---|---|
| **Description** | The Developer(s), working with the Configuration Manager, determine that the correct product build resides in the system test environment in preparation for assembly of the system build. |
| **Artifacts Used** | Product Build(s) |
| **Artifacts Created** | System Build |
| **Responsible Role** | Configuration Manager |
| **Tools** | IBM Rational ClearCase ® |
| **Standards** | National Patch Module (NPM) Guide |
| **More Info....** | |

# Product Build: BLD-6 Perform System Tests



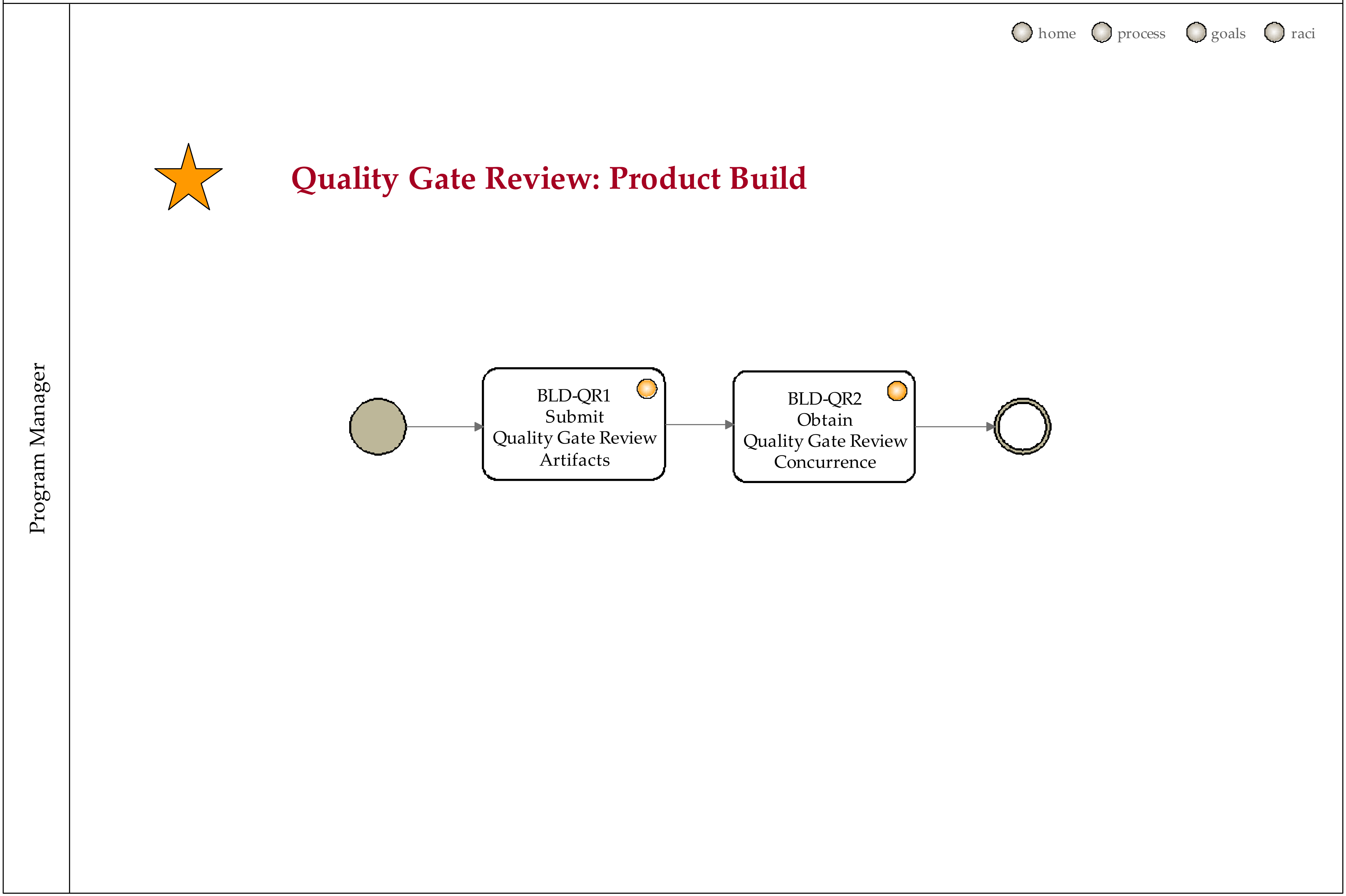
| | |
|---|---|
| **Description** | System Tests employ a variety of test types, i.e., compliance, regression, access control, interoperability, etc.<br>System Tests exercise all parts of an integrated system, including interfaces to external systems. |
| **Artifacts Used** | Master Test Plan<br>Iteration Test Plans<br>Product Documentation<br>Requirements Specification Document<br>System Build<br>Systems Design Document<br>Test Cases<br>Test Scripts<br>Use Case Specifications |
| **Artifacts Created** | System Test Defect Log<br>System Test Evaluation Summary<br>System Test Execution Log |
| **Responsible Role** | Test Analyst |
| **Tools** | IBM Rational ClearQuest ®<br>IBM Rational TestManager ® |
| **Standards** | Displaying Sensitive Data Guide |
| **More Info....** | |

# Product Build: BLD-7 Conduct User Acceptance Test

home process goals raci

| | |
|---|---|
| **Description** | User Acceptance Test is a type of acceptance test that involves end-users as testers. User Acceptance Test (1) exercises the functionality of the application using test data in a controlled test environment and (2) evaluates the usability of a component or system. The Program Manager may invite Product Support to participate in this evaluation. Report 508 defects found during User Acceptance Test to the 508 Office. |
| **Artifacts Used** | Master Test Plan<br>Iteration Test Plans<br>Product Documentation<br>Requirements Specification Document<br>System Build<br>Systems Design Document<br>Test Cases<br>Test Scripts<br>Use Case Specifications |
| **Artifacts Created** | User Acceptance Defect Tracking Spreadsheet<br>User Acceptance Test Defect Log<br>User Acceptance Test Evaluation Summary<br>User Acceptance Test Execution Log |
| **Responsible Role** | Program Manager |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | |
| **More Info....** | |

# Quality Gate Review: Product Build



# Product Build: BLD-QR1 Submit Quality Gate Review Artifacts



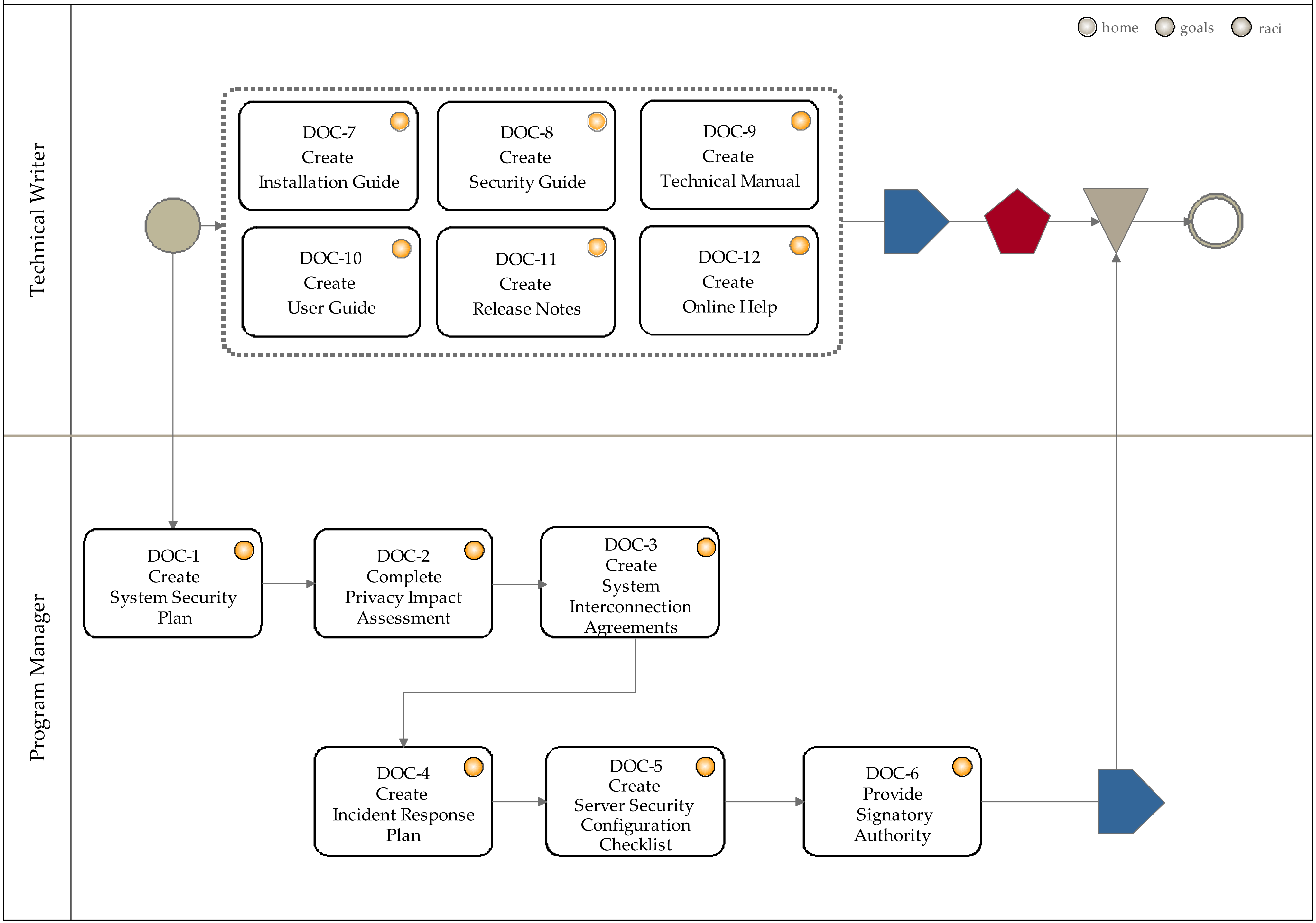
| | |
|---|---|
| **Description** | The quality gate review for Product Build assures that the process has been successfully followed and all required artifacts have been completed and stored in the OED Project Repository. The Program Manager:<br>• Captures lessons learned to date from project team members<br>• Completes and signs the Product Build Quality Gate Review Checklist<br>• Submits the following to Process Quality Assurance for concurrence via the Outlook mail group - **OED Process Quality Assurance**:<br>o Lessons Learned Report<br>o Product Build Quality Gate Review Checklist<br>o Test Evaluation Summaries for each test conducted<br>o Product Build Checklist (Review Findings Summary included) or<br>o Code Checklist-Legacy (Review Findings Summary included) |
| **Artifacts Used** | Code Checklist-Legacy (Review Findings Summary included)<br>Master Test Plan<br>Product Build Checklist (Review Findings Summary included) |
| **Artifacts Created** | Product Build Quality Gate Review Checklist<br>Quality Gate Review Lessons Learned Report |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Build: BLD-QR2 Obtain Quality Gate Review Concurrence



| | |
|---|---|
| **Description** | The Program Manager:<br>• Obtains concurrence from Process Quality Assurance<br>• Posts completed Product Build Quality Gate Review Checklist and Lessons Learned Report to the OED Project Repository |
| **Artifacts Used** | Code Checklist-Legacy (Review Findings Summary included)<br>Product Build Checklist (Review Findings Summary included)<br>Product Build Quality Gate Review Checklist<br>Quality Gate Review Lessons Learned Report |
| **Artifacts Created** | Updated Product Build Quality Gate Review Checklist |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Documentation



## Goals of Product Documentation

Ensure necessary documentation is developed according to standards. Product Documentation includes, but is not limited to:

- Installation Guide
- Security Guide
- Systems Management Guide
- User Guide
- Release Notes
- Technical Manual
- Certification and Accreditation Package
- Online Help

# Product Documentation RACI Chart - 1

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

home process goals next

| | | Technical Writer | Software Quality Assurance Analyst | Program Manager | Portfolio Management Office Director | Development Manage |
|---|---|---|---|---|---|---|
| DOC-1 | Create System Security Plan | | | R | A | |
| DOC-2 | Complete Privacy Impact Assessment | | | R | A | |
| DOC-3 | Create System Interconnection Agreements | | | R | A | |
| DOC-4 | Create Incident Response Plan | | | R | A | |
| DOC-5 | Create Server Security Configuration Checklist | | | R | A | |
| DOC-6 | Provide Signatory Authority | | | R | A | |
| DOC-PR1.1 | Distribute Peer Review Materials | | | R | A | |
| DOC-PR1.2 | Review Peer Materials | | | R | A | |
| DOC-PR1.3 | Distribute Consolidated Peer Review Findings | | | R | A | |

# Product Documentation RACI Chart - 2

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | | |
|---|---|---|---|---|---|---|
| | | Technical Writer | Software Quality Assurance Analyst | Program Manager | Portfolio Management Office Director | Development Manage |
| DOC-PR1.4 | Record Finding Resolutions | | | R | A | |
| DOC-PR1.5 | Implement Finding Resolutions | | | R | A | |
| DOC-7 | Create Installation Guide | R | | | | A |
| DOC-8 | Create Security Guide | R | | | | A |
| DOC-9 | Create Technical Manual | R | | | | A |
| DOC-10 | Create User Guide | R | | | | A |
| DOC-11 | Create Release Notes | R | | | | A |
| DOC-12 | Create Online Help | R | | | | A |
| DOC-PR2.1 | Peer Review: Product Documentation Artifacts | R | | | | A |

# Product Documentation RACI Chart - 3

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | | |
|---|---|---|---|---|---|---|
| | | Technical Writer | Software Quality Assurance Analyst | Program Manager | Portfolio Management Office Director | Development Manage |
| DOC-PR2.2 | Review Peer Materials | R | | | | A |
| DOC-PR2.3 | Distribute Consolidated Peer Review Findings | R | | | | A |
| DOC-PR2.4 | Record Finding Resolutions | R | | | | A |
| DOC-PR2.5 | Implement Finding Resolutions | R | | | | A |
| DOC-FR1 | Plan Formal Review | | R | | | A |
| DOC-FR2 | Conduct Formal Review | | R | | | A |
| DOC-FR3 | Implement Finding Resolutions | R | | | | A |

# Production Documentation: DOC-1 Create System Security Plan

home process goals raci

| | |
|---|---|
| **Description** | The Program Manager creates the System Security Plan (SSP). The SSP ensures that the planned or existing security controls are fully documented. The SSP provides an overview of the security requirements for the information system and describes the security controls in place or planned for meeting those requirements. The CASE Security Engineer is responsible to provide the required System Security Plan template to the Development Team. |
| **Artifacts Used** | SMART Inventory Checklist and Form |
| **Artifacts Created** | System Security Plan |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | NIST SP 800-18 - Guide for Developing Security Plans for Federal Information Systems<br>Information Access and Privacy Home |
| **More Info....** | To contact the Lead CASE Security Engineer, use the VHA OI HDI Security Team mail group.<br>Note: Effective 7/8/09 the Case Security Engineer extended support from VHA to all of OI&T.<br>The mail group is still applicable for all of OED. |

# Production Documentation: DOC-2 Complete Privacy Impact Assessment



| | |
|---|---|
| **Description** | When an information system or application process personally identifiable information, the Program Manager completes the Privacy Impact Assessment (PIA). For those information systems or applications that do not process personally identifiable information, the Program Manager submits an abbreviated PIA. A PIA is an analysis of the system's data that seeks to identify and mitigate the privacy risks associated with the use of personal information by a program, system or practice. The CASE Security Engineer is responsible to provide the required Privacy Impact Assessment template to the Development Team. |
| **Artifacts Used** | SMART Inventory Checklist and Form |
| **Artifacts Created** | Privacy Impact Assessment |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | VA Handbook 6500.3 - Certification and Accreditation of Federal Information Systems<br>Information Access and Privacy Home |
| **More Info....** | To contact the Lead CASE Security Engineer, use the **VHA OI HDI Security Team** mail group.<br>Note: Effective 7/8/09 the Case Security Engineer extended support from VHA to all of OI&T. The mail group is still applicable for all of OED. |

# Production Documentation: DOC-3 Create System Interconnection Agreements



| | |
|---|---|
| **Description** | The Program Manager creates the System Interconnection Agreements. The Interconnection Security Agreement specifies all relevant technical, security, and administrative issues and forms an agreement governing the management, operation, and use of the interconnection. The System Interconnection Agreements should be an appendix to the System Security Plan. The CASE Security Engineer is responsible to provide the required System Interconnection Agreements template to the Development Team. |
| **Artifacts Used** | SMART Inventory Checklist and Form<br>System Security Plan |
| **Artifacts Created** | System Interconnection Agreements |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | NIST SP 800-47 - Security Guide for Interconnection Information Technology Systems<br>VA Handbook 6500.3 - Certification and Accreditation of Federal Information Systems<br>Information Access and Privacy Home |
| **More Info....** | To contact the Lead CASE Security Engineer, use the **VHA OI HDI Security Team** mail group.<br>Note: Effective 7/8/09 the Case Security Engineer extended support from VHA to all of OI&T. The mail group is still applicable for all of OED. |

# Production Documentation: DOC-4 Create Incident Response Plan

home process goals raci

| | |
|---|---|
| **Description** | The Program Manager creates the Incident Response Plan. An Incident Response Plan is necessary for rapidly detecting incidents, minimizing loss and destruction, mitigating the weaknesses that were exploited, and restoring computing services. The CASE Security Engineer is responsible to provide the required Incident Response Plan template to the Development Team. |
| **Artifacts Used** | SMART Inventory Checklist and Form |
| **Artifacts Created** | Incident Response Plan |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | NIST SP 800-61 - Computer Security Incident Handling Guide<br>VA Handbook 6500.3 - Certification and Accreditation of Federal Information Systems<br>Information Access and Privacy Home |
| **More Info....** | To contact the Lead CASE Security Engineer, use the **VHA OI HDI Security Team** mail group.<br>Note: Effective 7/8/09 the Case Security Engineer extended support from VHA to all of OI&T. The mail group is still applicable for all of OED. |

# Production Documentation: DOC-5 Create Server Security Configuration Checklist

home process goals raci

| | |
|---|---|
| **Description** | The Program Manager creates the Server Security Configuration Checklist. The Server Security Configuration Checklist includes a series of instructions for configuring a product to a particular operational environment in its simplest form. The CASE Security Engineer is responsible to provide the required Server Security Configuration Checklist template to the Development Team. |
| **Artifacts Used** | SMART Inventory Checklist and Form |
| **Artifacts Created** | Server Security Configuration Checklist |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | NIST SP 800-70 - Security Configuration Checklists Program for IT Products<br>VA Handbook 6500.3 - Certification and Accreditation of Federal Information Systems<br>Information Access and Privacy Home |
| **More Info....** | To contact the Lead CASE Security Engineer, use the **VHA OI HDI Security Team** mail group.<br>Note: Effective 7/8/09 the Case Security Engineer extended support from VHA to all of OI&T. The mail group is still applicable for all of OED. |

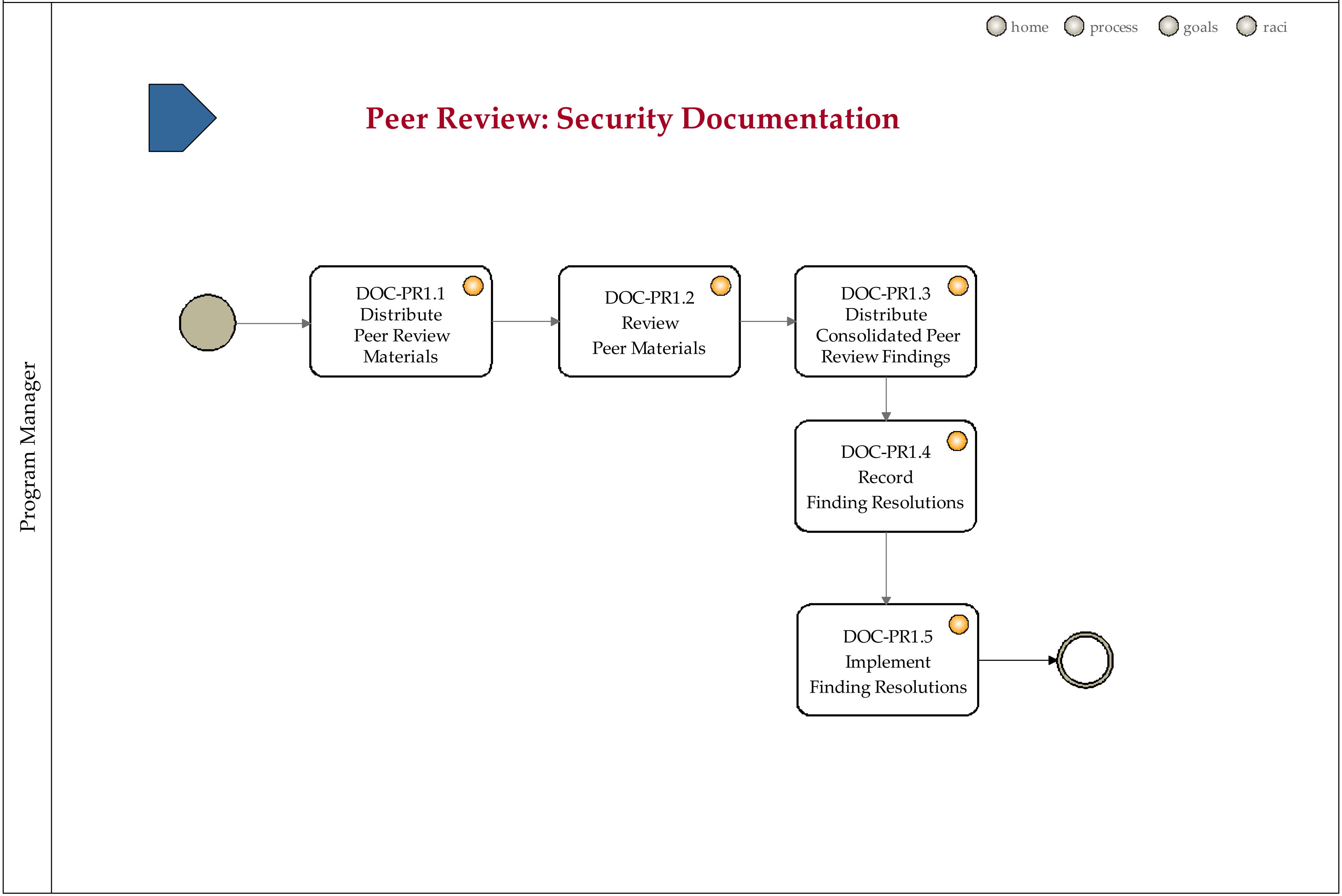
# Production Documentation: DOC-6 Provide Signatory Authority

home process goals raci

| | |
|---|---|
| **Description** | The Program Manager provides the Signatory Authority. A Certification and Accreditation (C&A) Package submission must include the Signatory Authority signed and dated by the appropriate parties approving the content of the Security Plan. The Signatory Authority can be inserted into the Security Plan. |
| **Artifacts Used** | System Security Plan |
| **Artifacts Created** | Signatory Authority |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | VA Handbook 6500.3 - Certification and Accreditation of Federal Information Systems<br>Information Access and Privacy Home |
| **More Info....** | |

home process goals raci

# Peer Review: Security Documentation



# Product Documentation: DOC-PR1.1 Distribute Peer Review Materials



| | |
|---|---|
| **Description** | The Technical Writer distributes the Security Documentation for peer review using the following steps:<br>1. Select the peers for the peer review team.<br>2. Invite Facility Information Security Officer to peer review meeting.<br>3. Invite CASE Security Engineer to peer review meeting.<br>4. Notify the peers of review team meeting logistics.<br>5. Send the peer review team the Security Documentation.<br><br>**Note:** The System Intercommunication Agreements and the Signatory Authority may be included in the System Security Plan. |
| **Artifacts Used** | Contingency Plan<br>Incident Response Plan<br>Privacy Impact Assessment<br>Signatory Authority<br>System Security Plan<br>System Configuration Management Plan<br>System Interconnection Agreements, when applicable<br>System Security Configuration Checklist<br>System Security Risk Assessment (previously entered into SMART) |
| **Artifacts Created** | Record of Notification |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Documentation: DOC-PR1.2 Review Peer Materials



| | |
|---|---|
| **Description** | The peer review team reviews the project Security Documentation. The findings are recorded in the Certification and Accreditation (C&A) Package Review Findings Summary (included in the C&A Package Checklist). |
| **Artifacts Used** | Contingency Plan<br>Incident Response Plan<br>Privacy Impact Assessment<br>Signatory Authority<br>System Security Plan<br>System Configuration Management Plan<br>System Interconnection Agreements, when applicable<br>System Security Configuration Checklist<br>System Security Risk Assessment (previously entered into SMART) |
| **Artifacts Created** | Certification and Accreditation Package Checklist (Review Findings Summary included) |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Documentation: DOC-PR1.3 Distribute Consolidated Peer Review Findings



| | |
|---|---|
| **Description** | The Technical Writer receives, consolidates, and redistributes findings to peer reviewers prior to peer review using the following steps:<br>1. Receive initial findings from reviewers.<br>2. Analyze consolidated findings.<br>3. Consolidate findings onto a single Review Findings Summary.<br>4. Distribute consolidated findings to reviewers. |
| **Artifacts Used** | Consolidated Certification and Accreditation Package Review Findings Summary |
| **Artifacts Created** | Updated Certification and Accreditation Package Review Findings Summary |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Documentation: DOC-PR1.4 Record Finding Resolutions



| | |
|---|---|
| **Description** | The peer review team discusses the findings and documents their resolutions. |
| **Artifacts Used** | Consolidated Certification and Accreditation Package Review Findings Summary |
| **Artifacts Created** | Updated Certification and Accreditation Package Review Findings Summary |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Documentation: DOC-PR1.5 Implement Finding Resolutions

home process review goals raci

| | |
|---|---|
| **Description** | The Program Manager resolves anomalies and issues with the Security Documentation. |
| **Artifacts Used** | Consolidated Certification and Accreditation Package Review Findings Summary |
| **Artifacts Created** | Updated Security Documentation |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Documentation: DOC-7 Create Installation Guide

home process goals raci

| | |
|---|---|
| **Description** | The Installation Guide is a required user documentation component for national releases of products/patches to be installed on multiple platforms (e.g., client/server installations). It provides the information necessary to install the software with little or no assistance from the software developers or support staff. An Installation Guide is a required documentation component and must be accessible according to the "Electronic and Information Technology Accessibility Standards" section 1194.41. Installation and deployment information may be split into separate manuals. This guide is included in the final overall Release Package.<br><br>If this product is an enhancement to an existing product, the current Installation Guide will most likely be updated. |
| **Artifacts Used** | Interface Control Document<br>Requirements Specifications Document<br>System Design Document<br>Use Case Specifications |
| **Artifacts Created** | Installation Guide |
| **Responsible Role** | Technical Writer |
| **Tools** | |
| **Standards** | Displaying Sensitive Data Guide<br>OED Documentation Standards<br>User Documentation Template<br>Electronic and Information Technology Accessibility Standards (Section 508) Webpage |
| **More Info....** | |

# Product Documentation: DOC-8 Create Security Guide



| | |
|---|---|
| **Description** | The Security Guide is created for controlling the release of sensitive information related to nationally released software. If nationally released software contains highly sensitive information (e.g., Personnel and Accounting Integrated Data System [PAID]), this component of the software documentation will not be included in any Freedom of Information Act (FOIA) request releases. The Security Guide identifies and explains any unique and/or atypical features and miscellaneous information that may be of particular interest to Information Security Officers (ISOs).<br><br>The Security Guide is a required documentation component. It can be released as a standalone manual, or be included as a security section in the Technical Manual for VistA and the Systems Management Guide for HealtheVet-VistA. If the software contains highly sensitive information (e.g., PAID) the two manuals must not be combined. This guide is included in the final overall Release Package.<br><br>If this product is an enhancement to an existing product, the current Security Guide will most likely be updated. |
| **Artifacts Used** | Interface Control Document<br>Requirements Specifications Document<br>System Design Document<br>Use Case Specifications |
| **Artifacts Created** | Security Guide |
| **Responsible Role** | Technical Writer |
| **Tools** | |
| **Standards** | Displaying Sensitive Data Guide<br>OED Documentation Standards<br>User Documentation Template<br>Electronic and Information Technology Accessibility Standards (Section 508) Webpage |
| **More Info....** | |

# Product Documentation: DOC-9 Create Technical Manual



| | |
|---|---|
| **Description** | The Technical Manual is a required documentation component that provides sufficient technical information about the software for developers and Information Resources Management (IRM) technical personnel to operate and maintain the software with only minimal assistance from support staff. This manual is included in the final overall Release Package.<br><br>If this product is an enhancement to an existing product, the current Technical Manual will most likely be updated. |
| **Artifacts Used** | Requirements Specification Document<br>System Design Document<br>Use Case Specifications |
| **Artifacts Created** | Technical Manual |
| **Responsible Role** | Technical Writer |
| **Tools** | |
| **Standards** | Displaying Sensitive Data Guide<br>OED Documentation Standards<br>User Documentation Template<br>Electronic and Information Technology Accessibility Standards (Section 508) Webpage |
| **More Info....** | |

# Product Documentation: DOC-10 Create User Guide



| | |
|---|---|
| **Description** | Multiple User Guides can be produced for any given software (for example: Setup Guide, Deployment Guide, etc.). A user manual is a required documentation component. This guide is included in the final overall Release Package.<br><br>If this product is an enhancement to an existing product, the current User Guide will most likely be updated. |
| **Artifacts Used** | Requirements Specification Document<br>System Design Document<br>Use Case Specifications |
| **Artifacts Created** | User Guide |
| **Responsible Role** | Technical Writer |
| **Tools** | |
| **Standards** | Displaying Sensitive Data Guide<br>OED Documentation Standards<br>User Documentation Template<br>Electronic and Information Technology Accessibility Standards (Section 508) Webpage |
| **More Info....** | |

# Product Documentation: DOC-11 Create Release Notes

home process goals raci

| | |
|---|---|
| **Description** | Release Notes describe changes to existing software and new features and functions of a subsequent release of software, which makes them useful as a marketing tool. For the initial distribution of software, Release Notes are optional. For all subsequent distributions of software, Release Notes are required.<br><br>If Release Notes are created, they become part of the final overall Release Package. |
| **Artifacts Used** | Interface Control Document<br>Requirements Specifications Document<br>System Design Document<br>Use Case Specifications |
| **Artifacts Created** | Release Notes |
| **Responsible Role** | Technical Writer |
| **Tools** | |
| **Standards** | Displaying Sensitive Data Guide<br>OED Documentation Standards<br>User Documentation Template<br>Electronic and Information Technology Accessibility Standards (Section 508) Webpage |
| **More Info....** | |

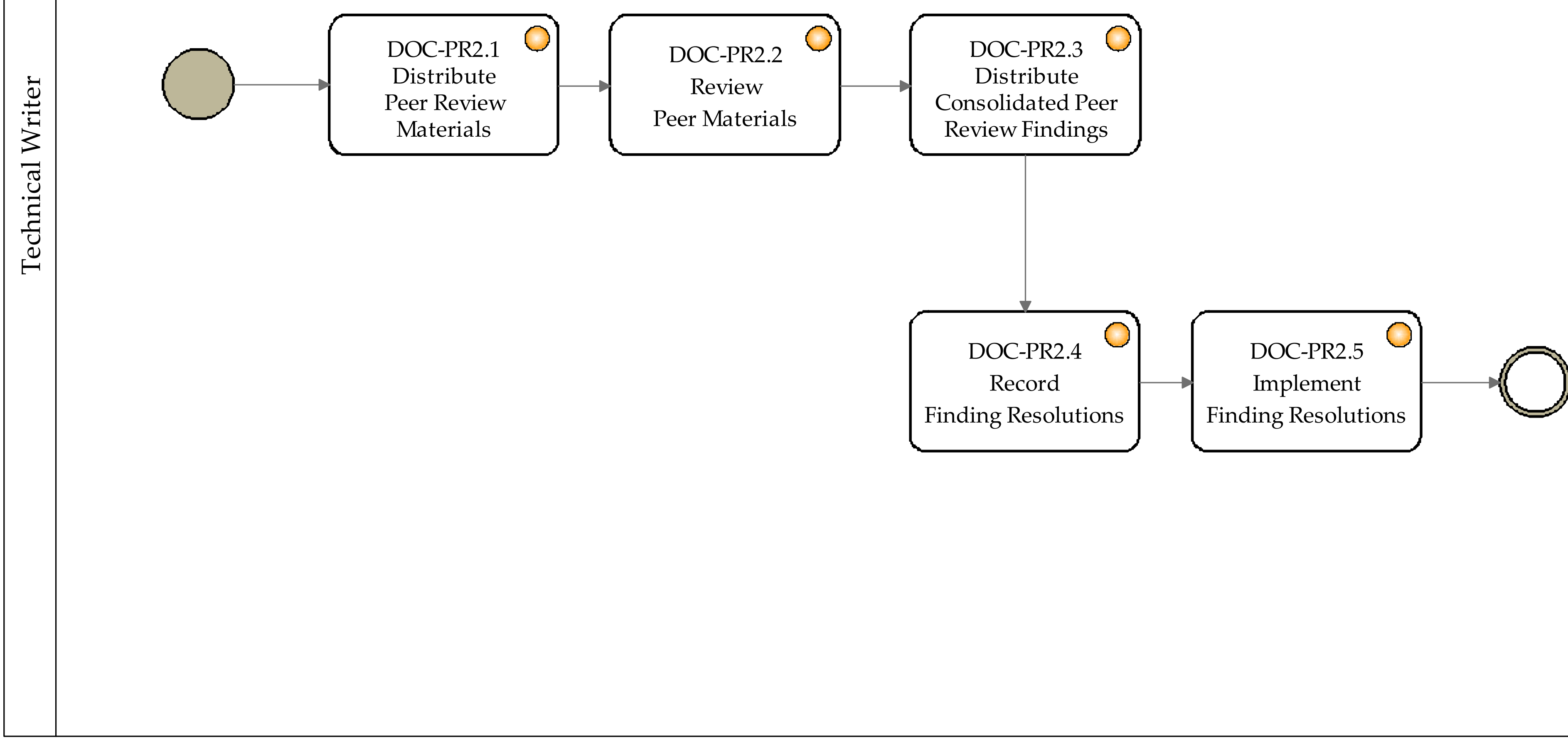
# Product Documentation: DOC-12 Create Online Help



| | |
|---|---|
| **Description** | Online help is a required component for all Graphical User Interface (GUI)-based or Web-based nationally released software. Online help must be accessible from within the application and contain context-sensitive help and system help.<br><br>Online help must meet 508 requirements according to the "Electronic and Information Technology Accessibility Standards" sections 1194.41 and 1194.22. |
| **Artifacts Used** | Interface Control Document<br>Requirements Specifications Document<br>System Design Document<br>Use Case Specifications |
| **Artifacts Created** | Product Online Help |
| **Responsible Role** | Technical Writer |
| **Tools** | Robohelp |
| **Standards** | Displaying Sensitive Data Guide<br>OED Documentation Standards<br>Electronic and Information Technology Accessibility Standards (Section 508) Webpage |
| **More Info....** | |

home process goals raci

# Peer Review: Product Documentation Artifacts



# Product Documentation: DOC-PR2.1 Distribute Peer Review Materials



| | |
|---|---|
| **Description** | The Technical Writer distributes the Product Documentation for peer review using the following steps:<br>1. Select the peers for the peer review team<br>2. Notify peers of review team meeting logistics<br>3. Send peer review team all Product Documentation and Product Documentation Checklist |
| **Artifacts Used** | Product Documentation |
| **Artifacts Created** | Record of Notification |
| **Responsible Role** | Technical Writer |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Documentation: DOC-PR2.2 Review Peer Materials



| | |
|---|---|
| **Description** | The peer review team reviews the Product Documentation and documents their findings using the following steps:<br>1. Identify anomalies and issues<br>2. Record anomalies and issues on the Product Documentation Review Findings Summary (included in the Product Documentation Checklist)<br>3. Send the peer review team the Product Documentation and Product Documentation Checklist |
| **Artifacts Used** | Product Documentation |
| **Artifacts Created** | Product Documentation Checklist (Review Findings Summary included) |
| **Responsible Role** | Technical Writer |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Documentation: DOC-PR2.3 Distribute Consolidated Peer Review Findings



| | |
|---|---|
| **Description** | The Technical Writer receives, consolidates, and redistributes findings to the peer review team prior to the peer review using the following steps:<br>1. Receive initial findings from reviewers<br>2. Analyze consolidated findings<br>3. Consolidate findings onto single Review Findings Summary<br>4. Distribute consolidated findings to reviewers |
| **Artifacts Used** | Product Documentation Checklist (Review Findings Summary included) |
| **Artifacts Created** | Consolidated Product Documentation Checklist (Review Findings Summary included) |
| **Responsible Role** | Technical Writer |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Documentation: DOC-PR2.4 Record Finding Resolutions

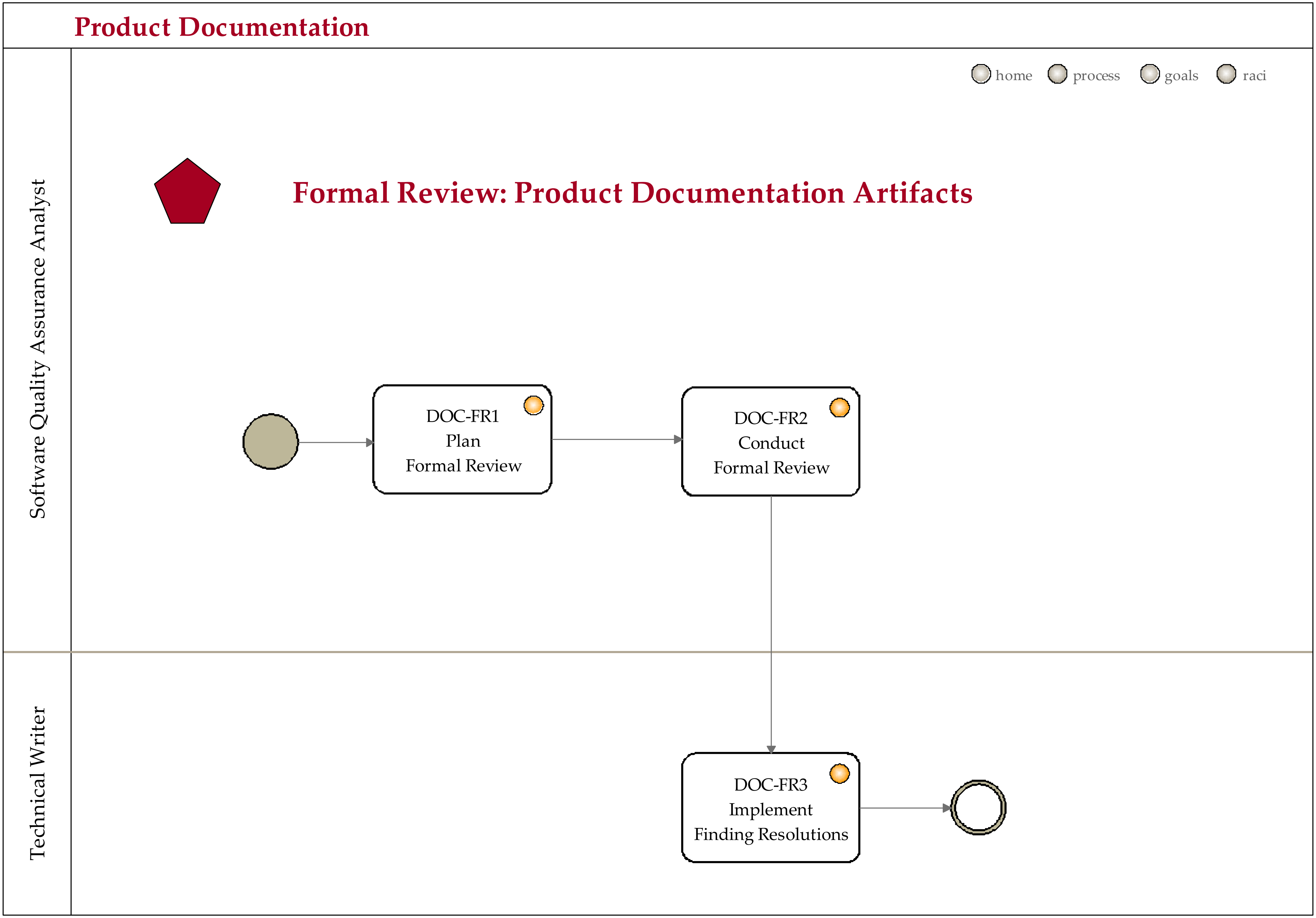


| | |
|---|---|
| **Description** | The Peer Review Team discusses the findings and documents their resolutions. |
| **Artifacts Used** | Consolidated Product Documentation Checklist (Review Findings Summary included)<br>Product Documentation |
| **Artifacts Created** | Updated Consolidated Product Documentation Checklist (Review Findings Summary included) |
| **Responsible Role** | Technical Writer |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Documentation: DOC-PR2.5 Implement Finding Resolutions



| | |
|---|---|
| **Description** | The Technical Writer resolves anomalies and issues with the Product Documentation. |
| **Artifacts Used** | Product Documentation<br>Updated Consolidated Product Documentation Checklist (Review Findings Summary included) |
| **Artifacts Created** | Updated Product Documentation |
| **Responsible Role** | Technical Writer |
| **Tools** | |
| **Standards** | |
| **More Info....** | |


Product Documentation
home
process
goals
raci
Software Quality Assurance Analyst
Formal Review: Product Documentation Artifacts
DOC-FR1
Plan
Formal Review
DOC-FR2
Conduct
Formal Review
Technical Writer
DOC-FR3
Implement
Finding Resolutions

# Product Documentation: DOC-FR1 Plan Formal Review



| | |
|---|---|
| **Description** | Once the Product Documentation is ready for review, the Software Quality Assurance (SQA) Analyst performs the following:<br>• Identifies a Facilitator and Scribe<br>• Determines the formal review team - ensure the customer is included and Program Plans and Controls (PP&C) are included<br>• Determines review meeting logistics. It is suggested to allow 2 days for Product Documentation less than 10 pages, 3 days for 10 – 30 pages, 5 days for 30-50 pages, and 10 days for Product Documentation greater than 50 pages<br>• Create the agenda<br>• Creates and distributes Product Documentation, Artifact Review Agenda, and Product Documentation Checklist<br><br>The intent of the formal review is to obtain stakeholder concurrence and appropriate signatures. |
| **Artifacts Used** | Product Documentation |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Product Documentation Checklist (Review Findings Summary included) |
| **Responsible Role** | Software Quality Assurance Analyst |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Product Documentation: DOC-FR2 Conduct Formal Review



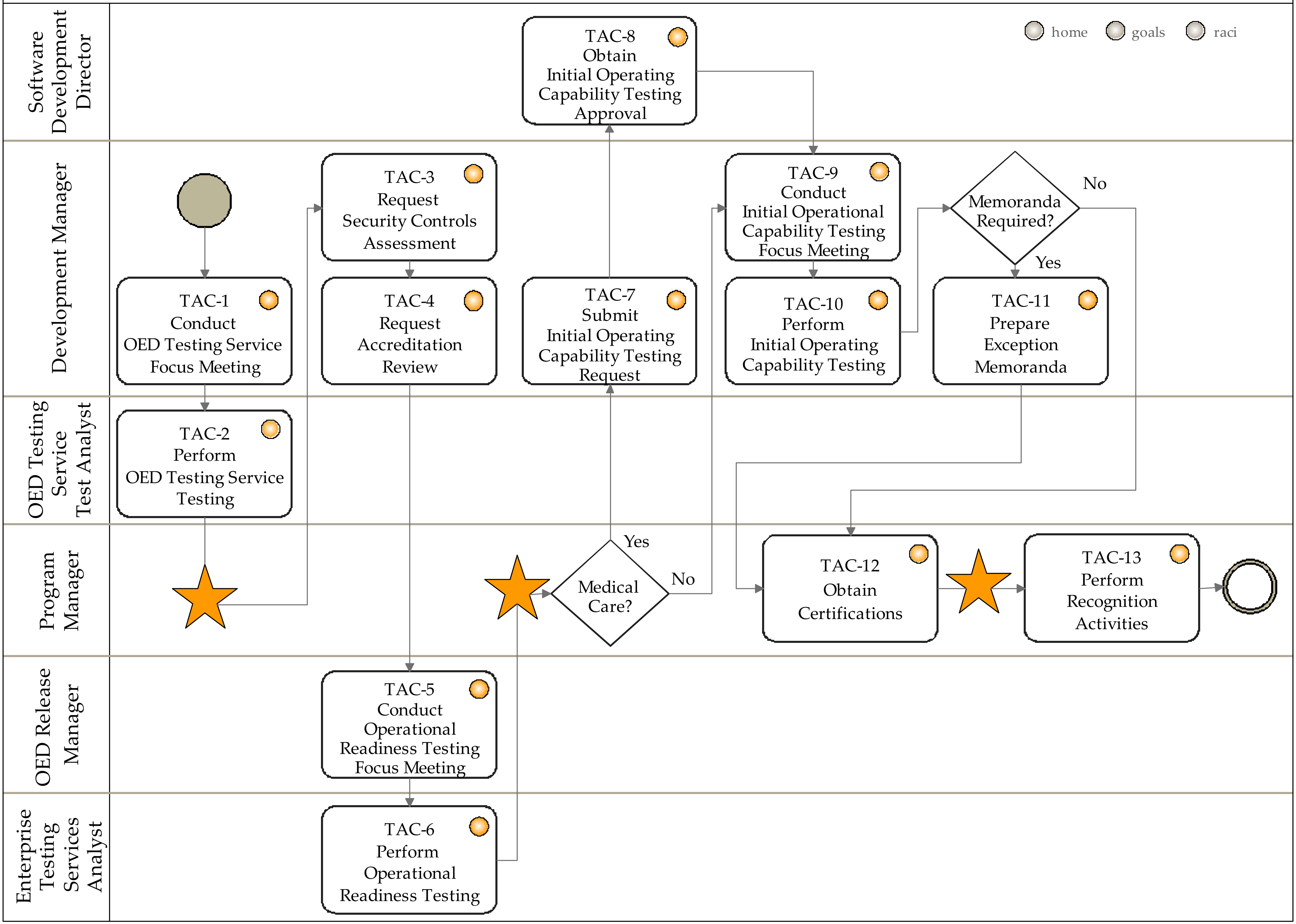
| | |
|---|---|
| **Description** | The formal review team reviews the Product Documentation and reports their findings. The anomalies and issues are recorded using the Product Documentation Review Findings Summary.<br>The formal review team decides on the disposition of the artifacts. Disposition can be:<br>• Accept the artifact<br>• Accept the artifact conditionally (anomalies will be resolved)<br>• Additional formal review required |
| **Artifacts Used** | Artifact Review Agenda and Minutes<br>Product Documentation<br>Product Documentation Checklist (Review Findings Summary included) |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Project Documentation Approval Signature<br>Updated Product Documentation Checklist (Review Findings Summary included) |
| **Responsible Role** | Software Quality Assurance Analyst |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Product Documentation: DOC-FR3 Implement Finding Resolutions



| | |
|---|---|
| **Description** | The Technical Writer resolves anomalies and issues with the Product Documentation. |
| **Artifacts Used** | Product Documentation<br>Product Documentation Checklist (Review Findings Summary included) |
| **Artifacts Created** | Updated Product Documentation |
| **Responsible Role** | Technical Writer |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Test and Certification



## Goals of Test and Certification

- Verify and validate the system functionality through independent testing
- Ensure that the system functionality meets defined performance criteria
- Verify that the system is operationally ready for production
- Verify and validate that the system functionality performs as intended in a production environment prior to deployment
- Obtain the required certifications which include:
  - Test Site Concurrence Statements
  - Conformance Validation Statement (508 compliance certificate)
  - Authority To Operate issued by the Authorizing Official

# Test and Certification RACI Chart - 1

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Development Manager | OED Testing Service Test Analyst | Enterprise Testing Services Analyst | Program Manager | OED Release Manager | Software Development Director | Portfolio Management Office Director | OED Testing Service Director | Enterprise Testing Services Manager | Enterprise Testing Services Director | Software Development Assistant Deputy CIO |
| TAC-1 | Conduct OED Testing Service Focus Meeting | R | | | | | A | | | | | |
| TAC-2 | Perform OED Testing Service Testing | | R | | | | | | A | | | |
| TAC-QR1.1 | Plan Quality Gate Review | | | | R | | | A | | | | |
| TAC-QR1.2 | Conduct Quality Gate Review | | | | R | | | A | | | | |
| TAC-3 | Request Security Controls Assessment | R | | | | | A | | | | | |
| TAC-4 | Request Accreditation Review | R | | | | | A | | | | | |
| TAC-5 | Conduct Operational Readiness Testing Focus Meeting | | | | A | R | | | | | | |
| TAC-6 | Perform Operational Readiness Testing | | | R | | | | | | A | | |
| TAC-QR2.1 | Plan Quality Gate Review | | | | R | | | A | | | | |

# Test and Certification RACI Chart - 2

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Development Manager | OED Testing Service Test Analyst | Enterprise Testing Services Analyst | Program Manager | OED Release Manager | Software Development Director | Portfolio Management Office Director | OED Testing Service Director | Enterprise Testing Services Manager | Enterprise Testing Services Director | Software Development Assistant Deputy CIO |
| TAC-QR2.2 | Conduct Quality Gate Review | | | | R | | | A | | | | |
| TAC-7 | Submit Initial Operating Capability Testing Request | R | | | | | A | | | | | |
| TAC-8 | Obtain Initial Operating Capability Testing Approval | | | | | | R | | | | A | |
| TAC-9 | Conduct Initial Operating Capability Testing Focus Meeting | R | | | | | A | | | | | |
| TAC-10 | Perform Initial Operating Capability Testing | R | | | | | A | | | | | |
| TAC-11 | Prepare Exception Memoranda | R | | | | | A | | | | | |
| TAC-12 | Obtain Certifications | | | | R | | | A | | | | |
| TAC-QR3.1 | Plan Quality Gate Review | | | | R | | | A | | | | |
| TAC-QR3.2 | Conduct Quality Gate Review | | | | R | | | A | | | | |

# Test and Certification RACI Chart - 3

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Development Manager | OED Testing Service Test Analyst | Enterprise Testing Services Analyst | Program Manager | OED Release Manager | Software Development Director | Portfolio Management Office Director | OED Testing Service Director | Enterprise Testing Services Manager | Enterprise Testing Services Director | Software Development Assistant Deputy CIO |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| TAC-13 | **Perform Recognition Activities** | | | | R | | | A | | | | |

# Test and Certification: TAC-1 Conduct OED Testing Service Focus Meeting



| | |
|---|---|
| **Description** | The Development Manager conducts a focus meeting with OED Testing Service in order to plan and coordinate testing activities.<br>Other activities include:<br>• Ensuring the Section 508 Program Office is included in the focus meeting<br>• Completing the OED Testing Service Entrance Criteria form prior to the focus meeting |
| **Artifacts Used** | OED Testing Service Entrance Criteria |
| **Artifacts Created** | Artifact Review Agenda and Minutes |
| **Responsible Role** | Development Manager |
| **Tools** | |
| **Standards** | Testing Services Entrance Criteria<br>Testing Service Web site |
| **More Info....** | |

# Test and Certification: TAC-2 Perform OED Testing Service Testing

home process goals raci

| | |
|---|---|
| **Description** | The OED Testing Service Analyst ensures that all products meet or exceed all acceptance criteria and requirements and perform as efficiently as possible in production. Testing performed by OED Testing Service ensures that the product behaves appropriately in the environment and performs according to specifications.<br>Other Activities include:<br>1. Perform Installation and System Verification<br>2. Configure Testing Environment<br>3. Conduct Application Focused Performance Testing<br>4. Perform Validation and Verification Testing<br>5. Track Test Findings<br>6. Conduct Test Defect Tracking |
| **Artifacts Used** | Component Build<br>Master Test Plan<br>System Build<br>Test Cases<br>Test Scripts |
| **Artifacts Created** | OED Testing Service Waiver Criteria<br>OED Testing Service Waiver, if applicable<br>OED Testing Service Findings Report or SQA Findings Report (if waiver was approved)<br>OED Testing Service Test Plan |
| **Responsible Role** | OED Testing Service Test Analyst |
| **Tools** | |
| **Standards** | Testing Service Testing Guide<br>Testing Service Processes |
| **More Info....** | |

# Quality Gate Review:  OED Testing Service Testing

# Test and Certification: TAC-QR1.1 Plan Quality Gate Review



| | |
|---|---|
| **Description** | The Program Manager plans the quality gate review with the Development Manager and the Test Analyst. A quality gate review is an exit criterion that must be completed before a project can proceed to Operational Readiness Testing. |
| **Artifacts Used** | OED Testing Service Findings Report or SQA Findings Report (if wavier was approved) |
| **Artifacts Created** | Artifact Review Agenda and Minutes |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | Quality Gate Review Guide |
| **More Info....** | |

# Test and Certification: TAC-QR1.2 Conduct Quality Gate Review



| | |
|---|---|
| **Description** | The Program Manager conducts a review meeting with the Development Team, OED Release Manager, Enterprise Infrastructure Engineering (EIE) Release Office Representative, Enterprise Testing Services Analyst, Field Operations and Development Implementation Manager, and OED Release Coordinator. OED Testing Service presents the OED Testing Service Findings Report. In the event that OED Testing Service wavier was approved, the SQA Manager presents SQA Findings Report.<br><br>Lessons Learned are captured during this review. Each project team member is responsible for providing input to the Lessons Learned Report. A 'Go/No-Go' decision to proceed or not proceed to Operational Readiness Testing is reached at this point. |
| **Artifacts Used** | Artifact Review Agenda and Minutes<br>OED Testing Service Findings Report or SQA Findings Report (if wavier was approved) |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Quality Gate Review Lessons Learned Report<br>Updated Master Test Plan with Go Decision Signature for Testing Service |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | Quality Gate Review Guide |
| **More Info....** | |

# Test and Certification: TAC-3 Request Security Controls Assessment



| | |
|---|---|
| **Description** | The Development Manager contacts the Facility Information Security Officer who requests the Security Assessment Team to perform the Security Controls Assessment. Other activities include:<br>• Click on the "Request C&A for this system" in Security Management and Reporting Tool (SMART)<br>• Ensure that the Facility Information Security Officer uploads the project security documentation into SMART<br>• Obtain schedule for conducting the Security Controls Assessment<br>The Office of Cyber Security assists with the creation of the Certification and Accreditation Package and provides the Plan of Action and Milestones.<br>The Facility Information Security Officer (ISO) notifies the Privacy Office to review the Privacy Impact Assessment where upon completion, the Office of Cyber Security signs the Privacy Impact Assessment and sends it to the Facility Information Security Officer to re-upload to SMART where is it approved and recorded. The Privacy Officer sends the Notification of Privacy Impact Assessment approval to the Privacy Creation Team comprised of the Privacy Officer, Facility ISO, CASE Security Engineer, and Program Manager. |
| **Artifacts Used** | Configuration Management Plan<br>Contingency Plan System Security Plan<br>Incident Response Plan<br>Privacy Impact Assessment<br>Security Configuration Checklist<br>Signatory Authority<br>System Interconnection Agreements, when applicable<br>System Security Risk Assessment |
| **Artifacts Created** | Email requesting the Security Controls Assessment<br>Notification of Privacy Impact Assessment approval |
| **Responsible Role** | Development Manager |
| **Tools** | Security Management and Reporting Tool (SMART) |
| **Standards** | NIST SP 800-37 - Guide for the Security Certification and Accreditation of Federal Information Systems<br>VA Handbook 6500.3 - Certification and Accreditation of Federal Information Systems<br>Information Access and Privacy Program Home Page<br>Office of Cyber Security SMART Home Page |
| **More Info....** | |

# Test and Certification: TAC-4 Request Accreditation Review

home process goals raci

| | |
|---|---|
| **Description** | The Development Manager requests that the Accreditation Team perform the Accreditation Review.<br>Other activities include:<br>• Revise security documentation as a result of the Security Controls Assessment<br>• Ensure that the updated security documentation is uploaded into Security Management and Reporting Tool (SMART)<br>The Facility Information Security Officer provides the Memorandum for the Accreditation Review. |
| **Artifacts Used** | System Security Plan<br>System Security Risk Assessment (previously submitted in SMART) |
| **Artifacts Created** | Email requesting the Accreditation Review |
| **Responsible Role** | Development Manager |
| **Tools** | Security Management and Reporting Tool (SMART) |
| **Standards** | NIST SP 800-37 - Guide for the Security Certification and Accreditation of Federal Information Systems<br>VA Handbook 6500.3 - Certification and Accreditation of Federal Information Systems<br>Office of Cyber Security SMART Home Page |
| **More Info....** | |

# Test and Certification: TAC-5 Conduct Operational Readiness Testing Focus Meeting



| | |
|---|---|
| **Description** | The OED Release Manager conducts a focus meeting with the Enterprise Testing Service (ETS) Manager, Program Manager, and Development Manager in order to plan and coordinate testing activities. Other activities include:<br>• Provide artifacts required for ETS Testing according to the Go/No Go Testing and Release Checklist<br>• Review the Operational Readiness Test Plan<br>• Plan the Operational Readiness Testing activities |
| **Artifacts Used** | Go/No Go Testing and Release Checklist |
| **Artifacts Created** | Artifact Review Agenda and Minutes |
| **Responsible Role** | OED Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | For more Information, send an email via Outlook to the mail group **VA IT EIE Requests** |

# Test and Certification: TAC-6 Perform Operational Readiness Testing



| | |
|---|---|
| **Description** | The Enterprise Testing Services (ETS) Analyst coordinates the execution of the following types of test in order to verify the deployability and the operational viability of the system under test:<br>• Rollout Testing<br>• Supportability Testing<br>• Enterprise Network Capacity and Enterprise Performance<br>• Enterprise System Capacity and Enterprise Performance<br>• Focused User Evaluation<br>• Disaster Recovery/Continuity of Operation Plans<br><br>The ETS Analyst provides the Enterprise Testing Services Endorsement and Findings Report to the OED Release Manager and Enterprise Infrastructure Engineering Release Manager. |
| **Artifacts Used** | Enterprise Testing Services Operational Readiness Test Plan<br>Go/No Go Testing and Release Checklist |
| **Artifacts Created** | Enterprise Testing Services Endorsement<br>Enterprise Testing Services Findings Report |
| **Responsible Role** | Enterprise Testing Services Analyst |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

home process goals raci

# Quality Gate Review: Operational Readiness Testing

# Test and Certification: TAC-QR2.1 Plan Quality Gate Review



| | |
|---|---|
| **Description** | The Program Manager plans the quality gate review with the Enterprise Infrastructure Engineering (EIE) Release Office Representative, Enterprise Testing Services Analyst, Field Operations and Development Implementation Manager, and OED Release Manager. A quality gate review is an exit criterion that must be completed before a project can proceed to Initial Operating Capability (IOC) Testing.<br><br>A Go/No Go decision to proceed or not proceed to Initial Operating Capability Testing is reached at this point. |
| **Artifacts Used** | Operational Readiness Testing Findings Report |
| **Artifacts Created** | Artifact Review Agenda and Minutes |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | Quality Gate Review Guide |
| **More Info....** | |

# Test and Certification: TAC-QR2.2 Conduct Quality Gate Review



| | |
|---|---|
| **Description** | The Program Manager conducts a review meeting with the Development Manager, Enterprise Infrastructure Engineering (EIE) Release Office Representative, Enterprise Testing Services Analyst, Field Operations and Development Implementation Manager, and OED Release Manager, and stakeholders. OED Testing Service presents the OED Testing Service Findings Report. If OED Testing Service wavier was approved, the OED Software Quality Assurance (SQA) Manager presents the SQA Findings Report.<br><br>Lessons Learned are captured during this review. Each project team member is responsible for providing input to the Lessons Learned Report. A 'Go/No-Go' decision to proceed or not proceed to Operational Readiness Testing is reached at this point. |
| **Artifacts Used** | Artifact Review Agenda and Minutes<br>Operational Readiness Testing Findings Report |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Quality Gate Review Lessons Learned Report<br>Updated Master Test Plan with Go Decision Signature for Operational Readiness Testing |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | Quality Gate Review Guide |
| **More Info....** | |

# Test and Certification: TAC-7 Submit Initial Operating Capability Testing Request

home process goals raci

| | |
|---|---|
| **Description** | The Development Manager submits the completed OED Release Request Initiation Template - Initial Operating Capability to the mail group **VA OIT OED VHA Release Approval** for any software (VistA, HealtheVet and related Commercial-Off-The-Shelf/Government-Off-The-Shelf (COTS/GOTS)) that is released in the health care environment. This also includes external development (e.g., Replacement Scheduling Application (RSA) code from Southwest Research Institute (SWRI)). The items listed in Artifacts Used must accompany the request. Other activities include:<br>• Complete and submit the OED Release Request Initiation Template - Initial Operating Capability<br>• Gather all artifacts required by the Go / No Go Testing and Release Checklist<br>• Complete and submit the Go / No Go Testing and Release Checklist<br>• Inform the Product Support Release Coordinator of request status |
| **Artifacts Used** | Component Integration Test Evaluation Summary<br>Deployment Plan<br>Go / No Go Testing and Release Checklist<br>Implementation Plan<br>Initial Operating Capability Testing Waiver, when applicable<br>Master Test Plan<br>Patch Description<br>Release Notes<br>Risk Management Plan<br>SQA Findings/Certification<br>System Test Evaluation Summary<br>Test Cases/Test Scripts<br>Test Site Memorandum of Understanding<br>User Acceptance Test Defect Tracking Spreadsheet<br>User Acceptance Test Evaluation Summary User Guide |
| **Artifacts Created** | OED Release Request Initiation Template - Initial Operating Capability |
| **Responsible Role** | Development Manager |
| **Tools** | Technical Services Project Repository (TSPR) |
| **Standards** | Initial Operating Capability Testing and/or National Deployment Request Guide<br>Release Process Request Site |
| **More Info....** | |

# Test and Certification: TAC-8 Obtain Initial Operating Capability Testing Approval



| | |
|---|---|
| **Description** | The Software Development Director receives the approval to advance to Initial Operating Capability Testing via an Executive Decision Memorandum or Issue Brief from the VHA OHI Release Board. The Software Development Director informs the Development Manager of the decision via email and attaches the Executive Decision Memorandum or Issue Brief to be filed with project artifacts. |
| **Artifacts Used** | Executive Decision Memorandum or Issue Brief |
| **Artifacts Created** | Email of decision to proceed |
| **Responsible Role** | Software Development Director |
| **Tools** | Technical Services Project Repository (TSPR) |
| **Standards** | Initial Operating Capability Testing and/or National Deployment Request Guide<br>Release Process Request Site |
| **More Info....** | |

# Test and Certification: TAC-9 Conduct Initial Operating Capability Testing Focus Meeting

home process goals raci

| | |
|---|---|
| **Description** | The Development Manager conducts a focus meeting with Field Operations and Development in order to plan and coordinate testing activities. Other activities include:<br>• Ensure that Patient Safety, Enterprise Systems Management, OED Release Coordinators, Field OPS Implementation Managers, Test Site Point of Contacts, VHA Release Managers, Enterprise Testing Services, and others, as appropriate, are included in the focus meeting<br>• Obtain Test Site Concurrence Statements upon the conclusion of Initial Operating Capability Testing |
| **Artifacts Used** | Master Test Plan<br>Test Site Scenarios<br>Test Site Test Cases and Test Scripts |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Test Site Memorandum Of Understanding |
| **Responsible Role** | Development Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | Go/No Go Testing and Release Checklist |

# Test and Certification: TAC-10 Perform Initial Operating Capability Testing

home process goals raci

| | |
|---|---|
| **Description** | The Development Manager coordinates the performance of the Initial Operating Capability Testing.<br>Activities include:<br>• Distribute the product and product documentation to the Test Sites<br>• Facilitate the timely installations at the Test Sites<br>• Conduct formal or bi-weekly Test Site calls<br>• Track defects identified during Initial Operating Capability Testing in IBM Rational ClearQuest ®<br>• Address issues and questions identified during testing<br>• Obtain Test Site Concurrence Statements |
| **Artifacts Used** | Master Test Plan<br>Test Site Scenarios<br>Test Site Test Case and Test Scripts |
| **Artifacts Created** | Initial Operating Capability Test Evaluation Summary |
| **Responsible Role** | Development Manager |
| **Tools** | IBM Rational ClearQuest ® |
| **Standards** | Test Site Concurrence Statement |
| **More Info....** | If a new build is created during Initial Operating Capability Testing, OED Testing Service and Enterprise Testing Services must endorse the new build. |

# Test and Certification: TAC-11 Prepare Exception Memoranda



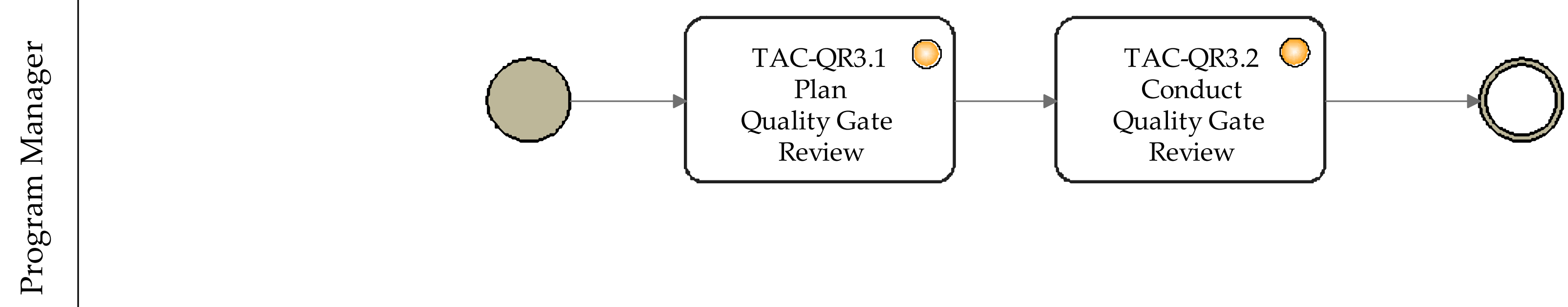
| | |
|---|---|
| **Description** | Upon the conclusion of the Initial Operation Capability Testing, the Development Manager reviews the findings and decides whether or not the Patch for a Patch Reporting Memorandum and Software Release with Known Anomaly Reporting Memoranda are required. Steps include:<br>1. Software Release with Known Anomaly Reporting Memorandum<br>2. Patch for a Patch Reporting Memorandum is required when a patch is:<br>a. required to correct functionality that the previous patch did not fully correct<br>b. required to correct functionality that was previously working as designed but the prior patch broke<br>c. used to correct a patch that was released that broke previously existing functionality<br>d. corrects a patch that created an issue that was not already there - it broke something<br>e. a response to a flawed patch, and a response, which is manageable in its scope<br>f. a Patch for a Patch is usually an emergency patch.<br>3. Patch Entered in Error Reporting Memorandum is required when a problem is found to be caused by the installation of a nationally released patch. |
| **Artifacts Used** | Initial Operating Capability Test Evaluation Summary |
| **Artifacts Created** | Patch Entered in Error Reporting Memorandum<br>Patch for a Patch Reporting Memorandum, if applicable<br>Software Release with Known Anomaly Reporting Memorandum, if applicable |
| **Responsible Role** | Development Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Test and Certification: TAC-12 Obtain Certifications



| | |
|---|---|
| **Description** | The Program Manager obtains the following certifications:<br>• Test Site Concurrence Statements<br>• Conformance Validation Statement (508 compliance certificate)<br>• Authority To Operate issued by Authorizing Official |
| **Artifacts Used** | Initial Operating Capability Test Evaluation Summary<br>Test Site Memorandum of Understanding |
| **Artifacts Created** | Authority To Operate issued by Authorizing Official<br>Conformance Validation Statement (508 compliance certificate)<br>Test Site Concurrence Statements |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Quality Gate Review: Initial Operating Capability Testing



# Test and Certification: TAC-QR3.1 Plan Quality Gate Review



| | |
|---|---|
| **Description** | The Development Manager plans the Initial Operating Capability (IOC) quality gate review. A quality gate review is an exit criterion that must be completed before a project can proceed to National Release. |
| **Artifacts Used** | Initial Operating Capability Test Evaluation Summary |
| **Artifacts Created** | Artifact Review Agenda and Minutes |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | Quality Gate Review Guide |
| **More Info....** | |

# Test and Certification: TAC-QR3.2 Conduct Quality Gate Review



| | |
|---|---|
| **Description** | The Program Manager conducts a review meeting with the Office of Enterprise Development (OED) Testing Service Test Analyst, OED Testing Service Analyst, Program Manager, Software Quality Assurance (SQA) Manager, Development Manager, Software Engineering Representative, Patient Safety Representative, Business Sponsor, Section 508 Program Office Representative, OED Release Manager, Enterprise Infrastructure Engineering (EIE) Release Office Representative, Enterprise Testing Services Analyst, Field Operations and Development Implementation Manager, and OED Release Coordinator.<br><br>Lessons Learned are captured during this review.  Each project team member is responsible for providing input to the Lessons Learned Report. A 'Go/No-Go' decision to proceed or not proceed to Operational Readiness Testing is reached at this point. |
| **Artifacts Used** | Artifact Review Agenda and Minutes<br>Initial Operating Capability Test Evaluation Summary |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Quality Gate Review Lessons Learned Report<br>Updated Master Test Plan with Go Decision Signature for Initial Operating Capability Testing |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | Quality Gate Review Guide |
| **More Info....** | |

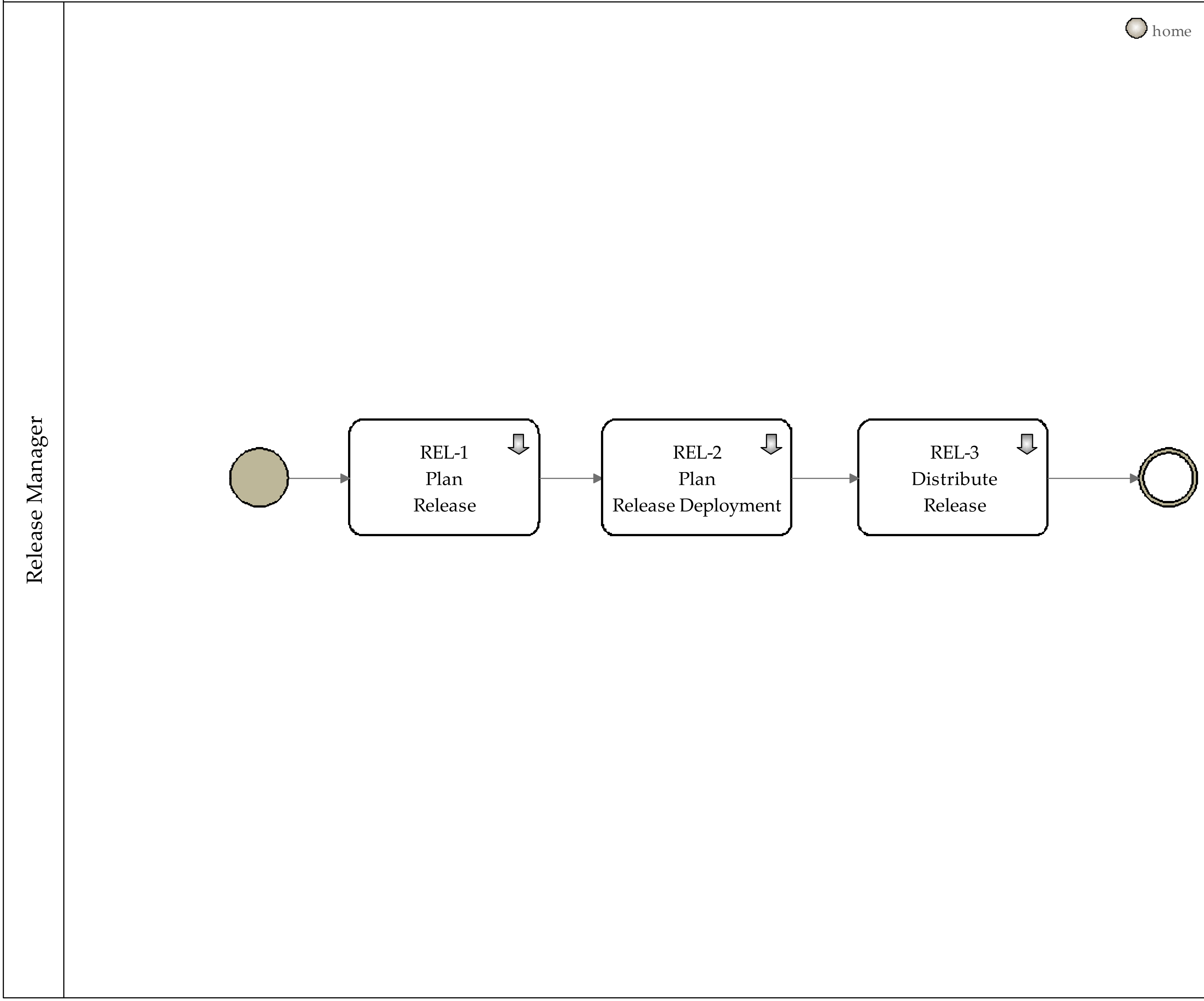
# Test and Certification: TAC-13 Perform Recognition Activities

home process goals raci

| | |
|---|---|
| **Description** | The Program Manager acknowledges those test sites that participated in Initial Operating Capability Validation and those individuals who worked diligently at each site to ensure that testing is accomplished. A monthly solicitation message is sent from the **VA OIT OED QA Program Coordination** mail group notifying the Program Manager of the deadline for submission and other pertinent information. The nominations are submitted via the Test Site Recognition Website. |
| **Artifacts Used** | Completed Test Site Nomination Form (submitted via the Test Site Recognition Website) |
| **Artifacts Created** | Test Site Recognition Letter |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | Test Site Recognition Awards Program Guide<br>Test Site Recognition Website |
| **More Info....** | |

# Release Management

home goals raci



home process goals raci

## Release Management Goals

The Goals of the Release Management process are to:

- Proactively mitigate risk
- Standardize management practices
- Clarify responsibility and accountability
- Establish meaningful performance metrics
- Accelerate delivery of business solutions
- Ensure communication and training are included
- Improve quality of business solution
- Assure processes sufficiently flexible enough to encourage unilateral adoption

## Release Management RACI Chart - 1

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

home process goals next

| | | Release Manager | Change Manager | Configuration Manager | Training Manager | Implementation Manager | Program Manager | Standards and Compliance Director | Portfolio Management Office Director |
|---|---|---|---|---|---|---|---|---|---|
| REL-1 | Plan Release | R | | | | | A | | |
| REL-1.1 | Create Planning Documents | R | | | | | A | | |
| REL-1.1.1 | Create Configuration Management Plan | | | R | | | | A | |
| REL-PR1.1 | Distribute Peer Review Materials | | | R | | | | A | |
| REL-PR1.2 | Review Peer Materials | | | R | | | | A | |
| REL-PR1.3 | Distribute Consolidated Peer Review Findings | | | R | | | | A | |
| REL-PR1.4 | Record Finding Resolutions | | | R | | | | A | |
| REL-PR1.5 | Implement Finding Resolutions | | | R | | | | A | |
| RELFR1.1 | Plan Formal Review | | | R | | | | A | |

# Release Management RACI Chart - 2

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | Release Manager | Change Manager | Configuration Manager | Training Manager | Implementation Manager | Program Manager | Standards and Compliance Director | Portfolio Management Office Director |
| REL-FR1.2 | Conduct Formal Review | | | R | | | | A | |
| REL-FR1.3 | Implement Finding Resolutions | | | R | | | | A | |
| REL-1.1.2 | Create Disaster Recovery Plan | | | | | | R | | A |
| REL-1.1.3 | Create Concept of Operations (CONOPs) | | | | | | R | | A |
| REL-1.1.4 | Create Contingency Plan | | | | | | R | | A |
| REL1.1.5 | Create Acquisition Plan | | | | | | R | | A |
| REL-PR2.1 | Distribute Peer Review Materials | | | | | | R | | A |
| REL-PR2.2 | Review Peer Materials | | | | | | R | | A |
| REL-PR2.3 | Distribute Consolidated Peer Review Findings | | | | | | R | | A |

# Release Management RACI Chart - 3

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Release Manager | Change Manager | Configuration Manager | Training Manager | Implementation Manager | Program Manager | Standards and Compliance Director | Portfolio Management Office Director |
|---|---|---|---|---|---|---|---|---|---|
| REL-PR2.4 | Record Finding Resolutions | | | | | | R | | A |
| REL-PR2.5 | Implement Finding Resolutions | | | | | | R | | A |
| REL-FR2.1 | Plan Formal Review | | | | | | R | | A |
| REL-FR2.2 | Conduct Formal Review | | | | | | R | | A |
| REL-FR2.3 | Implement Finding Resolutions | | | | | | R | | A |
| REL-1.1.6 | Create Release Management Plan | R | | | | | A | | |
| REL-PR3.1 | Distribute Peer Review Materials | R | | | | | A | | |
| REL-PR3.2 | Review Peer Materials | R | | | | | A | | |
| REL-PR3.3 | Distribute Consolidated Peer Review Findings | R | | | | | A | | |

# Release Management RACI Chart - 4

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Release Manager | Change Manager | Configuration Manager | Training Manager | Implementation Manager | Program Manager | Standards and Compliance Director | Portfolio Management Office Director |
|---|---|---|---|---|---|---|---|---|---|
| REL-PR3.4 | Record Finding Resolutions | R | | | | | A | | |
| REL-PR3.5 | Implement Finding Resolutions | R | | | | | A | | |
| REL-FR3.1 | Plan Formal Review | R | | | | | A | | |
| REL-FR3.2 | Conduct Formal Review | R | | | | | A | | |
| REL-FR3.3 | Implement Finding Resolutions | R | | | | | A | | |
| REL-1.1.7 | Create External Agreements | | | | | | R | | A |
| REL-1.1.7.1 | Create Service Level Agreements | | | | | | R | | A |
| REL-1.1.7.2 | Create Operating Level Agreements | | | | | | R | | A |
| REL-1.2 | Create Master Release Schedule | R | | | | | A | | |

# Release Management RACI Chart - 5

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

home process goals back next

| | | Release Manager | Change Manager | Configuration Manager | Training Manager | Implementation Manager | Program Manager | Standards and Compliance Director | Portfolio Management Office Director |
|---|---|---|---|---|---|---|---|---|---|
| REL-1.3 | Create Go/No Go Testing & Release Checklist | R | | | | | A | | |
| REL-QR1.1 | Submit Quality Gate Review Artifacts | R | | | | | A | | |
| REL-QR1.2 | Obtain Quality Gate Review Concurrence | R | | | | | A | | |
| REL-2 | Plan Release Deployment | R | | | | | A | | |
| REL-2.1 | Update Release Management Plan | R | | | | | A | | |
| REL-2.2 | Create Deployment Plan | R | | | | | A | | |
| REL-2.3 | Create Implementation Plan | R | | | | | A | | |
| REL-PR4.1 | Distribute Peer Review Materials | R | | | | | A | | |
| REL-PR4.2 | Review Peer Materials | R | | | | | A | | |

# Release Management RACI Chart - 6

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Release Manager | Change Manager | Configuration Manager | Training Manager | Implementation Manager | Program Manager | Standards and Compliance Director | Portfolio Management Office Director |
|---|---|---|---|---|---|---|---|---|---|
| REL-PR4.3 | Distribute Consolidated Peer Review Findings | R | | | | | A | | |
| REL-PR4.4 | Record Finding Resolutions | R | | | | | A | | |
| REL-PR4.5 | Implement Finding Resolutions | R | | | | | A | | |
| REL-FR4.1 | Plan Formal Review | R | | | | | A | | |
| REL-FR4.2 | Conduct Formal Review | R | | | | | A | | |
| REL-FR4.3 | Implement Finding Resolutions | R | | | | | A | | |
| REL2.4 | Create Training Plan | | | | R | | A | | |
| REL-PR5.1 | Distribute Peer Review Materials | | | | R | | A | | |
| REL-PR5.2 | Review Peer Materials | | | | R | | A | | |

# Release Management RACI Chart - 7

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed



| | | Role | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | Release Manager | Change Manager | Configuration Manager | Training Manager | Implementation Manager | Program Manager | Standards and Compliance Director | Portfolio Management Office Director |
| REL-PR5.3 | Distribute Consolidated Peer Review Findings | | | | R | | A | | |
| REL-PR5.4 | Record Finding Resolutions | | | | R | | A | | |
| REL-PR5.5 | Implement Finding Resolutions | | | | R | | A | | |
| REL-FR5.1 | Plan Formal Review | | | | R | | A | | |
| REL-FR5.2 | Conduct Formal Review | | | | R | | A | | |
| REL-FR5.3 | Implement Finding Resolutions | | | | R | | A | | |
| REL-2.5 | Submit National Deployment Request | R | | | | | A | | |
| REL-2.6 | Obtain National Deployment Approval | R | | | | | A | | |
| REL-2.7 | Prepare Product for Release | R | | | | | A | | |

# Release Management RACI Chart - 8

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

home process goals back next

| | | Release Manager | Change Manager | Configuration Manager | Training Manager | Implementation Manager | Program Manager | Standards and Compliance Director | Portfolio Management Office Director |
|---|---|---|---|---|---|---|---|---|---|
| REL-QR2.1 | Submit Quality Gate Review Artifacts | R | | | | | A | | |
| REL-QR2.2 | Obtain Quality Gate Review Concurrence | R | | | | | A | | |
| REL-3 | Distribute Release | R | | | | | A | | |
| REL-3.1 | Request Updated Status of Configuration Items | | | R | | | | A | |
| REL-3.2 | Provide Detailed Release Asset Distribution Instructions | R | | | | | A | | |
| REL-3.3 | Distribute Release | R | | | | | A | | |
| REL-3.4 | Package Release | | | | | R | A | | |
| REL-3.5 | Run Back-Out Procedures | R | | | | | A | | |
| REL-3.6 | Update Incident Response Plan | R | | | | | A | | |

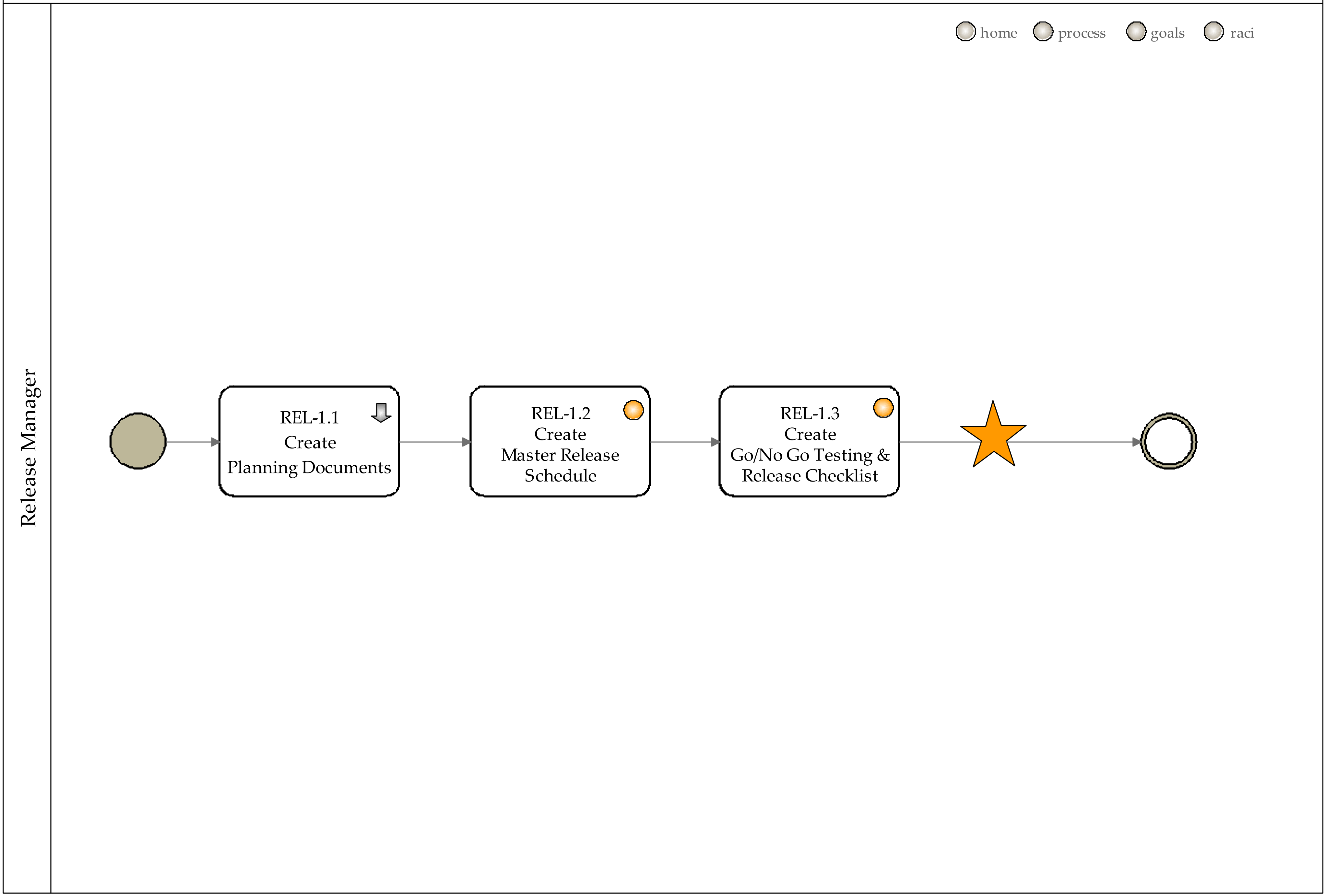
# Release Management RACI Chart - 9

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

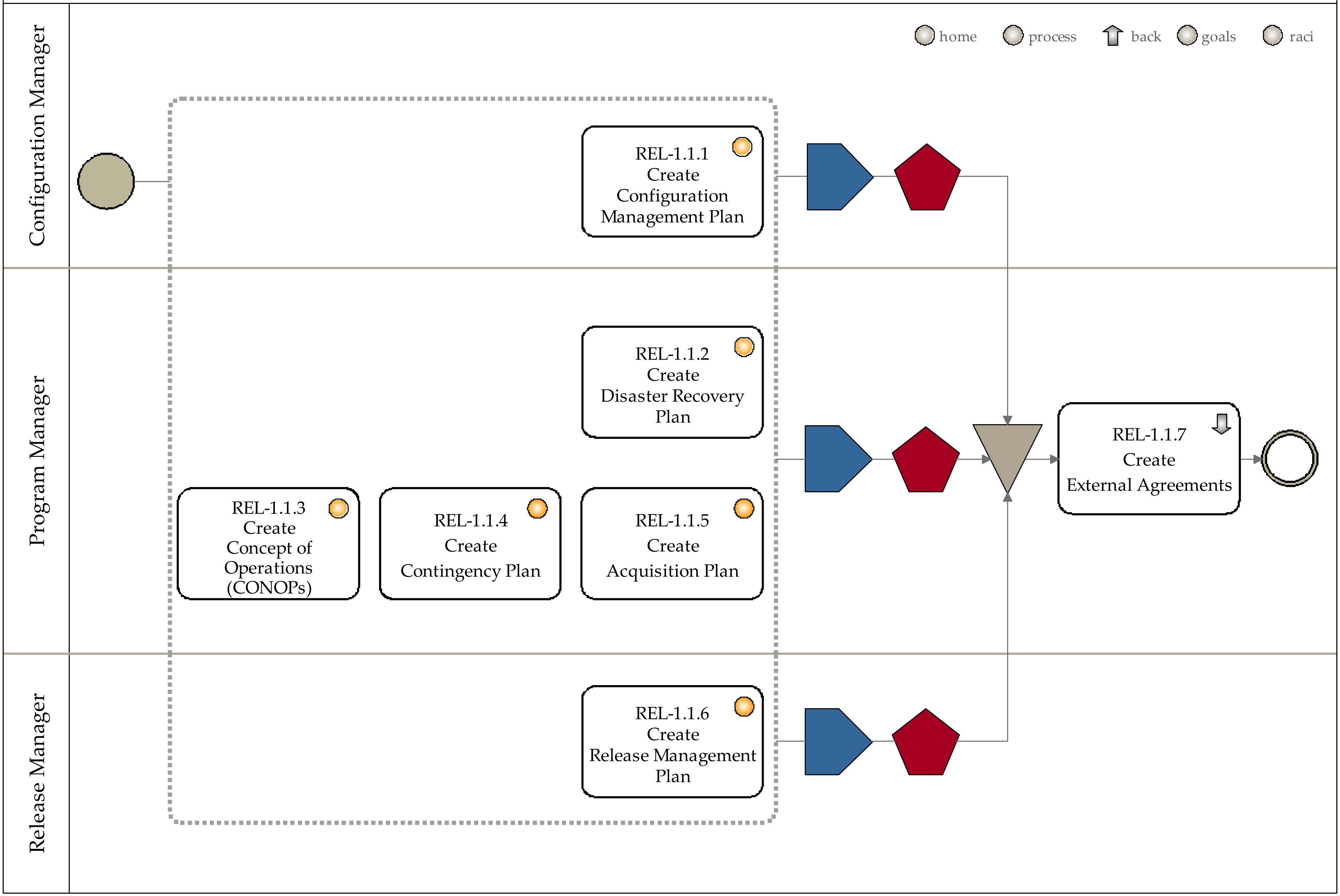
home process goals back

| | | Role | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | Release Manager | Change Manager | Configuration Manager | Training Manager | Implementation Manager | Program Manager | Standards and Compliance Director | Portfolio Management Office Director |
| REL-3.7 | **Notification of Successful Release** | R | | | | | A | | |

# Release Management: REL-1 Plan Release



# Release Management: REL-1.1 Create Planning Documents



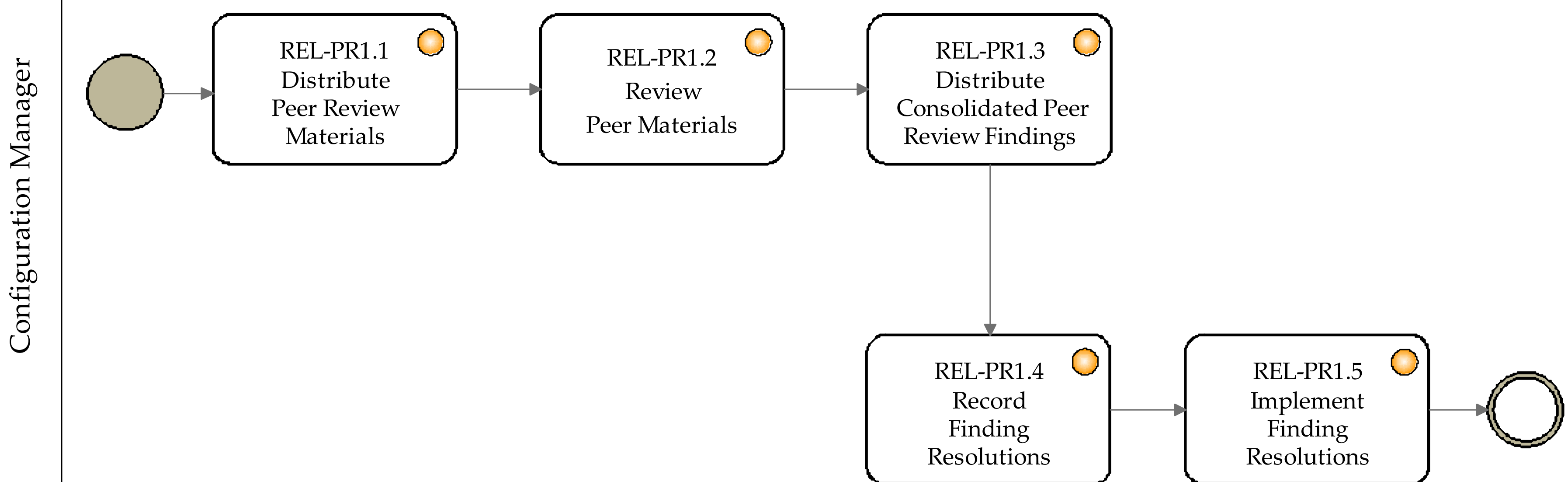
# Release Management: REL-1.1.1 Create Configuration Management Plan

home process back goals raci

| | |
|---|---|
| **Description** | The Configuration Manager creates the Configuration Management Plan. The Configuration Management Plan includes information on:<br>• Configuration Items (CI)<br>• Configuration Packages<br>• Configuration Management Database (CMDB)<br>• Any Miscellaneous items related to the Configuration Management activities of this release.<br><br>This plan is a living artifact that is consistently updated throughout the lifecycle of Release Management. |
| **Artifacts Used** | Project Management Plan |
| **Artifacts Created** | Configuration Management Plan |
| **Responsible Role** | Configuration Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

home back goals raci

# Peer Review: Configuration Management Plan



# Release Management: REL-PR1.1 Distribute Peer Review Materials



| | |
|---|---|
| **Description** | The Configuration Manager distributes the Configuration Management Plan for peer review using the following steps:<br>1. Select the peers for the peer review team<br>2. Notify the peers of review team meeting logistics<br>3. Send the peer review team the Configuration Management Plan |
| **Artifacts Used** | Configuration Management Plan |
| **Artifacts Created** | Record of Notification |
| **Responsible Role** | Configuration Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR1.2 Review Peer Materials

home back review goals raci

| | |
|---|---|
| **Description** | The peer review team reviews the Configuration Management Plan and documents their findings using the following steps:<br>1. Identify anomalies and issues<br>2. Record anomalies and issues on the Configuration Management Plan Review Finding Summary<br>3. Submit findings to the Configuration Manager |
| **Artifacts Used** | Configuration Management Plan |
| **Artifacts Created** | Configuration Management Plan Review Findings Summary |
| **Responsible Role** | Configuration Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR1.3 Distribute Consolidated Peer Review Findings



| | |
|---|---|
| **Description** | The Configuration Manager receives, consolidates, and redistributes findings to peer reviewer(s) prior to peer review using the following steps:<br>1. Receive initial findings from reviewers<br>2. Analyze consolidated findings<br>3. Consolidate findings onto a single Configuration Management Plan Review Findings Summary<br>4. Distribute consolidated findings to reviewers |
| **Artifacts Used** | Configuration Management Plan<br>Configuration Management Plan Review Findings Summary |
| **Artifacts Created** | Consolidated Configuration Management Plan Review Findings Summary |
| **Responsible Role** | Configuration Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR1.4 Record Finding Resolutions



| | |
|---|---|
| **Description** | The peer review team discusses the findings and documents their resolutions. |
| **Artifacts Used** | Configuration Management Plan<br>Consolidated Configuration Management Plan Review Findings Summary |
| **Artifacts Created** | Updated Consolidated Configuration Management Plan Review Findings Summary |
| **Responsible Role** | Configuration Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

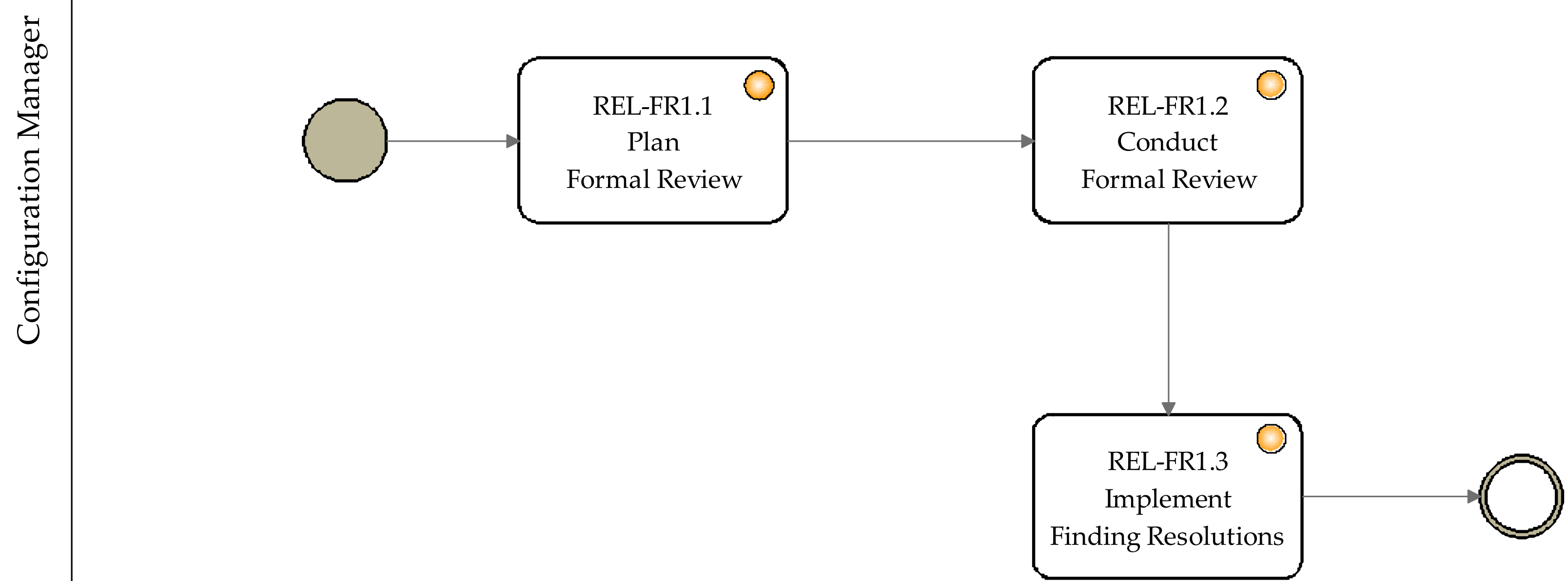
# Release Management: REL-PR1.5 Implement Finding Resolutions



| | |
|---|---|
| **Description** | The Configuration Manager resolves anomalies and issues with the Configuration Management Plan. |
| **Artifacts Used** | Configuration Management Plan<br>Updated Consolidated Configuration Management Plan Review Findings Summary |
| **Artifacts Created** | Updated Configuration Management Plan |
| **Responsible Role** | Configuration Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

home back goals raci

# Formal Review: Configuration Management Plan



# Release Management: REL-FR1.1 Plan Formal Review

home back review goals raci

| | |
|---|---|
| **Description** | Once the Configuration Management Plan is ready for review, the Configuration Manager performs the following:<br>• Identify a Facilitator and Scribe<br>• Determine the formal review team – ensure customer is included in review team<br>• Determine review meeting logistics<br>• Create an agenda<br>• Distribute the Configuration Management Plan and the Artifact Review Agenda and Minutes |
| **Artifacts Used** | Configuration Management Plan |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Configuration Management Plan Review Findings Summary |
| **Responsible Role** | Configuration Manager |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Release Management: REL-FR1.2 Conduct Formal Review

home back review goals raci

| | |
|---|---|
| **Description** | The formal review team reviews the Configuration Management Plan and reports their findings. The anomalies and issues are recorded. Disposition can be:<br>• Accept artifact<br>• Accept artifact conditionally (anomalies will be resolved)<br>• Additional artifact review required<br><br>The Approval Signatures on the Configuration Management Plan are obtained during this review. The signatures are affixed to the appropriate appendix of the Configuration Management Plan. |
| **Artifacts Used** | Artifact Review Agenda and Minutes<br>Configuration Management Plan<br>Configuration Management Plan Review Findings Summary |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Updated Configuration Management Plan Review Findings Summary |
| **Responsible Role** | Configuration Manager |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Release Management: REL-FR1.3 Implement Finding Resolutions

home back review goals raci

| | |
|---|---|
| **Description** | The Configuration Manager resolves anomalies and issues with the Configuration Management Plan. |
| **Artifacts Used** | Configuration Management Plan<br>Configuration Management Plan Review Findings Summary |
| **Artifacts Created** | Updated Configuration Management Plan |
| **Responsible Role** | Configuration Manager |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Release Management: REL-1.1.2 Create Disaster Recovery Plan



| | |
|---|---|
| **Description** | The Disaster Recovery Plan is put into place effectively insuring that should an Event occur during release, adequate controls are in place to restore the system to pre-Disaster state.<br>Disaster Recovery planning involves 3 types of mechanisms:<br>• Preventive measures - These controls are aimed at preventing an event from occurring.<br>• Detective measures - These controls are aimed at detecting or discovering unwanted events.<br>• Corrective measures - These controls are aimed at correcting or restoring the system after disaster or event. |
| **Artifacts Used** | Project Management Plan<br>Release Management Plan |
| **Artifacts Created** | Disaster Recovery Plan |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-1.1.3 Create Concept of Operations (CONOPs)

home process back goals raci

| | |
|---|---|
| **Description** | The CONOPs, or Concept of Operations, is both an analysis and a formal document that describes how an asset, system, or capability will be employed and supported. It is developed to bridge the gap between the Business Need Statement and the Requirements Specification Document (RSD) by identifying the capabilities needed to satisfy the business need and fill the gaps expressed in the business needs statement, and to assist in identifying and selecting balanced solutions in the Analysis of Alternatives (AoA). |
| **Artifacts Used** | Project Management Plan<br>Requirements Specification Document |
| **Artifacts Created** | Concept of Operations |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-1.1.4 Create Contingency Plan

home process back goals raci

| | |
|---|---|
| **Description** | The Contingency Plan provides the Program Manager specific strategies and actions to deal with an emergency related to the specific release. This plan provides a coordinated set of steps in case of a non-IT emergency and may work in conjunction with the Disaster Recovery steps outlined in the Disaster Recovery Plan. |
| **Artifacts Used** | Disaster Recovery Plan<br>Project Management Plan<br>Release Management Plan |
| **Artifacts Created** | Contingency Plan |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-1.1.5 Create Acquisition Plan

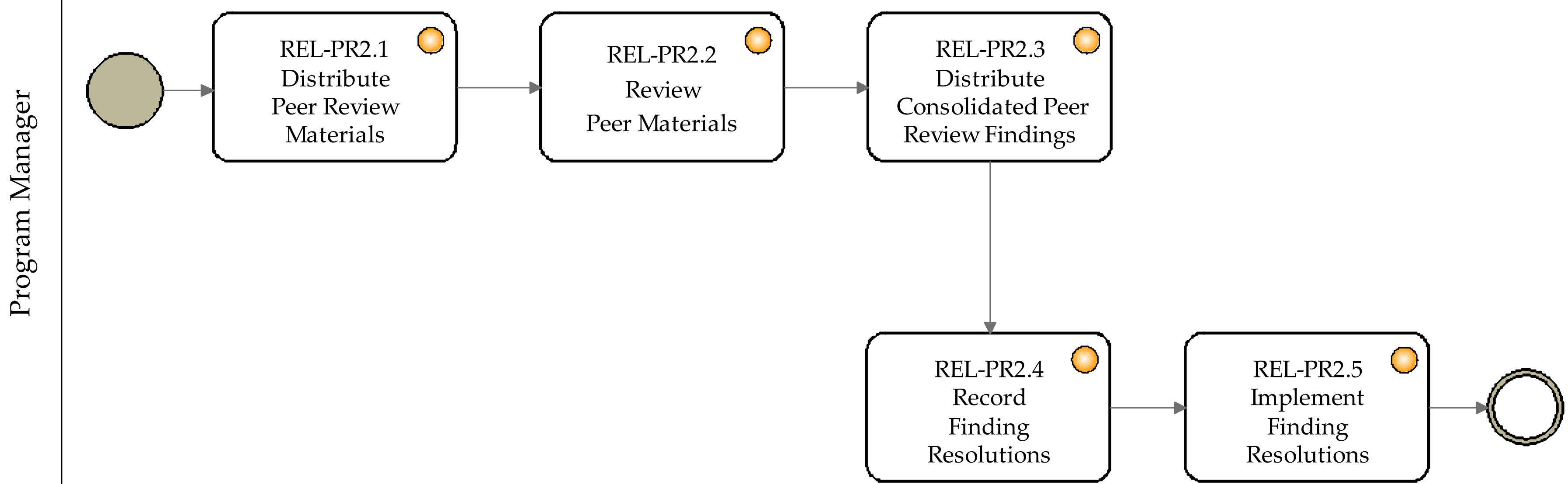
home process back goals raci

| | |
|---|---|
| **Description** | The Acquisition Plan provides the strategy driving all procurement activities related to the specific release. This plan provides release specific information such as:<br>• Program Office Information<br>• Purpose of the Acquisition<br>• History and Need<br>• Current and Future Requirements that the Acquisition addresses<br>• Requirement Specifics<br>• Statement of Work<br>• Deliverables<br>• Government Furnished Material<br>• Data Requirements<br>• Administration and Monitoring of the Acquisition (post-Award)<br>• Costing and Funding<br>• Technical Evaluations |
| **Artifacts Used** | Project Management Plan<br>Project Schedule<br>Release Management Plan<br>Requirements Specification Document |
| **Artifacts Created** | Acquisition Plan |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management

home back goals raci

## Peer Review: Additional Release Plans



# Release Management: REL-PR2.1 Distribute Peer Review Materials



| | | |
|---|---|---|
| **Description** | | The Program Manager distributes the appropriate plan(s) for peer review using the following steps:<br>1. Select the peers for the peer review team<br>2. Notify the peers of review team meeting logistics<br>3. Send the peer review team the appropriate plan(s) |
| **Artifacts Used** | | Acquisition Plan<br>Concept of Operations (CONOPs)<br>Contingency Plan<br>Disaster Recovery Plan |
| **Artifacts Created** | | Record of Notification |
| **Responsible Role** | | Program Manager |
| **Tools** | | |
| **Standards** | | |
| **More Info....** | | |

# Release Management: REL-PR2.2 Review Peer Materials

home back review goals raci

| | |
|---|---|
| **Description** | The peer review team reviews the appropriate plan(s) and documents their findings using the following steps:<br>1. Identify anomalies and issues<br>2. Record anomalies and issues on the appropriate plan(s) Review Finding Summary<br>3. Submit findings to the Program Manager |
| **Artifacts Used** | Acquisition Plan<br>Concept of Operations (CONOPs)<br>Contingency Plan<br>Disaster Recovery Plan |
| **Artifacts Created** | Acquisition Plan Review Findings Summary<br>Concept of Operations (CONOPs) Review Findings Summary<br>Contingency Plan Review Findings Summary<br>Disaster Recovery Plan Review Findings Summary |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR2.3 Distribute Consolidated Peer Review Findings

home back review goals raci

| | |
|---|---|
| **Description** | The Program Manager receives, consolidates, and redistributes findings to peer reviewer(s) prior to peer review using the following steps:<br>1. Receive initial findings from reviewers<br>2. Analyze consolidated findings<br>3. Consolidate findings onto a single Disaster Recovery Plan Review Findings Summary<br>4. Distribute consolidated findings to reviewers |
| **Artifacts Used** | Acquisition Plan<br>Acquisition Plan Review Findings Summary<br>Concept of Operations (CONOPs)<br>Concept of Operations (CONOPs) Review Findings Summary<br>Contingency Plan<br>Contingency Plan Review Findings Summary<br>Disaster Recovery Plan<br>Disaster Recovery Plan Review Findings Summary |
| **Artifacts Created** | Consolidated Acquisition Plan Review Findings Summary<br>Consolidated Concept of Operations (CONOPs) Review Findings Summary<br>Consolidated Contingency Plan Review Findings Summary<br>Consolidated Disaster Recovery Plan Review Findings Summary |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR2.4 Record Finding Resolutions



| | |
|---|---|
| **Description** | The peer review team discusses the findings and documents their resolutions. |
| **Artifacts Used** | Acquisition Plan<br>Consolidated Acquisition Plan Review Findings Summary<br>Concept of Operations (CONOPs)<br>Consolidated Concept of Operations (CONOPs) Review Findings Summary<br>Consolidated Contingency Plan Review Findings Summary<br>Consolidated Disaster Recovery Plan Review Findings Summary<br>Contingency Plan<br>Disaster Recovery Plan |
| **Artifacts Created** | Updated Consolidated Acquisition Plan Review Findings Summary<br>Updated Consolidated Concept of Operations (CONOPs) Review Findings Summary<br>Updated Consolidated Contingency Plan Review Findings Summary<br>Updated Consolidated Disaster Recovery Plan Review Findings Summary |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR2.5 Implement Finding Resolutions

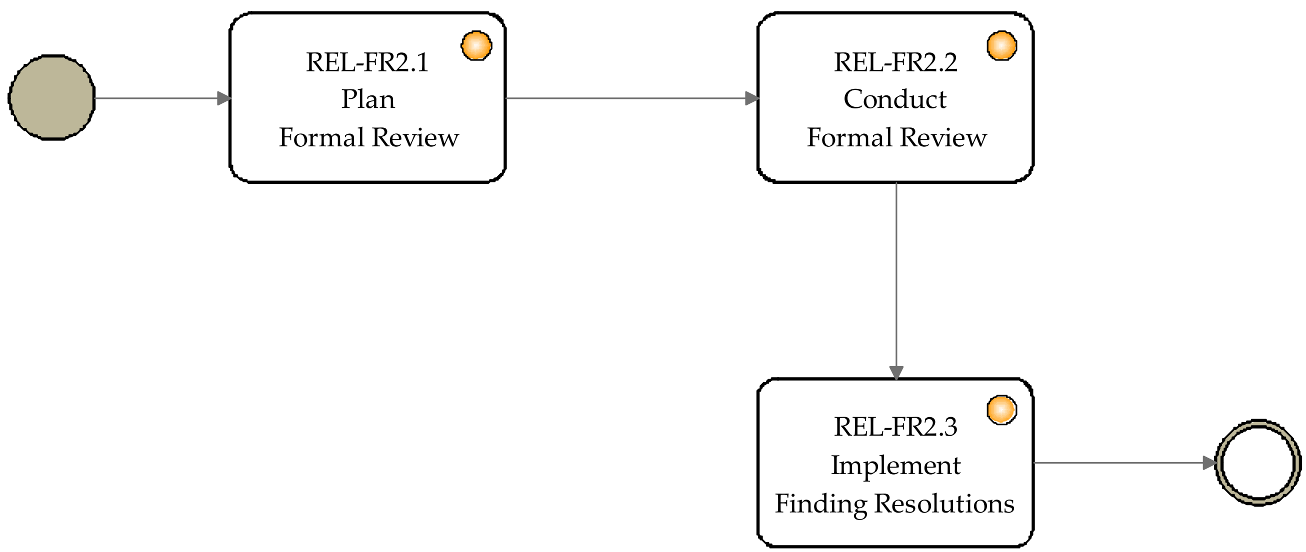
home back review goals raci

| | |
|---|---|
| **Description** | The Program Manager resolves anomalies and issues with the apprpriate plans(s). |
| **Artifacts Used** | Acquisition Plan<br>Concept of Operations (CONOPs)<br>Contingency Plan<br>Disaster Recovery Plan<br>Updated Consolidated Acquisition Plan Review Findings Summary<br>Updated Consolidated Concept of Operations (CONOPs) Review Findings Summary<br>Updated Consolidated Contingency Plan Review Findings Summary<br>Updated Consolidated Disaster Recovery Plan Review Findings Summary |
| **Artifacts Created** | Updated Consolidated Acquisition Plan<br>Updated Consolidated Concept of Operations (CONOPs)<br>Updated Consolidated Contingency Plan<br>Updated Consolidated Disaster Recovery Plan |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

home back goals raci

# Formal Review: Additional Release Plans

Program Manager



# Release Management: REL-FR2.1 Plan Formal Review

home back review goals raci

| | | |
|---|---|---|
| **Description** | | Once the appropriate plan(s) are is ready for review, the Program Manager performs the following:<br>• Identify a Facilitator and Scribe<br>• Determine the formal review team – ensure customer is included in review team<br>• Determine review meeting logistics<br>• Create an agenda<br>• Distribute the appropriate plan(s) and the Artifact Review Agenda and Minutes |
| **Artifacts Used** | | Acquisition Plan<br>Concept of Operations (CONOPs)<br>Contingency Plan<br>Disaster Recovery Plan |
| **Artifacts Created** | | Acquisition Plan Review Findings Summary<br>Artifact Review Agenda and Minutes<br>Concept of Operations (CONOPs) Review Findings Summary<br>Contingency Plan Review Findings Summary<br>Disaster Recovery Plan Review Findings Summary |
| **Responsible Role** | | Program Manager |
| **Tools** | | |
| **Standards** | | Formal Review Guide |
| **More Info....** | | |

# Release Management: REL-FR2.2 Conduct Formal Review

home back review goals raci

| | |
|---|---|
| **Description** | The formal review team reviews the appropriate plan(s) and reports their findings. The anomalies and issues are recorded. Disposition can be:<br>• Accept artifact<br>• Accept artifact conditionally (anomalies will be resolved)<br>• Additional artifact review required<br><br>The Approval Signatures are obtained during this review. The signatures are affixed to the appropriate appendix of the respective plan(s). |
| **Artifacts Used** | Artifact Review Agenda and Minutes<br>Acquisition Plan<br>Acquisition Plan Review Findings Summary<br>Concept of Operations (CONOPs)<br>Concept of Operations (CONOPs) Review Findings Summary<br>Contingency Plan<br>Contingency Plan Review Findings Summary<br>Disaster Recovery Plan<br>Disaster Recovery Plan Review Findings Summary |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Updated Acquisition Plan Review Findings Summary<br>Updated Concept of Operations (CONOPs) Review Findings Summary<br>Updated Contingency Plan Review Findings Summary<br>Updated Disaster Recovery Plan Review Findings Summary |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Release Management: REL-FR2.3 Implement Finding Resolutions



| | |
|---|---|
| **Description** | The Program Manager resolves anomalies and issues with the appropriate plans(s). |
| **Artifacts Used** | Acquisition Plan<br>Acquisition Plan Review Findings Summary<br>Concept of Operations (CONOPs)<br>Concept of Operations (CONOPs) Review Findings Summary<br>Contingency Plan<br>Contingency Plan Review Findings Summary<br>Disaster Recovery Plan<br>Disaster Recovery Plan Review Findings Summary |
| **Artifacts Created** | Updated Acquisition Plan<br>Updated Concept of Operations (CONOPs)<br>Updated Contingency Plan<br>Updated Disaster Recovery Plan |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

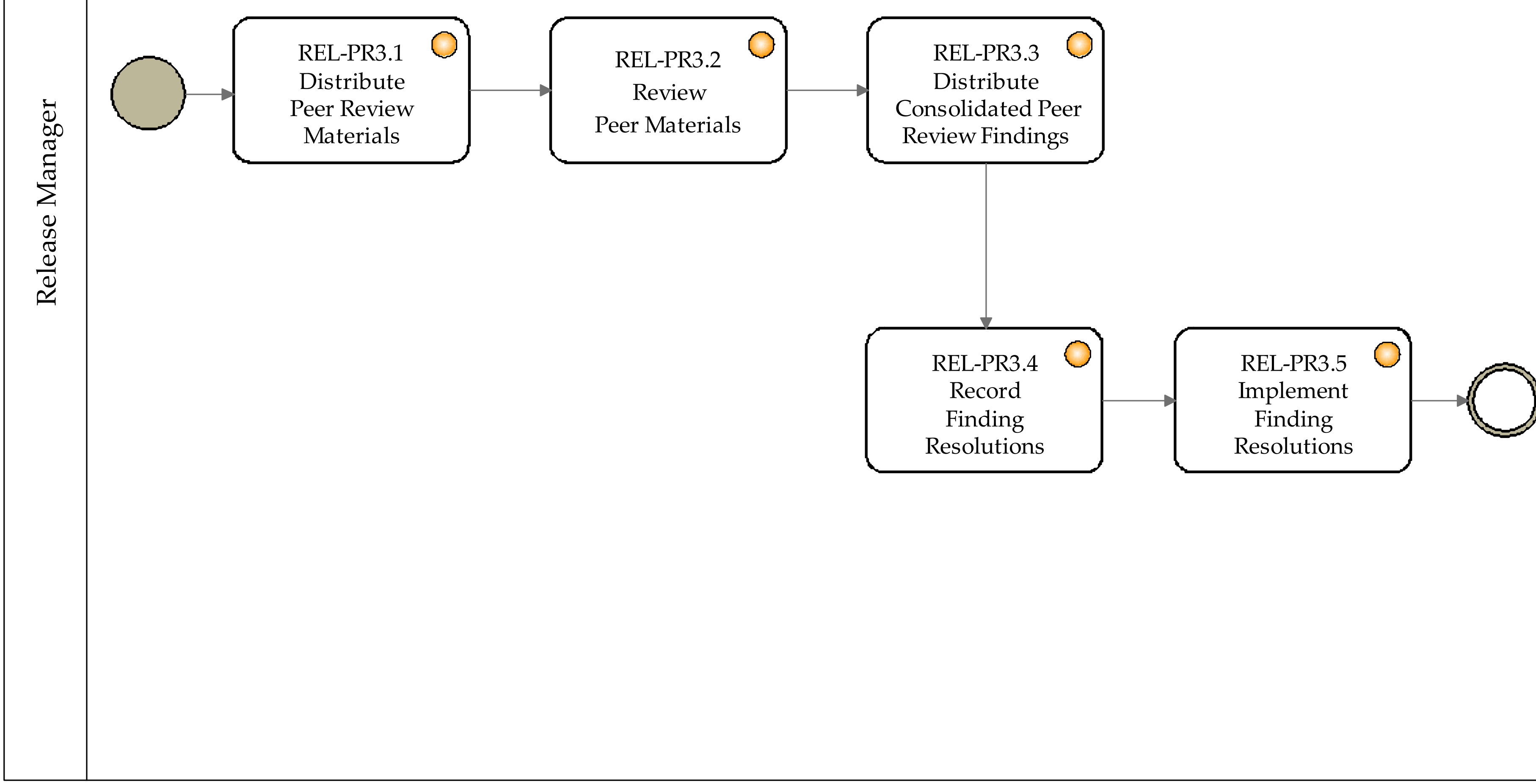
# Release Management: REL-1.1.6 Create Release Management Plan

home process back goals raci

| | | |
|---|---|---|
| **Description** | | The Release Manager creates the Release Management Plan. All Release artifacts are living and are updated regularly throughout the lifecycle of the Release. The Release Management Plan is updated via the Master Release Schedule and the Master Release Checklist (Go/No Go Testing & Release Checklist). Artifacts created as part of the Release Management include:<br>• Master Release Schedule<br>• Go/No Go Testing & Release Checklist<br>• Operations and Maintenance (O&M) Plan<br>• Contingency Plan<br>• Acquisition Plan<br>• All Agreements, including:<br>  • Service Level Agreements (SLAs)<br>  • Operating Level Agreements (OLAs)<br><br>This plan is a living artifact that is consistently updated throughout the lifecycle of Release Management. |
| **Artifacts Used** | | Project Management Plan<br>Project Schedule |
| **Artifacts Created** | | Release Management Plan |
| **Responsible Role** | | Release Manager |
| **Tools** | | |
| **Standards** | | National Patch Module (NPM) Guide |
| **More Info....** | | |

home back goals raci

# Peer Review: Release Management Plan



# Release Management: REL-PR3.1 Distribute Peer Review Materials



| | |
|---|---|
| **Description** | The Release Manager distributes the Release Management Plan for peer review using the following steps:<br>1. Select the peers for the peer review team<br>2. Notify the peers of review team meeting logistics<br>3. Send the peer review team the Release Management plan |
| **Artifacts Used** | Release Management Plan |
| **Artifacts Created** | Record of Notification |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR3.2 Review Peer Materials

home back review goals raci

| | |
|---|---|
| **Description** | The peer review team reviews the Release Management Plan and documents their findings using the following steps:<br>1. Identify anomalies and issues<br>2. Record anomalies and issues on the Release Management Plan Review Finding Summary<br>3. Submit findings to the Release Manager |
| **Artifacts Used** | Release Management Plan |
| **Artifacts Created** | Release Management Plan Review Findings Summary |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR3.3 Distribute Consolidated Peer Review Findings



| | |
|---|---|
| **Description** | The Release Manager receives, consolidates, and redistributes findings to peer reviewer(s) prior to peer review using the following steps:<br>1. Receive initial findings from reviewers<br>2. Analyze consolidated findings<br>3. Consolidate findings onto a single Review Findings Summary<br>4. Distribute consolidated findings to reviewers |
| **Artifacts Used** | Release Management Plan<br>Release Management Plan Review Findings Summary |
| **Artifacts Created** | Consolidated Release Management Plan Review Findings Summary |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR3.4 Record Finding Resolutions

home back review goals raci

| | |
|---|---|
| **Description** | The peer review team discusses the findings and documents their resolutions. |
| **Artifacts Used** | Consolidated Release Management Plan Review Findings Summary<br>Release Management Plan |
| **Artifacts Created** | Updated Consolidated Release Management Plan Review Findings Summary |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

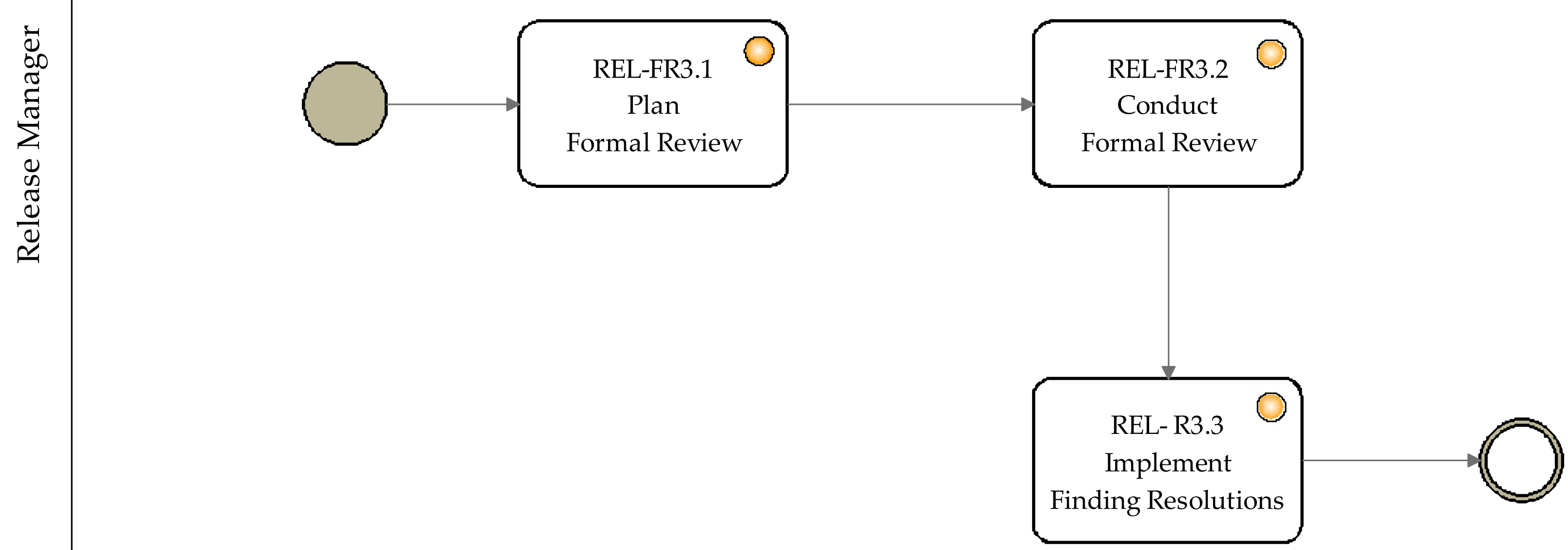
# Release Management: REL-PR3.5 Implement Finding Resolutions



| | |
|---|---|
| **Description** | The Release Manager resolves anomalies and issues with the Release Management Plan. |
| **Artifacts Used** | Release Management Plan<br>Updated Consolidated Release Management Plan Review Findings Summary |
| **Artifacts Created** | Updated Release Management Plan |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

home back goals raci

# Formal Review: Release Management Plan



# Release Management: REL-FR3.1 Plan Formal Review



| | |
|---|---|
| **Description** | Once the Release Management Plan is ready for review, the Release Manager performs the following:<br>• Identify a Facilitator and Scribe<br>• Determine the formal review team – ensure customer is included in review team<br>• Determine review meeting logistics<br>• Create an agenda<br>• Distribute the Release Management Plan and the Artifact Review Agenda and Minutes |
| **Artifacts Used** | Release Management Plan |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Release Management Plan Review Findings Summary |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Release Management: REL-FR3.2 Conduct Formal Review

home back review goals raci

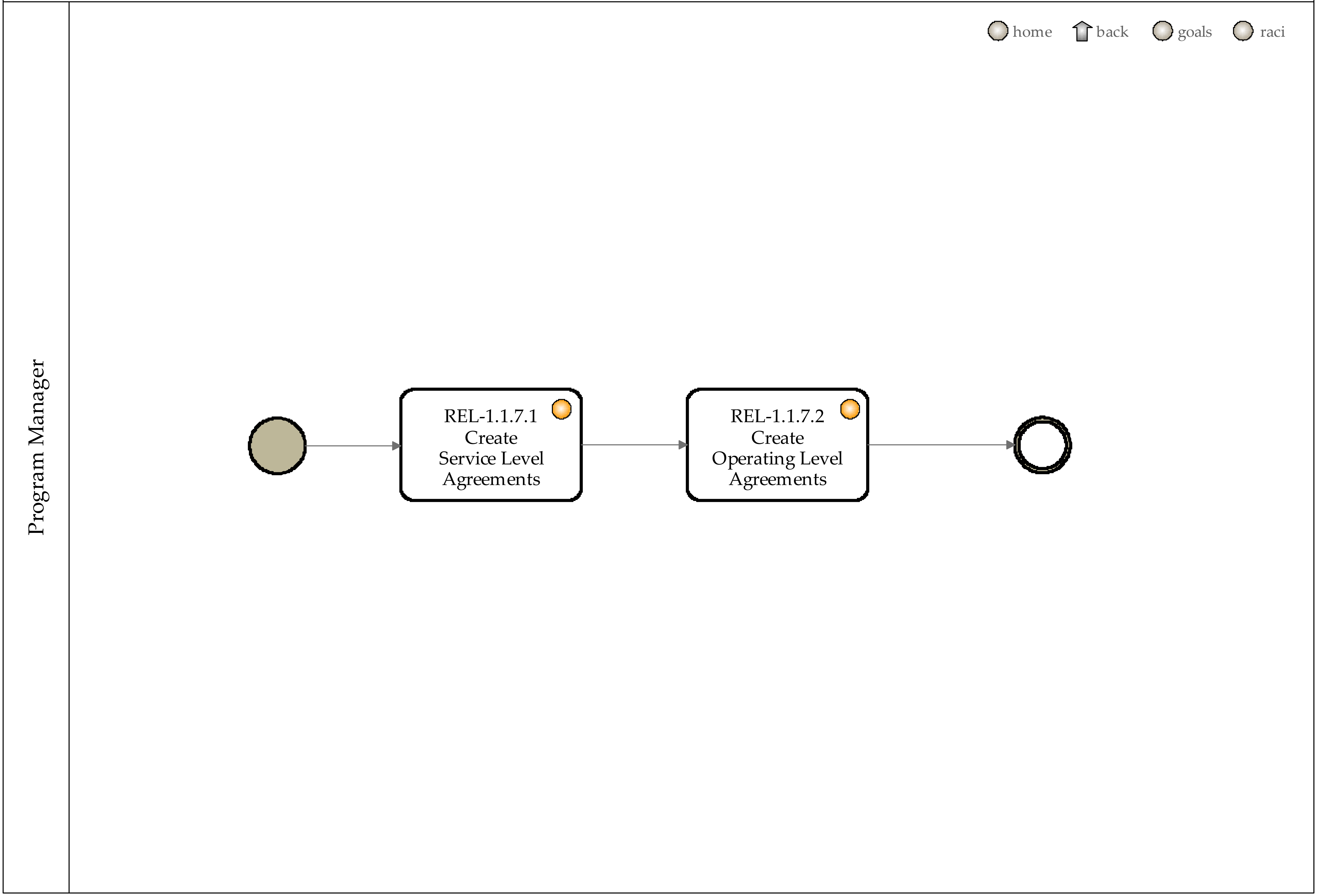
| | |
|---|---|
| **Description** | The formal review team reviews the appropriate plan(s) and reports their findings. The anomalies and issues are recorded. Disposition can be:<br>• Accept artifact<br>• Accept artifact conditionally (anomalies will be resolved)<br>• Additional artifact review required<br><br>The Approval Signatures on the Release Management Plan are obtained during this review. The signatures are affixed to the appendix of the Release Management Plan. |
| **Artifacts Used** | Artifact Review Agenda and Minutes<br>Release Management Plan<br>Release Management Plan Review |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Updated Release Management Plan Review Findings Summary |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Release Management: REL-FR3.3 Implement Finding Resolutions

home back review goals raci

| | |
|---|---|
| **Description** | The Release Manager resolves anomalies and issues with the Release Management Plan. |
| **Artifacts Used** | Release Management Plan<br>Release Management Plan Review Findings Summary |
| **Artifacts Created** | Updated Release Management Plan |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Release Management: REL-1.1.7 Create External Agreements



# Release Management: REL-1.1.7.1 Create Service Level Agreements

home process back goals raci

| | |
|---|---|
| **Description** | A Service-Level Agreement (SLA) is a negotiated agreement between two parties (i.e., OED and EIE, or OED and FOD) where one is the customer and the other is the service provider. This can be a legally binding formal or informal 'contract' (see internal department relationships). The SLA records a common understanding about services, priorities, responsibilities, guarantees and warranties. Each area of service scope should have the 'level of service' defined. The SLA may specify the levels of availability, serviceability, performance, operation, or other attributes of the service such as billing. |
| **Artifacts Used** | Project Management Plan |
| **Artifacts Created** | Service Level Agreement |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-1.1.7.2 Create Operating Level Agreements



| | |
|---|---|
| **Description** | An Operational Level Agreement (OLA) defines the interdependent relationships among the internal support groups of an organization working to support a Service-Level Agreement (SLA). The agreement describes the responsibilities of each internal support group toward other support groups, including the process and timeframe for delivery of their services. It is important to recognize that OLA(s) are not a substitute for an SLA. The purpose of the OLA is very much to help ensure that the underpinning activities that are performed by a number of support team components are clearly aligned to provide the intended SLA. |
| **Artifacts Used** | Project Management Plan<br>Release Management Plan<br>Service Level Agreement |
| **Artifacts Created** | Operating Level Agreement |
| **Responsible Role** | Program Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-1.2 Create Master Release Schedule

home back goals raci

| | |
|---|---|
| **Description** | The Master Release Schedule is created from the Integrated Master Schedule and provides both a Gantt-based, and graphical depiction of dependencies, milestones, and deliverables. The Master Release Schedule, in conjunction with the Go/No Go Testing & Release Checklist, allow the Release Manager to:<br>• Proactively manage and mitigate risks that are impediments to a successful release<br>• Proactively manage and resolve issues that are impediments to a successful release<br>• Monitor and Control the Release<br>• Objectively Evaluate Release Compliance<br>• Correct Root Causes of Problems<br>• Insure seamless handoffs/transition between project teams, organizations, facilities, and miscellaneous stakeholders<br>• Allows detailed tracking and statusing of tasks and activities associated with release<br>• Provides detailed progress information regarding the release |
| **Artifacts Used** | Project Management Plan<br>Project Schedule |
| **Artifacts Created** | Master Release Schedule |
| **Responsible Role** | Release Manager |
| **Tools** | Microsoft® Project<br>Microsoft® Visio<br>Primavera Project Management |
| **Standards** | |
| **More Info....** | This is a living document that is updated throughout the lifecycle of the Release. |

# Release Management: REL-1.3 Create Go/No Go Testing & Release Checklist

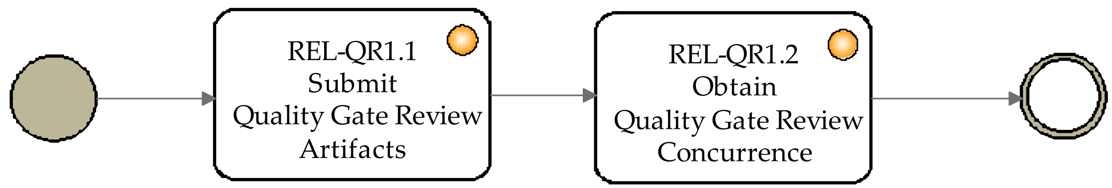


| | |
|---|---|
| **Description** | Create Go/No Go Testing and Release Checklist with latest status of ALL tasks associated with a given Release:<br>• The Go/No Go Testing and Release Checklist is used to quantitatively manage and measure a release's suitability for introduction to the production environment and ultimately to the outward facing client. |
| **Artifacts Used** | Master Release Schedule<br>Project Management Plan |
| **Artifacts Created** | Go/No Go Testing and Release Checklist |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | This plan is a living artifact that is consistently updated throughout the lifecycle of Release Management. |

home back goals raci

# Quality Gate Review: Release Plans

Release Manager



# Release Management: REL-QR1.1 Submit Quality Gate Review Artifacts



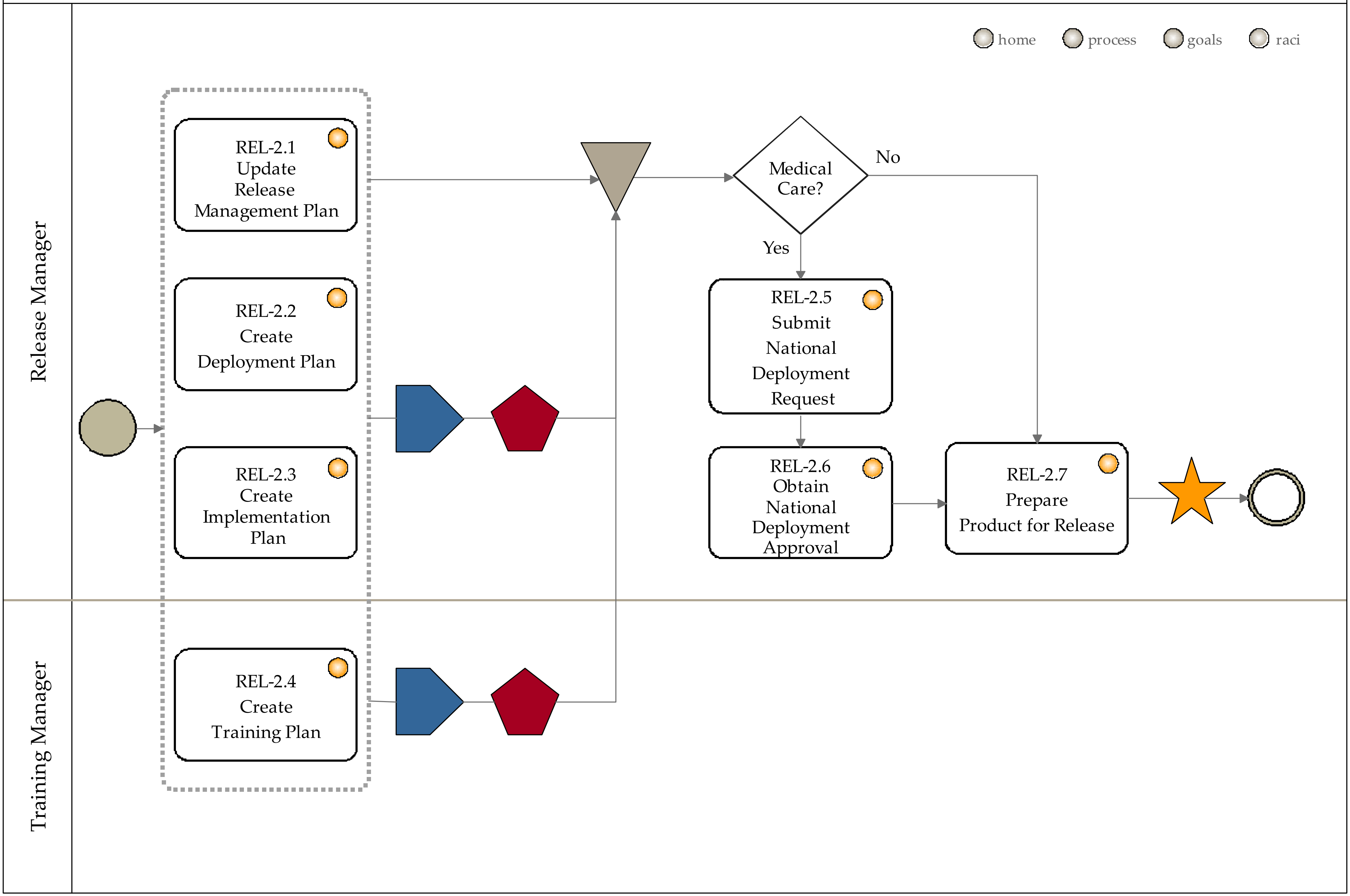
| | |
|---|---|
| **Description** | The quality gate review for Release Plans assures that the process has been successfully followed and all required artifacts have been completed and stored in the OED Project Repository. The Release Manager does the following:<br>• Captures lessons learned to date from project team members<br>• Completes and signs the Release Plans Quality Gate Review Checklist<br>• Submits the following to Process Quality Assurance for concurrence via the Outlook mail group - **OED Process Quality Assurance**:<br>o Lessons Learned Report<br>o Release Plans Quality Gate Review Checklist<br>o All plans and checklists created during this phase |
| **Artifacts Used** | Acquisition Plan<br>Change Management Plan<br>Concept of Operations (CONOPs)<br>Configuration Management Plan<br>Contingency Plan<br>Disaster Recovery Plan<br>Release Management Plan<br>Acquisition Plan Review Findings Summary<br>Change Management Plan Review Findings Summary<br>Concept of Operations (CONOPs) Review Findings Summary<br>Configuration Management Plan Review Findings Summary<br>Contingency Plan Review Findings Summary<br>Disaster Recovery Plan Review Findings Summary<br>Release Management Plan Review Findings Summary |
| **Artifacts Created** | Quality Gate Review Lessons Learned Report<br>Release Plans Quality Gate Review Checklist |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-QR1.2 Obtain Quality Gate Review Concurrence

home back review goals raci

| | |
|---|---|
| **Description** | The Release Manager does the following:<br>• Obtains concurrence from Process Quality Assurance<br>• Posts completed Release Plans Quality Gate Review Checklist and Lessons Learned Report to the OED Project Repository |
| **Artifacts Used** | Acquisition Plan Review Findings Summary<br>Change Management Plan Review Findings Summary<br>Concept of Operations Review Findings Summary<br>Configuration Management Plan Review Findings Summary<br>Contingency Plan Review Findings Summary<br>Disaster Recovery Plan Review Findings Summary<br>Quality Gate Review Lessons Learned Report<br>Release Management Plan Review Findings Summary<br>Release Plans Quality Gate Review Checklist |
| **Artifacts Created** | Updated Release Plans Quality Gate Review Checklist |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-2 Plan Release Deployment



# Release Management: REL-2.1 Update Release Management Plan

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| | |
|---|---|
| **Description** | The Release Manager updates the Release Management Plan with the latest versions of artifacts, and the most current (daily) updated versions of the Master Release Schedule and the Go/No Go Testing & Release Checklist. This is an ongoing role of the Release Manager but is particularly vital as all artifacts must be up to date in the Plan Release Deployment. |
| **Artifacts Used** | Release Management Plan |
| **Artifacts Created** | Updated Release Management Plan |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-2.2 Create Deployment Plan

home back goals raci

| | |
|---|---|
| **Description** | A Deployment Plan is developed based on a thorough analysis of the steps necessary to achieve the deployment goals of the release – specifically to deploy Configuration Items in the release to a Production Environment. Recommended sections to be included in the Deployment Plan are:<br>• Scope of the Release<br>• Deployment Strategy<br>• For Each Phase of the Deployment:<br>o Define and explain each phase, identifying all participants, and describing what their roles and responsibilities are<br>o Deliverable products are identified<br>o Operational readiness requirements prior to deployment<br>o Deployment success criteria |
| **Artifacts Used** | Architecture and Design Documents<br>Project Management Plan<br>Release Management Plan |
| **Artifacts Created** | Deployment Plan |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-2.3 Create Implementation Plan

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| | |
|---|---|
| **Description** | An Implementation Plan, similar to the Deployment Plan is developed based on a thorough analysis of the steps necessary to achieve the Implementation goals of the release. While Deployment refers to Configuration Items for a release being deployed to a Production Environment, Implementation involves distribution, installation, and configuration of the Configuration Items at the user level.<br>Recommend sections to be included in the Implementation Plan are:<br>• Scope of the Release<br>• Implementation Strategy<br>• For Each Phase of the Implementation:<br>o Define and explain each phase, identifying all participants, and describing what their roles and responsibilities are<br>o Deliverable products are identified<br>o Site readiness requirements prior to Implementation<br>o Implementation success criteria |
| **Artifacts Used** | Configuration Management Plan<br>Deployment Plan<br>Project Management Plan<br>Release Management Plan |
| **Artifacts Created** | Implementation Plan |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

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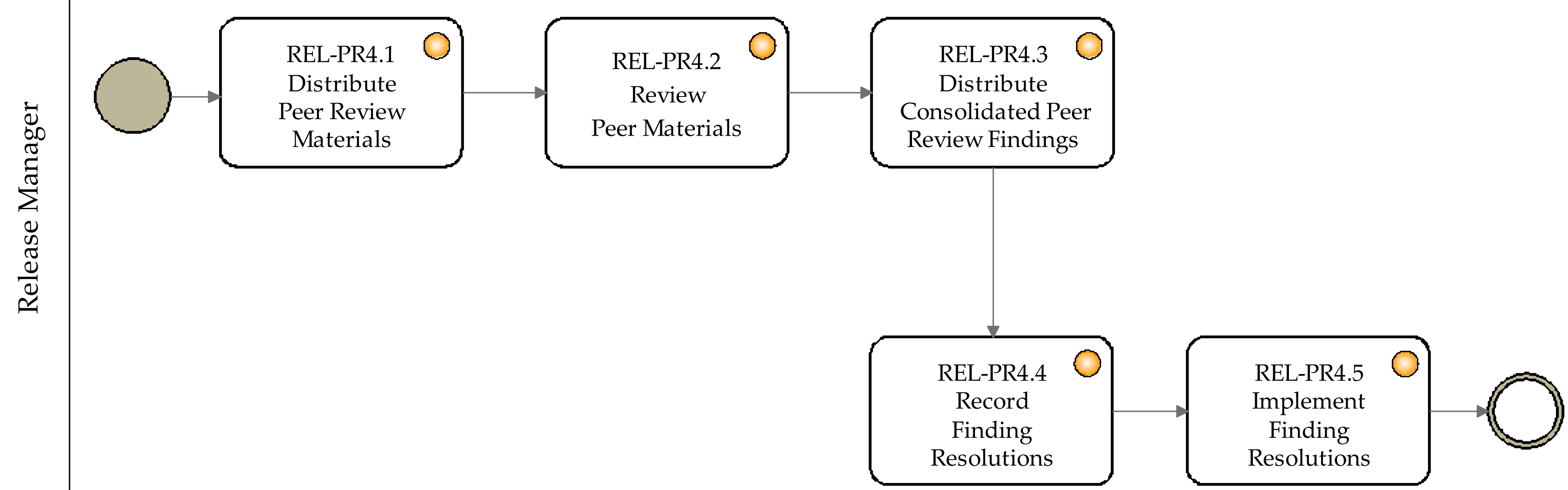
# Peer Review: Deployment Plan and Implementation Plan



# Release Management: REL-PR4.1 Distribute Peer Review Materials



| | |
|---|---|
| **Description** | The Release Manager distributes the appropriate plan(s) for peer review using the following steps:<br>1. Select the peers for the peer review team<br>2. Notify the peers of review team meeting logistics<br>3. Send the peer review team the appropriate plan(s) |
| **Artifacts Used** | Deployment Plan<br>Implementation Plan |
| **Artifacts Created** | Record of Notification |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR4.2 Review Peer Materials

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| | |
|---|---|
| **Description** | The peer review team reviews the appropriate plan(s) and documents their findings using the following steps:<br>1. Identify anomalies and issues<br>2. Record anomalies and issues on the appropriate plan(s) Review Finding Summary<br>3. Submit findings to the Release Manager |
| **Artifacts Used** | Deployment Plan<br>Implementation Plan |
| **Artifacts Created** | Deployment Plan Review Findings Summary<br>Implementation Plan Review Findings Summary |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR4.3 Distribute Consolidated Peer Review Findings



| | |
|---|---|
| **Description** | The Release Manager receives, consolidates, and redistributes findings to peer reviewer(s) prior to peer review using the following steps:<br>1. Receive initial findings from reviewers<br>2. Analyze consolidated findings<br>3. Consolidate findings onto a single Review Findings Summary<br>4. Distribute consolidated findings to reviewers |
| **Artifacts Used** | Deployment Plan Review Findings Summary<br>Implementation Plan Review Findings Summary |
| **Artifacts Created** | Consolidated Deployment Plan Review Findings Summary<br>Consolidated Implementation Plan Review Findings Summary |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR4.4 Record Finding Resolutions

home back review goals raci

| | |
|---|---|
| **Description** | The peer review team discusses the findings and documents their resolutions. |
| **Artifacts Used** | Consolidated Deployment Plan Review Findings Summary<br>Consolidated Implementation Plan Review Findings Summary<br>Deployment Plan<br>Implementation Plan |
| **Artifacts Created** | Updated Consolidated Deployment Plan Review Findings Summary<br>Updated Consolidated Implementation Plan Review Findings Summary |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR4.5 Implement Finding Resolutions



| | |
|---|---|
| **Description** | The Release Manager resolves anomalies and issues with the appropriate plan(s). |
| **Artifacts Used** | Deployment Plan<br>Implementation Plan<br>Updated Consolidated Deployment Plan Review Findings Summary<br>Updated Consolidated Implementation Plan Review Findings Summary |
| **Artifacts Created** | Updated Deployment Plan<br>Updated Implementation Plan |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

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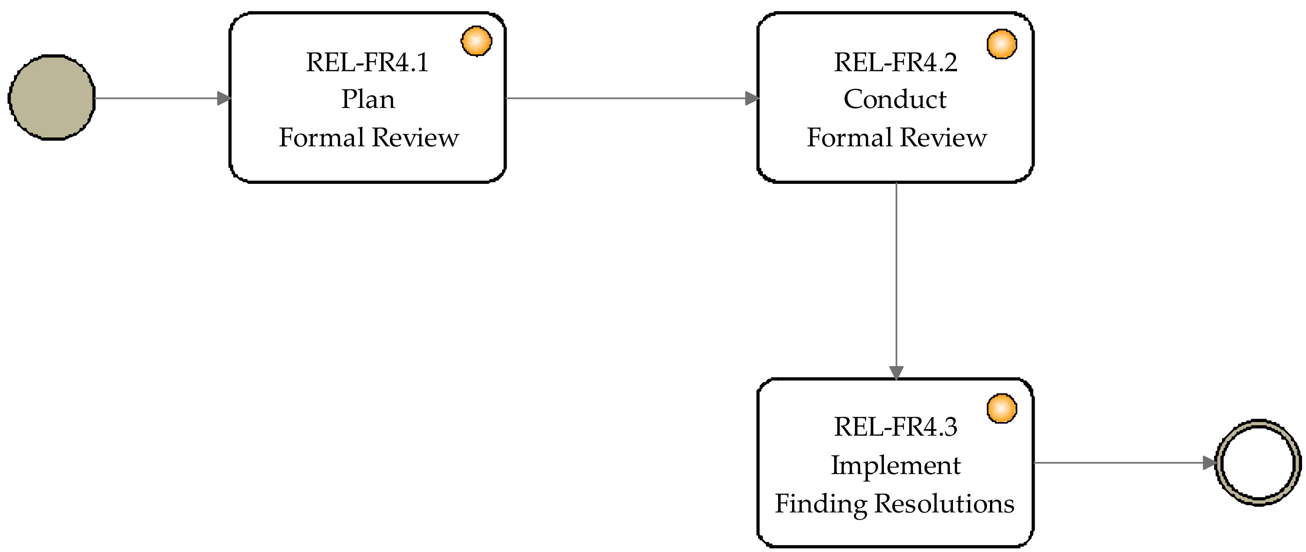
# Formal Review: Deployment Plan and Implementation Plan

Release Manager



# Release Management: REL-FR4.1 Plan Formal Review



| | |
|---|---|
| **Description** | Once the Deployment Plan and Implementation Plan are ready for review, the Release Manager performs the following:<br>• Identify a Facilitator and Scribe<br>• Determine the formal review team – ensure customer is included in review team<br>• Determine review meeting logistics<br>• Create an agenda<br>• Distributes the Deployment Plan and Implementation Plan and the Artifact Review Agenda and Minutes |
| **Artifacts Used** | Deployment Plan<br>Implementation Plan |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Deployment Plan Review Findings Summary<br>Implementation Plan Review Findings Summary |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Release Management: REL-FR4.2 Conduct Formal Review

home back review goals raci

| | |
|---|---|
| **Description** | The formal review team reviews the Deployment Plan and Implementation Plan and reports their findings. The anomalies and issues are recorded. Disposition can be:<br>• Accept artifact<br>• Accept artifact conditionally (anomalies will be resolved)<br>• Additional artifact review required<br><br>The Approval Signatures are obtained during this review. The signatures are affixed to the appropriate appendix of the respective plan(s). |
| **Artifacts Used** | Deployment Plan<br>Deployment Plan Review Findings Summary<br>Implementation Plan<br>Implementation Plan Review Findings Summary |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Updated Deployment Plan Review Findings Summary<br>Updated Implementation Plan Review Findings Summary |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Release Management: REL-FR4.3 Implement Finding Resolutions

home back review goals raci

| | |
|---|---|
| **Description** | The Release Manager resolves anomalies and issues with the Deployment Plan and Implementation Plan. |
| **Artifacts Used** | Deployment Plan<br>Deployment Plan Review Findings Summary<br>Implementation Plan<br>Implementation Plan Review Findings Summary |
| **Artifacts Created** | Updated Deployment Plan<br>Updated Implementation Plan |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Release Management: REL-2.4 Create Training Plan

home back goals raci

| | |
|---|---|
| **Description** | Working with the VALU IT National Training and Education Office, the Training Manager completes the Training Plan. The Training Plan incorporates curriculum and training development, as well as the conduct of multi-level training, for the various components of the project. The plan also delineates responsibilities and provides a timeline for the development and conduct of required training relating to the project. |
| **Artifacts Used** | Configuration Management Plan<br>Deployment Plan<br>Implementation Plan<br>Release Management Plan |
| **Artifacts Created** | Training Plan |
| **Responsible Role** | Training Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | Contact the VALU IT National Training and Education Office at the mail group **VA IT Training Requests**. |

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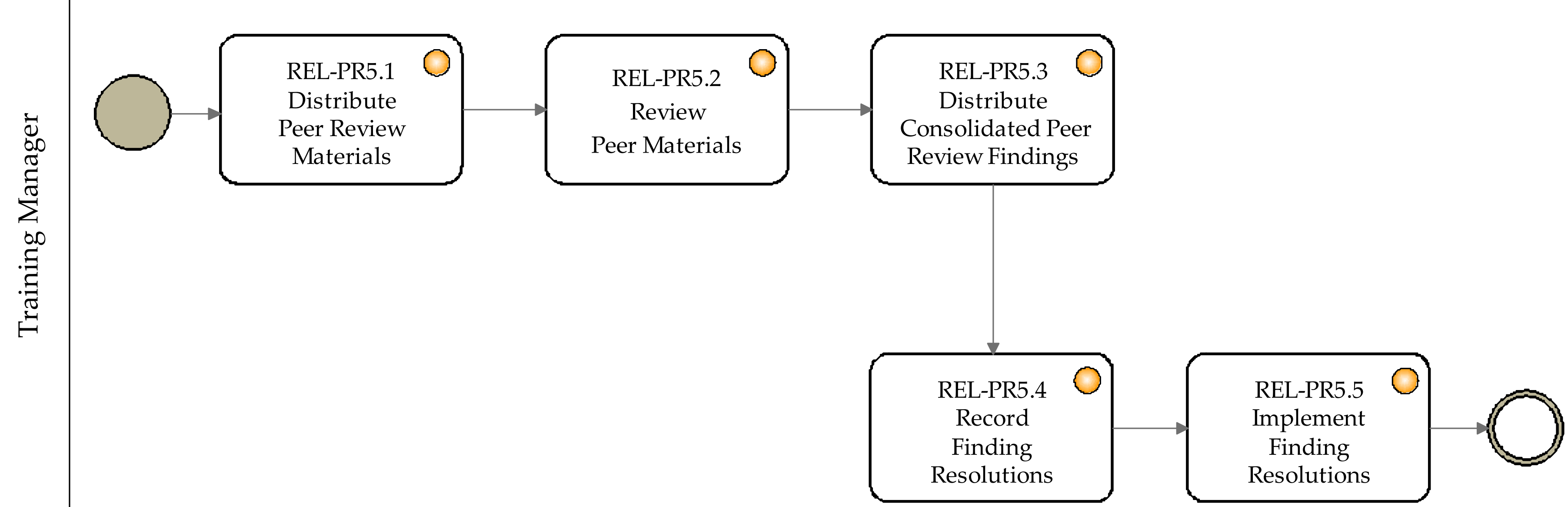
# Peer Review: Training Plan



# Release Management: REL-PR5.1 Distribute Peer Review Materials



| | |
|---|---|
| **Description** | The Training Manager distributes the Training Plan for peer review using the following steps:<br>1. Select the peers for the peer review team<br>2. Notify the peers of review team meeting logistics<br>3. Send the peer review team the Training Plan |
| **Artifacts Used** | Training Plan |
| **Artifacts Created** | Record of Notification |
| **Responsible Role** | Training Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR5.2 Review Peer Materials



| | |
|---|---|
| **Description** | The peer review team reviews the Training Plan and documents their findings using the following steps:<br>1. Identify anomalies and issues<br>2. Record anomalies and issues on the Training Plan Review Finding Summary<br>3. Submit findings to the Training Manager |
| **Artifacts Used** | Training Plan |
| **Artifacts Created** | Training Plan Review Findings Summary |
| **Responsible Role** | Training Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR5.3 Distribute Consolidated Peer Review Findings

home back review goals raci

| | |
|---|---|
| **Description** | The Training Manager receives, consolidates, and redistributes findings to peer reviewer(s) prior to peer review using the following steps:<br>1. Receive initial findings from reviewers<br>2. Analyze consolidated findings<br>3. Consolidate findings onto a single Review Findings Summary<br>4. Distribute consolidated findings to reviewers |
| **Artifacts Used** | Training Plan Review Findings Summary |
| **Artifacts Created** | Consolidated Training Plan Review Findings Summary |
| **Responsible Role** | Training Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-PR5.4 Record Finding Resolutions



| | |
|---|---|
| **Description** | The peer review team discusses the findings and documents their resolutions. |
| **Artifacts Used** | Consolidated Training Plan Review Findings Summary<br>Training Plan |
| **Artifacts Created** | Updated Consolidated Training Plan Review Findings Summary |
| **Responsible Role** | Training Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

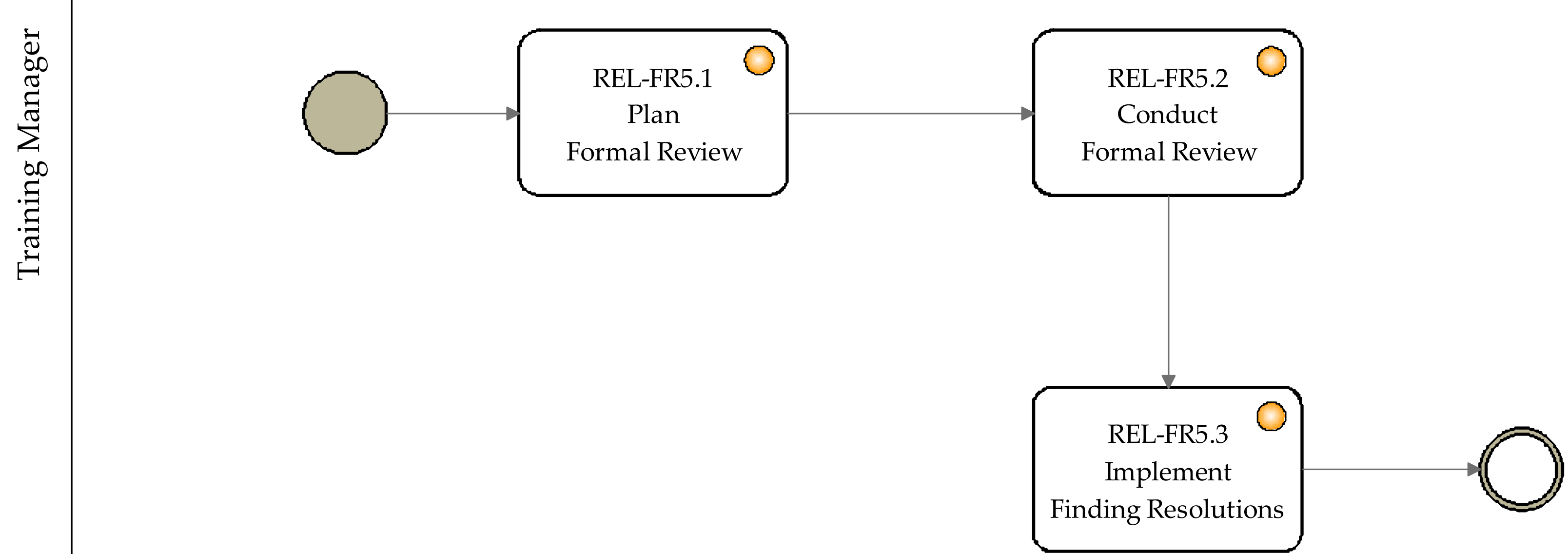
# Release Management: REL-PR5.5 Implement Finding Resolutions



| | |
|---|---|
| **Description** | The Training Manager resolves anomalies and issues with the appropriate plan(s). |
| **Artifacts Used** | Training Plan<br>Updated Consolidated Training Plan Review Findings Summary |
| **Artifacts Created** | Updated Training Plan |
| **Responsible Role** | Training Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

home back goals raci

# Formal Review: Training Plan



# Release Management: REL-FR5.1 Plan Formal Review

home back review goals raci

| | |
|---|---|
| **Description** | Once the Training Plan is ready for review, the Training Manager performs the following:<br>• Identify a Facilitator and Scribe<br>• Determine the formal review team – ensure customer is included in review team<br>• Determine review meeting logistics<br>• Create an agenda<br>• Distributes the Training Plan and the Artifact Review Agenda and Minutes |
| **Artifacts Used** | Training Plan |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Training Plan Review Findings Summary |
| **Responsible Role** | Training Manager |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Release Management: REL-FR5.2 Conduct Formal Review



| | |
|---|---|
| **Description** | The formal review team reviews the Training Plan and reports their findings. The anomalies and issues are recorded. Disposition can be:<br>• Accept artifact<br>• Accept artifact conditionally (anomalies will be resolved)<br>• Additional artifact review required<br><br>The Approval Signatures on the Training Plan are obtained during this review. The signatures are affixed to the appropriate appendix of the Training Plan. |
| **Artifacts Used** | Training Plan<br>Training Plan Review Findings Summary |
| **Artifacts Created** | Artifact Review Agenda and Minutes<br>Updated Training Plan Review Findings Summary |
| **Responsible Role** | Training Manager |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Release Management: REL-FR5.3 Implement Finding Resolutions

home back review goals raci

| | |
|---|---|
| **Description** | The Training Manager resolves anomalies and issues with the Training Plan |
| **Artifacts Used** | Training Plan<br>Training Plan Review Findings Summary |
| **Artifacts Created** | Updated Training Plan |
| **Responsible Role** | Training Manager |
| **Tools** | |
| **Standards** | Formal Review Guide |
| **More Info....** | |

# Release Management: REL-2.5 Submit National Deployment Request

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| | |
|---|---|
| **Description** | The Development Manager submits the completed National Deployment Addendum to mail group **VA OIT OED VHA Release Approval** for any software (VistA, HealtheVet and related Commercial-Off-The-Shelf/Government-Off-The-Shelf (COTS/GOTS)) that is released in the health care environment. This also includes products with external development (e.g., Replacement Scheduling Application (RSA) code from Southwest Research Institute (SWRI). The items listed in Artifacts Used must accompany the request. Other activities include:<br>• Complete and submit the National Deployment Addendum<br>• Inform the Product Release Coordinator of status |
| **Artifacts Used** | Installation Instructions<br>IOC Test Evaluation Summary<br>IOC Test Site Concurrence Statements<br>OED Testing Service Waiver, if applicable<br>Package-Patch Completion Transition Document<br>Software Release with Known Anomaly Reporting Memorandum<br>SQA Review Checklist |
| **Artifacts Created** | National Deployment Addendum |
| **Responsible Role** | Development Manager |
| **Tools** | Technical Services Project Repository (TSPR) |
| **Standards** | Initial Operating Capability Testing and National Deployment Request Guide<br>Release Request Process Site |
| **More Info....** | |

# Release Management: REL-2.6 Obtain National Deployment Approval

home back goals raci

| | |
|---|---|
| **Description** | The Software Development Directors receive the approval to advance to National Deployment via an Executive Decision Memorandum or Issue Brief from the VHA OHI Release Board. The Software Development Directors inform the Development Managers of the decision via email and attach the memorandum or brief to be filed with project artifacts. |
| **Artifacts Used** | Executive Decision Memorandum or Issue Brief |
| **Artifacts Created** | Record of Notification |
| **Responsible Role** | Release Manager |
| **Tools** | Technical Services Project Repository (TSPR) |
| **Standards** | Initial Operating Capability Testing and National Deployment Request Guide<br>Release Request Process Site |
| **More Info....** | |

# Release Management: REL-2.7 Prepare Product for Release

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| | |
|---|---|
| **Description** | The Release Manager communicates key information about the upcoming release to Stakeholders. This communication should include information regarding:<br>• Impacts to users and stakeholders<br>• Release Schedule<br>• What is being Released<br>• Miscellaneous Information deemed necessary |
| **Artifacts Used** | Communications Plan<br>Software Release with Known Anomaly Reporting Memorandum, if applicable |
| **Artifacts Created** | Package-Patch Completion Transition Document<br>Release Announcement |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | Initial Operating Capability Testing and National Deployment Request Guide |
| **More Info....** | |

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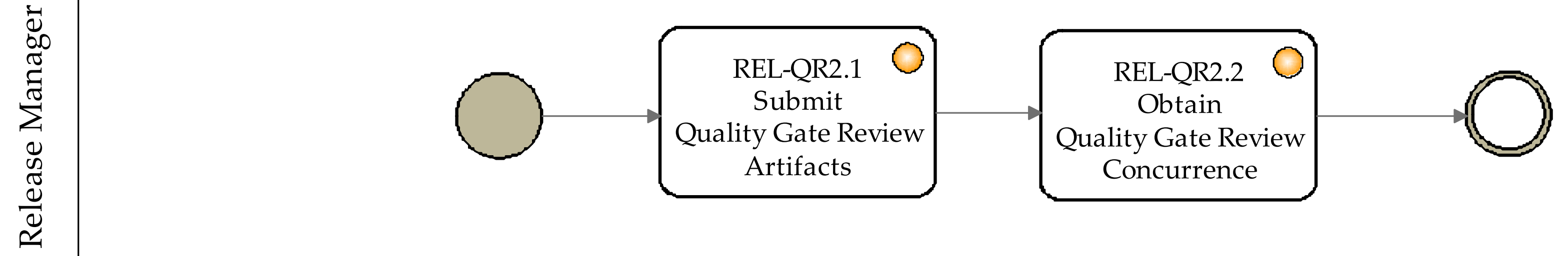
# Quality Gate Review: Release Deployment Plans



# Release Management: REL-QR2.1 Submit Quality Gate Review Artifacts

home back review goals raci

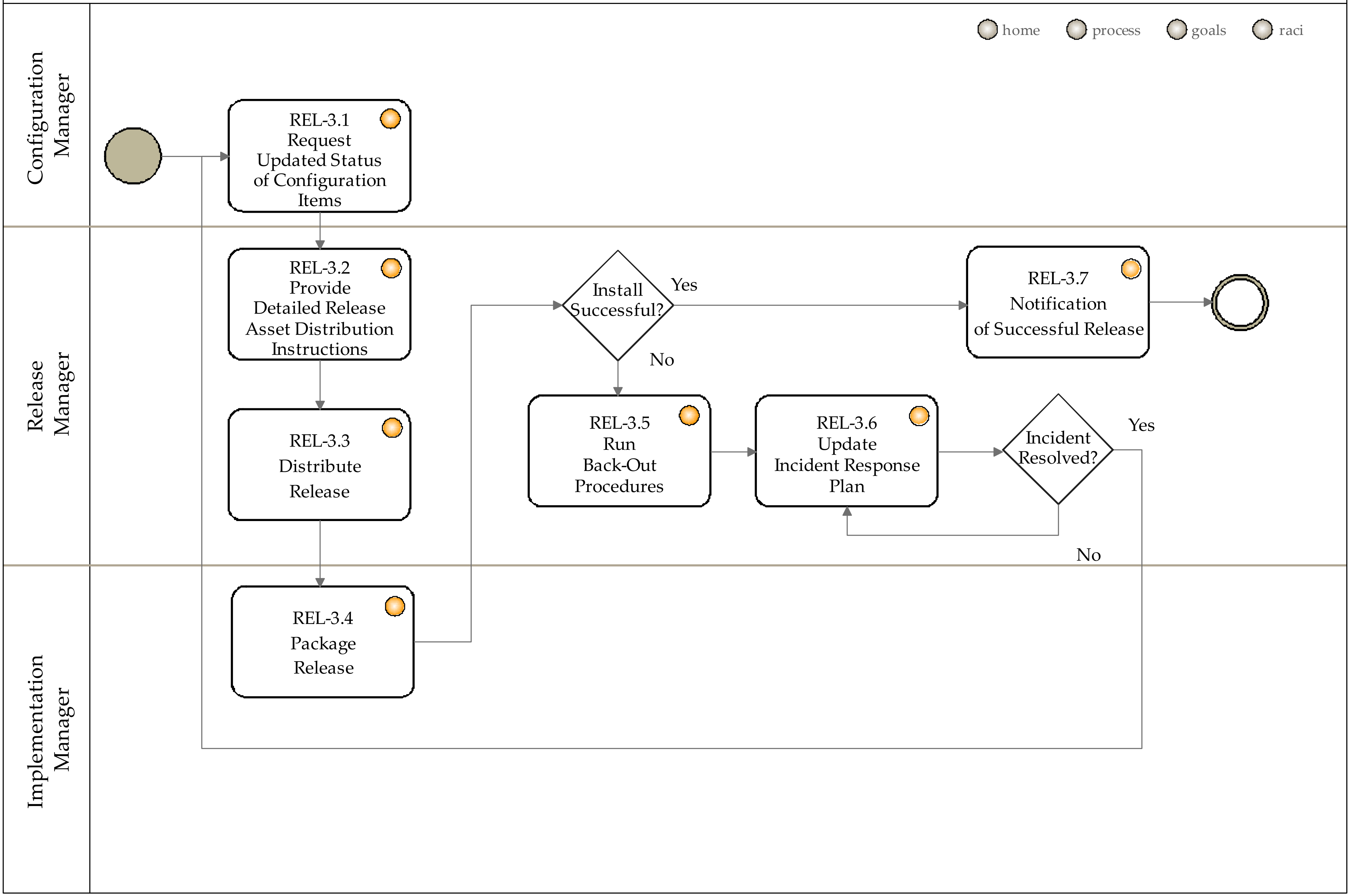
| | |
|---|---|
| **Description** | The quality gate review for Release Deployment Plans assures that the process has been successfully followed and all required artifacts have been completed and stored in the OED Project Repository. The Release Manager does the following:<br>• Captures lessons learned to date from project team members<br>• Completes and signs the Release Deployment Plans Quality Gate Review Checklist<br>• Submits the following to Process Quality Assurance for concurrence via the Outlook mail group - **OED Process Quality Assurance**:<br>o Lessons Learned Report<br>o Release Deployment Plans Quality Gate Review Checklist<br>o All plans and checklists created during this phase |
| **Artifacts Used** | Deployment Plan<br>Deployment Plan Review Findings Summary<br>Implementation Plan<br>Implementation Plan Review Findings Summary<br>Release Management Plan<br>Release Management Plan Review Findings Summary<br>Training Plan<br>Training Plan Review Findings Summary |
| **Artifacts Created** | Quality Gate Review Lessons Learned Report<br>Release Deployment Plans Quality Gate Review Checklist |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

## Release Management: REL-QR2.2 Obtain Quality Gate Review Concurrence



| | |
|---|---|
| **Description** | The Release Manager does the following:<br>• Obtains concurrence from Process Quality Assurance<br>• Posts completed Release Deployment Plans Quality Gate Review Checklist and Lessons Learned Report to the OED Project Repository |
| **Artifacts Used** | Deployment Plan Review Findings Summary<br>Implementation Plan Review Findings Summary<br>Quality Gate Review Lessons Learned Report<br>Release Deployment Plans Quality Gate Review Checklist<br>Training Plan Review Findings Summary |
| **Artifacts Created** | Updated Release Deployment Plans Quality Gate Review Checklist |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-3 Distribute Release



# Release Management: REL-3.1 Request Updated Status of Configuration Items



| | |
|---|---|
| **Description** | The Release Manager requests an updated status on all Configuration Items (CI) related to the release. The Program Manager, development manager, and Software Quality Assurance (SQA) Manager provide the Release Manager an updated status of Configuration Items. The updated CI status is distributed to deployment and implementation teams. |
| **Artifacts Used** | Configuration Management Plan<br>Go/No Go Testing & Release Checklist<br>Master Release Schedule<br>Release Management Plan |
| **Artifacts Created** | Updated Release Management Plan |
| **Responsible Role** | Configuration Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-3.2 Provide Detailed Release Asset Distribution Instructions



| | |
|---|---|
| **Description** | The Asset Manager provides detailed Release Asset Distribution instructions related to the release to the Release Manager who submits to the release team. Utilizing the Release Management Plan, Master Release Schedule, Go/No Go Testing & Release Checklist, and Configuration Management Plan – the Release Manager provides authorization for the release assets to be distributed. |
| **Artifacts Used** | Configuration Management Plan<br>Go/No Go Testing & Release Checklist<br>Master Release Schedule<br>Release Management Plan |
| **Artifacts Created** | Release Asset Distribution Instructions |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-3.3 Distribute Release



| | |
|---|---|
| **Description** | The Release Manager approves distribution of the release. All configuration items are distributed in a release package using proper methods of distribution detailed in the Asset Distribution Instructions and Deployment Plan. |
| **Artifacts Used** | Configuration Management Plan<br>Deployment Plan<br>Go/No Go Testing & Release Checklist<br>Master Release Schedule<br>Release Asset Distribution Instructions<br>Release Management Plan |
| **Artifacts Created** | Release Package |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-3.4 Package Release

home process back goals raci

| | |
|---|---|
| **Description** | The Release Manager packages the release and approves for distribution using proper methods of distribution detailed in the Asset Distribution Instructions and Deployment Plan. All configuration items are distributed in a release package. |
| **Artifacts Used** | Configuration Management Plan<br>Deployment Plan<br>Go/No Go Testing & Release Checklist<br>Implementation Plan<br>Master Release Schedule<br>Release Asset Distribution Instructions<br>Release Management Plan |
| **Artifacts Created** | Implementation Verification |
| **Responsible Role** | Implementation Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-3.5 Run Back-Out Procedures

home process back goals raci

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|---|---|
| **Description** | The Implementation Manager, working with members of the release team, runs the back-out procedures as outlined in the Contingency Plan and provides issue resolution information to the Release Manager.<br><br>The Release Manager analyzes the issue and determines the point in the lifecycle that should be readdressed and updates the Deployment Plan. |
| **Artifacts Used** | Contingency Plan |
| **Artifacts Created** | Updated Deployment Plan |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-3.6 Update Incident Response Plan



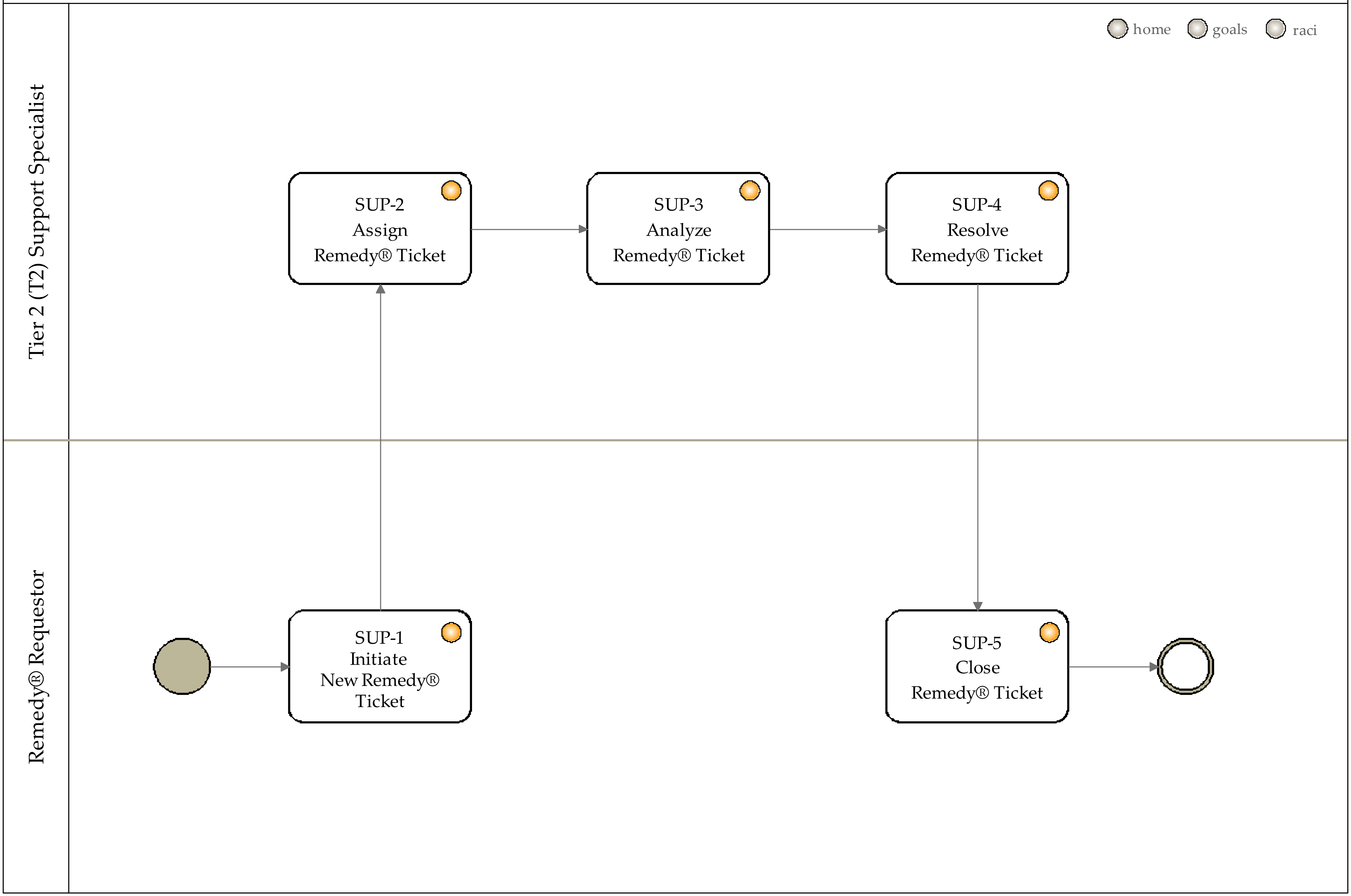
| | |
|---|---|
| **Description** | The Release Manager determines approach to resolve all incidents as reported in the Incident Report. |
| **Artifacts Used** | Incident Report |
| **Artifacts Created** | Updated Incident Response Plan |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Release Management: REL-3.7 Notification of Successful Release

home process back goals raci

| | |
|---|---|
| **Description** | The Release Manager provides a Notification of Successful Release to all stakeholders and customers. |
| **Artifacts Used** | Communication Plan |
| **Artifacts Created** | Release Notification |
| **Responsible Role** | Release Manager |
| **Tools** | |
| **Standards** | |
| **More Info....** | |

# Product Support



home process goals raci

## Goal of Product Support

The goal of the Product Support (PS) division is to function as a customer-oriented organization, delivering high quality, cost effective information products and application support services in support of Veterans' healthcare.

# Product Support RACI Chart

**R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

home process goals

| | | Role | | | |
|---|---|---|---|---|---|
| | | Remedy® Requestor | Tier 2 (T2) Support Specialist | IT Chief | Product Support Team Manager |
| SUP-1 | Initiate New Remedy® Ticket | R | | A | |
| SUP-2 | Assign Remedy® Ticket | | R | | A |
| SUP-3 | Analyze Remedy® Ticket | | R | | A |
| SUP-4 | Resolve Remedy® Ticket | | R | | A |
| SUP-5 | Close Remedy® Ticket | R | | A | |

# Product Support: SUP-1 Initiate New Remedy® Ticket



| | |
|---|---|
| **Description** | The Remedy® Requestor initiates a request to create, a Remedy® ticket. Requests for national support can be made via telephone or e-mail to the Veterans Affairs (VA) Service Desk or by direct entry in the Remedy Help Desk® Application.<br><br>If a Tier 2 Support Specialist is contacted directly by sites for an initial problem report that has not been processed through the Remedy® System, the support specialist will enter the Remedy® ticket; and if unable to handle the problem at that time, will inform the customer that their problem will be picked up by the next available specialist.<br><br>If they are unable to enter a Remedy® ticket, the specialist will transfer or refer the caller to the VA Service Desk. |
| **Artifacts Used** | |
| **Artifacts Created** | Remedy® Ticket |
| **Responsible Role** | Remedy® Requestor |
| **Tools** | Remedy Help Desk® Application |
| **Standards** | Product Support Primavera (TeamPlay) Guide<br>Product Support National Support Coverage Guide<br>Product Support Remedy® Support Application Guide<br>Remedy Help Desk® User's Guide |
| **More Info....** | Information on National Support can be found in the Product Support National Support Coverage Guide. |

# Product Support: SUP-2 Assign Remedy® Ticket

home process goals raci

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|---|---|
| **Description** | The Tier 2 (T2) Support Specialist may assume responsibility for a Remedy® ticket by "taking" the ticket. Team rules should be adhered to when "taking" tickets. Remedy® tickets are associated with the appropriate support group based on the Category/Type/Item that is selected in Remedy®. Each of the Tier 2 (T2) Support Specialists is assigned to a support group. When a Remedy® ticket is initiated for a specific support group, it will be displayed on the Assigned Requests table of the Remedy® Support Console.<br><br>If the ticket is an urgent ticket:<br>• The VA Service Desk will contact an appropriate Tier 2 (T2) Support Specialist via phone and assign the ticket to them.<br>• If the VA Service Desk is unable to reach a Tier 2 (T2) Support Specialist, the appropriate Product Support Team Manager will be contacted and will assign the ticket accordingly.<br><br>The Work Log in Remedy® is the primary means of communication between the requestor and all levels of support specialists. |
| **Artifacts Used** | Remedy® Ticket |
| **Artifacts Created** | Assigned Remedy® Ticket |
| **Responsible Role** | Tier 2 (T2) Support Specialist |
| **Tools** | Remedy Help Desk® Application |
| **Standards** | Product Support Primavera (TeamPlay) Guide<br>Product Support Remedy® Support Application Guide<br>Remedy Help Desk® User's Guide |
| **More Info....** | Time should be logged appropriately in Primavera Timesheets.<br>See the Primavera Project Management Guide for more information. |

# Product Support: SUP-3 Analyze Remedy® Ticket

home process goals raci

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|---|---|
| **Description** | Once the Tier 2 (T2) Support Specialist assumes responsibility for a Remedy® ticket, he/she should analyze the ticket and work to develop a solution to the problem. All specialists work in different ways to achieve solutions. Each step taken during the analysis should be documented in the Work Log on the Remedy® ticket. The Remedy® Requestor should be kept informed.<br><br>If it is determined that Tier 2 (T2) cannot resolve the Remedy® ticket, it is referred to Tier 3 (T3) Support for resolution. |
| **Artifacts Used** | Assigned Remedy® Ticket |
| **Artifacts Created** | Analyzed Remedy® Ticket with Work Log entries |
| **Responsible Role** | Tier 2 (T2) Support Specialist |
| **Tools** | Remedy Help Desk® Application |
| **Standards** | Product Support Primavera (TeamPlay) Guide<br>Product Support Remedy® Support Application Guide<br>Remedy Help Desk® User's Guide |
| **More Info....** | Time should be logged appropriately in Primavera Timesheets.<br>See the Primavera Project Management Guide for more information. |

# Product Support: SUP-4 Resolve Remedy® Ticket

home process goals raci

| | |
|---|---|
| **Description** | The Tier 2 (T2) Support Specialist resolves the Remedy® ticket by submitting the solution to the Requestor for acceptance. The relevant information is entered into the 'Solution Summary and Solution Details' field on the Remedy® ticket and the status of the ticket is changed to 'Resolved'.<br><br>A Tier 2 (T2) Support Specialist may submit a solution to a recurring problem for inclusion in the Remedy® Solutions Database. This database is used by others to obtain a solution to a recurring problem without the assistance of a Tier 2 (T2) Support Specialist.<br><br>The Work Log in Remedy® is the primary means of communication between the requestor and all levels of Support Specialist. |
| **Artifacts Used** | Analyzed Remedy® Ticket with solution description |
| **Artifacts Created** | Resolved Remedy® Ticket |
| **Responsible Role** | Tier 2 (T2) Support Specialist |
| **Tools** | Remedy Help Desk® Application |
| **Standards** | Product Support Primavera (TeamPlay) Guide<br>Product Support Remedy® Support Application Guide<br>Remedy Help Desk® User's Guide |
| **More Info....** | Time should be logged appropriately in Primavera Timesheets.<br>See the Primavera Project Management Guide for more information. |

# Product Support: SUP-5 Close Remedy® Ticket

home process goals raci

| | |
|---|---|
| **Description** | The Remedy® Requestor accepts the solution to the Remedy® ticket, which means that the problem has been resolved, and updates the status of the ticket to 'Closed'. The Requestor will be prompted to complete a survey when they close the ticket.<br><br>If the Requestor does not close the ticket, auto-close will occur after 30 days. |
| **Artifacts Used** | Resolved Remedy® Ticket |
| **Artifacts Created** | Closed Remedy® Ticket |
| **Responsible Role** | Remedy® Requestor |
| **Tools** | Remedy Help Desk® Application |
| **Standards** | Product Support Primavera (TeamPlay) Guide<br>Product Support Remedy® Support Application Guide<br>Remedy Help Desk® User's Guide |
| **More Info....** | |