

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



Chief Information Officer Human Resources Line of Business

Migration Planning Guidance Templates

Fit Gap Analysis Report

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a New Day for Federal Service

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1. Introduction

Fit Gap Analysis describes the reconciliation of the Shared Service Center's (SSC) solution (business process, technology) to the customer agency's business processes. Changes may be considered for either the solution or the client's business processes. The decision to make changes is a function of cost, schedule, and customer need.

Customer Agencies and SSCs are required to work together to develop a fit-gap analysis results report. This document provides a proposed methodology and template for developing a fit-gap analysis results report.

2. Proposed Methodology

Fit-Gap Workshop(s) are conducted to identify and analyze the degree of fit and gap between an SSC and a customer agency. In the workshop, participants:

- Identify business event-driven process scenarios.
- Perform a walk through of each business process from beginning to end for each process scenario.
- Verify with Subject Matter Experts (SME) that process steps are complete and that no steps have been left out.
- Show how the steps are supported by the SSC's system/application to the maximum extent feasible.
- Identify as "gaps" any parts of a process not met by the SSC.
- Document the gaps, noting detailed functional requirements and noting required interfaces with legacy data systems or required system-to-system data migrations.
- Record any action item or issue raised within the workshop for follow-up and resolution.

Workshop findings are summarized into a detailed Fit-Gap Analysis Report structured to mirror the business process. The following information should be present in the analysis:

- Name: The process being analyzed
- Identifier: A unique number
- Gap: Name of the process task
- Gap Analysis: Each gap is fully described and the shortcomings noted.
- Gap Resolution Strategy: The options for resolving the gap are described. They need to be of sufficient detail to be used by other migration team members who are responsible for resolving the gap. The implications of using each option are documented. This includes an estimate of the implementation effort (time and resources). From the options the strategy for resolving the gap is selected and documented.

An example is provided on the following page.

Fit Gap Analysis Report

Process Name: Credit Process - Perform Customer Credit Check
Identifier: 1.0
Gap: Compute available credit
Gap Analysis: The package uses data on the outstanding customer receivable that is updated nightly in a batch run. This will cause available credit to be understated by the amount of the unposted payment and could cause orders to go on hold unnecessarily.
Gap Resolution Strategy: Create a user exit to check for unposted payments when computing available credit. This is estimated to take 5 man/days of programming time.
Gap: Update Orders-in-process value
Gap Analysis: The package only updates the consumed available credit once the order is shipped. Since orders might take seven to ten days to process, this creates exposure to overextending of credit.
Gap Resolution Strategy: Since this is an infrequent exception, we will change our credit limit review process to account for this, and see if lower overall credit limits will handle the problem.

3. Fit Gap Analysis Template

- **Identifier:** Enter a unique number descriptive of the gap
- **Business Reference Model (BRM) Process:** If applicable, enter the BRM process(es) number and title. If not applicable, please enter N/A
- **BRM Activity:** If applicable, enter the BRM activity(s) number and title. If not applicable, please enter N/A
- **Gap:** Enter the name of the process task
- **Gap Description:** Enter the gap and any system shortcomings
- **Resolution Strategy:** Enter the options for resolving the gap

Identifier	BRM Process(es)*	BRM Activity(s)*	Gap	Gap Description	Resolution Strategy

*Note- BRM processes and activities can be found in the HR LOB BRM report (<http://www.opm.gov/egov/documents/architecture/#drm>)



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CHIEF INFORMATION OFFICER
1900 E Street, NW
Washington, DC 20415