

OPERATIONAL REVIEW TEMPLATE

1. Administrative Information

Investment Title	
Office	
Date of Operational Analysis	
System Manager	
System Owner	
Submission Date	
Revision Number	
Revision Date	
System Owner Signature & Date	

2. Project Description

Provide a brief summary describing the asset and a description of the business processes that the investment supports.

--

3. Mission Analysis

3.a. For each Bureau mission or strategic goal that the investment supports, explain how the investment is continuing to meet Bureau mission or strategic goals.

--

3.b. Describe how the project supports the BLM's E-Government Strategy.

--

4. User or Customer Assessment

Briefly describe the investment's users and the process (e.g., surveys, user group meetings, customer focus groups, etc.) used to assess user or customer satisfaction. Summarize the results of surveys or other user or customer inputs, and usage trends. Is the existing system providing customers the needed functionality and performance?

--

5. Gap Analysis

Identify the need for additional functionality and performance. Examine gaps in supporting BLM's Mission and Strategic Goals, Technical Performance as measured by Earned Value, and results from the User or Customer Survey.

--

5.a. Performance Variance

For the prior and current FY, provide the OMB Exhibit 300 Performance Goals and Measures (Section 1, Part C) table(s) with prior year actual results and current year interim results, if known. Complete Tables 1 and or Table 2 below. If the project collects, manages or reports to other performance goals and measures, add rows to record those goals and measures.

--

Table 1

FY	Strategic Goal(s) Supported	Existing Baseline	Planned Performance Improvement Goal	Actual Performance Improvement Results	Planned Performance Metric	Actual Performance Metric Results
2008						
2008						
2009						
2009						

Table 2

FY	Measurement Area	Measurement Category	Measurement Indicator	Baseline	Planned Improvements to the Baseline	Actual Results
2008						
2008						
2008						
2008						
2009						
2009						
2009						
2009						

5.b. 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:

- 1) efficiency
- 2) effectiveness
- 3) maintainability
- 4) productivity
- 5) security
- 6) availability
- 7) reliability
- 8) energy usage

5.c. Gap Analyses

Based on the Customer and User Requirements, Performance Analysis, and Earned Value Variance analyses, discuss the root cause of a gap, and what, if any, additional functionality or performance is

required.

6. Operational Assessment

6.a. 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.

6.b. PM 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.

CPIC Recommendation:

ITIB Decision: