

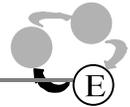


**APPENDIX N
PIR CHECKLIST AND REPORT FORMAT**

Post Implementation Review Checklist	
Phases	Comments
PHASE 1 – PLANNING ¹	
1. Collect Required Documentation a. Cost Benefit Analysis (CBA) ² b. Customer Satisfaction Surveys c. IT Architecture and supporting documentation d. Capital Investment Proposal	Documentation can be obtained from various sources and it may not be necessary to obtain all of the documents listed. The scope of the review should dictate documentation requirements. Much of this information will be available from either the IT Capital Investment Proposal package or the IT Acquisition Request Application package on file with IRMPAS.
2. Notify program/project office of the review	Notification may require sending a memorandum through an Under Secretary or Assistant Secretary
3. Conduct the initial meeting with the program office	
a. Identify program/project office Point of Contact (POC) b. Identify program/project office team members c. Identify possible sites to visit d. Identify interviewees e. Setup a demonstration of the IT investment	b. The POC may be the only program/project office team member required
4. Develop a draft review plan 5. Develop draft set of questions	Questions should be developed for each focus element
PHASE 2 - COORDINATION	
1. If applicable, attend a demonstration of the IT investment	This will help the review team have a better understanding of the IT investment being reviewed, and may assist in developing additional or more specific questions.
2. Finalize site selection	
3. Identify a site POC for each site	Coordinated through the program/project office POC
4. Coordinate and schedule each site visit	Coordinated through the program/project office POC
5. Finalize review plan & questions	
6. Develop a site visit agenda	
7. Sent each site a review package	Includes agenda & set of questions for each interviewee

¹ A review team should be in place prior to starting Phase 1.

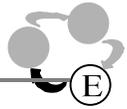
² CBA will provide vital information on the allocation of personnel, financial, and information resources that are supporting the IT investment. At a minimum, the CBA will contain an Alternatives analysis, information on cost, schedule and a risk analysis. An expanded CBA will include the above, plus life cycle costs, life cycle savings, information of benefit cost ratio and return on investment, prototype/pilot data and performance measures.



APPENDIX N (PIR CHECKLIST AND REPORT FORMAT (CONTINUED))

Phases	Comments
PHASE 3 – REVIEW EXECUTION	
1. Conduct site visits	
<ul style="list-style-type: none"> a. Conduct Entrance Briefing b. Conduct each interview c. Conduct exit briefing d. Team members consolidate review information after each site visit and consolidate findings. 	<ul style="list-style-type: none"> a. Site management and interviewees c. Site management. Address any significant finding or issues, and be sure to thank senior management
2. Team leader prepares a trip report for each site visit	Trip report includes information on the findings, interviewees, and addresses any concerns that may require immediate action
3. Team leader briefs management on findings	If required by management
PHASE 4 – REPORT GENERATION	
1. Develop draft report	
<ul style="list-style-type: none"> a. Consolidated all notes b. Summarize findings and recommendations c. Solicit comments from team members 	This step is needed to ensure that nothing is omitted or stated incorrectly
2. Finalize draft report	
3. Share draft report with program/project office & obtain comments	
4. Brief Management	Once all comments have been obtained, it is necessary to brief management on the contents of the final report
5. Release final report for action	The program/project office is required to develop an action plan that addresses a solution for each finding

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**APPENDIX N (PIR CHECKLIST AND REPORT FORMAT (CONTINUED))****PIR Report Format****1. Cover Page**

VA LOGO - Upper left corner

Month year in the upper right corner, i.e., March 2000 (FONT 14)

Type & Name of review set in the middle of the page. (FONT 20), i.e., First Line –
POST-IMPLEMENTATION REVIEW

Second Line – Name of IT investment

Bottom of the Page:

Department of Veterans Affairs

Office of Information and Technology (005)

Office of Policy and Program Assistance (045A)

(ALL FONT 12)

2. Report Body (FONT 12 - TIMES NEW ROMAN)**Executive Summary****Table of Contents****1.0 Introduction**

1.1 Background

1.2 Scope and Methodology

1.3 Project Cost and Schedule (Verbal description with appendix)

1.4 IT Architecture (Description with detailed schematic in an appendix if appropriate)

2.0 Findings & Recommendations (Sub-sectioned by focus element)

2.1 Mission Alignment

2.2 IT Architecture and Telecommunications Infrastructure

2.3 etc, etc

3.0 Conclusion