



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



## ANNUAL OPERATIONAL ANALYSIS (AOA) CHECKLIST

Issue Date: 04/30/2012

Revision Date: N/A

### Document Purpose

This checklist is a brief document listing the items to be noted, checked, remembered, and delivered when completing the accompanying template and/or project management practice.

### Activities Checklist

Activity	Yes / No
Has the performance measurement methodology been defined?	
Does it provide an early warning system of potential problems with the project?	
Do all relevant stakeholders understand their roles and responsibilities?	
Do tools exist that will help execute the OA processes?	
Have Customer Satisfaction metrics been defined and documented?	
Have Strategic and Business Results metrics been defined and documented?	
Have Financial Performance metrics been defined and documented?	
Have baseline levels for each metric been measured and documented?	
Have target levels for each metric been defined and documented?	
Are the data elements needed to calculate each performance metric being captured and stored?	
Are surveys, as needed to collect certain metric data (e.g., satisfaction), being administered?	
Are the appropriate data collection and storage tools and/or mechanisms available?	
Has a qualitative innovation analysis been performed?	
Have reporting formats been defined (e.g., AOA Review report template, scorecards, dashboards, etc.)?	
Do analytical tools exist that will help analysis of performance data?	
Have the results of the AOA been analyzed by an objective stakeholder? Do they contain a decision recommendation?	

Activity	Yes / No
<p>Does the information in the AOA Report clearly answer the following questions:</p> <ul style="list-style-type: none"> <li>• Have you described how the investment meets current and future business needs of the agency?</li> <li>• Are the functions performed by this system/investment still a priority for the agency?</li> <li>• Can the business processes be simplified?</li> <li>• How can this system/asset be maintained/managed with fewer Federal or contractor FTEs?</li> <li>• Are new technologies available that could perform this function of this investment better and/or at a lower cost?</li> <li>• Could spending more on this investment close any identified gaps and/or achieve improved results?</li> <li>• Are alternatives available that would lead to greater customer service and satisfaction, and are they being considered as a replacement for the current investment?</li> <li>• Could the functions be performed better or cheaper through partnerships with other agencies and/or the private sector?</li> <li>• Have options for desirable corrections, improvements, alternatives, and changes been discussed and actions planned?</li> </ul>	