1 – Phase 1: Pilot Request

1.1 – Problem Statement

Problem Statement

Discuss the purpose and scope of the concept to be piloted. Include how the concept aligns with GSA Strategic goals and the business line(s) affected.

1.2 – Pilot Approach

Pilot Phase Approach

Note: It is reasonable to not have answers to some of these questions in the Final State phase - those questions that do not have answers should be explored through the pilot.

	Pilot Phase	Final State
Customer/User Base	(e.g., 4-5 users in 3 federal buildings)	(all federal workers in federal buildings)
Service Provided		(e.g., crowdsourced building information)
Scale	(e.g., 3 buildings)	(all federal buildings)
Solution/Platform	(e.g., Salesforce or ServiceNow)	(e.g., mobile application)
Legal Considerations	(e.g., open sourced code)	
Security Considerations	(e.g., no PII and non-public websites)	
Implementation Owner	(e.g., ACIO of PBS IT)	
Business Owner	(e.g., Director of XYZ, PBS)	

1.3 – Measures of Success

Success Criteria

Describe the success criteria and how it will meet the identified measures of success.

Measures of Success	Success Criteria
How are you engaging customers/users in the pilot?	
How are you obtaining customer/user feedback on the value of this investment?	
What are three measures that will be used throughout pilot?	1. 2.

Are there other qualitative indicators that contribute to the success?	
What would you consider successful measure values that would indicate funding the next phase is appropriate?	
What would you consider quantitative and qualitative indicators that the next phase should not be funded or that the concept should be revisited?	

1.4 – Major Features

High-level Features

Provide the high-level features to be explored during the pilot:

- Feature 1
- Feature 2

Signatures

Implementation Owner / ACIO

Signature: _____   Date: _____

Business Owner

Signature: _____   Date: _____

2 – Phase 2: Prototype Request

2.1 – Pilot Results & Findings:

Pilot Testing Results

Summarize the testing results of the pilot. The document should list the use case(s) or requirements tested, the success criteria, actual results, and any constraints and assumptions.

- See Use Case Template

2.2 – Prototype Approach

Prototype Phase Approach

Describe how criteria has changed.

	Prototype Phase	Final State
Customer/User Base	(e.g., all users in federal buildings in the DC area)	(all federal workers in federal buildings)
Service Provided		(e.g., crowdsourced building information)
Scale		(all federal buildings)
Solution/Platform		(e.g., mobile application)
Legal Considerations		
Security Considerations		
Implementation Owner		
Business Owner		

2.3 – Measures of Success

Success Criteria

Describe the success criteria and how it will meet the identified measures of success.

Measures of Success	Success Criteria
How are you engaging customers/users in the prototype?	
How are you obtaining customer/user feedback on the value of this investment?	
What are three measures that will be used throughout prototype?	1. 2.

Are there other qualitative indicators that contribute to the success?	
What would you consider successful measure values that would indicate funding the next phase is appropriate?	
What would you consider quantitative and qualitative indicators that the next phase should not be funded or that the concept should be revisited?	
What user-driven metrics will you use to measure satisfaction? Uptake?	
What system-oriented metrics will you use to measure scalability and other capabilities?	

2.4 – Updated Requirements

Security Requirements

Include security requirements captured:

Security Requirement	Yes / No?	Explanation
FedRAMP Authorized		
FISMA Level Compliant		
Using PII / PCI	Yes	(e.g., will of use fake data)

Legal Requirements

Describe any legal implications / requirements.

Consider the following:

- Is this, or should it integrate with, a System of Record? Yes/No
- Are you implementing this as an open source application under a particular license?
- Are there regulatory or statutory considerations?

Additional Requirements

List any new other use case(s) or requirements found during the pilot. Include any changes to acceptance criteria or impacts to constraints and assumptions should be also be updated:

- Feature 1
- Feature 2

2.5 – Solution Recommendation

Solution Recommendation

If the solution recommendation has changed, please describe the alternate solution or whether to revisit the market research and analysis. *(Alternate solutions will require submission of a Pilot Request.)*

- Refer to Appendix for full AoA details.

2.6 – Funding

Requested Funds

Provide funding request cost estimate for the prototype

Prototype Cost = **$0.00** (**X** amount of **Total Cost of Full Implementation**)

Signatures

Implementation Owner / ACIO

Signature: _____ Date: _____

Business Owner

Signature: _____ Date: _____

3 – Phase 3: Scale Request

3.1 – Prototype Results & Findings:

Prototype Testing Results

Summarize the testing results of the prototype. The document should list the use case(s) or requirements tested, the success criteria, actual results, and any constraints and assumptions.

- See Use Case Template

3.2 – Scale Approach

Scaled Phase Approach

Describe how criteria has changed.

	Final State	Implementation
Customer/User Base	(all federal workers in federal buildings)	
Service Provided	(e.g., crowdsourced building information)	
Scale	(all federal buildings)	
Solution/Platform	(e.g., mobile application)	
Legal Considerations		
Security Considerations		
Implementation Owner		
Business Owner		

3.3 – Measures of Success

Success Criteria

Describe the success criteria and how it will meet the identified measures of success.

Measures of Success	Success Criteria
Which metrics from the previous phases will be baselined in this phase?	
What additional measures will be used throughout Scale?	1.

	2.
How are you obtaining customer/user feedback on the value of this investment?	
What customer/user-driven metrics will you use to measure satisfaction? Uptake?	
What quantitative and qualitative indicators will drive the rollout to the remaining users?	
What system-oriented metrics will you use to drive scalability and other capabilities?	

3.3 – Updated Requirements

Security Requirements

Include security requirements captured:

Security Requirement	Yes / No?	Explanation
FedRAMP Authorized		
FISMA Level Compliant		
Using PII / PCI	Yes	(e.g., will of use fake data)

Legal Requirements

Describe any legal implications / requirements

Consider the following:

- Is this, or should it integrate with, a System of Record? Yes/No
- Are you implementing this as an open source application under a particular license?
- Are there regulatory or statutory considerations?

Additional Requirements

List any new other use case(s) or requirements found during the pilot. Include any changes to acceptance criteria or impacts to constraints and assumptions should be also be updated:

- Feature 1
- Feature 2

3.4 – Funding

Requested Funds

Provide Full Implementation cost estimate:

ID	Description	Cost
3.3.1	Software Cost	
3.3.2	Implementation / Services Cost	
	TOTAL COST	$0.00

3.5 – Cost Recovery Model

Pay it Forward

Business lines provide upfront cost for development and implementation. Describe how cost will be recovered in the out years

- O&M for outgoing years paid by business?
- O&M for enterprise platform increases the following FY?

Signatures

Implementation Owner / ACIO

Signature: _____   Date: _____

Business Owner

Signature: _____   Date: _____