

# **SFA Modernization Partner Program Quick Response (Mad Dog) Process**

## **Objective**

The objective of this Quick Response Process is to document a clear, concise step-by-step guideline to the scope, approach, approval, execution, and close-out of a Quick Response Work Order.

## **Scope**

As part of the Modernization effort, SFA Business Units may encounter operational problems with their existing legacy applications that must be addressed in a way that ensures that the Modernization Program can proceed in a timely and efficient manner. In keeping with this objective, it is necessary to obtain in-depth and immediately available functional and technical skills, through an authorized work order, to provide the following services:

- Analyze system, technical or operational performance needs
- Analyze and assess system problems
- Design solution
- Assist in solution implementation
- Review and evaluation

These work orders should be estimated to take 60 days or less to complete and cost under \$100,000. The work orders will identify the specific tasks and deliverables that are to be done, the timeframes for completion, and the costs.

## **Approach**

Once notified of a potential Quick Response problem by the SFA Business Unit, the Modernization Partner will do the following:

- Meet with the Business Unit that has identified the problem to fully understand any impacts/implications
- Review the request with the SFA COTR (Contracting Officer's Technical Representative) to confirm that the problem meets the scope of the Quick Response Work Order Process
- Assemble a team, after the problem has been clearly defined, to thoroughly review and recommend possible solutions and estimate completion timeframe. Members should include, but not be limited to, SFA Business Units and contractors
- Suggest multiple solutions and identify impacts on software/hardware for the SFA Program
- Submit the proposed work order to the SFA COTR and Contracting Officer (CO) for approval

## **Approval**

There are three approval thresholds which must be achieved throughout the Quick Response Process:

- The problem must meet the criteria of the Quick Response Process
- The Contracting Officer, SFA COTR and the SFA Business Unit must approve the proposed work order and cost estimate
- The SFA COTR and the SFA Business Unit must approve all deliverables

Throughout the Quick Response Process, it is imperative that the Modernization Partner, SFA Business Units, and the COTR work in a coordinated effort to support the rapid definition, execution, and close-

out of the work orders (as well as any issues that may need resolution), to maintain the operational tempo of the Quick Response Process.

### **Execution**

Once the approved work order has been received, the Modernization Partner will do the following:

- Staff the effort
- Commence work based on the scope and objectives of the approved work order
- Communicate with the SFA Business Unit and appropriate contractors throughout the execution phase
- Provide a monthly status report to the SFA Business Unit and COTR
- Submit deliverables on a timely basis per the work order deliverable schedule

An operational flow chart, showing the complete Quick Response Process cycle from inception to completion, is provided in Attachment A.

### **Close-out**

After receiving acceptance of the final deliverable, the Modernization Partner will confirm with the SFA Business Unit and COTR that the work order has been satisfactorily completed, resolve any outstanding issues, and return all software/hardware, documentation, etc. received in the execution of the work order to the SFA Business Unit.

Attachment:

A- Quick Response Process



# QUICK RESPONSE PROCESS

