For instructions on using this template, please see Notes to Author/Template Instructions on page 25. Notes on accessibility: This template has been tested and is best accessible with JAWS 11.0 or higher. For questions about using this template and To request changes to the template, please contact [CMS IT Governance](mailto:IT_Governance@cms.hhs.gov) ([IT\_Governance@cms.hhs.gov](mailto:IT_Governance@cms.hhs.gov)).

|  | Centers for Medicare & Medicaid Services |
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<Project Name / Acronym>

Post Implementation Report

Version X.X

MM/DD/YYYY

**Document Number:** <document’s configuration item control number>

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

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# Introduction

This Post Implementation Report (PIR) results from monitoring the performance of the system/application during normal operations against original user requirements and any newly implemented requirements or changes.

# Overview

Instructions: Briefly introduce the business process the system supports and how it fits within the larger context of CMS’ business identifying interfaces for both internal and external business processes. Provide a brief overview of the application and software architectures providing a high-level context diagram.

# User / Customer Assessment

Instructions: Briefly describe the investment's users and the process (e.g., surveys, user group meetings, customer focus groups, etc.) used to assess user or customer satisfaction. Summarize the results of surveys or other user or customer inputs, and usage trends. Is the existing system providing customers the needed functionality and performance? Based on your user or customer inputs, is actual performance consistent with user or customer expectations, or do the current performance goals reflect current user or customer functional or performance requirements? Has the investment exceeded expectations, and the performance measures need to be re-baselined? Discuss how your system addresses the following operational indicators: efficiency, effectiveness, maintainability, productivity, security, availability, reliability, energy usage.

One method for obtaining customer feedback is known as the RATER model, because it prescribes measuring satisfaction in these five dimensions:

**Reliability** – A company’s ability to perform the promised service dependably and accurately

**Assurance** – The knowledge, competence and courtesy of employees and their ability to convey trust and confidence

**Tangibles** – Physical facilities, equipment and appearances that impress the customer

**Empathy** – The level of caring, individualized attention, access, communication and understanding that the customer perceives

**Responsiveness** – The willingness displayed to help clients and provide prompt service

Questions pertaining to the application are based on each of the five dimensions with each question assigned ratings from 1(not satisfied) – 5 (very satisfied). An assessment can then be done to determine the level of customer/user satisfaction for each of the five dimensions.

Below is an example of a graphical representation of the assessment data, which aids in the quick identification of where improvement efforts should be focused.

Figure : Graphical Representation of the Assessment Data

# Performance Assessment

Instructions: For the prior and current fiscal year, provide the Performance Goals and Measures table(s) with prior year actual results and current year interim results, if known. The Measurement Area, Measurement Category and Measurement Indicator should be based upon the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM), more information for which can be found within the FEA Consolidated Reference Model (CRM) document located on the OMB website. If the project collects, manages or reports to other performance goals and measures, add rows to record those goals and measures.

Table : Performance Assessment

| Fiscal Year | Measurement Area | Measurement Category | Measurement Indicator | Baseline | Planned Improvements to Baseline | Actual Results |
| --- | --- | --- | --- | --- | --- | --- |
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# Recommendations

Instructions: Justify if the existing system should continue in operation as is, be enhanced, or terminated. If the system is to be enhanced or terminated, summarize the actions to be taken this fiscal year.

1. Record of Changes

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

Table : Record of Changes

| Version  Number | Date | Author/Owner | Description of Change |
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1. Acronyms

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

Table : Acronyms

| Acronym | Literal Translation |
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1. Glossary

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

Table : Glossary

| Term | Definition |
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1. Referenced Documents

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

Table : Referenced Documents

| Document Name | Document Location and/or URL | Issuance Date |
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1. Approvals

The undersigned acknowledge that they have reviewed the Post Implementation Report and agree with the information presented within this document. Changes to this Post Implementation Reportwill be coordinated with, and approved by, the undersigned, or their designated representatives.

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

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1. Notes to the Author / Template Instructions

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

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

* *Each section provides instructions or describes the intent, assumptions, and context for content included in that section. Instructional text appears in blue italicized font throughout this template.*
* *Instructional text in each section should be replaced with information specific to the particular investment.*
* *Some text and tables are provided as boilerplate examples of wording and formats that may be used or modified as appropriate.*

When using this template, follow these steps:

1. *Table captions and descriptions are to be placed centered, above the table.*
2. *Modify any boilerplate text, as appropriate, to your specific investment.*
3. *Do not delete any headings. If the heading is not applicable to the investment, enter “Not Applicable” under the heading.*
4. *All documents must be compliant with Section 508 requirements.*
5. *Figure captions and descriptions are to be placed centered, below the figure. All figures must have an associated tag providing appropriate alternative text for Section 508 compliance.*
6. *Delete this “Notes to the Author / Template Instructions” page and all instructions to the author before finalizing the initial draft of the document.*
7. Template Revision History

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

Table : Template Revision History

| Version  Number | Date | Author/Owner | Description of Change |
| --- | --- | --- | --- |
| 1.0 | 2/11/2010 | Kristine Maenner, OIS/EASG/DITPPA | Baseline Version |
| 2.0 | 08/14/2014 | Celia Shaunessy, XLC Steering Committee | Changes made per [CR 14-012](https://share.cms.gov/office/ois/Services/XLCSC/XLCDocs/14-012_GeneralUpdates.docx). |
| 2.1 | 02/02/2015 | Surya Potu,  CMS/OEI/DPPIG | Updated CMS logo. |
| 2.2 | 07/29/2020 | Alex Smith,  CMS/OIT/DIIMP | Removed XLC branding |
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1. Additional Appendices

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