**REQUIREMENTS ROADMAP WORKSHEET (example)**

**VISION:**

**PROJECT NAME:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| PERFORMANCE = PRS | | | ASSESSMENT = QASP | | | | INCENTIVE = PRSWould incentivizing this performance element enhance mission results? |
| **ACTION - RESULT - CONTEXT STATEMENT**  What is the result, outcome, or deliverable + action verb + context. | **PERFORMANCE STANDARD**  What level of performance is required to meet the Performance Objective or Task? | **AQL**  What is your tolerance for less than 100% performance? | **WHAT/DATA SOURCE**  What are you going to inspect? | **HOW/METHOD OF ASSESSMENT**  How are you going to inspect? | **WHO IS RESPONSIBLE**  Name/Position | **CALCULATION**  How will you determine if the AQL and Standard are being achieved? |
| TASK AREA: |  |  |  |  |  |  |  |
| The Contractor shall deliver [A] training [R] to end users on how to use the system.[C] | Training results in all users’ effective ability to use all aspects of the system. | 90% of staff are able to effectively use the system after training | **Knowledge Check**  Course Survey  Participant Follow-Ups  Course Observation | **100% Inspection**  Random Sample  Periodic Inspection | Tom Sawyer, Agency Training Coordinator | **Number of students who pass the knowledge check with 100% divided by the total number of students. Calculated monthly.** | <90% - ($1000)  =90%(get paid)  >90% -  $2000  CPARS: Quality 90 = 3  >90 = 4+ |
| The Contractor shall resolve [A] trouble tickets [R] for all Tier 1 requests using the agency’s approved system [C] | Tickets are resolved or escalated within X hours  Tickets are fully notated with steps taken | No more than X% tickets take longer than \_ to resolve. |  |  |  |  |  |
| The Contractor shall provide [A] a user manual [R] that covers the functionality of all aspects of the system. | User Manual covers all system elements, is accurate, professionally drafted and user-friendly.  Final User Manual is received 1 week prior to system launch. | No more than 1 revision needed after receipt | User Manual | 100% Inspection | Derik Burns,  Technical Monitor |  |  |
| The Contractor shall create knowledge articles to enable Tier 1 and Tier 2 help desk support. | Knowledge articles are accurate, up to date, clear and easy to understand.  Articles are drafted two weeks prior to system launch |  | Knowledge Article |  |  |  |  |
| The Contractor shall execute the approved training plan to get all Agency staff trained |  |  | Plan WBS, Schedule, Milestone completion |  |  |  |  |
| The contractor shall develop a plan and methodology to conduct workforce analysis on an ongoing basis. | Timeliness - 4 weeks after contract award  Quality - at min covers all defined elements |  | The workforce analysis plan and methodology |  |  |  |  |
| TASK AREA: |  |  |  |  |  |  |  |
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