



## SLC CM Deployment Status Report as of March 7, 2002

March 13, 2002  
Version 1.0



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## CM Deployment Results Achieved to Date

- Schedule
- Follow-up & Ad-Hoc Coaching Highlights



# CM Deployment Results Achieved to Date - Schedule

The schedule below lists the Project Teams that have or will work with the CM Deployment Team. Project Teams # 1-7 (highlighted below) have held Kickoff Meetings to initiate the CM Deployment Process. Project Teams # 8-12 are scheduled or to be scheduled.

Projects # 1-7 represent 70% of the Modernization Partner development portfolio

Reports of CM Deployment meetings were produced and are available in Appendix A.

Project #	TO	Channel	Project Team	Mod Partner TO Manager	Kickoff Meeting	Q/A Status	QPI Status	SLC Phase
1	86	SCH	Electronic Audited Financial Statements	Gene Murphy	14-Jan	Yes	Yes	Vision
2	70	SCH	eCampus Based	Kerry Trahan	22-Jan	Yes	Yes	Deployment
3	79	CIO	Portal Roll-Out Plan	Jacqueline Dufort	29-Jan	Yes		Definition
4	68	FP	FP Data Mart Release 2 & 3	Nancy Krecklow	6-Feb	Yes		Construction
5	83	CFO	FMS Phase IV	Bill Walsleben	7-Feb	Yes	Yes	Construction
6	69	CIO	ITA Release 3	Alex LeFur	21-Feb	Yes	Yes	All
7	77, W05	STU/SCH	Consistent Answers for Customers	Jim Laychak	7-Mar		Yes	Definition
8	54	CIO	EAI Implementation/EAI Release 3	Bruce Kingsley	TBD	Yes		All
9	94	STU	Student Loan Data System	John Zoldan	TBD			Definition
10	71	CIO	Enterprise Data Warehouse	Shyam Pai	TBD			TBD
11	51	CIO	Rational Support	Ron Langkamp	Week of March 11th			Construction
12	90	CIO	ECMI	Ron Langkamp	Week of March 11th			Construction



## CM Deployment Results Achieved to Date – Follow-up & Ad-Hoc Coaching Highlights

The following are examples of Follow-up & Ad-Hoc Coaching activities performed by CM Deployment:

Project Team	Description of Follow-up /Ad-Hoc Coaching	Date	Project Participant(s) Involved
E-AUDITS	Conducted Follow-up/Progress assessment meeting with E-AUDITS & worked with E-Audits Configuration Management Lead in planning for the E-Audits Change Control Board's constitution and operation.	Feb 18, 2002	E-AUDITS CM Lead
FMS Phase IV	Assisted FMS Phase IV Team with implementation of strict code version control enabled by Rational ClearCase. CM Deployment effort arranged for all parties to set a CM Strategy, and commit to an action plan.	Extensive involvement throughout the Month of February	FMS FSA Project Lead FMS Project Manager FMS CM Lead FMS Development Lead FMS Developers
Portal Rollout	Assisted with Portal CM Plan creation.	February 22, 2002	Portal CM Lead



## Deployment and Coaching Effectiveness Evaluation

- Survey Summary & Methodology
- Survey Questions and Results
- CM Deployment Focus Group



# Deployment and Coaching Effectiveness Evaluation – Survey Summary & Methodology

## CM Deployment Survey – Summary & Methodology:

The CM Deployment Survey was given to individuals who attended a CM Deployment Kickoff which was held for their team. The Survey was intended to gauge the participant’s reaction to the Kickoff Meeting and to allow the respondent to indicate areas of opportunity for CM Deployment improvement.

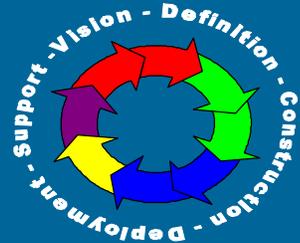
- Survey population: CM Leads, Project Managers, FSA Managers and FSA Quality Assurance Representatives who attended an ECMI Kickoff Meeting
- Total # Surveys Distributed: 12
- Total # of Respondents: 9

The Survey asked participants to respond to several questions about different aspects of the Session by selecting a number between 1 and 5. Selecting a 1 generally indicated the lowest level of perceived CM Deployment effectiveness with a 5 being the highest.

### Example:

Overall, was the material presented in a clear and understandable way?

Least clear      1                  2                  3                  4                  5                  Most clear



# Deployment and Coaching Effectiveness Evaluation – Survey Questions and Results

## CM Deployment Survey – Questions and Results:

The Following Instructions were Provided at the top of the Survey Form:

Please circle (or highlight) the number corresponding to your opinion of different aspects of this peer review session. Use a scale of 1 – 5, with 1 being the poorest rating and 5 being the best. Any comments you have are welcome.

The Following Questions then appeared on the Survey (Average response is provided in Parenthesis)

How Effective was this Coaching Session **in explaining**: (1 = Least effective, 5 = Most Effective)

1. Configuration Management (CM) and its benefits? (**Average Response = 4.2**)
2. How the CM Peer Review team will support your project’s CM activities? (**Average Response = 4.1**)
3. The use of the CM Process Guide and associated CM tools? (**Average Response = 4.2**)
4. The roles and responsibilities associated with planning and performing CM? (**Average Response = 4.2**)

Please answer the following questions:

5. Overall, was the material presented in a clear and understandable way? (1 = Least Clear, 5 = Most Clear) - (**Average Response = 4.2**)
6. Overall, how useful was this peer review session? (1 = Least Useful, 5 = Most Useful) - (Average Response = 3.8)
7. How likely will you be to contact the CM team for assistance with your CM activities? (1 = Least, 5 = Most Likely) - (Avg. Resp. = 4.1)

The Following Respondent Comments were captured in open ended questions that encouraged respondents to identify areas of strength and weakness of the CM Deployment effort in their own words and to offer suggestions for program improvement:

- “The benefits of CM have been presented clearly and I used my notes from the meeting to explain to the Team members the benefits and also why they should follow CM” - E-AUDITS
- “The [ITA] team already has CM in place. Can refer new applications to the ECMI team.” - ITA
- “The materials will be useful in jump-starting CM on the project” - Consistent Answers
- “There seems to be a lot of overlap with things that the QPI team [Internal Quality Assurance] is trying to accomplish” - Portals



# Deployment and Coaching Effectiveness Evaluation – CM Deployment Focus Group

## CM Deployment Focus Group – Summary

The Focus Group was held on February 28, 2002 and was facilitated by members of the CM Deployment Team. The approach of the facilitators was to use questions about CM to spur discussion that would provide information and insight to the CM Deployment Team.

The invitee population was CM Leads from the the Teams with which CM Deployment had worked.

Total # of invitations: 7

Total # of participants: 5

## CM Deployment Focus Group – Results

The primary topic was the discussion of ways that existing “CM Knowledge Capital could be reinvested” in the organization.

The major outcome of the Focus Group was that participants unanimously indicated that if they were provided CM training by a more experienced mentor, they would in turn, be inclined to mentor another less experienced CM Lead.

The finding supported the assumption that the overall CM Effort within the organization could benefit from a program to retain the existing CM Knowledge Capital that CM Leads possess. Such an initiative could add great value to the FSA Organization.

## CM Deployment Focus Group – Value to FSA

The following model was discussed and upheld as viable and worthy of continued consideration:





## Process Measurement Results

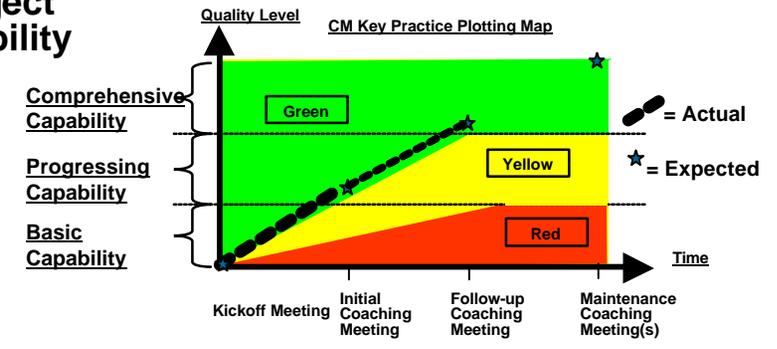
- Rating System
- Ratings of Project Teams



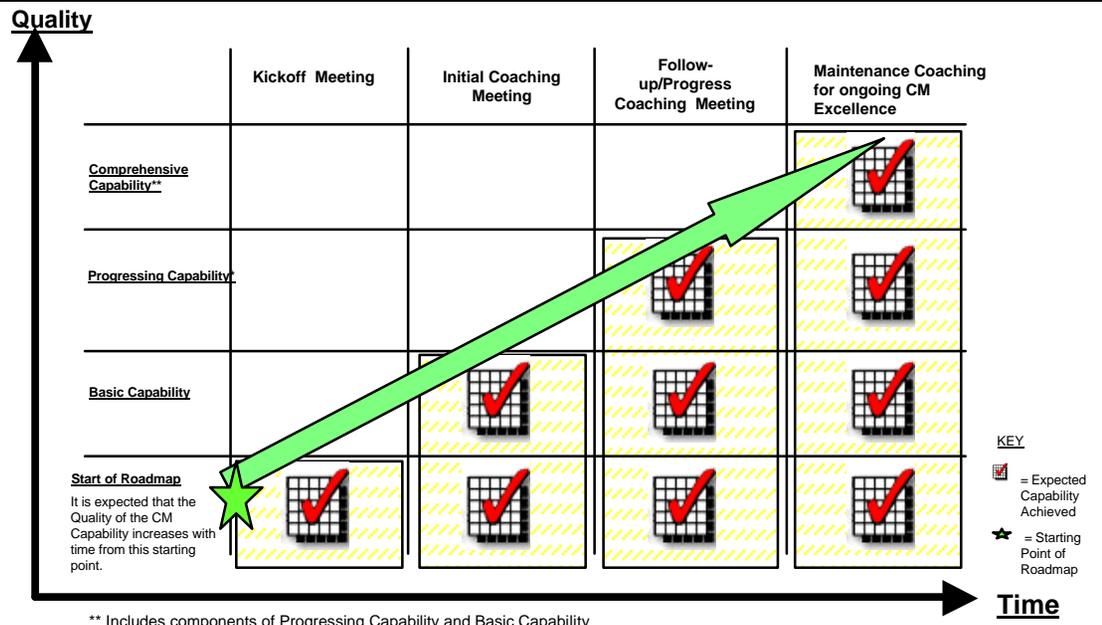
# Process Measurement Results - Rating System

CM Deployment assigned Green, Yellow or Red Ratings to Project teams based upon their ability to reach key best practice capability levels at pre-determined measurement intervals:

<b>Green</b>	<b>Yellow</b>	<b>Red</b>
A Green Rating indicates that an organization is compliant with progress goals.	A Yellow Rating indicates that an organization has not achieved progress goals but has in place an action plan to do so.	A Red Rating indicates that an organization has not achieved progress goals and has no action plan to do so.



	<b>Project Capability Level</b> (9 CM Key Practices)
<b>Comprehensive CM Capability**</b>	9.) Conduct internal CM audits 8.) Maintain a CM Library 7.) Follow documented change control processes & procedures
<b>Progressing CM Capability*</b>	6.) Document CCG processes & procedures 5.) Define & communicate version control standards 4.) Create a CM Plan
<b>Basic CM Capability</b>	3.) Designate a Change Control Group (CCG) 2.) Create a Configuration Item Index (CII) 1.) Designate a CM Lead



\*\* Includes components of Progressing Capability and Basic Capability  
 \*Includes components of Basic Capability

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 \*Includes components of Basic Capability

**KEY**

☑ = Expected Capability Achieved  
 ★ = Starting Point of Roadmap



## Process Measurement Results – Ratings of Project Teams

### Project Team Measurement Tracking Matrix

Results are as of 3/7/02	Kickoff Meeting	Initial Coaching/ Peer Review Meeting	Follow- up/Progress Coaching Meeting	Maintenance Coaching for ongoing CM Excellence
E-Audits (TO 86)	Green – 1/14 /02	Green – 4/15/02	TBD	TBD
eCampusBased (TO 70)	Green – 1/22/02	Green – 2/18/02	TBD	TBD
Portal Rollout (TO 79)	Green – 1/29/02	TBD	TBD	TBD
Financial Partners DataMart (TO 68)	Green – 2/6/02	TBD	TBD	TBD
FMS Phase IV (TO 83)	Green – 2/7/02	TBD	TBD	TBD
Integrated Technical Architecture (ITA - TO 69)	Green – 2/17/02	TBD	TBD	TBD
Consistent Answers (TO 77 WO 5)	Green – 3/7/02	TBD	TBD	TBD

Note: This Matrix tracks Teams' progress over time.



## Recommendations for Future Revision of the CM Module

- Next Steps
- Integrated Timeline



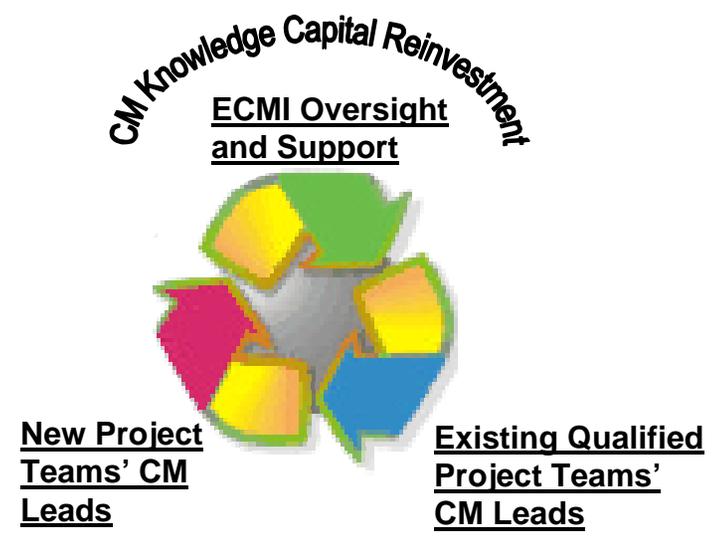
# Recommendations for Future Revision of the CM Module – Next Steps

## Recommended Next Steps:

**Consider Implementing the CM Knowledge Capital Model**

- Link the effort to ECMI Communication Plan to share results
- Consider expanding program to include Legacy efforts
- Revise the CM Module to reflect the updated nature of the CM program

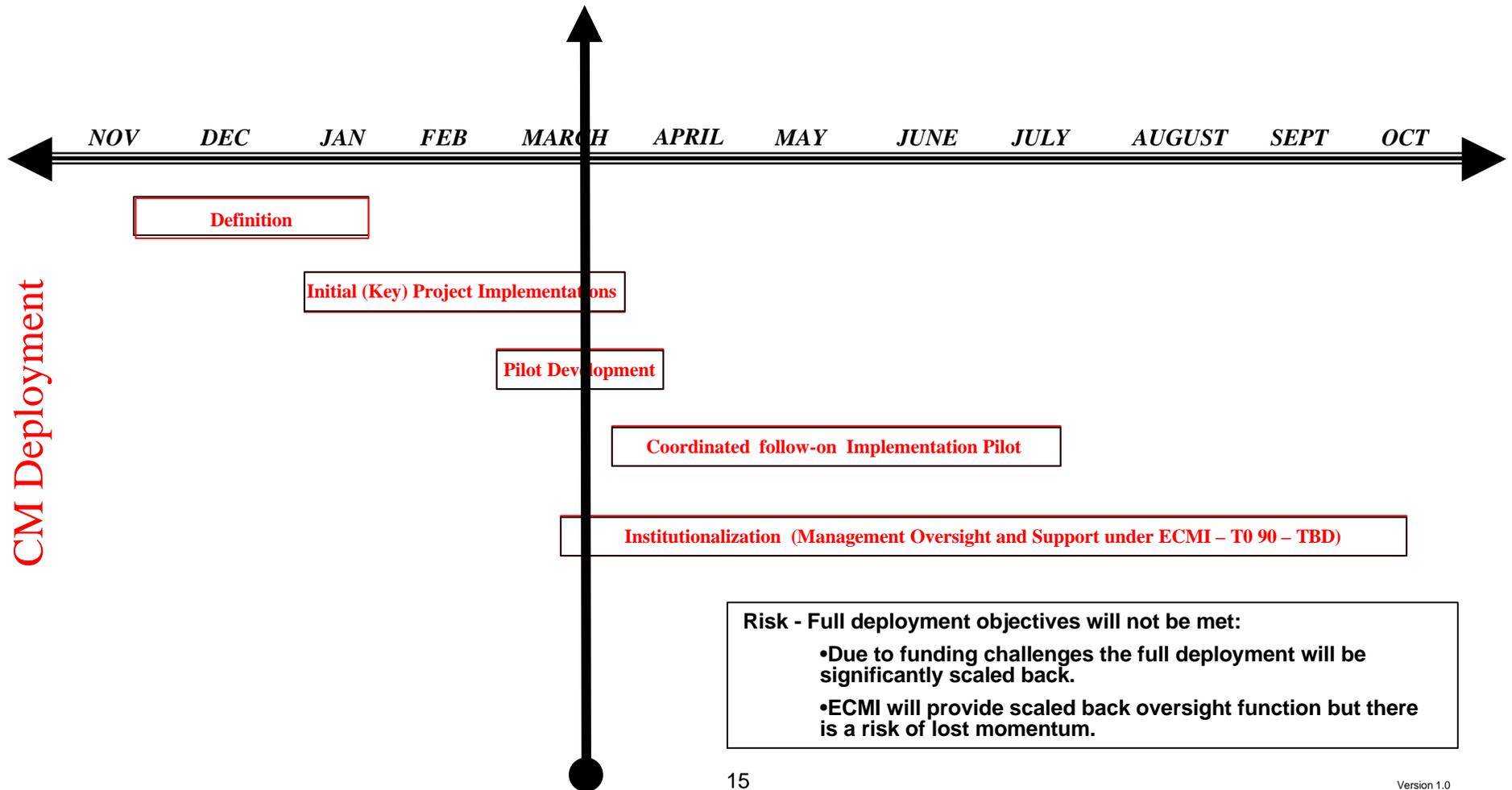
CM Leads become CM Leaders in the CM Knowledge Capital Reinvestment Model which is under development





# Recommendations for Future Revision of the CM Module – Integrated Timeline

Current Date: 3/7/02





## Appendix A - CM Deployment Meeting Reports

(Click on attachment to view reports)



Microsoft Word  
Document