

6. User or Customer Analysis. Based on your user or customer inputs, is actual performance consistent with user or customer expectations, or do the current performance goals reflect current user or customer functional or performance requirements? Has the investment exceeded expectations, and the performance measures need to be re-baselined? Discuss how your project addresses the following operational indicators: efficiency, effectiveness, maintainability, productivity, security, availability, reliability, and energy usage.

7. Analysis Results. Based on the customer and user analysis and performance analysis, discuss the root cause of the gap, and what, if any, additional functionality or performance is required.

8. Operational Assessment – Opportunities. Based on the Gap Analysis, identify opportunities to improve functionality, performance (effectiveness and or efficiency). These opportunities may include investing in technology compliant with the BLM EA; BPR; and or collaborating with another project. Discuss whether E-Gov initiatives can be leveraged. Describe how the project could deliver services more efficiently in a web-based environment.

9. Operational Assessment – Recommendations. Justify if the existing system should continue in operation as is, be enhanced, or terminated. If the system is to be enhanced or terminated, summarize the actions to be taken this FY.