CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 2099	**Date: July 20, 2018**
	Change Request 10835

SUBJECT: Client Letter Code Removal and Decommission in the ViPS Medicare System (VMS)

I. SUMMARY OF CHANGES: The purpose of this Change Request (CR) is to remove all related code and decommission Client Letter in the Viable Information Processing System (ViPS) Medicare System (VMS). Client Letter is the current letter writing system used by the Durable Medical Equipment (DME) Medicare Administrative Contractors (MACs) in VMS. Client Letter will be decommissioned in VMS and replaced by a letter writing system selected and maintained by the DME MACS. The effective date of this change is the implemention date, not the date of service.

EFFECTIVE DATE: January 1, 2019
Unless otherwise specified, the effective date is the date of service.
IMPLEMENTATION DATE: January 7, 2019

Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual is not updated)
R=REVISED, N=NEW, D=DELETED-*Only One Per Row.*

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
N/A	N/A

III. FUNDING:
For Medicare Administrative Contractors (MACs):
The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

IV. ATTACHMENTS:

One Time Notification

Attachment - One-Time Notification

Pub. 100-20	Transmittal: 2099	Date: July 20, 2018	Change Request: 10835

SUBJECT: Client Letter Code Removal and Decommission in the ViPS Medicare System (VMS)

EFFECTIVE DATE: January 1, 2019
Unless otherwise specified, the effective date is the date of service.
IMPLEMENTATION DATE: January 7, 2019

I. GENERAL INFORMATION

A. Background: CMS is directing VMS to decommission the Client Letter application used by Durable Medicare Equipment Medicare Administrative Contractors (DME MACs) for letter writing and letter generation. The DME MACs will use their own letter writing application for letter writing and letter generation. This change is consistent with CMS micro-modernization strategy to allow MACs to innovate business processes. CMS will publish a future change request that will instruct VMS to remove any obsolete code resulting from this change.

B. Policy: N/A

II. BUSINESS REQUIREMENTS TABLE
"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.

Number	Requirement	Responsibility								
		A/B MAC			D M E MAC	Shared-System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	
10835.1	The contractor shall coordinate with the Virtual Data Center (VDC) and create a Client Letter Disposition Plan to remove the current Client Letter v5.2 application and hardware, using the attached System Disposition Plan.							X		VDCs
10835.1.1	The contractor shall forward the Client Letter Disposition Plan to CMS for review and approval, no later than August 31, 2018.							X		
10835.1.2	The contractor shall update the Client Letter System Disposition Plan as changes are needed and submit the revised plan to CMS within two (2) business days of the update.							X		
10835.2	The contractors, GDIT and VDC, shall create a Client Letter Decommission Project Schedule to remove the current Client Letter v5.2 application and hardware.							X		VDCs
10835.2.1	The contractors shall forward the Client Letter Decommission Project Schedule to CMS for review and approval, no later than August 31, 2018.							X		VDCs
10835.3	The contractors shall update their respective Client Letter Decommission Project Schedules weekly and meet with CMS bi-weekly to review the progress, beginning the first week in October 2018.							X		VDCs

Number	Requirement	A/B MAC			DME MAC	Shared-System Maintainers				Other
		A	B	HHH		FISS	MCS	VMS	CWF	
10835.4	The contractor shall use the attached Data Use Agreement (DUA) Certificate of Disposition template to create a Client Letter DUA.							X		
10835.4.1	The contractor shall forward the Client Letter DUA to CMS for review and approval, no later than 6 weeks after approval from CMS to begin the decommissioning activities.							X		
10835.5	The contractor shall use the attached Disposition Review template and create a Client Letter VMS Disposition Review presentation.							X		
10835.5.1	The contractor shall forward the Client Letter Disposition Review presentation to CMS for review and approval no later than September 7, 2018.							X		
10835.5.2	The contractor shall give a presentation to the CMS Technical Review Board (TRB) regarding the Client Letter Disposition Review.							X		
10835.6	The contractors shall remove Client Letter software and other supporting applications from all servers, no later than 6 weeks after approval from CMS to begin the decommissioning activities.							X		VDCs
10835.7	The contractor shall delete user groups in Client Letter users on all servers, no later than 6 weeks after approval from CMS to begin the decommissioning activities.							X		
10835.8	After receiving confirmation from the DME MACs of the successful transfer of the historical letters, the contractors shall archive or delete, in accordance with CMS regulations, all data from drives on all servers, no later than 6 weeks after approval from CMS to begin the decommissioning activities.				X			X		
10835.9	After receiving confirmation from the DME MACs of the successful transfer of the historical letters, the contractors shall archive or delete all related databases, no later than 6 weeks after approval from CMS to begin the decommissioning activities.				X			X		VDCs
10835.10	The contractors shall remove all related connections to the VMS mainframe, no later than 6 weeks after approval from CMS to begin the decommissioning activities.							X		VDCs
10835.11	The contractor must remove EUA roles associated with access to Client Letter from all Users and from EUA, if applicable, no later than 6 weeks after approval from CMS to begin the decommissioning activities.							X		
10835.12	The VDC shall create a VDC Client Letter VMS Decommission Plan using the VDC's standard checklist to document each step in the process, and									VDCs

Number	Requirement	Responsibility								
		A/B MAC			D M E	Shared-System Maintainers				Other
		A	B	H H H	M A C	F I S S	M C S	V M S	C W F	
	identify which hardware is being stored, recycled, returned, or destroyed, including the Citrix Server, for both the Production & User Acceptance Test (UAT) equipment, and submit the plan to CMS no later than August 31, 2018.									
10835.13	The VDC shall complete the decommissioning of Client Letter v5.2 Production & UAT Equipment, no later than 6 weeks after approval from CMS to begin the decommissioning activities.									VDCs
10835.14	The VDC will provide a "Client Letter Decommission Plan Certificate of Completion" for the Client Letter business owner's approval, within 10 business days of completion of the decommissioning.									VDCs
10835.15	The contractor shall perform analysis to identify obsolete Client Letter software or code that can be removed from the VMS system.							X		
10835.15.1	The contractor shall submit an analysis paper, by September 15, 2018, to CMS and in the ECHIMP post issued tab, identifying the business requirements needed to remove the obsolete code associated with Client letter.							X		

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility					C E D I
		A/B MAC			D M E		
		A	B	H H H	M A C		
	None						

IV. SUPPORTING INFORMATION

Section A: Recommendations and supporting information associated with listed requirements: N/A
"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:

Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): Emma Batista, 443-319-5003 or emma.battista@cms.hhs.gov.

Post-Implementation Contact(s): Contact your Contracting Officer's Representative (COR).

VI. FUNDING

Section A: For Medicare Administrative Contractors (MACs):
The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

ATTACHMENTS: 3

DATA USE AGREEMENT (DUA) CERTIFICATE OF DISPOSITION (COD) FOR DATA ACQUIRED FROM THE CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS)

This certificate is to be completed and submitted to CMS to certify the destruction/discontinued use of all CMS data covered by the listed Data Use Agreement (DUA) <u>at all locations and/or under the control of all individuals with access to the data</u>. This includes any and all original files, copies made of the files, any derivatives or subsets of the files and any manipulated files. The requester may not retain any copies, derivatives or manipulated files – all files must be destroyed or properly approved in writing by CMS for continued use under an additional DUA(s). CMS will close the listed DUA upon receipt and review of this certificate and provide e-mail confirmation to the submitter of the certificate.

Directions for the completion of the certificate follow:

Item # 1	Provide the Requester's Organization
Item # 2	Provide the DUA #
Item # 3	Check only one (1) box regarding the disposition of the DUA. List exactly as identified in the DUA all original files and applicable years associated with this DUA.
Item # 4	Certification statement
Item # 5	Print name of individual signing the form
Item # 6	Phone # of individual signing the form
Item # 7	Date signed
Item # 8	E-mail address of individual signing the form
Item # 9a	(optional) Alternate point of contact (POC) name and phone
Item # 9b	(optional) Alternate POC e-mail
Item # 10	Signature (must be individual listed in item # 6) (use entire box for digital signatures if available)

If digitally signed, attach the form to an e-mail; otherwise, please sign, scan and attach to an e-mail and send to DataUseAgreement@cms.hhs.gov. For individuals requiring assistance, please send an e-mail to DataUseAgreement@cms.hhs.gov.

Please visit our web site at www.cms.gov/privacy for the most current information regarding DUAs including information about digitally signing DUA forms.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES
7500 Security Boulevard
Baltimore, Maryland 21244-1850

CMS Use Only
Closed by: _____
Date Closed:

DATA USE AGREEMENT (DUA) CERTIFICATE OF DISPOSITION (COD)
FOR DATA ACQUIRED FROM THE CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS)

1. REQUESTER ORGANIZATION:	2. DATA USE AGREEMENT (DUA) NO.:

3. CHECK ONLY ONE ITEM BELOW:

❏ a. All requested files and the copies, derivatives, subsets and manipulated files have been approved by CMS for re-use. Attach a copy of the approval documentation.

❏ b. Some requested files or copies, derivatives, subsets and/or manipulated files have been approved by CMS for re-use. Attach a copy of the approval documentation and list below the files that were destroyed.

❏ c. None of the files were ever received for this DUA.

❏ d. All files listed below, received under the DUA # listed above, have been destroyed, including copies, derivatives, subsets and manipulated files.

File(s)	**Year(s)**
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

4. By signing this Certificate, I confirm that ALL data requested for the DUA number listed above and as applicable, copies, derivatives, subsets and manipulated files, held by **all individuals who had access to, and from all the computers/storage** devices where the files were processed/stored in accordance with the terms and conditions of the DUA have been properly disposed of as indicated by section 3 above.

5. PRINTED NAME:	
6. PHONE #:	7. DATE:
8. E-MAIL:	
9a. (OPTIONAL) ALTERNATE POINT OF CONTACT (POC) NAME AND PHONE:	
9b. (OPTIONAL) ALTERNATE POC E-MAIL:	10. SIGNATURE:

Centers for Medicare & Medicaid Services
CMS eXpedited Life Cycle (XLC)

\<Project Name / Acronym\>

System Disposition Plan

Version X.X

MM/DD/YYYY

Document Number: \<document's configuration item control number\>

Contract Number: \<current contract number of company maintaining document\>

Table of Contents

List of Figures

No table of figures entries found.

List of Tables

1.   Introduction

1.1   Purpose of the Disposition Plan

Instructions: Provide the purpose of the Disposition Plan. Reference the information system name and provide identifying information about the system undergoing disposition.

1.2   Overview

Instructions: Provide a brief description of the information system and reference the high level functionality provided by the system. This will help highlight what functions will no longer be available to the end users of the system.

1.3   Scope

Instructions: Provide a brief description of the business and/or technical reasons why this information system should be sunset (i.e., older technology, additional maintenance, security risks, etc.). Indicate any alternative sources to the same functionality, if applicable.

1.4   Objectives

Instructions: Provide a brief description of what you hope to accomplish within the scope of the key disposition tasks: transition planning, component disposal, media sanitization, and information archiving.

1.5   Points of Contact

Instructions: Provide the names of the key stakeholders, their roles, organization, and contact information of those people who will participate in the Disposition Phase and serve as points of contact for the system disposition.

2.   Transition Planning

2.1   Stakeholder Impact

Instructions: Provide a brief description of how stakeholders and/or end users may be impacted by the loss of functionality from the disposition of this information system and any proposed workaround solutions. Include any technical interdependencies with other systems that may need to be mitigated.

2.2   Security Categorization

Instructions: In conjunction with your Information System Security Officer (ISSO), provide the security categorization rating assigned to this information system for the

following categories: Confidentiality, Integrity, and Availability.

2.3   Notifications and Communications

Instructions: This section describes the plan for notifying known users of the system being shut down, and other affected parties, such as those responsible for other, interfacing systems, and operations staff members involved in running the system.

3.   System Disposition

3.1   Data Disposition

Instructions: This section describes the plan for archiving, deleting, or migrating the data files to other systems from the system being shut down. The plan should also include a section on how the data will be sanitized if applicable.

3.2   Software Disposition

Instructions: This section describes the plan for archiving, deleting, or migrating the software library files to other systems from the system being shut down.

3.3   Equipment Disposition

Instructions: This section describes the plan for archiving, deleting, or transferring to other systems the hardware and other equipment used by the system being shut down.

3.4   Documentation Disposition

Instructions: This section describes the plan for archiving, deleting, or transferring to other systems the hardcopy and softcopy system, operations, and user documentation for the system being shut down.

4.   Project Closedown

4.1   Project Staff

Instructions: This section describes the plan for notifying project team members of the shutdown of the system, and the transfer of these team members to other projects.

4.2   Records Management

Instructions: This section describes the plan for records management, including the plan for archiving, deleting, or transferring to other projects the records of project activity for the project that has been maintaining the system being shut down.

4.3   Facilities

Instructions: This section describes the plan for transferring or disposing of facilities used by the project staff for the system being shut down.

Appendix A: Record of Changes

Instructions: Provide information on how the development and distribution of the System Disposition Plan will be controlled and tracked. Use the table below to provide the version number, the date of the version, the author/owner of the version, and a brief description of the reason for creating the revised version.

Table 1: Record of Changes

Version Number	Date	Author/Owner	Description of Change

Appendix B: Acronyms

Instructions: Provide a list of acronyms and associated literal translations used within the document. List the acronyms in alphabetical order using a tabular format as depicted below.

Table 2: Acronyms

Acronym	Literal Translation

Appendix C: Glossary

Instructions: Provide clear and concise definitions for terms used in this document that may be unfamiliar to readers of the document. Terms are to be listed in alphabetical order.

Table 3: Glossary

Term	Definition

Appendix D: Referenced Documents

Instructions: Summarize the relationship of this document to other relevant documents. Provide identifying information for all documents used to arrive at and/or referenced within this document (e.g., related and/or companion documents, prerequisite documents, relevant technical documentation, etc.).

Table 4: Referenced Documents

Document Name	Document Location and/or URL	Issuance Date

Appendix E: Approvals

The undersigned acknowledge that they have reviewed the System Disposition Plan and agree with the information presented within this document. Changes to this System Disposition Plan will be coordinated with, and approved by, the undersigned, or their designated representatives.

Instructions: List the individuals whose signatures are desired. Examples of such individuals are Business Owner, Project Manager (if identified), and any appropriate stakeholders. Add additional lines for signature as necessary.

Signature: _____ Date: _____

Print Name: _____

Title: _____

Role: _____

Signature: _____ Date: _____

Print Name: _____

Title: _____

Role: _____

Signature: _____ Date: _____

Print Name: _____

Title: _____

Role: _____

Appendix F: Notes to the Author / Template Instructions

This document is a template for creating a System Disposition Plan for a given investment or project. The final document should be delivered in an electronically searchable format. The System Disposition Plan should stand on its own with all elements explained and acronyms spelled out for reader/reviewers, including reviewers outside CMS who may not be familiar with CMS projects and investments.

This template includes instructions, boilerplate text, and fields. The developer should note that:

- *Each section provides instructions or describes the intent, assumptions, and context for content included in that section. Instructional text appears in blue italicized font throughout this template.*

- *Instructional text in each section should be replaced with information specific to the particular investment.*

- *Some text and tables are provided as boilerplate examples of wording and formats that may be used or modified as appropriate.*

When using this template, follow these steps:

1. *Table captions and descriptions are to be placed centered, above the table.*

2. *Modify any boilerplate text, as appropriate, to your specific investment.*

3. *Do not delete any headings. If the heading is not applicable to the investment, enter "Not Applicable" under the heading.*

4. *All documents must be compliant with Section 508 requirements.*

5. *Figure captions and descriptions are to be placed centered, below the figure. All figures must have an associated tag providing appropriate alternative text for Section 508 compliance.*

6. *Delete this "Notes to the Author / Template Instructions" page and all instructions to the author before finalizing the initial draft of the document.*

Appendix G: XLC Template Revision History

The following table records information regarding changes made to the XLC template over time. This table is for use by the XLC Steering Committee only. To provide information about the controlling and tracking of this artifact, please refer to the Record of Changes section of this document.

Table 5: XLC Template Revision History

Version Number	Date	Author/Owner	Description of Change
1.0	05/29/2009	ILC Steering Committee	Baseline Version
2.0	08/15/2014	Celia Shaunessy, XLC Steering Committee	Changes made per CR 14-012.
2.1	02/02/2015	Surya Potu, CMS/OEI/DPPIG	Updated CMS logo.

Appendix H: Additional Appendices

Instructions: Utilize additional appendices to facilitate ease of use and maintenance of the document.

[Insert Project Name]

Disposition Review
[Insert Date of DR]

Template Instructions

This document is a template for the Disposition Review (DR). The purpose of the review is to ensure the IT investment has been completely and appropriately transitioned /disposed of thereby ending the life cycle of the IT project.

Sections should not be removed from the presentation. If a section is not applicable, please indicate as such and provide an explanation.

Additional slides may be added to convey information that you feel is important to share that is not addressed by this template.

Please ensure that your presentation is Section 508 compliant by following the URL:
http://www.hhs.gov/web/policies/checklistppt.html

DELETE THIS SLIDE BEFORE FINALIZING YOUR PRESENTATION

Template Revision History

Version	Date	Author	Description of Changes
1.0	10/2010	Division of IT Governance	Baseline template
2.0	09/2013	Division of IT Governance	Correct errors by removing language referring to non-existent Disposition Closeout Certificate
2.1	04/2014	Division of IT Governance	Updated CMS logo. Reformatted slides to conform to OIS template.
2.2	02/2015	Division of IT Governance	Updated CMS logo.

**DELETE THIS SLIDE BEFORE FINALIZING
YOUR PRESENTATION**

DR Checklist

This Checklist is intended as a guide to the Business Owner and Project Consultant preparing for Disposition Review

Business Needs
- ❑ How has the EA Repository been updated to preserve vital information, including both documentation of project execution and the data from the production system?
  - ❑ How have the Project Archives (e.g. EA Repository, Clarity, contractor SharePoint information, CISS, CFACTS, Help Desk email archive, and other project/system information and data) been included in the agency's records retention schedule?
    - ❑ Does the archive include all Business Product data (e.g. business case, reason for disposition, measures of effectiveness throughout the life of the system, cost and schedule data, user satisfaction data), system data, software, and documentation (e.g. design documentation, test plans and results, release history with release content, maintenance guides, user guides) designated for archiving in the Disposition Plan?
    - ❑ Formal data archives should be stored in compliance with US National Archives and Records Administration (NARA) regulations.
  - ❑ For data to be transferred to another system, how have the transitions been accomplished and verified?
  - ❑ How have data privacy issues been addressed?
- ❑ What key Lessons Learned are included in the Project Archives?
- ❑ Are completed contracts closed appropriately?
- ❑ How has the project been removed from the 300's, OFM lists, EA lists, Clarity, and other tracking systems?

Technical Review
- ❑ How has the Disposition Plan, including the orderly breakdown of the system, its components and the data within, been followed?

**DELETE THIS SLIDE BEFORE FINALIZING
YOUR PRESENTATION**

DR Checklist - continued

<u>Resources and Risks</u>

- ❑ How have security objectives, including secure data and system transfer, sanitization and disposal of media, been accomplished?
    - ❑ Has the Security Officer verified the security of the Project Archives (described on last page)?
    - ❑ How has CISS/CFACTS information been securely archived?
- ❑ How has the Disposition Plan been followed to ensure:
    - ❑ Correct handling of the components (hardware, software, and infrastructure) of the project/system at the completion of operations?
    - ❑ Systematic decommissioning with appropriate records management?
    - ❑ Avoiding disruption to individuals or other projects/systems impacted by the disposition (projects that provide data to or consume data from this project)?
- ❑ For major project closeout, a separate project may need to be instantiated and progress through the ILC. How was the need for a separate disposition project evaluated?

<u>Business Owner Action</u>

- ❑ How have information distribution and archive requirements established in the Disposition Plan been met?
- ❑ Has a final phase-end review been conducted after the system transition/retirement to ascertain if the system and data have been completely and appropriately disposed of?
- ❑ Has the information contained in this checklist been completed and verified?

DELETE THIS SLIDE BEFORE FINALIZING YOUR PRESENTATION

DR Roles and Responsibility

High Level Task	Principal Artifact	Owner / Author	Contributor	Reviewer
Perform System Disposition according to the Disposition Plan	Completed Disposition Closeout Report	BO	DEA EDCG OIS Contractor	Project Team
Present Disposition Review Package	Completed DR Template	BO	EDCG	TRB

These are the top level Disposition Review tasks. Details are in the XLC Detailed Description Document.

**DELETE THIS SLIDE BEFORE FINALIZING
YOUR PRESENTATION**

Review Purpose

Ensure *[Insert Project Name]* has been completely and appropriately transitioned/disposed, thereby ending the lifecycle of the IT project

Provide output to seek the Chief Information Officer's (CIO's) concurrence to
- ❑ Approve disposition, or
- ❑ Defer disposition, or
- ❑ Rework disposition plan and implementation to clarify information necessary to make a decision.

XLC Context

Disposition Review is the Project Review at the conclusion of the Disposition Phase. It is the last review in the XLC.

Required Artifacts	PPA Deliverables	Maturity Reviewed	Approval Date
Baseline and Implemented System Disposition Plan	[Used or Not used]	[Yes or No]	???

See XLC Framework Graphic

DR Key Participants

Stakeholders

Role	Meeting Role	Name	Org
Business Owner (BO)	Presenter	???	???
Project Manager (PM)	Presenter	???	???
Project Consultant (PC)	Contributor	???	DITG
Enterprise Architecture	Required Reviewer	???	EASG-DEAPM
Security	Required Reviewer	???	???
Business Performance (BO)	Presenter	???	???
Acquisition	Invited Reviewer	???	OAGM
Records Management	Invited Reviewer	???	EDG-DIRS
Budget & Finance	Invited Reviewer	???	OFM
Capital Planning & Investment Control	Invited Reviewer	???	DITM
Infrastructure	Presenter	???	EDCG
Configuration Management	Invited Reviewer	???	ISDDG(?)
Technical Review Board (TRB)	Decision Maker	???	???

[Delete this note after completing the table. Identify the individuals consulted during the Implementation phase indicating their organization and meeting role. These are the individuals representing the areas being evaluated against the baselines. Roles are defined in the Project Charter with additional information provided in the notes section.]

Business Case

[Insert Business Case Summary from Project Prospectus]

System Summary

Business Case

[Insert project summary/overview from the Overview (Section 3) of the Business Case. Reference Section 4 of the last Operational Analysis Report.

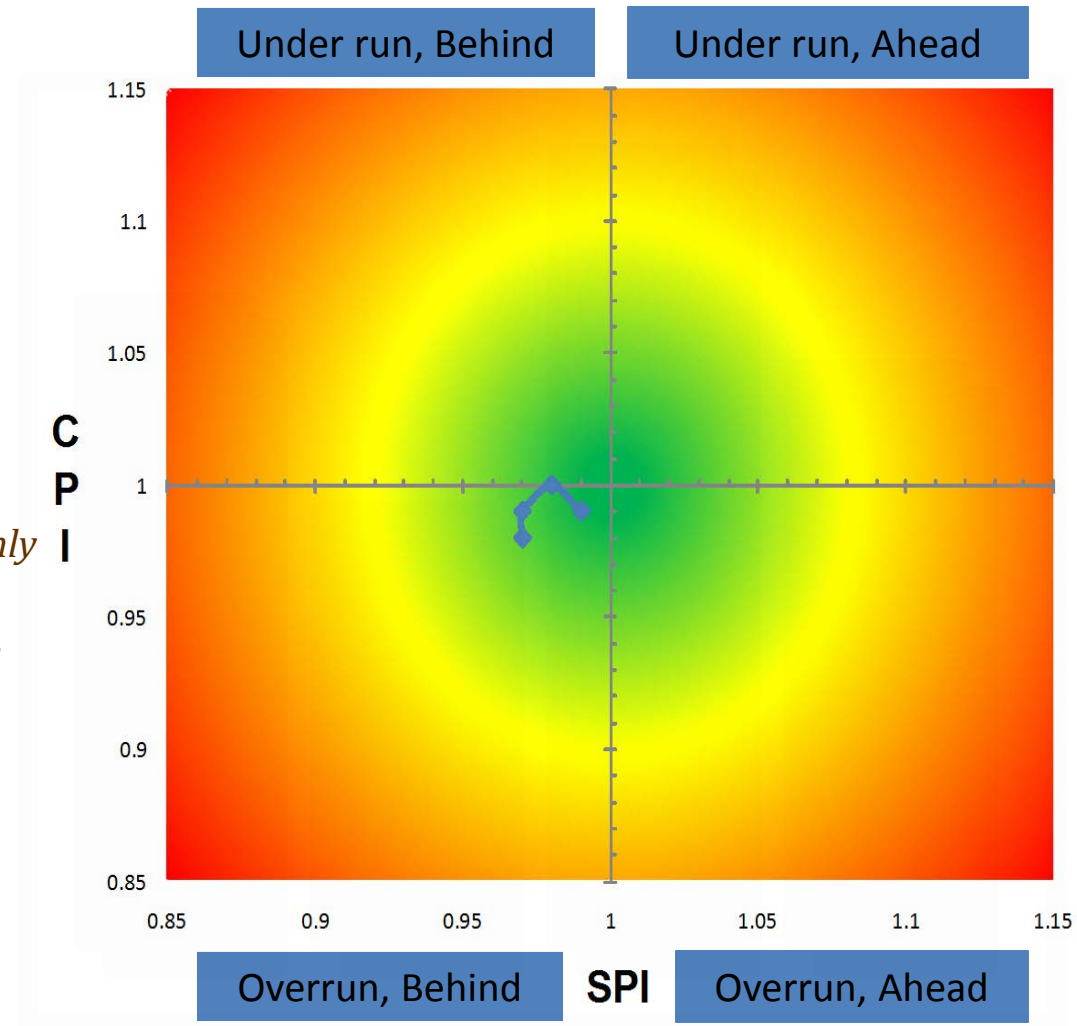*Describe conditions supporting disposition]*

Metrics

◈ *[Insert metrics graphics that show how well the system meets the Business Need from the Stakeholders perspective (performance expectations and actual outcomes).*

    ◆ *These should be taken from Performance Goals and Measures table in Section 6 of the last Operational Analysis Report or from the OMB 300 with planned and actual results*

◈ *Insert metrics graphics related to disposition.*

Project Performance: Cost & Schedule

1. **Short (< 12 months?) Project**

- *Report the cost and schedule numbers – option to replace Bulls Eye Chart*

2. **Long (> 12 months?) Project**

Cost Performance Index vs. Schedule Performance Index

[Update Graphic:

1. *Double click on plot to open Excel.*
2. *Select "Data" tab on lower left of Excel window to enter/paste values from monthly reporting.*
3. *Select "Chart" tab to show updated graph.*
4. *Click outside Excel window to return to PowerPoint.]*

- *[Summarize CPI and SPI Trend*
- *Summarize effectiveness of ongoing corrective actions –cost and schedule highlights are available from section 7 of Operational Analysis Report]*

Chart quadrants:
- Under run, Behind (top left)
- Under run, Ahead (top right)
- Overrun, Behind (bottom left)
- Overrun, Ahead (bottom right)

Y-axis: **CPI** (0.85, 0.9, 0.95, 1, 1.05, 1.1, 1.15)
X-axis: **SPI** (0.85, 0.9, 0.95, 1, 1.05, 1.1, 1.15)

System Performance: Technical

Measures of Effectiveness

- *[Summarize Trends in Measures of Effectiveness]*
  - *[Summarize effectiveness of ongoing corrective actions]*

Service Level Agreements

- *[Summarize SLA trends]*

Defect Trends

- *[Show functional defect trends]*

Architecture *[(use data from Section 9 of the Operational Analysis Report)*

- *Describe relationship to "As-Is" and "To-Be" architectures*
- *Summarize SOA use/contribution*
  - *Describe reused services*
  - *Describe contributed services]*

[Insert Graphics of Project's Technical Measures of Effectiveness (productivity gains, response times, reduced error rates, increased system loading, increased availability …

These should be taken from Performance Goals and Measures table table in Section 6 of the last Operational Analysis Report with planned and actual results

Insert graphs of SLA goals vs. actuals]

Insert graphs of defect trends

Insert graphs of:

planned SOA reuse vs. actuals, and

planned SOA contribution and actuals]

System Closeout Impact: Technical

Impacts to Dependent Systems

- *[Summarize impact of system's closeout on systems formerly dependent on closed-out system's output]*

- *[Summarize impact of system's closeout on systems formerly dependent on closed-out system's ingest]*

Infrastructure Decommissioning

- *[Describe results of infrastructure decommissioning actions. Include comparison of planned and actual timeframe.]*

[Insert Graphics of expected and actual results

These should be taken from the TBD table in Section TBD of the implemented Disposition Closeout Plan which shows actual results plotted against the expectations.]

System Performance:
People – Resource Analysis

User/Customer
◈ *[Include User/Customer Assessment from Section 5 of the Operational Analysis Report (This may be a version of the RATER model).]*

Staffing & De-staffing
- *[Describe staffing successes and challenges*
- *Describe staffing communications]*

Training
- *[Describe training effectiveness*
  - *(% of trained staff able to perform successfully,*
  - *% of trainees able to pass knowledge assessment without additional study or coaching.)*
  - *Discuss any closeout specific training]*

[Insert Graphics of Project's
- *User/Customer assessment (Section 5 of the last Operational Analysis Report)*

- *Staffing/De-staffing Plan vs. Actuals*

- *Training Effectiveness*

Some of this data may be available in the Performance Goals and Measures table in Section 6 of the last Operational Analysis Report with planned and actual results]

Closeout Performance: Process

Security & Privacy

- *[Describe results of security and privacy closeout actions]*

Records Management

- *[Describe results of records management closeout actions]*

Administrative Closure

- *[Describe results of administrative closeout actions]*

Contract Closure

- *[Describe results of contracts closeout actions]*

Open Action Items

- *[Describe and explain any open actions]*

Lessons Learned

Negative Lessons Learned

[Insert key lessons learned throughout the ILC (including disposition) and how they might be applied to help other projects avoid similar hindrances.]

Positive Lessons Learned

[Insert key positive lessons learned throughout the ILC (including disposition), approaches and/or actions that worked and how other projects could realize similar positive benefits]

Recommendation

The following is the recommended disposition for *[insert project name] [chose one of the following and remove bullet:]*

❑ *approved for disposition having successfully* completed the Disposition Phase   *or*

❑ *deferred – disposition is approved pending resolution of some condition, so the system remains operational as is, subject to annual OAR, until condition is met*

　　　or

❑ *reworked – further clarification of [specify area(s) needing more refinement] is necessary to make informed decision.*

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Conclusion of Disposition Review for [Insert project name]