**COMMONWEALTH OF VIRGINIA**



**<Name> Program  
Program Post Implementation  
Review (PIR) Plan**

**<Date>**

**Virginia Information Technologies Agency (VITA)**

**Program Post Implementation Review Plan Template v1**

**Publication Version Control**

| **Version** | **Control No.** | **Date** | **Revision Description** | **Prepared By:** |
| --- | --- | --- | --- | --- |
| Program Post Implementation Review (PIR) Plan\_v1 |  |  | First draft |  |
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*General Explanation: This template has been designed to include ‘explanation blocks,’ represented in italics, throughout the document. The explanation blocks provide guidance on completing each section of the Program Post Implementation Review Plan more effectively and efficiently. Once understood and utilized, each of the explanation blocks should be deleted for the final version of the Program Post Implementation Review Plan.*

# Document Change Control

After this document is accepted by the Program Management Office (PMO), the approved version is the baseline. All baseline version document changes will be based on an approved change control procedure, as outlined in the Program Change and Configuration Management Plan.

A Change Control Process will be implemented to record significant changes within this document. Significant changes are those that will change the course of the Program and have an impact on the Program’s documented plans and approach.

The updated Change Control Log will be routed to the signatories for acknowledgement and approval. If all signatories attend an oversight committee forum, Post Implementation Review Plan Change Log approvals can occur there, and recorded in the minutes.

Once approved, the changes will be recorded in the Program Post Implementation Review Plan Change Control Log in the Appendix and a summary line will be added to the Publication Version Control table in the front of this plan.

# Related Documentation

Related documents include Program-specific documentation, Commonwealth of Virginia standards, policies, guidelines, strategic plans, and industry best practices.

## Applicable Program-Related Documents

Applicable documents are those documents related to the Program. The specified parts of the applicable documents carry the same weight as if they were stated within the body of this document. The following documents are applicable to the Program.

* Program Governance and Quality Management Plan
* Program Communications Management Plan
* Program Post Implementation Review Plan
* Program Risks and Issues Management Plan
* Program Resource Management Plan
* Program Financial Management Plan
* Program Procurement Management Plan
* Program Change and Configuration Management Plan
* Program Architecture Plan
* Program Organizational Change Management Plan
* Program Implementation and Transition to Operations Management Plan

## Applicable Standards, Policies, Guidelines, and Strategic Plans

* Information Technology Resources Management (ITRM) Information Technology Investment Management (ITIM) Standard CPM 516-01
* Glossary of Terms and Acronyms
* ITRM Project Management Standard
* ITRM Program Management Standard
* ITRM Project Manager Selection Criteria
* Chief Information Officer (CIO) and Agency Strategic Plans

## Applicable Industry Sources

* Gartner, Inc.
* Project Management Institute

# Introduction

*Explanation: Provide a brief overview of the purpose and content of the Program Post Implementation Review Plan and an outline of what can be expected from the document. It should also identify the plan’s intended audience.*

# Approach

*Explanation: Document the approach to the Post Implementation Review (PIR). Usually a PIR is conducted 12 months after the completion of a significant phase of the Program or the completion of the entire Program. What is the end goal?*

# Scope

*Explanation: Document the scope of the Program PIR such as “to evaluate the Program objectives as stated in the Program Charter and other related documents and to measure the success of the Program objectives.”*

# Objectives

*Explanation: Document the scope of the Program PIR such as “to evaluate the Program objectives as stated in the Program Charter and other related documents and to measure the success of the Program objectives.”*

# Post Implementation Review Roles and Responsibilities

*Explanation: Identify the Post Implementation Review roles and responsibilities for the Program team.*

# Plan of Action

*Explanation: Provide a brief explanation as to the Commonwealth services that will be performed for this Program.*

# Areas of Assessment

*Explanation: Refer to the success measures identified in the Program Post Implementation Review Plan.*

# Program Post Implementation Review Team Contact Table

*Explanation: Include the contact information for individuals on the Program team, including their name, Program role, phone number, and any other pertinent data. Consider displaying this information in a table.*

# Metrics Collection and Action Plans

*Explanation: Identify the Post Implementation Review-related performance measures associated with the Program. See the eHHR PIR Plan for additional metrics. Notice there are two metrics tables here; one to demonstrate overall metrics and one to show specific Business Objectives supported for the Program.*

| **Performance Measure** | **Green** | **Yellow** | **Red** |
| --- | --- | --- | --- |
| Level of Program Effectiveness  Total Number of Business Objectives Met  Total Number of Business Objectives Not Met  Total Number of Business Objectives Yet to be Measured | Total Number of Business Objectives Met is trending well.  **Action: do nothing** | Total Number of Business Objectives Met is stagnant.  **Action: develop monitoring and mitigation action plans; if necessary, invoke action plans** | Total Number of Business Objectives Not Met is more than Total Number of Objectives Met.  **Action: launch initiatives to acquire to determine problems.** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Metric #** | **What to Measure** | **Business Objective** | **Description** | **How to Measure It (Formula)** | **Success Criteria** |
| 1 | Online Renewals  *(Also reference Metric #22 and # 25 – Migration)* | CHART5  ITSP1  ITSP3  BRD8  BRD5  BRD6 | Deliver high-quality customer-focused services through the Customer Portal. | Number of renewals that are conducted via the Customer Portal divided by the Number of Renewals received in one year. | Achieve 40% of total renewals online by the end of 2015 as compared to the “AS IS” baseline. |
| 2 | Self-Directed Applications | CHART5  ITSP1  ITSP3  BRD5  BRD6  BRD8  BRD10 | The percentage of total applicants entering application data is expected to increase over time. | Total Number of Self-Directed Applications divided by the Total Number of Applications. | Self-directed applications should be 20% of the total after 12 months and grow by 50% per year until 75% is reached, as compared to the “AS IS” baseline. |

# Approvals

*Explanation: For those signing the document or on behalf of the signatory, double click on the signature line to add either the JPG image of the signature or type on the line.*

The undersigned acknowledge they have reviewed the Program Post Implementation Review Plan. Any changes to this document will be coordinated with and approved by the undersigned or their designated representatives and recorded in the Program Post Implementation Review Plan Change Control Log in the Appendix. All signatories are Steering Committee voting members.



# Appendices

Use the below Program Post Implementation Review Plan Change Control Log Template to build a separate document to maintain all Plan changes. Also include any Program-related acronyms in the acronym list.

## Program Post Implementation Review Plan Change Control Log

*Explanation: Record the significant changes to the Program Post Implementation Review Plan here cross referenced to all impacted Program-level artifacts. Document the change / version number and summary of the Program’s Post Implementation Review Plan changes in the Publication Version Control table in the front of this document. Use this as a template in a separate document. Typically, the Steering Committee approves the changes.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Change /  Version No.** | **Date Change Approved** | **Description** | **Impacted Supporting Document(s)** | **Supporting Document Change / Version No.** | **Approved By** |
|  |  |  |  |  |  |
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## Acronyms

*Explanation: Consider compiling in the appendices a table of terms used throughout this document that may require definition or clarification for individuals unfamiliar with the Program. Adapt the standard list below if these terms are not used in this document.*

|  |  |
| --- | --- |
| **Acronym** | **Description** |
| COV | Commonwealth of Virginia |
| ITRM | Information Technology Resource Management |
| PMO | Program Management Office |
| PgM | Program Management |
| PM | Project Management |
| PMI | Project Management Institute |
| CTP | Commonwealth Technology Portfolio |
| ITIM | Information Technology Investment Management |
| CBA | Cost-Benefit Analysis |
| ROI | Return on Investment |
| IT | Information Technology |
| PMD | Project Management Division |