

# Missouri

*Value Assessment Program*

**A Cost/Benefit  
Approach to State Government**

# Draft

**Version 3.0**

**Text marked in blue reflect  
proposed changes to the  
project statement.**

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# PART I – Introduction

## ■ A. Overview

What value do the business projects appropriated each year through the legislative process bring to Missouri State Government? Should a business project be undertaken if the cost to create, implement and maintain is greater than the value/savings returned to state government and ultimately the citizen? These are the important questions to be answered if we are to be effective in delivering responsible government to Missouri's citizens.

There is a great deal of discussion these days about information technology and the new economy. Yet the new economy isn't about technology, it's about transformation. Rather than aligning the business needs with the capabilities of IT, information technology now becomes the enabler to bring improved business processes to government and industry. A result of that transformation is the ability to use technology to translate data into measurements that are simple, meaningful, quantifiable and auditable.

This document establishes a framework to determine a value assessment program utilizing a cost/benefit approach. This framework also provides a beginning for state agencies to learn to evaluate return on investment (ROI) for Missouri's business projects. Driven by the necessity to leverage the state's financial resources for the greatest possible good, this framework provides a methodology to create an objective and measurable view of proposed business projects.

State government operates on a service basis rather than a profit orientation. It is, however, important to understand what benefit is being received for the state's investment. While some programs will truly generate a fiscal return on investment, others will only generate goodwill, i.e., better service and improved citizen satisfaction. Just because a program doesn't generate a fiscal return on investment doesn't mean it shouldn't be funded, but the state should recognize at the onset that it would generate better service. This program is designed to begin the process of uncovering these issues and contribute to fully informed decisions.

The Missouri Value Assessment Program (MoVAP) framework will be utilized statewide across all agencies. This will provide a common, repeatable format that is important to the appropriation decision-making process. This will also involve a change in how Missouri State Government approaches project development. In the past, information technology divisions were responsible for seeking funding to implement the delivery of programs and

*“Driven by the necessity to leverage the state’s financial resources for the greatest possible good, this framework provides a methodology to create an objective and measurable view of proposed business projects.”*

services identified by their agency business entities. With a cost/benefit approach, it becomes important for the appropriation request to be driven by the business entity with operational responsibility for the program in cooperation with its information technology division. Once the Missouri Value Assessment Program utilizing the cost/benefit model is implemented and historical data is available, it then becomes an important tool for agencies to showcase their accomplishments and the positive impact of their programs on Missouri citizens.

## B. MoVAP Timeline

Listed below is a proposed timeline for the Missouri Value Assessment Program (MoVAP) submission and review process as it relates to the funding cycle and Missouri’s project management program.

**PROJECT MANAGEMENT TIMELINE**

Legislation enacted						Gov. Recommendation (State-of-the-State)						End of Session
July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Business/IT Project Planning Process												
July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Agency Budget Dev.		Decision Item to OA			Gov. Budget Rec.							
MoVAP form submitted electronically to OIT		MoVAP feedback given to submitting agency										
		MoVAP final version due to OA and OIT										
		Risk Plan to OIT										
July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Project Begins (Approved funding is available)												
Project Oversight Begins												
		Continuation Decision Item to OA						Re-appropriation Request				
		Updated Risk Plan to OIT										
July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Project Continues												
Project Oversight Continues												

*“Once the Missouri Value Assessment Program utilizing the cost/benefit model is implemented and historical data is available, it then becomes an important tool for agencies to showcase their accomplishments and the positive impact of their programs on Missouri citizens.”*

## Critical MoVAP Dates

<b>August 1 thru September 1</b>	MoVAP form completed and submitted electronically to the Office of Information Technology for review of completeness and for informational purposes only.
<b>September 21</b>	Review of MoVAP form for completeness is done and feedback, if necessary, given to submitting agencies.
<b>October 1</b>	Final version of MoVAP Form together with the Risk Plan and Program Decision Item Analysis Form 5 is due to OA Budget and Planning and OIT.
<b>January</b>	Governor's budget recommendation is submitted to the Legislature.
<b>End of Session</b>	Project funding priorities agreed upon by the Governor and the Legislature.
<b>July 1</b>	Approved funding is available.

*“With a cost/benefit approach, it becomes important for the appropriation request to be driven by the business entity with operational responsibility for the program in cooperation with its information technology division.”*

## C. Definition of Terms

<b>Activity:</b>	A task or series of tasks performed over a defined period of time.
<b>Agency Name:</b>	Name of the organization responsible for managing the project.
<b>Agency Project Manager:</b>	The individual designated as the responsible party to oversee the project. This individual will need to possess a certificate from Missouri's project management training program.
<b>Budget:</b>	Refers to an estimate of funds planned to cover a project for a specified period of future time.
<b>Business Project:</b>	Any state government initiative funded from core funds or for which appropriation funding is requested from the Legislature.

*October 1: Program Decision Item Analysis Form 5 together with the MoVAP form and Risk Plan is due to OA Budget and Planning and OIT.*

<b>Cost/Benefit Analysis</b>	A calculation of project costs relative to benefits, both tangible and intangible.
<b>Customer:</b>	Individuals or organizations who will utilize and benefit from the outcome of this project.
<b>Hard Dollar Benefits</b>	Savings or benefits that result in a direct financial impact on an agency budget.
<b>Intangible Benefits:</b>	These are benefits not readily quantifiable such as social benefits, convenience to citizens, etc., but have value.
<b>Objective Measures:</b>	Indicators of the success or impact of a program or approach.
<b>Ongoing Project Cost:</b>	The average annual cost incurred (application software maintenance, hardware maintenance, etc.) after development and implementation of the requested project. Budget instructions regarding inflation can be found at <a href="http://www.oa.state.mo.us/bp/instructions/fy2004/index.htm">http://www.oa.state.mo.us/bp/instructions/fy2004/index.htm</a> .
<b>Outcome Measures:</b>	Measures that quantify the degree to which the desired result is achieved.
<b>Output Measures:</b>	The actual services or products delivered by an agency.
<b>Project Name:</b>	Full name of the project and any associated acronym.
<b>Project Plan:</b>	A management summary document that gives the essentials of a specific project in terms of its objectives, justification, and how the objectives are to be achieved. It describes how major activities of the project management function are to be accomplished, and describes methods of overall project control. The project plan evolves through successive stages of the project life cycle.
<b>Return on Investment</b>	(ROI) Refers to an estimate of the financial benefit (the “return”) on money spent (the “investment”) on a particular alternative (e.g., an IT project).
<b>Soft Dollar Benefits</b>	Benefits that can be quantified with a dollar value, but do not result in a direct financial impact on an agency budget.
<b>Sr. Mgmt. Sponsor:</b>	Name of the individual(s) who supports, advocates and defends the project within an agency and to other agencies/entities impacted by the project. In some instances the project senior management sponsor may

*Objective Measures: Indicators of the success or impact of a program or approach.*

*Total Cost of Ownership: The costs involved, both direct and indirect, incurred to develop, implement and maintain the project.*

also be the senior technical sponsor.

**Sr. Technical Sponsor:** Name of the individual with authority to commit adequate resources and support for the project to ensure successful project implementation. In some instances, the senior technical sponsor may also be the senior management sponsor.

**Stakeholders:** Individuals or organizational entities whose stake in the project is sufficient for them to play a role in affecting the outcome of the project.

**Total Cost of Ownership:** (TCO) The costs involved, both direct and indirect, incurred to develop, implement and maintain the project.

*Stakeholders:  
Individuals or  
organizational  
entities whose  
stake in the project  
is sufficient for  
them to play a role  
in affecting the  
outcome of the  
project.*

## D. Program Information

### **MoVAP Form Requirements**

The submission of MoVAP form is required for all information technology projects resulting in legislative appropriation requests.

### **MoVAP Form Submission**

Each MoVAP form must initially be submitted electronically by September 1 to the Office of Information Technology for review of completeness and for informational purposes only. By October 1 the agency should submit the final MoVAP form along with the Risk Plan and Program Decision Item Analysis Form 5 to OA Budget and Planning. A complete listing of due dates as they relate to the budget cycle is available under the section titled “Timeline.”

### **Notification of Changes in Project**

The recipient of any project funding should notify the Office of Information Technology whenever significant revisions in the scope, budget, timeline, or objective of the project are anticipated. This would include any changes effecting the quantity or quality of project deliverables regardless of whether or not there is an associated budget revision.

### **Assistance**

Requests for assistance completing the application should be directed to Jan Grecian at 573-526-7743 or [grecij@mail.oit.state.mo.us](mailto:grecij@mail.oit.state.mo.us) in the Office of Information Technology.

*The MoVAP form is required for all information technology projects resulting in legislative appropriation requests.*

# PART II – Project Summary

## A. General Information

Information to be provided in this section is general in nature and quickly provides the necessary information pertaining to the organization of the project and project participants. (\*Form 5 header information)

<b>Project Name/Decision Item Name:</b>	*	<b>Date:</b>
<b>State department:</b>	*	<b>Division:</b> *
<b>Submitted by:</b>		<b>Title:</b>
<b>Requested Amount Project Funds (Form 5):</b>	\$ <b>New Decision Item</b> \$ <b>Core Funds</b> \$ <b>Total</b>	<b>Fiscal Year:</b>

Please answer the following questions by marking “Yes” or “No” and providing a brief response as appropriate.

	Yes	No
Is this an updated MoVAP form? If so, reason for update: _____ _____		
Is this a follow-on to a previous project? If “yes,” please provide: Name of previous project: _____ Date Completed: _____		
Is the project required by federal or state statute? If so, what statute? Statute: _____		
Is this a multi-year project? If yes, for what fiscal years? Fiscal years: _____		

### **Points of Contact**

Please list the individuals who will be responsible for this project during its initiating and planning processes, as appropriate. This will be the group of individuals that meets to review and discuss the project statement and sizing.

<b>Position</b>	<b>Name/Organization</b>	<b>Phone</b>	<b>E-mail</b>
<b>Project Manager</b>			
<b>Senior Management Sponsor</b>			
<b>Senior Technical Sponsor</b>			
<b>Procurement Contact</b>			
<b>Customers:</b>			
<b>Steering Committee</b>			
<b>Other Stakeholders (Top 3):</b>			

## **B. Project Charter**

### **1. Business Problem (Form 5, #3)**

*Define and describe in specific terms the problem this project addresses.*

**2. Business Abstract (Form 5, #1)**

*Briefly describe what you are requesting with this project; why; what is the total cost by funding source (GR, Federal, or specific Other Fund); and how many FTE by funding source (GR, Federal or specific Other fund)?*

**3. Statement of Work Goal - High-level Project or Program Scope Statement**

*The statement should be short, precise and clear.*

**4. Overall Phases of Work - Expected Timeframes**

*Include here a listing of all the expected projects that will be required to accomplish the Goals, Objectives and Success Factors of this Project Charter, i.e. define the program. [If this is a multi-year project, please show phases by fiscal year.](#)*

**5. What are the results of this project? (Form 5, #4-a)**

*Positive results and negative consequences: What are the positive results of completing this project and what negative consequences will occur if the project is not funded and completed? How does this project address the business problem associated with it?*

**6. Project Objective / Detailed Project or Program Scope Statement (Replaces “B” in Project Statement) (Form 5, #4-b)**

*Provide a brief list of what the project is to accomplish and the measures for strategic plan and other objectives this item addresses. Also provide data for the measures. The project objectives are a detailed version of the statement of work. Taken with the statement of work, the objectives define the boundaries (scope) of the project. The objective statement can also be seen as a decomposition of the statement of work into a set of necessary and sufficient objective statement. Please be sure to address the core measures as identified in Part II-Appendices of the Missouri Project Management Performance Management Manual.*

Short-term objectives and measurements	FYXXXX Actual	FYXXXX Actual	FYXXXX Projected	FYXXXX Projected	FYXXXX Projected
Long-term objectives and measurements	FYXXXX Actual	FYXXXX Actual	FYXXXX Projected	FYXXXX Projected	FYXXXX Projected
<b>If this is a new decision item with an associated core, separately identify the impact of the core.</b>					

**7. Output Measures (Replaces “C. - Success Factors” in project statement)**  
 (Form 5, #5-b)

Identify the output measures and quantify this project’s impact.

Output Measures:	FYXXXX Actual	FYXXXX Actual	FYXXXX Projected	FYXXXX Projected	FYXXXX Projected
If funding is going to be requested as a new decision item with an associated core, separately identify the impact of the core.					

**C. Strategic and Background Information**

**1. Strategic Plan (Form 5, #5-a and #1)**

List the strategies (actions or activities) from the strategic plan that you will use to address these objectives, or if the item does not directly relate to the strategic plan, describe the actions that will be taken to address them.

(Form 5, #5-a)

List the outcomes and outcome measure data from your strategic plan that addresses this project.

(Form 5, #1)

**2. Business Area or IT Area Impacted During the life of the project.**

Check all appropriate functions.

Business Areas	Business Areas	Information Technology Areas	Information Technology Areas
Human Resources	Planning	Workflow Management	Help Desk
Fiscal Management	Administrative Support	Desk Top Productivity	IVR
Public Information		Applications Development	Program-specific Data Management System
Information Services		Document Tracking	End User Support
Legal Services		Data Center Operations	Project Management
Procurement		Technology Research	Network Communications

**Other Business Functions:**

### 3. Technology

**What Architecture Domains will be most impacted by this project?** Please check the appropriate boxes (further detail on these domains and their disciplines and subject areas can be found in Appendix D of the Missouri Adaptive Enterprise Architecture Manual).

- Interface** – The interface domain defines the roles, technologies, standards, and policies necessary to interface with the service and information assets of the state. The disciplines under this domain deal with the consistent and user-friendly presentation, the access delivery channels, and providing equal access solutions to accommodate all users.
- Information** – The Information domain defines the roles, technologies, standards, and policies necessary to manage, store, design, and provide the information asset for the state. The disciplines under this domain deal with the transactional nature, decision-making requirements, and geographic component inherit in all information.
- Infrastructure** – Defines the roles, policies, standards, and technologies that manage the communications and computing hardware infrastructure for the state’s distributed computing environment. Disciplines in this domain deal with the connection of the various hardware pieces throughout the enterprise.
- Integration** – Defines the roles, policies, standards and technologies that integrate the various business functions and applications throughout the enterprise. Disciplines in this domain deal with the functional, system, and application integration required to pull together the vast array of services and information provided by the state.
- Application** – Defines the roles, policies, standards, and application development methodologies required to support the various custom and purchased applications throughout the state. Disciplines for this domain cover the automation of the workforce, promote group productivity, and provide a set of reusable application components.
- Systems Management** – The Systems Management domain defines the roles, standards, policies, and technologies for monitoring and controlling components of all collective hardware and software within the state’s information system infrastructure. Systems management includes the automation and control of platforms and associated resources, networks, and applications and the coordination and control of work flowing through the infrastructure systems. It focuses on issues of change management, even and state management, fault detection and isolation, performance measurement, problem reporting, and system training.
- Security** – The Security domain defines the roles, technologies, standards, and policies necessary to protect the information and technology assets of states and their citizenry from vandalism, theft, and any other form of unauthorized access. The Security domain defines the security and access management principles that are applied to ensure the appropriate level of protection for the states’ information technology assets.
- Privacy** – The Privacy domain addresses the balance between use of shared information and privacy concerns of citizens and agencies with well-defined roles, policies, procedures, and technologies. In addition, the Privacy domain addresses all state and federal laws related to privacy issues such as the distribution, availability, notification or permission to distribute, and privacy violation notification. The Privacy domain focuses on the authorized and unauthorized viewing, acquisition, and/or use of information about a person, case, or other classified activity.
- Other** - \_\_\_\_\_

**Do you anticipate needing a variance from the Architecture Committee?** Yes \_\_\_\_\_ No \_\_\_\_\_

*(If yes, please explain. Process for requesting variance is detailed in the Missouri Adaptive Enterprise Architecture Manual.)*

**Will this project potentially require the use of significant new technologies? Yes\_\_\_\_\_ No\_\_\_\_\_**

*(If yes, please explain.)*

**Databases:** Does the project collect information on an individual, organizational/entity or event?

**Yes\_\_\_\_\_ No\_\_\_\_\_**

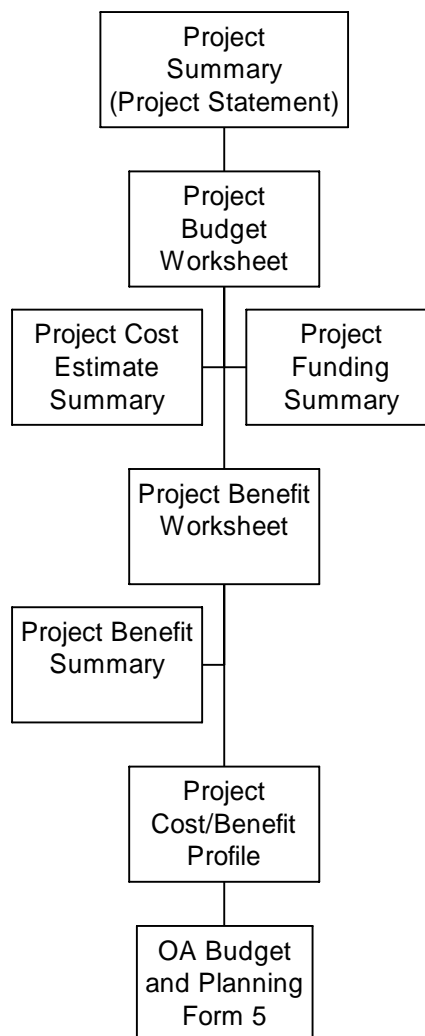
*(If yes, is there an existing agency database or one that exists within another agency that can be utilized? Please identify the existing database(s).)*

# PART III – Worksheets, Forms and Supporting Documentation

## MoVAP Worksheet Flowchart

The flowchart below will give the user an idea of how the data must flow to ultimately determine the Cost/Benefit Profile and produce a Form 5. Please remember this is for concept only and the intent is to have the MoVAP program available in a web-enabled application format that will populate the appropriate categories on each of the worksheets and essentially “do the math.”

MoVAP Flowchart



## A. Project Budget Worksheet

**PLEASE NOTE:** The table below is an example of the format for a project budget. Please keep in mind the intent is for the data entry to be done online and the totals will be carried forward to the appropriate project budget categories. Discovery questions prompt the user to consider various activities necessary for the project. If the answer to a discovery question is “yes”, then the user will be prompted to fill out the requested information.

When considering what existing hardware, software, staff, etc., are appropriate to identify as costs for the total project, ask yourself the question “if the project goes away, does the need for the existing hardware, software, and/or staff go away?” If not, then those items are probably not a true measure of total project cost for this particular project.

Project Budget Worksheet		Project Budget Details								
Discovery Questions	Yes or No	Budget Categories	Object Code	New Money Fund Code	Existing Core Fund Code	Description	Qty	Annual One-Time Project Costs FYX1	Annual Ongoing Project Costs FYX1	Carry Columns Thru 5 Fiscal Years
A.1. Will new FTE be requested?		Salaries & Wages	2005							
If yes, identify E&E costs for professional development		Various	Various							
A.2. Will existing staff be developing this application?		Salaries & Wages	2005							
If yes, identify E&E costs for professional development		Various	Various							
A.3. Is a need for overtime pay anticipated?		Salaries & Wages	2005							
A.4. Do you anticipate using temporary personnel services?		Professional Service	2469							
A.5. Will there be development costs for consulting contracts?		Professional Service	2541							
A.6. Will there be organizational restructuring costs?		Property & Improvements	2835							
A.7. Will there be costs associated with testing the new application?		Professional Service	2541							

Project Budget Worksheet		Project Budget Details								
Discovery Questions	Yes or No	Budget Categories	Object Code	New Money Fund Code	Existing Core Fund Code	Description	Qty	Annual One-Time Project Costs FYX1	Annual Ongoing Project Costs FYX1	Carry Columns Thru 5 Fiscal Years
A.8. Will there be costs associated with modifications to an existing system?		Professional Service	2541							
A.9. Will there be new software purchases required?		Computer Equipment	2706							
A.10. Will there be leases and license fees required?		Equipment Rental & Lease	2895							
A.11. Will there be computer hardware/software maintenance costs?		Maintenance & Repair Service	2580 2583							
A.12. Will it be necessary to rent equipment?		Equipment Rental & Lease	Various							
A.13. Will there be new computer equipment purchased?		Computer Equipment	2700 2703							
A.14. Will new communication equipment need to be purchased?		Other Equipment	2730							
A.15. Will there be infrastructure services required?		Site Maint & Repair Service	2829							
A.16. Will additional data communication services be required?		Comm Services & Supply	2406							
A.17. Will there be new purchases for telecommunication supplies?		Comm Services & Supply	2400							
A.18. Will additional voice phone lines be needed for staff/consultants?		Comm Services & Supply	2403							
A.19. Will there be costs associated with a host Internet server?		Comm Services & Supply	2409							

Project Budget Worksheet		Project Budget Details								
Discovery Questions	Yes or No	Budget Categories	Object Code	New Money Fund Code	Existing Core Fund Code	Description	Qty	Annual One-Time Project Costs FYX1	Annual Ongoing Project Costs FYX1	Carry Columns Thru 5 Fiscal Years
A.20. Will there be imaging services required?		Professional Service	2493							
A.21. Will staff need initial training to support development?		Professional Development	2383							
A.22. Will there be continuing training for staff?		Professional Development	2383							
A.23. Will training need to be conducted for end users?		Professional Development	2383							
A.24. Will new equipment need to be purchased for IT staff and/or end-user training?		Computer Equip Office Equip Other Equip	Various							
A.25. Will additional space need to be purchased to support the project?		Property & Improvement	2832							
A.26. Will additional space need to be constructed to support the project		Property & Improvement	2835							
A.27. Will existing space need to be redesigned to accommodate development staff?		Property & Improvement	2836							
A.28. Will additional work and/or storage space need to be leased to support the project?		Real Property Rent & Lease	2865							
A.29. Will additional office furniture and equipment need to be purchased?		Office Equipment	Various							
A.30. Will it be necessary to lease office furniture and equipment?		Equipment Rental & Lease	2880							
A.31. Will there be costs associated with marketing the new application?		Professional Service	2466							

Project Budget Worksheet		Project Budget Details								
Discovery Questions	Yes or No	Budget Categories	Object Code	New Money Fund Code	Existing Core Fund Code	Description	Qty	Annual One-Time Project Costs FYX1	Annual Ongoing Project Costs FYX1	Carry Columns Thru 5 Fiscal Years
A.32. Will legal services be needed?		Professional Service	2502							
A.33. Will this project require promotional functions?		Professional Service	2517							
A.34. Will public relations services be needed for implementation?		Professional Service	2517							
A.35. Will there be credit card transaction fees?		Professional Service	2487							
A.36. Will there be monthly reporting and invoicing fees and other electronic processor costs?		Professional Service	2544							
A.37. Will there be one-time and ongoing data warehousing service costs associated with EFT payments?		Professional Service	2544							
A.38. Will there be digital signature/certificate fees?		Professional Service	2544							
A.39. Will there be merchant Ids or other account set-up fees required?		Professional Service	2544							
A.40. Will there be office supplies purchases made in association with this project?		Supplies	2250							
A.41. Will supplies be needed for printing and binding documents?		Supplies	2256							
A.42. Is postage needed for this project?		Supplies	2265							
A.43. Any other administrative supplies?		Supplies	2277							

Project Budget Worksheet		Project Budget Details								
Discovery Questions	Yes or No	Budget Categories	Object Code	New Money Fund Code	Existing Core Fund Code	Description	Qty	Annual One-Time Project Costs FYX1	Annual Ongoing Project Costs FYX1	Carry Columns Thru 5 Fiscal Years
A.44. Is in-state travel anticipated by staff for this project?		Travel, In-State	Various							
A.45. Is out-of-state travel anticipated by staff for this project?		Travel, Out-of-State	Various							
A.46. Are there any other expenses not included with these questions?		Various	Various							
<b>Project Budget Subtotal</b>										
4% Project Oversight Budget (if applicable)										
<b>Project Budget Total</b>										

**Assumptions Used in Generating Project Budget Estimates**

**B. Project Cost Estimate Summary**

Budget Object Classes	Annual Project Cost FYXX	Annual Project Cost FYXX	Annual Project Cost FYXX	Annual Project Cost FYXX	Annual Project Cost FYXX	Total One-Time /Ongoing
<b>Salary and Wages (SW)</b>						
One-Time Costs						
Ongoing Costs						
<b>M and R Services (MR)</b>						
One-Time Costs						
Ongoing Costs						
<b>Equipment Rental &amp; Leases (ERL)</b>						
One-Time Costs						
Ongoing Costs						
<b>Computer Equipment (CE)</b>						
One-Time Costs						
Ongoing Costs						
<b>Professional Development (PD)</b>						
One-Time Costs						
Ongoing Costs						
<b>Property and Improvement (PI)</b>						
One-Time Costs						
Ongoing Costs						

<b>Budget Object Classes</b>	<b>Annual Project Cost FYXX</b>	<b>Annual Project Cost FYXX</b>	<b>Annual Project Cost FYXX</b>	<b>Annual Project Cost FYXX</b>	<b>Annual Project Cost FYXX</b>	<b>Total One-Time /Ongoing</b>
<b>Real Property Rentals and Leases (RPRL)</b>						
One-Time Costs						
Ongoing Costs						
<b>Other Equipment (OE)</b>						
One-Time Costs						
Ongoing Costs						
<b>Professional Services (PS)</b>						
One-Time Costs						
Ongoing Costs						
<b>Communication Services and Supply (CSS)</b>						
One-Time Costs						
Ongoing Costs						
<b>Supplies (S)</b>						
One-Time Costs						
Ongoing Costs						
<b>Travel In-State (TIS)</b>						
One-Time Costs						
Ongoing Costs						

<b>Budget Object Classes</b>	<b>Annual Project Cost FYXX</b>	<b>Annual Project Cost FYXX</b>	<b>Annual Project Cost FYXX</b>	<b>Annual Project Cost FYXX</b>	<b>Annual Project Cost FYXX</b>	<b>Total One-Time /Ongoing</b>
<b>Travel Out-of-State (TOS)</b>						
<b>One-Time Costs</b>						
<b>Ongoing Costs</b>						
<b>Project Budget Subtotal</b>						
<b>4% Project Oversight Budget (if applicable)</b>						
<b>Project Budget Total</b>						

*\*\*The annual project costs in the table above are populated from the detailed budget worksheet and carried over to the Project Cost/Benefit Profile.*

**C. Project Funding Summary (Replaces “G” in Project Statement)**

	Project Cost FYXX	Project Cost FYXX	Project Cost FYXX	Project Cost FYXX	Project Cost FYXX
<b>General Revenue Fund</b>					
<i>New Funds</i>					
<i>Core Funds</i>					
<b>Federal Funds</b>					
<i>New Funds</i>					
<i>Core Funds</i>					
<b>Highway Funds</b>					
<i>New Funds</i>					
<i>Core Funds</i>					
<b>Lottery Proceeds</b>					
<i>New Funds</i>					
<i>Core Funds</i>					
<b>Special Employment Security Funds</b>					
<i>New Funds</i>					
<i>Core Funds</i>					

	Project Cost FYXX	Project Cost FYXX	Project Cost FYXX	Project Cost FYXX	Project Cost FYXX
<b>Other Funds (Specify)</b>					
<i>New Funds</i>					
<i>Core Funds</i>					
<b>Total Project Cost</b>					

*Total above are populated from the Project Budget Worksheet.*

## D. Project Benefit Worksheet

Please identify in each benefit category whether the answer to the question is quantified as having a “hard or soft” dollar impact. Explanations of those terms are below.

*Hard Dollar* – savings or benefits that result in a direct financial impact on an agency budget.

*Soft Dollar* – savings or benefits that can be quantified with a dollar value, but do not result in a direct financial impact on an agency budget.

<b>Citizen Expense Worksheet</b>								
Discovery Questions	Yes or No	Hard Dollar (H) Soft Dollar (S)	Description	Formula	Quantity	Total Annual Expense FYXX	Total Annual Expense FYXX	Total Annual Expense Thru 5 Fiscal Years
D.1. Will there be costs for the citizen to complete the transaction?								
D.2. Will there be any other costs to the citizen?								
<i>Total Citizen Expense (Hard Dollar)</i>								
<i>Total Citizen Expense (Soft Dollar)</i>								

<b>Citizen/Public Benefit Worksheet</b>								
Discovery Questions	Yes or No	Hard Dollar (H) Soft Dollar (S)	Description	Formula	Quantity	Total Annual Benefit FYXX	Total Annual Benefit FYXX	Total Annual Benefit Thru 5 Fiscal Years
D.3. Will there be an improved quality of life for the general public?								
D.4. Will there be a reduction in road traffic and highway congestion?								

<b>Discovery Questions</b>	<b>Yes or No</b>	<b>Hard Dollar (H) Soft Dollar (S)</b>	<b>Description</b>	<b>Formula</b>	<b>Quantity</b>	<b>Total Annual Benefit FYXX</b>	<b>Total Annual Benefit FYXX</b>	<b>Total Annual Benefit Thru 5 Fiscal Years</b>
D.5. Will there be an overall increase in customer satisfaction and in the image of the state?								
D.6. Will this application result in an overall increase in economic activity for the state?								
D.7. Will this application help improve the public's knowledge of the agency and of its services?								
D.8. Will this application help improve intra-agency coordination of services?								
D.9. Will this application increase efficiencies ?								
D.10. Will this application increase data accuracy?								
D.11. Will this application help the agency achieve its strategic plan?								
D.12. Will this application help the agency participate in electronic government?								
D.13. Are there other public benefits?								
<b>Total Citizen/Public Benefit (Hard Dollar)</b>								
<b>Total Citizen/Public Benefit (Soft Dollar)</b>								

**State Revenue Benefit Worksheet**

Discovery Questions	Yes or No	Hard Dollar (H) Soft Dollar (S)	Description	Formula	Quantity	Total Annual Benefit FYXX	Total Annual Benefit FYXX	Total Annual Benefit Thru 5 Fiscal Years
D.14. Is this a new revenue source for the agency? If so, project the number of new transactions (customers) expected and the average dollar amount per new transaction to determine the corresponding increased revenue amounts.								
D.15. Is this an existing agency application with a redirected revenue stream such as a new payment option? If so, project the number of redirected transactions (customers) expected and the average dollar amount per redirected transaction to determine the corresponding increased revenue amounts.								
D.16. Will this application result in an increase in revenue to another state agency? If so, project these amounts as above.								
D.17. Will the application likely increase compliance with existing laws, thereby increasing revenue?								

Discovery Questions	Yes or No	Hard Dollar (H) Soft Dollar (S)	Description	Formula	Quantity	Total Annual Benefit FYXX	Total Annual Benefit FYXX	Total Annual Benefit Thru 5 Fiscal Years
D.18. Will the amount of time for the state to receive payment be shortened, thereby increasing the time availability of funds?								
D.19. Are there other state revenue benefits?								
<b>Total State Revenue Benefit (Hard Dollar)</b>								
<b>Total State Revenue Benefit (Soft Dollar)</b>								

<b>State Revenue Decrease Worksheet</b>								
Discovery Questions	Yes or No	Hard Dollar (H) Soft Dollar (S)	Description	Formula	Quantity	Total Annual Benefit FYXX	Total Annual Benefit FYXX	Total Annual Benefit Thru 5 Fiscal Years
D.20. Will this application result in a decrease in a revenue source for the agency? If so, project the number of lost transactions (customers) and the average dollar amount per lost transaction for each fiscal year to determine the corresponding decreased revenue amounts.								

Discovery Questions	Yes or No	Hard Dollar (H) Soft Dollar (S)	Description	Formula	Quantity	Total Annual Benefit FYXX	Total Annual Benefit FYXX	Total Annual Benefit Thru 5 Fiscal Years
D.21. Will this application result in a decrease in revenue to another state agency or an outside entity (customer)? If so, project these amounts as above.								
D.22. Are there other state revenue decreases?								
<b>Total Decrease in State Revenue (Hard Dollar)</b>								
<b>Total Decrease in State Revenue (Soft Dollar)</b>								

<b>Citizen Cost Savings/Cost Avoidance Worksheet</b>								
Discovery Questions	Yes or No	Hard Dollar (H) Soft Dollar (S)	Description	Formula	Quantity	Total Annual C/S – C/A FYXX	Total Annual C/S – C/A FYXX	Total Annual C/S – C/A Thru 5 Fiscal Years
D.23. Will there be cost savings to the citizen in decreased check writing and mailing costs?								
D.24. Will there be a cost savings to the citizen in decreased wait time at the agency's or subagent's counter, decreased travel time or decreased time spent in filling out forms?								

Discovery Questions	Yes or No	Hard Dollar (H) Soft Dollar (S)	Description	Formula	Quantity	Total Annual C/S – C/A FYXX	Total Annual C/S – C/A FYXX	Total Annual C/S – C/A Thru 5 Fiscal Years
D.25. Will there be a cost savings to the citizen in decreased vehicle costs and parking fees at the agency or subagent?								
D.26. Will there be other cost reductions for the citizen?								
<i>Total Citizen Cost Savings/Cost Avoidance (Hard Dollar)</i>								
<i>Total Citizen Cost Savings/Cost Avoidance (Soft Dollar)</i>								

<b>State Cost Savings/Cost Avoidance Worksheet</b>								
Discovery Questions	Yes or No	Hard Dollar (H) Soft Dollar (S)	Description	Formula	Quantity	Total Annual C/S – C/A FYXX	Total Annual C/S – C/A FYXX	Total Annual C/S – C/A Thru 5 Fiscal Years
D.27. Will there be fewer refunds needed to be processed by the agency due to more accurate payment calculations via automated systems?								
D.28. Will there be additional cost reductions if fewer transactions occur in the field offices?								

Discovery Questions	Yes or No	Hard Dollar (H) Soft Dollar (S)	Description	Formula	Quantity	Total Annual C/S – C/A FYXX	Total Annual C/S – C/A FYXX	Total Annual C/S – C/A Thru 5 Fiscal Years
D.29. Will there be reduced infrastructure costs?								
D.30. Will there be a decrease in check/cash handling costs such as security, transit, storage and theft or pilferage associated with a decrease in the number of checks processed?								
D.31. Will there be paper and/or mailroom cost reductions as a result of fewer checks processed?								
D.32. Will there be a decrease in banking and NSF fees associated with a decrease in the number of checks processed?								
D.33. Will there be training cost reductions?								
D.34. Will there be maintenance cost reductions?								
D.35. Will there be software cost reductions?								
D.36. Will there be a decrease in staff and associated costs or the ability to redistribute current staff due to a reduction in the number of checks processed?								

Discovery Questions	Yes or No	Hard Dollar (H) Soft Dollar (S)	Description	Formula	Quantity	Total Annual C/S – C/A FYXX	Total Annual C/S – C/A FYXX	Total Annual C/S – C/A Thru 5 Fiscal Years
D.37. Will there be a decrease in help desk support?								
D.38. Will there be a decrease in accounts receivable processing costs associated with a decrease in the number of checks processed?								
D.39. Will there be any cost savings for other state agencies?								
D.40. Will there be other cost reductions for this agency?								
<i>Total State Cost Savings/Cost Avoidance (Hard Dollar)</i>								
<i>Total State Cost Savings/Cost Avoidance (Soft Dollar)</i>								

<b>County and Municipal Government Cost Savings/Cost Avoidance Worksheet</b>								
Discovery Questions	Yes or No	Hard Dollar (H) Soft Dollar (S)	Description	Formula	Quantity	Total Annual C/S – C/A FYXX	Total Annual C/S – C/A FYXX	Total Annual C/S – C/A Thru 5 Fiscal Years
D.41. Will there be additional cost reductions if fewer transactions occur at the county and/or								

municipal government offices?								
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<b>County and Municipal Government Cost Savings/Cost Avoidance Worksheet</b>								
<b>Discovery Questions</b>	<b>Yes or No</b>	<b>Hard Dollar (H) Soft Dollar (S)</b>	<b>Description</b>	<b>Formula</b>	<b>Quantity</b>	<b>Total Annual C/S – C/A FYXX</b>	<b>Total Annual C/S – C/A FYXX</b>	<b>Total Annual C/S – C/A Thru 5 Fiscal Years</b>
D.42. Will there be reduced infrastructure costs?								
D.43. Will there be a decrease in check/cash handling costs associated with a decrease in the number of checks processed?								
D.44. Will there be paper and/or mailroom cost reductions as a result of fewer forms or checks processed?								
D.45. Will there be maintenance cost reductions?								
D.46. Will there be software cost reductions?								
D.47. Will there be a decrease in help desk support?								
D.48. Will there be other cost reductions for the county or municipal government?								
<b>Total County and Municipal Government Cost Savings/Cost</b>								

<i>Avoidance (Hard Dollar)</i>								
<i>Total County and Municipal Government Cost Savings/Cost Avoidance (Soft Dollar)</i>								

## E. Project Benefit Summary

### *Hard Dollar Benefit Summary*

<b>Description</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>Total</b>
Total Citizen/Public Benefit						
Total State Revenue Benefit						
<i>Total Projected Benefits (citizen/public benefit or state revenue benefit)</i>						
Total Citizen Cost Savings/Cost Avoidance						
Total State Cost Savings/Cost Avoidance						
Total County and Municipal Government Cost Savings/Cost Avoidance						
<i>Total Projected Cost-Avoidance (citizen, state or county/municipal gvmt.)</i>						
Total Citizen Expense	(0)	(0)	(0)	(0)	(0)	(0)
Total State Revenue Decrease	(0)	(0)	(0)	(0)	(0)	(0)
<i>Total Projected Expenses (citizen expense or revenue decrease)</i>	(0)	(0)	(0)	(0)	(0)	(0)
<b>Hard Dollar Total Net Benefits (less expenses)</b>						

*Totals transfer to Project Cost/Benefit Profile.*

**Soft Dollar Benefit Summary**

<b>Description</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>Total</b>
Total Citizen/Public Benefit						
Total State Revenue Benefit						
<i>Total Projected Benefits (citizen/public benefit or state revenue benefit)</i>						
Total Citizen Cost Savings/Cost Avoidance						
Total State Cost Savings/Cost Avoidance						
Total County and Municipal Government Cost Savings/Cost Avoidance						
<i>Total Projected Cost-Avoidance (citizen, state or county/municipal gvmr.)</i>						
Total Citizen Expense	(0)	(0)	(0)	(0)	(0)	(0)
Total State Revenue Decrease	(0)	(0)	(0)	(0)	(0)	(0)
<i>Total Projected Expenses (citizen expense or revenue decrease)</i>	(0)	(0)	(0)	(0)	(0)	(0)
<b>Soft Dollar Total Net Benefits (less expenses)</b>						

**Totals transfer to Project Cost/Benefit Profile.**

**F Project Cost/Benefit Profile**

<b>Project Budget Cost Profile</b>						
<b>Description</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>Total</b>
One-Time Costs						
Ongoing Costs						
Total Projected Budget Costs						
<b>Project Benefit Profile</b>						
<b>Description (Hard Dollar)</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>Total</b>
Total Projected Benefits (citizen benefit or revenue increase)						
Total Projected Cost-Avoidance (citizen, state, or county/municipal gvmt.)						
Total Projected Expenses (citizen expense or revenue decrease)	(0)	(0)	(0)	(0)	(0)	(0)
Total Projected Net Benefits						
<b>Cumulative Project Cost / Benefit Profile (Reflecting Hard Dollar Benefits Only)</b>						
<b>Description</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>FYXX</b>	<b>Total</b>
<i>Cumulative Total Projected Costs</i>						N/A
<i>Cumulative Total Projected Benefits (Hard Dollar Only)</i>						N/A

**Cumulative Project Cost / Benefit Profile** (Reflecting Hard and Soft Dollar Benefits)

Description	FYXX	FYXX	FYXX	FYXX	FYXX	Total
<i>Cumulative Total Projected Costs</i>						N/A
<i>Cumulative Total Projected Benefits (H &amp; S)</i>						N/A

*Is this project state or federally mandated? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, what is the consequence of not doing the project or not meeting the mandated deadlines (i.e., fine, decrease in revenue, etc.)?*

*Any additional comments regarding this project:*

## PART IV – Vitality Process

This section provides a description of all processes, templates and report examples that are part of the MoVAP Vitality Process. This is a continuous improvement process required to implement the findings and recommendations to ensure the continued viability of the value assessment program.

### A. Overview

Vitality is the method that ensures the MoVAP processes, templates and tools remain current and accurate through an annually scheduled revision of the MoVAP methodology.

To maintain the focus of the Missouri Value Assessment Program regular collaboration and communications between all Project Managers and the OIT MoVAP Coordinator is necessary to review and document any potential changes to the MoVAP. The Value Assessment Vitality Process ensures the actual implementation of process improvements through their inclusion in an annual update of the MoVAP.

The Value Assessment Vitality sub-processes include:

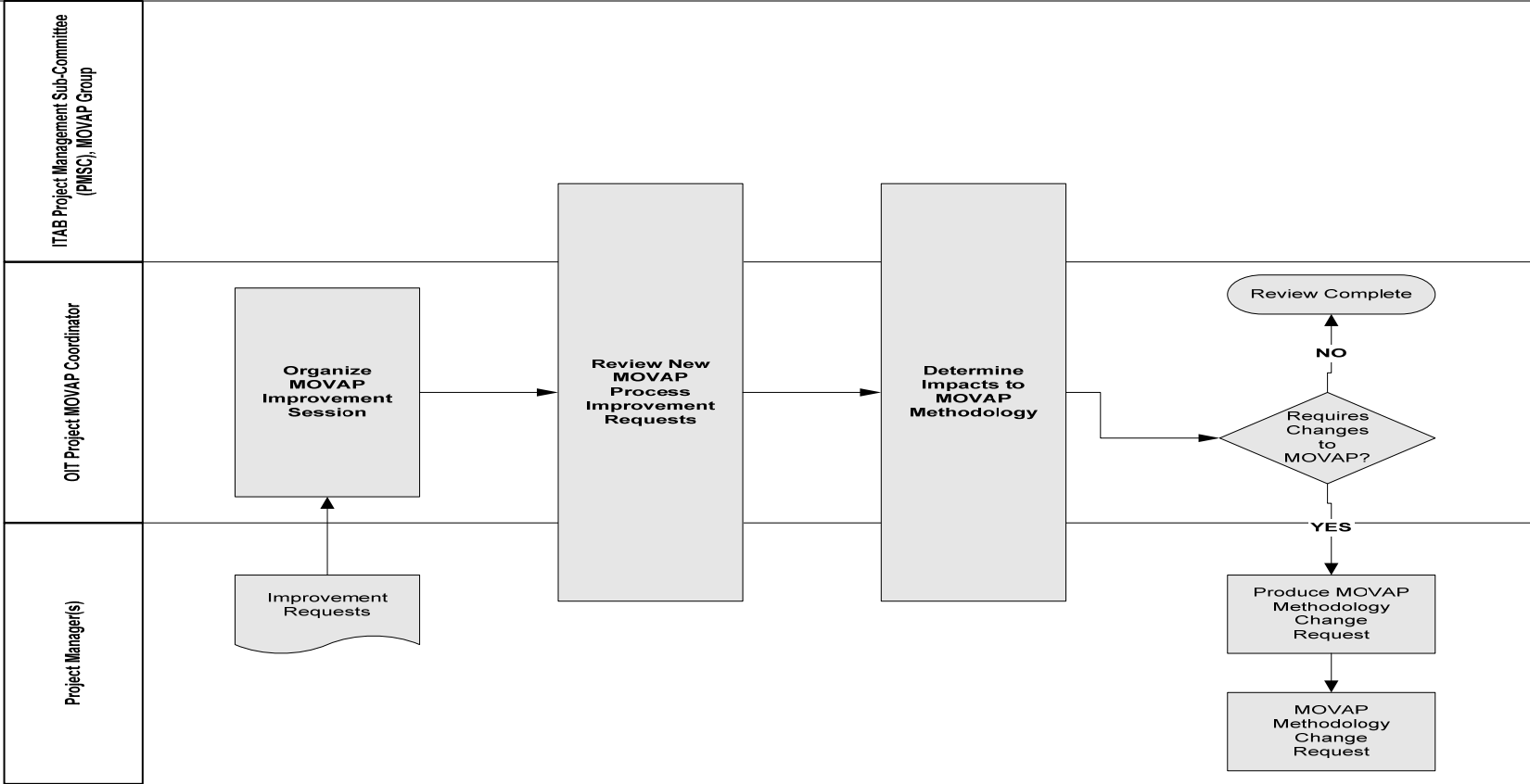
- Conduct Periodic Value Assessment Improvement Sessions on as “As Needed” basis
- Perform Annual MoVAP Update

### B. Sub-Processes & Templates

Each of the sub-processes follows the same format:

- Sub-Process
  - Process Model
  - Process Detail
  - Template (if applicable)
    - Overview
    - Sections
    - Sample Template Form
    - Template Detail

**MOVAP Vitality Process - Conduct Periodic MOVAP Improvement Session**



This sub-process is triggered by:

- The OIT MoVAP Coordinator scheduling a value assessment improvement session with the MoVAP working group of the ITAB Project Management Sub-Committee (PMSC).

The Value Assessment Improvement Sessions will largely be dependent upon the number of active value assessment engagements and changes identified during those engagements; the more projects using value assessment, the more frequent process improvement sessions are likely to occur. Meetings may also be initiated as the result of issues arising from an individual engagement that should be collectively addressed in a value assessment improvement session.

Conducting periodic oversight improvement sessions helps establish and maintain a process for making changes to the MoVAP methodology. As each active value assessment engagement addresses new issues and as process improvement reports are delivered upon project closeouts, the MoVAP methodology needs to undergo a regular review process.

The objective of each review session is to promote value assessment process improvements, and increase value assessment process maturity. The MoVAP processes are implemented and executed by each of the Project Managers; their involvement in a collaborative forum, set up to share best practices and lessons-learned, is essential to successfully maturing the MoVAP.

Organized by the OIT MoVAP Coordinator, the Value Assessment Improvement Sessions are designed to be an open and honest discussion of how well the entire value assessment process operates. This can include discussing the agreed nature and intent of the current processes as well as collective agreement of changes that need to be made to improve the process. Such a forum enables discussion, review, and documentation of necessary MoVAP changes to take place simultaneously.

**Organize Value Assessment Improvement Sessions** – The OIT MoVAP Coordinator will arrange a date, time and facility for the value assessment improvement session. The goal of the meeting is to discuss ways to mature the MoVAP focusing on process improvements. To ensure that potential changes do not create adverse impacts in the implementation of value assessment representation is required from the ITAB Project Management Sub-Committee (PMSC) MoVAP working group.

**Review New Value Assessment Process Improvement Reports** – Produced upon the completion of a value assessment engagement, a process improvement report captures an assessment of how value assessment was executed, the success and failures and lessons learned. The value assessment improvement session participants will focus their review efforts on any proposed MoVAP process improvements. Project Managers should be utilized to provide feedback

*The objective of each review session is to promote value assessment process improvements, and increase value assessment process maturity.*

*The Value Assessment Improvement Sessions are designed to be an open and honest discussion of how well the entire value assessment process operates.*

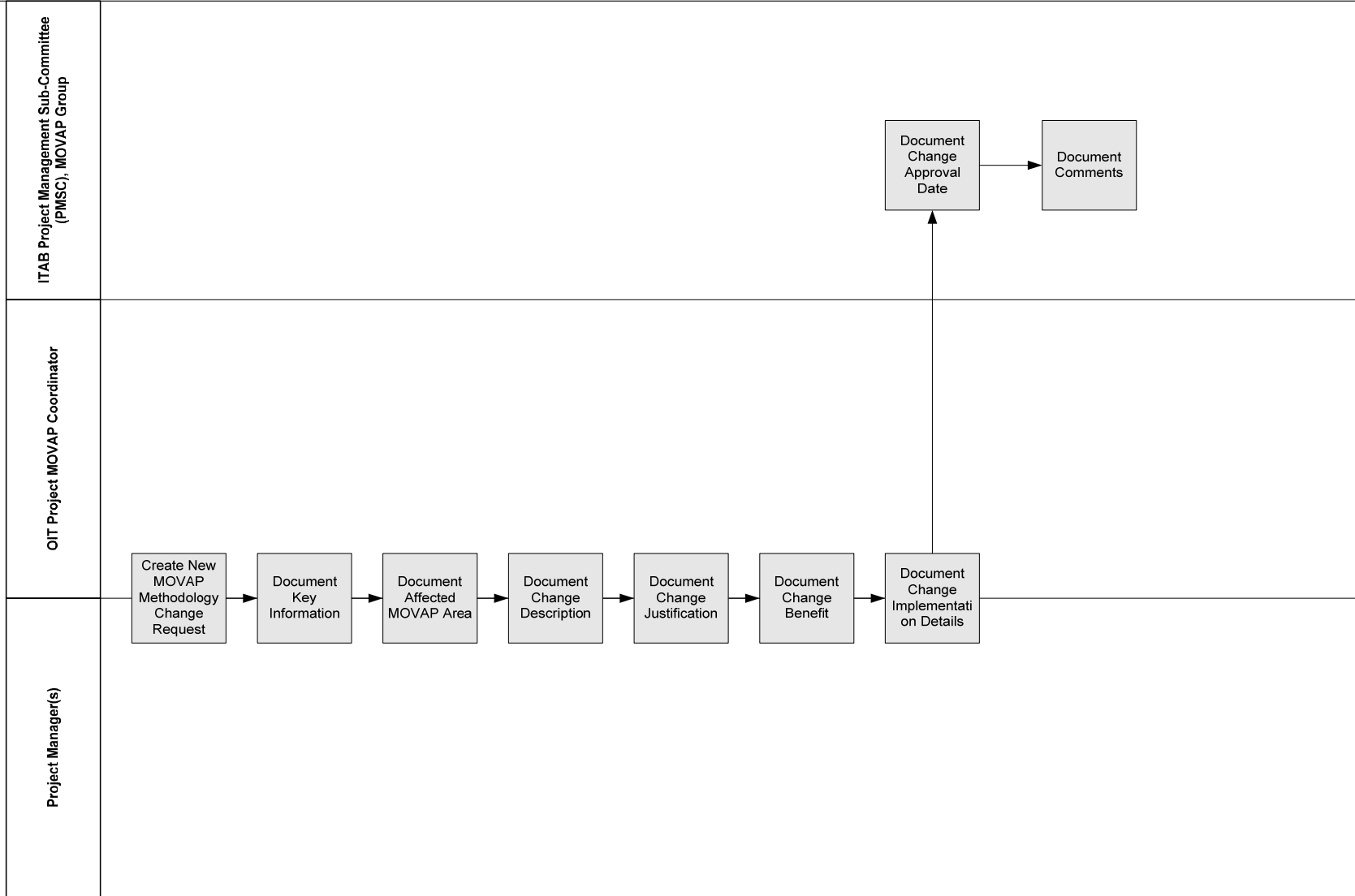
on how proposed changes could impact the implementation of value assessment on their existing engagements.

**Review Current Project Issues and Mitigation Strategies** – Value Assessment situations may arise from time to time that have the potential to influence changes to MoVAP processes. Many of these arise from key project issues that change the way value assessment is being implemented. This forum provides the Project Managers an opportunity to take an honest look at the value assessment processes and document bottlenecks. It also allows for comments and suggestions from the MOVAP working group of the ITAB Project Management Sub-Committee (PMSC).

**Determine Impacts to MoVAP Methodology** – Before a change to the MoVAP can be made, the overall impact of any proposed change must be determined. Collectively, the session participants must establish, through objective evidence, that a process improvement will consistently produce a result that is superior to what is produced using existing processes. No change should be recommended to any MoVAP processes, templates or reports without concurrence from Project Managers, the OIT MoVAP Coordinator and the approval from the MoVAP working group.

**Produce MoVAP Methodology Change Request** – Agreed upon changes to MoVAP processes and tools must be documented via a MoVAP Methodology Change Request. This form captures the change description, rationale, and details regarding any affected procedures and templates. The MoVAP Methodology Change Request template eliminates the guesswork when it comes to making annual changes to the MoVAP by documenting the lifecycle of a change from inception through review and implementation.

# MOVAP Vitality Process - Complete MOVAP Methodology Change Request



The MoVAP Methodology Change Request Template provides a means of collecting and tracking needed changes to the MoVAP program, methodology, templates and tools. Using the MoVAP Methodology Change Request Template as a guide will help ensure that all of the important elements of the report are documented. The following process steps must be followed to aid in this documentation:

**Create New MoVAP Methodology Change Request** – The OIT MoVAP Coordinator and Project Managers make a copy of the report template to start a new MoVAP Methodology Change Request. This is done for each change determined in the Periodic Value Assessment Improvement Sessions. The final result of this process will be a set of MoVAP Methodology Change Requests to be considered for implementation in the annual MoVAP methodology update.

**Document Key Information** – The following key information is collected related to the source of the change request:

- *MoVAP Manual Version:* This is an indication of the version of the MOVAP Manual for which a change is being requested.
- *Originating Project:* This is an indication of the project where the needed change was discovered.
- *Originating Project Manager:* This is an indication of the Project Manager who originally indicated the need for the change.
- *Change Request Date:* This is the date when the MoVAP Methodology Change Request was created.

**Document Affected MoVAP Areas** – Provides the location within the MoVAP processes, templates and tools where the change is needed. This includes identification of the manual section, the specific chapter, process, sub-process, template or report.

**Document Change Description** – Provide a detailed description of the change. This includes specifics regarding process, narrative, template, or report enhancements.

**Document Change Justification** – Provide a detailed description of the circumstances surrounding the change. This includes details regarding the impacts of the change as well as providing validated examples that justify the change. The Change Justification section documents the details of “why” the change is needed; what evidence exists that indicates the current process needs to be changed; what are the current issues and bottlenecks with the existing process.

**Document Change Benefits** – Provide the overarching benefits of implementing the approved change and why it should be included in a future revision of the MoVAP. These benefits should be mutually felt among all Project Managers and should reflect the expected MoVAP functionality improvement resulting from implementation of the change.

*Using the MoVAP Methodology Change Request Template as a guide will help ensure that all of the important elements of the report are documented.*

**Document Change Implementation Details** – Provides the baseline details of how the approved change should be implemented. This information can be thought of as the high-level design details of how the MoVAP should be changed including items such as sample narrative or updated process descriptions.

**Document Change Approval Date** – Reserved for the ITAB MoVAP sub-committee, this section indicates the date when the proposed change was discussed by the appropriate State of Missouri IT leaders and determined appropriate for inclusion in the next annual MoVAP update.

**Document Comments** – Reserved for the ITAB MoVAP sub-committee, this section provides for the capture of remarks, notes or annotations to the change request as discussed by the sub-committee.

## C. Change Request Template

### *Template Overview*

This template guides the process of collecting information related to approved changes to MoVAP processes, tools and methodology. This form captures the details behind an approved change, rationale as to how future value assessment implementations will benefit from the change, as well as general guidance as to how the change is to be implemented. By completing a MoVAP Methodology Change Request template for each approved change, the OIT MoVAP Coordinator can catalog changes in preparation for an annual update to the MoVAP.

### *Template Sections*

The MoVAP Methodology Change Request Template will include the following sections:

- MoVAP Manual Version
- Originating Project
- Originating Project Manager
- Change Approval Date
- Affected MoVAP Area Identification
  - Manual Section
  - Chapter
  - Process
  - Sub-Process
  - Template or Report
- Change Description
- Change Justification

- Change Benefit
- Change Implementation Details
- Target Implementation Date

***Template Form Sample***

The MoVAP Methodology Change Request Template provides a vehicle for documenting the details of approved changes and/or additions to the MoVAP in an electronic format. The visual representation of the MoVAP Methodology Change Request Template, provided here, is followed by the detailed description of its contents. Project Managers and the OIT MoVAP Coordinator may access ***MoVAP Methodology Change Request Template.dot*** for electronic entry of the change request template.

# MOVAP METHODOLOGY CHANGE REQUEST

<b>MOVAP MANUAL VERSION</b>	
<b>ORIGINATING PROJECT</b>	
<b>ORIGINATING PROJECT MANAGER</b>	
<b>CHANGE REQUEST DATE</b>	
<b>AFFECTED MOVAP AREA IDENTIFICATION</b>	
<i>Manual Section</i>	<input type="checkbox"/> PART I – Introduction <input type="checkbox"/> PART II – Project Summary <input type="checkbox"/> PART III – Worksheets, Forms, and Supporting Documentation
<i>Chapter</i>	
<i>Process</i>	
<i>Sub-Process</i>	
<i>Template or Report</i>	
<b>CHANGE DESCRIPTION</b>	
<b>CHANGE JUSTIFICATION</b>	
<b>CHANGE BENEFIT</b>	
<b>CHANGE IMPLEMENTATION DETAILS</b>	
<b>CHANGE APPROVAL DATE</b>	
<b>COMMENTS</b>	

## **Template Detail**

### ***Section I – MoVAP Manual Version***

Provides the version of the MoVAP Manual for which a change is being requested.

### ***Section II – Originating Project***

Provides the name of the project from which the change request was derived. The project name may come directly from the Project Manager initiating the change.

### ***Section III – Originating Project Manager***

Provides the name of the Project Manager that was responsible for the project listed in Section II. This Project Manager is the individual responsible for identifying the necessary change or enhancement to the MoVAP.

### ***Section IV – Change Request Date***

Provides the date on which the value assessment process improvement was discussed and agreed upon. This date should reflect the date the value assessment improvement session was conducted in which this change was documented for inclusion in future MoVAP update.

### ***Section V – Affected MoVAP Area Identification***

This section provides the general location of where the change is to be applied.

### ***Manual Section***

General indication of the major manual components impacted.

*Chapter:* Indicates the chapter reference(s) for the approved change.

*Process:* Name of any process(s) where the change is to be implemented.

*Sub-Process:* Name of any sub-process(s) where the change is to be implemented.

*Template or Report:* Name of any templates or reports impacted by the change.

### ***Section VI – Improvement Description***

This section provides a detailed description of the approved MoVAP change. This includes specifics regarding process, narrative, template, or report enhancements.

### ***Section VII – Change Justification***

This section provides the justification or rationale for the approved change. This includes details regarding the impacts of the change as well as providing validated examples that justify the change.

### ***Section VIII – Change Benefit***

This section provides the overarching benefits of implementing the approved change and why it should be included in a future revision of the MoVAP.

***Section IX – Change Implementation Details***

This section provides the baseline details for how the approved change should be implemented.

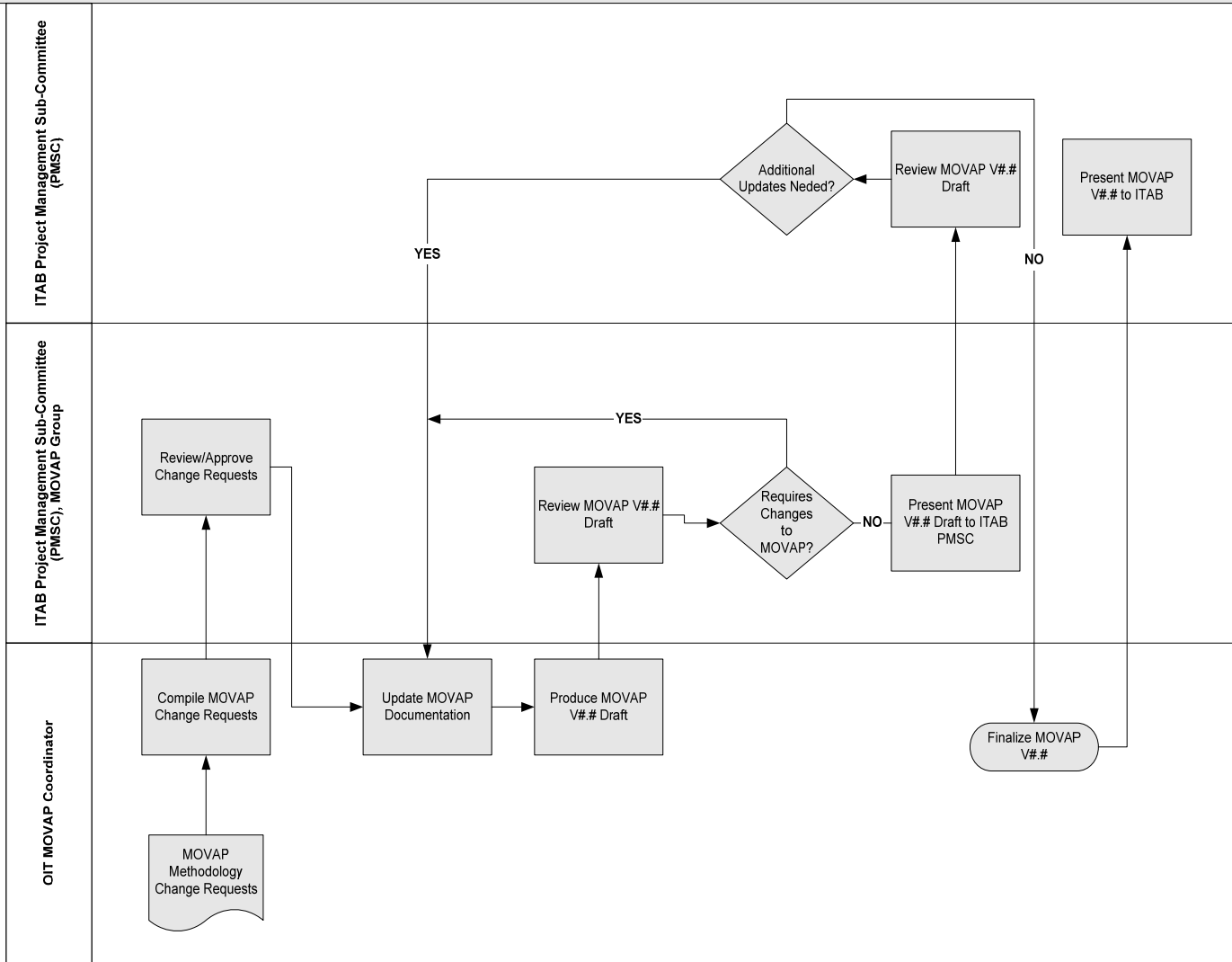
***Section X – Change Approval Date***

Reserved for the ITAB MoVAP sub-committee, this section indicates the date when the proposed change was discussed by the appropriate State of Missouri IT leaders and determined appropriate for inclusion in the next annual MoVAP update.

***Section XI – Comments***

Reserved for the ITAB MoVAP sub-committee, this section provides for the capture of any remarks, notes or annotations to the change request as discussed by the ITAB sub-committee.

# MOVAP Vitality Process - Perform Annual MOVAP Update



This sub-process is triggered by:

- The initiation of an annual MoVAP revision cycle by the OIT MoVAP Coordinator

As the MoVAP methodology owner, the OIT MoVAP Coordinator initiates this process by collecting all MoVAP Methodology Change Requests that have been generated since the last MoVAP revision.

**Compile MoVAP Change Requests** – The OIT MoVAP Coordinator begins this sub-process by assembling a package of all the approved change requests that have been formed since the last MoVAP revision. Each of these requests should indicate the current active MoVAP version as the source manual requiring a change.

This compilation process can also include MoVAP methodology changes as a result of influences external to the value assessment program. Changes to other OIT sponsored programs, political or administrative changes, as well as changes to the business operations of the State of Missouri could influence MoVAP manual changes.

Also included in this compilation process is a brief analysis of all the past years packaged changes. If necessary, the OIT MoVAP Coordinator can use the change request reference information to solicit additional clarification of a particular change and to verify the current validity of the change.

**Review/Approve Change Requests** – Once all changes are gathered and the OIT MoVAP Coordinator has a packaged scope for the MoVAP update, the collection of change requests is delivered to the MOVAP working group of the ITAB MoVAP sub-committee for review and approval. The sub-committee assessment of each change request should consider any impacts or risks that the change may have on other ITAB sponsored programs particularly those being implemented by the Project Management Standing Committee.

For all approved changes, the MoVAP working group should complete the MoVAP Methodology Change Request by entering the date of approval along with any comments, notes or annotations to the proposed change. Should a change be rejected, the reasons for refusal should be captured in the comments. After the sub-committee has reviewed, approved and/or rejected each change request, the package is returned to the OIT MoVAP Coordinator in order that changes to the MoVAP manual can begin.

**Update MOVAP** – Changes that affect the administrative and operational aspects of the MoVAP methodology are central to any updates. This includes changes to value assessment terms and definitions, value assessment program relationships and governance framework, as well as broad changes to the overall methodology. Changes that affect the documented processes, procedures, templates, reports and tools of the MoVAP methodology are also critical. This includes changes to any value assessment processes including value assessment vitality.

Note: Changes to definitions, governance structure and the general methodology may directly impact the processes and tools. The reverse is also true, changes to the processes, templates and reports can effect the overall definition of the methodology.

**Produce MoVAP V#.# Draft** – As the owner of the MoVAP documentation, the OIT value assessment coordination staff is responsible to make sure changes are correctly incorporated into a draft of the MoVAP manual. The execution of this update can be performed directly by OIT, through coordinated efforts with the Project Mangers or through a third party. The exact means by how approved changes are incorporated into a MoVAP version update is at the discretion of OIT and the MoVAP Coordinator.