



# CHECKLIST

## ANNUAL OPERATIONAL ANALYSIS

Issue Date: <mm/dd/yyyy>  
Revision Date: <mm/dd/yyyy>

### Document Purpose

This checklist is a brief document listing the items to be noted, checked, remembered, and delivered when completing the accompanying template and/or project management practice.

### Activities Checklist

<b>General</b>	
<input type="checkbox"/>	Has the performance measurement methodology been defined?
<input type="checkbox"/>	Does it provide an early warning system of potential problems with the project?
<input type="checkbox"/>	Do all relevant stakeholders understand their roles and responsibilities?
<input type="checkbox"/>	Do tools exist that will help execute the OA processes?
<b>Define Performance Metrics</b>	
<input type="checkbox"/>	Have Customer Satisfaction metrics been defined and documented?
<input type="checkbox"/>	Have Strategic and Business Results metrics been defined and documented?
<input type="checkbox"/>	Have Financial Performance metrics been defined and documented?
<b>Set Performance Targets</b>	
<input type="checkbox"/>	Have baseline levels for each metric been measured and documented?
<input type="checkbox"/>	Have target levels for each metric been defined and documented?
<b>Record Performance Data</b>	
<input type="checkbox"/>	Are the data elements needed to calculate each performance metric being captured and stored?
<input type="checkbox"/>	Are surveys, as needed to collect certain metric data (e.g., satisfaction), being administered?
<input type="checkbox"/>	Are the appropriate data collection and storage tools and/or mechanisms available?
<b>Analyze and Report System Performance</b>	
<input type="checkbox"/>	Has a qualitative innovation analysis been performed?
<input type="checkbox"/>	Have reporting formats been defined (e.g., OA Review report template, scorecards, dashboards, etc.)?
<input type="checkbox"/>	Do analytical tools exist that will help analysis of performance data?
<b>Support Decision Making</b>	
<input type="checkbox"/>	Have the results of the OA been analyzed by an objective stakeholder? Do they contain a decision recommendation?
<input type="checkbox"/>	Does the information in the OA Report clearly answer the following questions: <ul style="list-style-type: none"> <li>• Have you described how the investment meets current and future business needs of the agency?</li> <li>• Are the functions performed by this system/investment still a priority for the agency?</li> <li>• Can the business processes be simplified?</li> <li>• How can this system/asset be maintained/managed with fewer Federal or contractor FTEs?</li> <li>• Are new technologies available that could perform this function of this investment better and/or at a lower cost?</li> <li>• Could spending more on this investment close any identified gaps and/or achieve improved results?</li> <li>• Are alternatives available that would lead to greater customer service and satisfaction, and are they being considered as a replacement for the current investment?</li> <li>• Could the functions be performed better or cheaper through partnerships with other agencies and/or the private sector?</li> <li>• Have options for desirable corrections, improvements, alternatives, and changes been discussed and actions planned?</li> </ul>