



Packaged Software Gap Log

This deliverable identifies and documents gaps and modifications found during the Select Packaged Software major activity, Conduct Conference Room Pilot task package, and the testing process. It is used to gain an understanding of the extent of the missing functionality and potential modifications that will be needed. The gaps can come in the form of a difference between the application requirements and the packaged software's capabilities; or could be a required change to a business process, or to user roles or tasks. These gaps are appropriately categorized with the correct gap type (software, process) and are identified by a gap number. The estimated effort to resolve a gap is also identified in this deliverable. The estimated effort component of the gap log is of particular importance when identifying packaged software modifications. It quantifies the level of change necessary to implement packaged software that meets the business needs.

Create this deliverable during the selection process and update it during subsequent activities throughout the implementation. Gaps should be logged as soon as they are identified. Gap resolution is an iterative process and this deliverable is to be updated as required. Additional details on the impact of the gap will be provided in the Packaged Software Gap Impact Analysis deliverable.

| | | |
|---------------------------------|---------------------------|------------------------|
| I. IPT Name: | | |
| II. Deliverable Name: | Packaged Software Gap Log | Date Completed: |
| III. Contact Information | | |
| | Name | Channel Unit |
| IPT Sponsor | | |
| Channel Task Manager | | |
| CIO Task Manager | | |
| Contractor Task Manager | | |
| IV. Task Order Number: | | |

Description

The **Identification Name** is the name of the packaged software finalist and process/module (if applicable) for which the changes, additions, and interfaces are being compiled.

The following describes the fields within the spreadsheet that give a high level description of the gap identified. Additional detail can be found on the Packaged Software Gap Impact Analysis deliverable:

Gap---A short description of the problem used to quickly identify and reference the gap.

Category---A short description of the kind of gap listed. Valid options are "ApplicationSoftware,"



"Process," "HumanPerformance," "Interface," "PhysicalEnvironment," "Conversion," and "TechnologyInfrastructure."

Priority---A measurement of the importance of the gap in terms of the solution's ability to deliver value in spite of the identified gap; for example, "H" = High, can not support key business functions and/or will have major productivity or customer service impact, "M" = Moderate, cannot fully support key business functions and/or will have some productivity or customer service impact, "L" = Low, can not support non-critical business functions and/or will not result in productivity or customer service impact.

Score---A measurement clarifying the gap or issue; for example, "A" = Can perform requirement, "B" = Can perform requirement, will require process redesign, "C" = Can partially perform requirement, "D" = Cannot perform requirement.

Estimated Effort---The estimated amount of work required to implement the change, addition, or interface. May be documented in terms of time (hours, days) or level of effort (simple, moderate, complex).

Assigned To---The person or group responsible for implementing the change, addition, or interface.

Comments---Any additional information can be added to the comment column.



**Department of Education
Student Financial Assistance**

| Gap | Category | Priority | Score | Assigned to | Estimated Effort | Recommendation | Other comments |
|--|---------------------|----------|-------|--------------|------------------|---|---|
| Priority Assignment | Applicaton Software | Medium | C | Project Team | 68 hrs | Use packaged software coding language to tailor functionality. | |
| Production Schedules in Gantt Chart Form | Applicaton Software | Low | A | Vendor | | Use existing packaged software views and charts. | Next packaged software release will include Gantt chart views. |
| Tracing Origin of Orders Through Production | Applicaton Software | High | D | Project Team | 19 hrs | Include placeholder digit in order number that represents starting production site for the order. | No plans in the immediate future to incorporate the functionality in the packaged software. |
| Resistance To New Technology To Do Job-limited PC Skills | Process | Medium | B | Project Team | 8 hrs | Conduct PC training sessions for users to demonstrate ease of use. | Make sure that training includes hands-on activities. |