Operational Analysis Review Form (For Steady-State Investments)	
1. Administrative Information	
Investment Name	Enterprise Project Management
Component	
Portfolio	Exhibit 300 Investments
Project Level	Level 1
Date of Operational Analysis	July 15, 2008
Program Manager	Carl Konzman
PM Phone Number/Email Address	(301) 415-0592
Submission Date	July 15, 2008
Provide a brief description of the methodology used to conduct your Operational Analysis.	
Simple review of program progress and the available performance measures.	
Suitability:	
2. Project Description **Provide a brief summary describing the asset and a description of the business processes that the asset supports.**	
The EPM current solution utilizes the integration of Microsoft Commercial-off-the-Shelf (COTS) products: Windows 2003 Server, Project Server 2007, SQL Server 2005 Enterprise, SharePoint Portal Server 2007, Biztalk and Dynamics. FY2010 is the first Exhibit 300 for the Enterprise Project Management Solution due to the crucial implementation of the EPM solution in the Production Operations Environment (POE) to meet the first new reactor licensing submissions that was anticipated to arrive ahead of schedule in June 2007. The EPM solution was deployed at the NRC POE on August 2007 under an Interim Authority to Operate (IATO) pending the certification of the Data Center. The Data Center obtained an ATO on February 15, 2008. NRO and Office of Information Service (OIS) took this opportunity to explore the implementation of an Enterprise Service solution for project management that will fulfill NRO immediately needs and the agency long term project management needs. On October 2007, The EPM Integrated project team (IPT) performed an alternative and cost benefit analysis to validate EPM solution and it was verified that Microsoft Enterprise Project Management (EPM) Commercial-Off-Shelf (COTS) was the right solution. The EPM IPT determined that additional contract support was going to be needed to extend EPM services to other offices and for the development of the agency Enterprise Service Architecture Segment for Project Management.	
2a. When was the system originally deployed? *(IT only)*	**October 01, 2007**
2b. What was the last system upgrade, refresh, or re-engineering? *(IT only)*	
The last system upgrade was to Project Server Service Pack 1 (SP1) and subsequent Post SP1 patches that resolved issues related to system performance relative to the check-in of Microsoft Project Files to the Project Server.	

2c. What is the estimated number of years before the system is retired, refreshed, or re-engineered? For non-IT assets, when is it expected that this asset will need to be enhanced or replaced?	Two
2d. Has planning begun to retire, refresh, or re-engineer the system or to enhance or replace the asset?	
Yes. NRC is revising its functional requirements based on lessons learned, evolving business needs, and the emerging and maturing project management culture.	
2e. Are there any technical obsolescence issues related to this initiative? Does it align with the Department's Enterprise Architecture? *The OMB Exhibit 300 Section F: Enterprise Architecture section will also be reviewed.* ***(IT only)***	
There are no technical obsolescence issues with the current initiative. This initiative is in alignment with the agency Enterprise Architecture.	
3. Strategic/Mission Alignment	
3a. Provide any information, not included in the Exhibit 300, related to how the asset is continuing to meet Departmental strategic goals.	
EPM supports NRC goals I through IV as described in the Exhibit 300.	
3b. Describe how the program supports the Department's eGovernment strategy. Provide one paragraph for each strategy where a linkage exists. If no linkage exists, provide justification and/or date of next eGovernment strategy review.	
The EPM project addresses the overarching goal of the PMA of improving the efficiency and effectiveness of the use of government resources. To address this goal, the EPM solution provides a standardized, automated approach to manage multiple projects across the agency providing a common resource pool to be used by the entire agency. EPM is an NRC focused program which does not duplicate any government wide e-Gov programs, i.e. Presidential Priority Initiatives or Lines of Business programs. EPM will support a more effective allocation of critical staff and contractor resources avoiding potential resource conflicts resulting in improved project executions	
3c. How could this investment be combined with others to better meet the organization's strategic goals?	
EPM is perfect for composite application development. One area where this investment could better serve the organizations strategic goals is the expansion of Safety Evaluation Template Automation to include Inspection Report Automation. This would allow provide a rapidly deployable alternative at a lower cost then re-platforming or modernization of existing agency legacy systems.	
4. User / Customer Assessment	
4a. Briefly describe the users and the process (e.g., surveys, user group meetings, customer focus groups, reviews of help desk logs, etc.) used to assess user/customer satisfaction. Summarize the results of surveys or other user/customer inputs, and usage trends. If the asset is a system, is the	

existing system providing customers the needed functionality and performance?

The EPM HelpDesk staff regularly conducts surveys of EPM users. The EPM team also sponsors and conducts various EPM Users Groups that meet weekly. Answers to questions are provided and recorded in the meeting minutes which are posted on within EPM. NRC satisfaction with EPM is favorable as 6.5 in a scale from 1 to 10.

4b. Identify the need for additional functionality and/or performance enhancements. Examine gaps in supporting the agency's and Department's strategic goals, technical performance limitations, and/or results from the user/customer survey. A positive finding may result in a Mission Need Statement.

- Users have expressed a need for greater integration with ADAMS. This functionality is presently being tested.
- Users have expressed a desire to implement EPM project accounting capabilities. This effort is presently in progress.
- Users have expressed a desire to interface directly with Time and Labor through an Agency Enterprise solution rather than depend on existing legacy systems. This effort is presently in progress in cooperation with OIS.
- Users have expressed a desire to support various languages within EPM. This effort is presently being tested.
- The NRC is transitioning from Novell GroupWise email to Microsoft Outlook/Exchange, which required updates to the EPM resource pool. These updates have been completed.

5. Business Results

5a. Is there an alternative solution that would result in increased effectiveness and/or cost savings?

No. EPM is the best alternative that was selected among 3 alternatives.

5b. How could we make better use of technology to provide a better level of service at lower cost?

Legacy systems investment modernization and re-placement updates should be denied under the Capital Investment and Planning Control process. Funding and services should be applied to implementation of Enterprise solutions such as EPM.

Initiative Health

6. Performance Goals and Measures

6a. *The OMB Exhibit 300 Section D: Performance Information also be reviewed.* Please discuss any performance-related issues or provide any additional information related your investment's performance measures below.

None

7. Cost and Schedule Performance

The OMB Exhibit 300 Section D: Performance Information will also be reviewed.

7a. Has this investment been required to re-baseline? If yes, when?
No
7b. Estimated cost at completion: There is no definite end date for this investment.
$16,500,000.00
7c. Discuss any budgetary constraints/issues and how they are being managed.
There are no budgetary constraints or issues at the present time. All other EPM issues are store and manage with EPM.
7d. Have there been any unexpected costs due to unanticipated or unmitigated risks? *The OMB Exhibit 300 Part II Section B: Risk Management will also be reviewed.*
No, all the risks are currently mitigated. The EPM Integrated Project Team meet on a bi-weekly basis to review existing risks and identify new risks.
8. Security Issues *The OMB Exhibit 300 Section E Security and Privacy will also be reviewed*
8a. Were there any breaches in security this year? If so, please describe the incident and how it was managed.
There were no security breaches this year.
9. Operational Indicators Discuss the system with regard to effectiveness, efficiency, productivity, availability, reliability and maintainability. ***(IT only)***
The EPM system uptime exceeded the existing service level agreement. The goal of EPM uptime was 31 days and as of the day of this operational analysis, the EPM uptime is 111 days uptime.
Additional Information:
10. Opportunities Based on the gap analysis, identify opportunities to improve functionality and/or performance (effectiveness and/or efficiency). These opportunities may include investing in new technology, business process reengineering, and/or collaborating with other investments. If applicable, discuss how any of the government's eGov initiatives can be leveraged.
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12. Plans Describe your near-term (i.e., 1 – 2 year) plans for the asset. If the asset needs to be enhanced or terminated in the near term, summarize the actions to be taken.

Over the next 1 or 2 years, the EPM Integrated Project Team (IPT) will be extending EPM to other offices and start planning for the EPM technology upgrade to the latest version of EPM. The EPM IPT will be collaborating in the development of the Agency Enterprise Architecture Segment for a Project Management Service.
Additional Comments: Provide any additional information, particularly related to the information included in the Exhibit 300 that you feel requires further explanation, such as risk management and security.
The EPM is not only an un-customized COTS solution but is also modular in nature. This allows sub-optimal components of the EPM solution to be taken offline or completely replaced without impacting normal systems operation or availability to the staff. An excellent example of this relates to the replacement of the Microsoft Reporting Services. It was determined that the reporting service caused performance impediments and was maintenance intensive. NRC simply shutdown reporting services and implemented a non-customized COTS Crystal Enterprise Server solution which resolved all of the issues associated with the reporting services in 3 days with no impact to EPM solution end users.
Program Manager Signature: Sandra Valencia for Carl Kamman **Date:** July 22, 2008