



# **Integrated Acquisition Environment (IAE)**

## **Configuration Management Plan**

**March, 2010  
Version 2.15**

**IAE Program Management Office**

## Revision Chart

Version	Primary Author(s)	Description of Version	Date Completed
V1.0 Draft	Michele Smith	Initial Version	March 3, 2004
V1.0 Approved	Michele Smith	Approved version	March 25, 2004
V1.1 Draft	Kay Quam		July 20, 2004
V1.1 Draft	Kathy Fiffick	Changes to all sections	August 2, 2004
Version 2.0 Approved	Kathy Fiffick	Removed "Draft", changed the version number	October 27, 2004
Version 2.1	Kathy Fiffick	Addition of Scenario 4 - Emergency IAE CR Process,	January 10, 2005
Version 2.2	Kathy Fiffick	Change Roles, Voter Membership, Form Submission,	February 16, 2005
Version 2.3 Approved	Kathy Fiffick	Changed submission time of release notes, Changed ACE review to after IAE CCB approves.	May 2, 2005
Version 2.4	Kathy Fiffick	Updated version numbers and hyperlinks to the Change Request Form and Technical Analysis Forms and location of the Change Request Form on Acquisition.gov in "Assumptions"	November 4, 2005
Version 2.5	Kathy Fiffick	Added specifics about the notifications information requested, milestones, and implementation date to the roles of the Primary and Impacted Service Stewards. Updated version number and hyperlinks of the Technical Analysis Form. Added detailed description of documentation and meetings necessary for the Stewards during the change process.	January 23, 2006
Version 2.6	Kay Quam	Cross-referenced purpose and responsibility descriptions with the IAE Governance Description. Changed Service Steward to Project Manager; included additional Project Manager responsibilities noted in the Governance Description; clarified the Project Managers tasks for services primarily impacted by a CR and those for other affected services. Modified the criteria and process for Change Request analysis.	April 24, 2006
Version 2.7	Kathy Fiffick	Added additional roles to the PMO role. Added locations of all documentation. Removed duplication.	June 8, 2006
Version 2.8	Kathy Fiffick	Changed flowchart to an appendix, "periodically" to "monthly". Added data dictionary to documentation to be provided, Specified 30 days to submit documentation.	August 8, 2006
Version 2.9	Kathy Fiffick	Changed titles of IAE Program Manager and IAE Deputy Program Manager to their new titles of Director, Office of Acquisition Services, and Director, IAE Division	August 9, 2006
Version 2.10	Kathy Fiffick	Revised and reworded some tasks in the Flow Chart	August 24, 2007

<b>Version</b>	<b>Primary Author(s)</b>	<b>Description of Version</b>	<b>Date Completed</b>
Version 2.11	Kathy Fiffick	Added section for Outreach, Removed CR Form and added JIRA Change Request Tracking Process, Approved Release Schedule wording, Wording regarding At-Large members and Subject Matter Experts. Added wording for CR prioritization and Appendices with Forms including Prioritization Chart, Removed References to E-Gov. Added IAE PMO Review prior to PM review of new CR. Emergency CR section, Updated IAE CM Flow Chart.	September 9, 2009
Version 2.12	Kathy Fiffick	Incorporated changes by IAE PMO Management regarding TA submission, minor edits. Added Appendix for IMRs. ,Noted IMRs in Assumptions, updated Flowchart.	February 16, 2010
Version 2.13	Kathy Fiffick	Added review by Security in Initial Review process and TA review	March 11, 2010
Version 2.14	Kathy Fiffick	Added FSD.gov, Made minor edits requested by IAE PMO Sr. Management	March 16, 2010
Version 2.15	Kathy Fiffick	Added TPT Team revisions – Added “agencies” and “MOUs” to 5 <sup>th</sup> bullet in Assumptions, Replaced Part I of TA in Appendix B, Added “IAE PMO approval” and “simultaneously” to Approval bullet on Appendix E, “IMR v. CR”. Added PM to go back to requestor to complete CR fields in “Change an IMR to a CR” Bullet, Removed “do not” from CR Criteria 2 <sup>nd</sup> bullet, Added “by the PM” to last bullet Changing a CR to an IMR.	March 25, 2010

## Table of Contents

<b>1</b>	<b>Background .....</b>	<b>1</b>
<b>2</b>	<b>Purpose .....</b>	<b>1</b>
<b>3</b>	<b>Authority and Responsibility .....</b>	<b>2</b>
<b>4</b>	<b>Assumptions .....</b>	<b>2</b>
<b>5</b>	<b>Roles .....</b>	<b>3</b>
<b>6</b>	<b>Emergency CR Process .....</b>	<b>5</b>
<b>7</b>	<b>Outreach .....</b>	<b>6</b>
<b>8</b>	<b>Procedures .....</b>	<b>6</b>
8.1	Scenario 1 – Impact to Primary Service .....	6
8.2	Scenario 2 – Impact to Multiple Services .....	8
8.3	Scenario 3 – ACE Approval Required .....	9
8.4	Scenario 4 – Emergency CR.....	10
<b>9</b>	<b>Records .....</b>	<b>10</b>
<b>10</b>	<b>Approval of the CM Plan.....</b>	<b>11</b>
<b>11</b>	<b>Appendix A IAE CM Process Diagram.....</b>	<b>12</b>
<b>12</b>	<b>Appendix B Technical Analysis Part I .....</b>	<b>13</b>
<b>13</b>	<b>Appendix C Technical Analysis Part II.....</b>	<b>16</b>
<b>14</b>	<b>Appendix D Change Request (CR) Prioritization Process and Chart .....</b>	<b>18</b>
<b>15</b>	<b>Appendix E Internal Modification Request (IMR) vs. Change Request (CR).....</b>	<b>19</b>

## **1 Background**

The establishment of the Integrated Acquisition Environment (IAE) program, part of the General Services Administration (GSA), was a result of the President's Management Agenda as it related to e-Government (e-Gov). As a platform for communication, the internet and the exchange of goods and services transformed the way organizations interact and transact with their business partners. These new technologies made it possible for organizations to greatly reduce costs and streamline business processes while improving customer service.

Because of the increasing complexity and interconnectivity of the IAE services, the potential of a change to one service impacting and in some cases affecting interoperability of another service has significantly increased. The IAE Program Management Office (PMO) has taken steps to reduce the risk of impacts by requiring that all change requests (CRs) must be reviewed for impact across the IAE as a whole, and for actions, such as FAR cases, that would make implementation premature or unnecessary. Therefore, change requests must be submitted to a single collection point with subject matter experts that can identify the potential for service, business, policy, and security impacts across the federal governmentwide enterprise. This process provides the structure and control necessary to assess the potential impact of a CR on the various components of the IAE. The IAE PMO uses an open source, automated, centralized application (JIRA) for capturing all requests pertaining to services within its environment. It also provides stakeholders a means to track a CR throughout its software development life cycle (SDLC).

## **2 Purpose**

This document describes the IAE's Configuration Management (CM) process which makes ongoing enhancements to the IAE services while ensuring their ongoing interoperability.

This process is designed to incorporate any request which can impact any component of the IAE. It addresses change requests (CRs) that may impact one-to-many facets of the IAE. This plan does not address how functional needs and changes are determined for a CR.

Appendix A contains the Configuration Management process flow diagram that depicts the steps for handling a CR within the IAE. Scenarios describe the process and workflow model. The forms utilized within the IAE CM process are in the appendices.

This document also describes the types of outreach to stakeholders and interested parties whose input is invaluable in making informed decisions about the change. The internal and external communication provides proposed change information and scheduled release dates in a timely manner with sufficient lead time for impacted services to make the change.

### 3 Authority and Responsibility

The IAE PMO provides oversight for managing the overall environment of which all the IAE services, Central Contractor Registration/Federal Agency Registration (CCR/FedReg), Excluded Parties List System (EPLS), electronic Subcontracting Reporting System (eSRS), Federal Business Opportunities (FedBizOpps-FBO), Federal Procurement Data System (FPDS), Online Representations and Certifications (ORCA), Wage Determinations Online (WDOL), and the Federal Service Desk (FSD) are a part. It provides technical direction and framework for the architecture within which they will operate. Additionally, the IAE PMO allocates funding for the services within the overall portfolio in accordance with budget decisions approved by the Acquisition Committee for e-Government (ACE) on behalf of the Chief Acquisition Officer's Council (CAOC).

### 4 Assumptions

- Program Managers (PMs) of the IAE services will approve and process all Internal Modification Reports (IMRs), defect and problem reports. This plan describes the process for handling CRs only. IMRs refer to changes internal to a system that do not affect downstream systems. They include new or updated FAQs, changes to websites, Points of Contact (POCs), spelling errors, and minor content additions or corrections. IMRs are not changes that add or delete functionality or capability, and they do not have Federal Acquisition Regulation (FAR) or acquisition impacts. A more detailed description of the process for determining the difference between a CR and an IMR is described in Appendix E.
- A CR is initiated in JIRA, IAE's change request tracking tool, at <http://ejira.gsa.gov>. The link to create a CR in JIRA can also be found on Acquisition Central at [www.acquisition.gov](http://www.acquisition.gov).
- The IAE PMO will initially review all newly created CRs for potential business, service, policy, financial and security impacts across the IAE services, systems outside of the IAE program that use the IAE service(s) data, and existing FAR cases that could affect the change later in the process. A CR is initiated in JIRA, IAE's change request tracking tool, at <http://ejira.gsa.gov>. The link to create a CR in JIRA can also be found on Acquisition Central at [www.acquisition.gov](http://www.acquisition.gov).
- CRs will also be evaluated by the IAE PMO if, during its software development lifecycle (SDLC), it becomes apparent that there is potential impact to one or more of the IAE services or systems that use IAE services data, or there is impact to the scope, budget, or policy of the service.
- All PMs and agencies are required by the terms of their Memorandums of Understanding (MOUs) to follow the IAE Configuration Management Plan as described in this document.

- Technical Analyses for CRs within the IAE CM process will be completed on the forms that have been developed by the IAE PMO and PMs provided on [www.acquisition.gov](http://www.acquisition.gov)
- The IAE PMO and PMs will follow a flowchart of tasks and timelines for the IAE Change Control Board (CCB) chaired by the IAE PMO with a voting membership of IAE PMs and At-Large members representative of the federal acquisition and financial communities . The CCB flowchart in Appendix A of the IAE CCB Charter (See [www.acquisition.gov](http://www.acquisition.gov)) expands upon the CM process flowchart in Appendix A of this document.
- Each IAE service has its own CM plan and CCB charter that address the service's integration with the IAE CM Plan and CCB process. Each PM will follow those processes and will track CRs and Internal Modification Requests (IMRs) within JIRA to support that integration. Each PM will also maintain an internal issue tracking capability for defects and problem reports.
- PMs provide an annual Release Plan in Microsoft (MS) Project to the IAE PMO and update it monthly in accordance with their MOAs. In order to eliminate release schedule conflicts for a single CR involving multiple services, PMs will provide a preferred release schedule for each CR that is approved by the IAE CCB or Acquisition Committee for E-Gov (ACE). PMs will schedule implementation upon receiving an approved release schedule from the IAE PMO. This approved release schedule is discussed and documented in MS Project during coordination meetings with the impacted services and the IAE PMO.
- Changes that have been approved by the IAE CCB will be implemented by all services impacted within an approved release schedule.
- NOTE: No changes affecting multiple IAE services, policy, or outside of the scope or budget of the IAE Service may be implemented without the approval by the IAE CCB and in appropriate cases, the ACE.
- All supporting documentation for the CR and IMR will be included in JIRA as well as updates and questions and answers.

## 5 Roles

The IAE CM process has five (5) roles:

**Acquisition Committee for E-Gov (ACE)** – The Acquisition Committee for E-Gov is the executive steering committee for the IAE and is responsible for providing vision, guidance and executive-level decision-making. If a change request is outside of the defined scope or budget of the IAE service, or impacts policy, then the CR is presented for review and approval to the ACE. The ACE is co-chaired by two agency representatives.

**IAE Program Management Office (PMO)** – The IAE Program Management Office (PMO) is responsible for the management and operations of the IAE. This includes conducting the IAE CM process, and constituting, chairing and convening the IAE CCB. The IAE PMO is also responsible for selection of agencies to provide At-Large members for the CCB providing a level of subject matter expertise for acquisition and financial policy and business process issues across the Federal Government.

The IAE PMO's CM responsibilities are performed by the IAE PMO in coordination with the Director, Acquisition Services Division, and the Director, IAE Branch. The responsibilities more specifically include coordination of the CM process, oversight and administration of JIRA, initial review/approval of CRs for potential business, service, policy, financial, and security impacts, preparation of CRs with supporting documentation for the IAE CCB and/or ACE, preparation, communication and facilitation of the IAE CCB meeting, preparation of notes, notification of the IAE CCB and/or ACE decisions to the PMs, ensuring PMs provide the milestones and documentation to the IAE to include coordination of the release schedules, notification of the approved release plan to the PMs involved, and record-keeping.

**Program Manager (Primary Service)** – The PM is responsible for ensuring the CR and supporting documentation is as factual and complete as necessary for the Service CCB, the IAE CCB, and the ACE to make informed decisions about the impact of the proposed change. The PM is also responsible for providing additional subject matter expertise including technical experts at the CCB meetings to assist in the decision-making process.

Once a CR is approved by the IAE CCB and/or ACE, the PM whose service is the primary focus of the CR provides project management schedules to the IAE PMO and coordinates implementation with other impacted PMs in accordance with the IAE PMO direction.

The PM (Primary Service) will provide documentation to the IAE PMO in accordance with the provisions and the Configuration Management Deliverable in the MOA including:

- Monthly updates to the milestones for a change sent to the IAE PMO in the MS Project resource loaded project schedule
- Preferred release schedule (for coordination of release schedules)
- Implementation date
  - One week in advance advise “go” or “no go”
- Updated documentation, if applicable
- Release notes for the change

The IAE PMO communicates an approved release schedule, and the PM implements the change according to that schedule notifying the IAE PMO of the date of implementation. The PM (Primary Service) may need to coordinate development with the impacted IAE service(s). A PM is the voting member representing his/her service at the IAE CCB.



**PM (Impacted Service)** – The PM(s) whose service(s) is/are impacted by the CR, review the CR and supporting documentation sent by the IAE PMO for potential impacts. If it is determined that a CR has an impact to more than one service within the IAE, CR(s) are created for each of the impacted systems. PMs of impacted services complete a functional review and provide a level of effort (LOE) with estimated cost and hours to the IAE PMO for review. Once the CR is approved by the Primary Service CCB, the PMs of impacted services complete the IAE TA forms and upload them to JIRA for review by the IAE PMO and Primary Service PM.

The PM (Impacted Service) follows the procedures for submission of project management schedules/milestones, notification, documentation, and release schedules as listed above in the PM (Primary Service).

The PMs may need to coordinate development with the primary service.

**Requestor/Reporter** – Any individual who requests/submits a CR/IMR. Changes can be identified by any source (government personnel, vendors, or the general public) and are defined and handled within the IAE CM and Service's CM Process. Requestors may complete the CR form in JIRA or may designate a "reporter" to complete the CR form in JIRA. A Requestor/Reporter must provide all required information on the CR submission form as well as all backup documentation and collateral information pertinent to the change. Requestors/Reporters may be asked to revise a CR for more information required by the PM, the IAE PMO, or the ACE.

## **6 Emergency CR Process**

In the event that a change that has potential impacts needs to be implemented as soon as possible, the PM will notify the IAE PMO, who will in turn notify the IAE CCB Chair immediately. The IAE CCB Chair will determine if the CR will be handled outside of the normal CM procedures and time schedule.

Examples where a change may need an immediate decision are:

- National Security Issues
- Service Failure
- Policy/Statute/Regulation Changes

In instances when the request is outside of the defined scope of the IAE, the IAE PMO will contact the ACE Co-Chairs for a decision.

If the IAE CCB Chair determines that a CR is of a less critical nature, but should be handled on an emergency basis, the procedures in the IAE CCB Charter, Section 6 Meeting Procedures will be performed.

## 7 Outreach

The IAE CM process includes outreach to stakeholders and interested parties that provides visibility and transparency of the proposed changes from inception to implementation. More detail may be found in the IAE Communication Plan.

- The PM is responsible for notification of the change to the user community. To assist in the notification process, the CR in JIRA has fields for the requestor to indicate which stakeholders need to be notified and when. The Technical Analysis Form (see [www.acquisition.gov](http://www.acquisition.gov)) also has fields for information regarding notifications to the user community. It includes which stakeholders need to be notified, the impact on each, what information each needs, how much notice (lead time) each needs, when each will be notified, and in what manner, i.e., email, USPS, etc. Each PM should include additional information specific to the user community. If the change request is rejected by the IAE PMO after initial review, the IAE PMO will notify the requestor. If the change request is rejected during the PM review or by the Service CCB, the IAE CCB or the ACE, the PM (Primary Service) is responsible for notifying the requestor.
- There is a Frequently Asked Question (FAQ) field in the CR form that allows the requestor to submit a draft FAQ related to the change that can be posted on the Service website and used by the Federal Service Desk (FSD) to inform the public.
- Quarterly Contract Writing Service meetings seek input on proposed changes from those involved in the Contract Writing Service and discuss upcoming changes and implementation schedules thereby allowing enough lead time for the Contract Writing Services to effect the changes in their services.
- IAE Service CCBs and User Group meetings (if applicable) provide a chance for stakeholders and interested parties to participate in discussions involving proposed changes and implementation schedules.
- The JIRA CM tool provides stakeholders and interested parties access to view the change request in its entirety and view its progress through the software development life cycle.
- The Master Release Schedule is updated monthly and available on [www.acquisition.gov](http://www.acquisition.gov).

## 8 Procedures

### 8.1 Scenario 1 – Impact to Primary Service

A CR is submitted by a Requestor/Reporter in JIRA. (<http://ejira.gsa.gov>). The IAE Configuration Manager (IAE CM) assigns the CR to the IAE PMO for review of potential impacts and existing FAR cases. The IAE PMO documents JIRA with the approval to move forward in the CM process and any other related notes. The IAE PMO may request additional information before approving the CR or it may reject the CR and will notify the requestor of the reason for rejection. Criteria for potential impacts include:

- Business processes,
- Data element change,

- Reports change,
- Interface/extract change,
- Cost, schedule, milestones, deliverables
- Hosting, help desk or COOP arrangements,
- Known dependencies (other CRs, policy effective dates, etc.)
- Policy/regulatory/statutory requirements
- Scope (out of service scope, budget or impacts policy)
- Security impacts

The IAE CM assigns the CR to the PM of the primary service for functional review/approval. The PM documents JIRA with the approval and the CR is brought up for initial discussion at the service's CCB. A determination is made at the CCB whether to continue with the CR. The CCB may approve the CR at that time or may request deferral of approval until review of the TA. The PM may decide if further review or approval is needed by the CCB after submission of the TA, if no specific request is made by the CCB to review the TA. Final approval may be "virtual" (by email) or deferred until the next CCB meeting.

If the CR is approved by the Service's CCB, is within budget and scope of the service, and does not impact any other service or policy, the Service PMO will recommend prioritization according to the CR Prioritization chart in Appendix D CR Prioritization. The CCB will reach consensus about prioritization. Final prioritization is conducted by the PM with consideration of funding and schedule constraints.

The request for a TA with a due date (10 business days) is assigned to the contractor. The contractor uploads the TA in JIRA and assigns it to the IAE CM. The IAE CM reviews for completeness and assigns to the IAE PMO for review and the Service PM for review/approval. The PM sends notice of the receipt of the TA to the Service's CCB.

The PM will (1) adjust plans, schedule, budget, funding and agreements as necessary,

If the IAE PMO approves the CR and it is outside of the scope or budget of the service or impacts policy, it may be sent to the ACE for a decision without going to the Service CCB. If it has potential for impacting other services, it will be sent to the IAE PMs for evaluation and may be sent to the IAE PMO for evaluation and, in some cases, the IAE CCB for approval and coordination of releases. No CR that impacts other services may be implemented with approval of the IAE PMO.

The PM (Primary Service) will provide documentation to the IAE PMO in accordance with the provisions and the Configuration Management Deliverable in the MOA including:

- Periodic updates to the milestones for a change sent to the IAE PMO in the MS Project resource loaded project schedule

- Preferred release schedule (for coordination of release schedules)
- Implementation date
  - One week in advance advise “go” or “no go”
- Updated documentation, if applicable
- Release notes for the change

Through notices approved by the IAE PMO, the PM provides the scheduled implementation date to the user community in order to provide advance notice to those customers, such as contract writing services, who may need lead time before the scheduled implementation. The PM then notifies the user community of the actual implementation date for the change.

The PM updates the service requirements baseline documentation and provides it to the IAE PMO in accordance with the IAE MOA.

## 8.2 Scenario 2 – Impact to Multiple Services

Changes that impact more than one service within the IAE will be formally handled by the IAE PMO for review and may be sent to the IAE CCB for approval.

If the IAE PMO identifies potential impacts to other IAE services or downstream systems during its initial review of a new CR and approves the CR, the PMs of the IAE services will be notified of the new CR and a new CR will be created for the impacted services. Impacted services PMs will perform a functional review and provide a level of effort (LOE) to the IAE PMO. The potential impact may be discussed at an IAE PM meeting at the discretion of the IAE Branch Director.

Once the Primary Service CCB approves a CR that has potential impacts to other IAE services, the PM for the impacted service will request a TA from the service’s contractor who will upload the completed TA into JIRA for review by the IAE PMO. The IAE PMO will determine if an IAE CCB decision is needed.

The IAE CCB approves, disapproves, or defers the change request. (See the IAE CCB Charter on [www.acquisition.gov](http://www.acquisition.gov) for voting procedures.) If the IAE CCB approves the CR, but it comes to light during the CCB that the CR is outside of the defined scope and budget of the IAE or it impacts policy, but it appears to be necessary, the request must be forwarded to the ACE for review and approval. If the IAE CCB does not approve the CR, the IAE PMO will document the decision results and rationale in JIRA. The PM of the Primary Service will notify the requestor. If the IAE CCB approves the CR, the IAE PMO will recommend prioritization according to the CR Prioritization chart in Appendix D CR Prioritization. Impacted services PMs will provide input for prioritization. Final prioritization is conducted by the IAE PMO with consideration of funding and schedule constraints of the impacted services. The IAE CCB will also document all CCB decisions in JIRA and will request preferred release schedules from the impacted service(s) PM(s). During the coordination with the impacted service PMs,

the IAE PMO approves and communicates a release schedule based on the release plans of the impacted services.

The PMs will (1) adjust plans, schedule, budget, funding and agreements as necessary,

The PMs of the impacted services notify the IAE PMO of:

- Monthly updates to the milestones for a change sent to the IAE PMO in MS Project resource loaded
- Preferred release schedule (for coordination of release schedules)
- Implementation date
  - One week in advance advise “go” or “no go”
- Updated documentation, if applicable
- Release notes for the change

The PMs follow the same notification process as Scenario 1 above.

The PMs (Impacted Services) will also (1) adjust plans, schedule, budget, funding and agreements as necessary, (2) work with the IAE Service PM (Primary Service) on any coordination that is necessary (see above) and (3) submit updated requirements and associated documentation, e.g., updated handbook to the IAE PMO.

### **8.3 Scenario 3 – ACE Approval Required**

Upon initial review by the IAE PMO, if a CR is determined to be outside of the defined scope and budget of the IAE or the IAE service or it impacts policy but appears to be necessary, the request must be forwarded to the ACE for review and approval.

The ACE will also be responsible for handling decisions on change requests that have a broader impact on the acquisition and financial communities, their processes and services. ACE approval will also be required for CRs that have significant impact on cost, schedule, performance, or implementation of OMB or CAOC goals, even if the CR affects a single service.

The IAE PMO will send the CR and supporting documentation to the ACE members five (5) business days before the ACE meeting in order for the members to review. The ACE will review the information and vote on whether to approve, defer or reject the request. All actions will be documented in JIRA.

If the ACE approves the request, the ACE must redirect program scope, priorities and funding as necessary. The IAE PMO has the primary responsibility to execute this work through the PM(s) of impacted services.

If the ACE rejects the request, the IAE PMO will notify the impacted PM(s) and the Requestor of the decision and rationale and document the decision in JIRA.

The same procedures as detailed after the IAE CCB will apply.

#### **8.4 Scenario 4 – Emergency CR**

In the event a change that impacts more than one service within the IAE needs a decision immediately, it will be documented in JIRA and sent by email to the IAE CCB Chair for review. The IAE CCB Chair will determine if the IAE CR will be handled outside of the normal IAE CM procedures and time schedule.

In instances where time or circumstance does not permit the use of email, a phone call to the IAE CCB Chair with the necessary information will be accepted. The entire IAE CCB process will be conducted by phone when the IAE CCB Chair needs an immediate decision by the IAE CCB.

Examples where a change may need an immediate decision are:

- National Security Issues
- Service Failure
- Policy/Statute/Regulation Changes

In instances when the request is outside of the defined scope of IAE, the IAE CCB Chair will contact the ACE Chair for a decision.

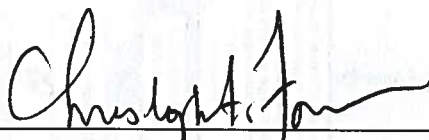
If the IAE CCB Chair determines that a CR is of a less critical nature, but should be handled on an emergency basis, the procedures in Scenario 2 above will be performed in an expedited manner through the use of email.

### **9 Records**

All records of the CCB meetings are maintained in the minutes, and decisions, priorities, and additional comments related to the CRs are documented in JIRA.

## 10 Approval of the CM Plan

This CM Plan will be updated as necessary. At a minimum, the IAE CM Plan will be reviewed annually by the IAE PMO. Suggested revisions should be sent to the Acquisition Environment Branch Director for consideration at the next review.

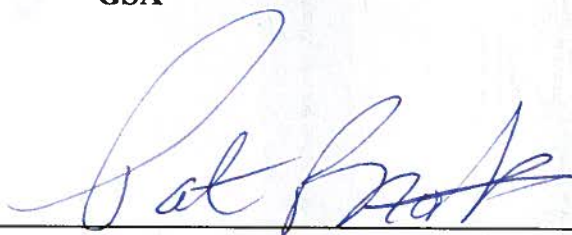


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**Acquisition Services Division Director**  
**Christopher Fornecker**  
GSA

3/31/2010

**Date:**



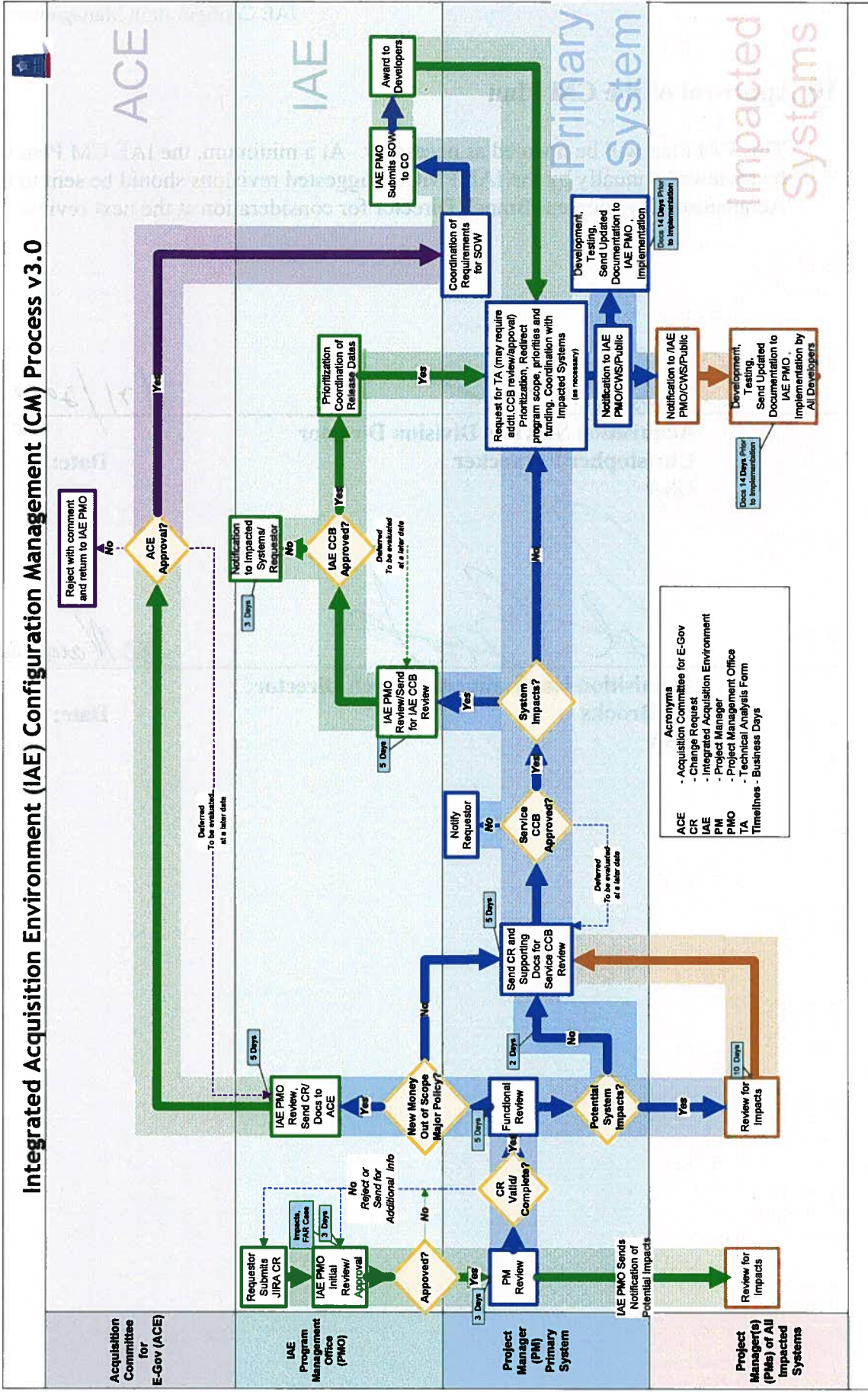
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**Acquisition Environment Branch Director:**  
**Pat Brooks**  
GSA

30 March 2010

**Date:**

# 11 Appendix A IAE CM Process Diagram





## 12 Appendix B Technical Analysis Part I

1. IAE CR# (IAE will assign)		2. This Analysis is for what System:	
3. Date Technical Analysis Submitted:		4. Preparer(s) of Technical Analysis (include email/phone):	
5. Other Known IAE System (s) Impacted:			
<b>Technical Analysis</b>			
6. Summarize how you will make this Change to your system			
<b>Impacted Components</b>			
<i>Data Elements</i>			
7. Are there any Data Elements Created? Modified? Deleted?	Yes	No	Explain
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
8. What other IAE systems use these data elements?			
<i>Dependencies</i>			
9. Is this CR dependent on any other CR(s)?	Yes	No	Explain
	<input type="checkbox"/>	<input type="checkbox"/>	
10. Is this CR dependent on any policy(ies)?	Yes	No	Explain
	<input type="checkbox"/>	<input type="checkbox"/>	
11. Is this CR dependent on any other milestones?	Yes	No	Explain
	<input type="checkbox"/>	<input type="checkbox"/>	
12. Is this CR dependent on any other resources?	Yes	No	Explain
	<input type="checkbox"/>	<input type="checkbox"/>	
<i>Interface/Extracts</i>			
13. Are there any anticipated impacts to incoming data?	Yes	No	Explain
	<input type="checkbox"/>	<input type="checkbox"/>	
14. Are there any anticipated impacts to outgoing data?	Yes	No	Explain
	<input type="checkbox"/>	<input type="checkbox"/>	
15. Are there any	Yes	No	Explain

<b>anticipated impacts to any database(s)?</b>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>16. Are there any anticipated impacts to any web screen(s)?</b>	<b>Yes</b>	<b>No</b>	<b>Explain</b>
	<input type="checkbox"/>	<input type="checkbox"/>	
<b>17. Is there any anticipated XML impact?</b>	<b>Yes</b>	<b>No</b>	<b>Explain</b>
	<input type="checkbox"/>	<input type="checkbox"/>	
<b>18. Will a new interface need to be developed for a back office system?</b>	<b>Yes</b>	<b>No</b>	<b>Explain</b>
	<input type="checkbox"/>	<input type="checkbox"/>	

***Reports or Online Queries***

<b>19. Are there any anticipated impacts to existing reports or online queries?</b>	<b>Yes</b>	<b>No</b>	<b>Explain</b>
	<input type="checkbox"/>	<input type="checkbox"/>	

***Notifications***

<b>Stakeholders</b>	<b>20. What is the impact on each stakeholder? What does each need to know?</b>	<b>21. When will each be notified? (Milestone Plan)</b>	<b>22. How will each be notified, i.e., email, USPS, Website, other? Please specify.</b>
Contracting Officer			
Contracting Writing System (CWS) Vendor			
Senior Management			
Vendors			
Registrants			
Extract Users			
Other (Finance, Grants, etc.)			

**Please complete Part II.**

**Upload Technical Analysis Form to the appropriate CR in JIRA at <http://ejira.gsa.gov>.**

**If you need assistance, please contact Kathy Fiffick at [kathryn.fiffick@gsa.gov](mailto:kathryn.fiffick@gsa.gov), 703-605-3423.**

### 13 Appendix C Technical Analysis Part II

1. IAE CR# ( <i>JIRA will assign</i> )		2. This Analysis is for what Service:	
<b><i>Additional Products</i></b>			
23. If the CR is approved, specify what documents will be impacted, i.e., functional requirements, data dictionary, service design specifications, website screens, help screens, FAQs, user manuals, training materials, etc., and in what sections.			
24. If the CR is approved, please submit one or more FAQs that you anticipate users would find most helpful. These FAQs will be published on your website and used by your Help Desk and the Federal Service Desk (FSD) when your Help Desk has been transitioned to the FSD.			
<b><i>Performance</i></b>			
25. Do you anticipate any other impact on service performance?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Explain
<b><i>Security</i></b>			
26. Does this change need the IAE PMO Security Officer Analysis? <i>The IAE PMO Security Officer must be contacted if the CR involves new service implementations and upgrades, new product implementations, and/or changes to existing equipment/service software that affect current operational procedures.</i>			
<i>The IAE PMO Security Officer may determine that a risk assessment with senior management acceptance or an updated or new Authority to Operate (ATO) is required.</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Explain
<b><i>Cost Assessment – Dollars – Labor Hours – Elapsed Time/Duration</i></b>			
27. Can this CR be implemented within your service's approved budget?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Explain
28. Is this CR O&M or does it require new money (ACE approval)?	O&M <input type="checkbox"/>	New Money <input type="checkbox"/>	Remarks
29. What is your service's Total Cost (Dollars) to implement this change?			
30. Specify the type of position(s) and labor hours required to develop and implement the change.			

31. How long will it take in elapsed time to Develop and Implement, if approved?			
<b>Rollback Capability and Cost Assessment</b>			
32. If this CR is implemented, what would be your plan to rollback this capability if circumstances were such that problems occurred upon implementation and necessitated a rollback? Please specify the steps that would be required.			
33. What would be your service's Total Cost (Dollars) to Rollback this change?			
34. Specify the type of position(s) and labor hours required to Rollback this change.			
35. How long will it take in elapsed time to Rollback this Change?			
<b>Schedules - Milestones</b>			
36. Is the requested change feasible within the specified time constraints, if approved?	Yes	No	Explain
	<input type="checkbox"/>	<input type="checkbox"/>	
37. Identify or project the impact of implementation of the CR on the organization's schedules, milestones, and deliverables.			
38. Will any milestones and/or deliverables be missed if this CR is implemented?	Yes	No	Explain
	<input type="checkbox"/>	<input type="checkbox"/>	
39. Are there any alternative solutions to resolving this Change Request?	Yes	No	Explain
	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Risks</b>			
40. Are there any other risks associated with this implementation?	Yes	No	Explain
	<input type="checkbox"/>	<input type="checkbox"/>	
41. Additional Remarks:			

Upload Technical Analysis Form to the appropriate CR in JIRA at <http://ejira.gsa.gov>.

If you need assistance, please contact Kathy Fiffick at [kathryn.fiffick@gsa.gov](mailto:kathryn.fiffick@gsa.gov), 703-605-3423.

## 14 Appendix D Change Request (CR) Prioritization Process and Chart

Once a change request is approved, the [Service Name] CCB uses criteria to evaluate and prioritize change requests for releases. Each CR is assigned a point value in four areas: Criteria, Impact Discriminator, Design Impact, Criticality Designator (Subjective). The total number of points assigned to a CR determines its ranking in the prioritization of CRs for releases. The [Service Name] PMO reserves the right to dictate priorities for releases in situations where emergency items need to jump ahead in the queue (disasters, national security, etc.) If the [Service Name] PMO makes such a change in priority, there will be communication with the [Service Name] CCB as well as the submitter of the CR. Rankings by criteria do not address funding considerations – those are addressed by the [Service Name] PMO once the issues are prioritized. In order of importance they are as follows:

### Prioritization Criteria and Points

CRITERIA	Points
Data / Posting Correction of Current Functionality	13
Public presentation clearer / intuitive, more meaningful	10
Statutory / Regulatory Requirement	7
Data / Posting Improvement of Current Functionality	4
New Policy Requirement	2

IMPACT DISCRIMINATOR	Points
Applies across all CFCO Act agencies' users and industry	5
Applies across multiple agencies' users and industry	3
Single Agency's users and/or industry	1
NOTE: Consider the Army, Navy, and Air Force as individual agencies for this discriminator.	

DESIGN IMPACT	Points
This change impacts screen presentation	3
This change impacts data, service architecture, or interfaces	1

CRITICALITY DESIGNATOR (Subjective)	Points
High	2
Medium	1
Low	0

### Sample Prioritization Table

CR #	CR Name	Submitted By	Submitted Date	Criteria Points	Impact Points	Design Points	Criticality Points	Total Points out of 23	Date Approved and/or Prioritized
CR – XXX	Ex. 1			13	5	3	2	23	
CR-XXX	Ex. 2			10	5	3	0	18	

## 15 Appendix E Internal Modification Request (IMR) vs. Change Request (CR)

### Internal Modification Requests (IMR)

- **Criteria**
  - Changes internal to a system
    - ✓ New/updating FAQ's
    - ✓ New/updating URL's
    - ✓ Spelling errors
    - ✓ Points of Contact (POC) information
    - ✓ Minor content additions/corrections
    - ✓ Alerts/notifications
  - The above changes must not affect downstream systems. They will not add or delete functionality or capability. IMRs do not have FAR or acquisition impacts, and PMs should be checking to ensure new FAR cases will not supersede this change. The IMRs must be within the system-approved budget, and not have a negative impact on scope, resources, time, and schedule
- **Approval**
  - Requires Project Manager (PM) approval and IAE PMO approval. This may be performed simultaneously.
  - Does not need CCB approval but will be presented at the CCB as part of outreach to the community
- **Technical Analysis (TA)**
  - Full TA is not required
  - Requires a Level of Effort (LOE) with estimated number of hours and estimated cost entered in the IMR in JIRA.
- **Scheduling**
  - IMRs will be scheduled and are included in the system project plan, but do not have to be part of a release.
- **Changing an IMR to a CR**
  - NOTE: If the IMR is more involved, or becomes more involved at a later time with larger effort, identified impact on downstream systems, additions/deletions of functionality/capability or FAR or acquisition impacts, it must be noted in the CR "Comments" in JIRA and assigned to the IAE PMO to change to a CR. Once the CR is created, the PM will assign the CR back to the requestor to complete the additional appropriate fields in the CR.

### Change Requests (CR)

- **Criteria**
  - Changes of a substantial nature that are internal and external to the system that may or may not affect other downstream systems
  - Changes that have FAR or acquisition impacts
  - Changes with additions/deletions of functionality/capability
  - Changes that may impact scope, resources, time and schedule, new money
- **Technical Analysis (TA)**
  - Full TA is required
- **Approval**
  - Requires IAE PMO initial review/approval
  - Must go to the CCB for vote
- May need IAE CCB approval and/or ACE approval
- **Scheduling**
  - Must be scheduled and part of project plan

- **Changing a CR to an IMR**
  - If review of the CR indicates the anticipated solution meets IMR Criteria, the CR may be switched to an IMR with PM approval. Requires a note by the PM in the “Comments” section and assignment to the IAE PMO to change the CR to an IMR.