



CATEGORY: General
OHR SOP 400 HHSU 03
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HHS UNIVERSITY (HHSU) STANDARD OPERATING PROCEDURE (SOP)

Assessing HHS University's Online Services

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I. PURPOSE

This procedure is designed to illustrate the steps that are necessary for Department of Health and Human Services Operating and Staff Divisions (OpDiv/StaffDiv) to obtain services from HHS University Online (HHSU). These services are outside the scope of what HHSU normally provides to customers pertaining to access of the HHS Learning Portal, hereafter referred to as the Learning Management System (LMS). Services, for example, may include development of an online course, completion of a Section 508 compliance review, or support of an applicable LMS related project.

Included in these procedures is the specific information required from the customer in order to initiate any service to be rendered by HHSU. HHSU will initially determine the scope of customer needs as disclosed in the required Project Initiation Document (PID). The PID is also a resource to facilitate collaboration between HHSU and the requesting component as well as prioritize the project within HHSU. The final PID is approved by the HHSU Director and authorized official within the requesting component. The following is the information solicited in the PID:

- A. *Project Champion* – ultimately responsible for the entire project, obtaining budget approval, signing off on key documents
- B. *Project Manager* – responsible for project execution and is backed by stakeholders
- C. *Stakeholders* – the end users or clients, requirements will be drawn from them, will influence the design of the project

- D. *Opportunity Statement* – factors that led to the project and history of what has been attempted in the past
- E. *Scope Definition* – responds to the challenge or opportunity, identifies everything that is envisioned for project inclusion
- F. *Completion Criteria* – goal of the project, whether it is a complete working product, system, process, etc.
- G. *Goals and Objectives* – define measurable outcomes that the project must accomplish
- H. *Schedule* – identify project period from beginning to end
- I. *Budget* – costs for the project, considering each element of the project phase
- J. *Assumptions* – basis for the project plan, identify factors necessary for successful project implementation
- K. *Impact Statement and References* – identify potential ripple effects within the organization as a result of project implementation
- L. *Risks* – factors that can have adverse implications on the project’s success
- M. *Resource Requirements* – alerting organization that staff members will be required to support the project
- N. *Constraints* – identify any potential project constraints that may be imposed upon the Department

II. BACKGROUND

Project details and boundaries should be clearly defined by the customer. The PID is a foundational resource that establishes the basis of the project, scope of project work, and boundaries within which HHSU will engage the customer in the execution of related work. The PID is required for any project that requires more than 16 hours of HHSU utilization. HHSU will not commence any project work without the final, approved and signed PID.

III. REFERENCES

Ref#	Document Name	Description	Link
1	HHSU Online Project Initiation Document (Full Version)	Elicits core project scope and details from the customer	 HHSU Project Initiation Document.d
2	HHSU Online Project Initiation Document (Short Version)	Elicits core project scope and details from the customer; should be used for projects taking less than sixteen (16) man-hours	 Project Initiation Document Short Form
3	Project Initiation Workflow	Details the step-by-step process of the project initiation, from inception to conclusion	
4	PID Data Dictionary	Details significant terms within the PID document	 PID data dictionary.doc

IV. REQUIREMENTS

- A. The PID Short Form will be provided to the requesting entity by HHSU, as per applicable business standards (PID Short Forms will be utilized for projects estimated to be completed in less than sixteen (16) man-hours)
- B. Any project determined to take more than sixteen (16) man-hours of utilization requires completion of the PID Full Version.
- C. The PID must be completed in its entirety. HHSU will review the PID content and use such content as a basis to determine if the project can be completed in-house by HHSU.
- D. The PID must be signed by an authorized official within the requesting entity.

V. RESPONSIBILITIES

- A. It is the responsibility of HHSU to accurately assess all PIDs submitted by OpDiv/StaffDiv customers. HHSU will subsequently determine if the project can be completed in less or more than 16 hours. HHSU will require the requesting entity to update the PID full version if the project requires the use of more than 16 hours of HHSU resources.
- B. It is the responsibility of HHSU to properly advise the customer on its ability to support the project.
- C. It is the responsibility of HHSU Online to serve as a resource to the customer for all PID related inquiries.
- D. It is the responsibility of the customer to accurately complete all parts of the PID.
- E. It is the responsibility of both HHSU and the customer to collaborate to reach agreement on the project and to partner to ensure the project is completed on time and within scope and budget.

As noted below in Section VI. Procedures, the customer is responsible for completing Steps 1 and 4. HHSU Online is responsible for completing Steps 2-5, 7-19.

VI. PROCEDURES

Step	Action	Person/ Organization Responsible	Notes
1	Customer contacts HHSU to express interest in initiating a project. HHSU provides the customer with the PID.	Customer	HHSU will ensure that the customer has the PID to complete and will advise the customer of the PID process.
2	Customer returns completed PID to HHSU and HHSU records the PID in project log.	HHSU Online	
3	HHSU reviews the completed PID Short Form to understand the scope of work and requirements. HHSU determines if the	HHSU Online	HHSU will also determine if they can reasonably complete the project, and, if not, advise and direct the customer of options to obtain support.

Step	Action	Person/ Organization Responsible	Notes
	project can be completed in less or more than 16 hours. If greater than 16 hours is required to complete the project, HHSU requests additional information and the customer completes and returns the PID Full Version.		
4	HHSU Online assigns a project lead to oversee the project.	HHSU Online	
5	HHSU and customer reach consensus on the project scope as well as signs the PID pending mutual agreement to proceed with the project.	HHSU Online	In finalizing the PID, the HHSU Project Lead will work with the client to address an issues, discrepancies, concerns, and/or updates in reference to the PID.
6	HHSU provides the customer with a copy of the Memorandum of Understanding (MOU) for review and signature. The MOU discloses the project scope and expectations, responsibilities and approvals from both the customer and HHSU.	HHSU Online	
7	HHSU closes out the project in the project log.	HHSU Online	
8	HHSU holds a project kick-off meeting with the customer, and any designated stakeholders.	HHSU Online	

Questions regarding this SOP should be directed to HHS University.



Trina Greer, PhD
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 Department of Health and Human Services

**HHS OHR
 REVIEW AND APPROVAL FORM
 STANDARD OPERATING PROCEDURE (SOP)**

**Project Initiation Document (PID)
 Submission**

Title	Number
Proponent	
Proposed Effective Date	

Route To:	Initials	Date	Comments	Recommendation:
Drafter Walter J. Biswas				<input type="checkbox"/> Approved <input type="checkbox"/> Disapproved
Deputy Division Director				<input type="checkbox"/> Approved <input type="checkbox"/> Disapproved
Division Director				<input type="checkbox"/> Approved <input type="checkbox"/> Disapproved
SOP Project Manager				<input type="checkbox"/> Approved <input type="checkbox"/> Disapproved
Director OHR or designated approving official				<input type="checkbox"/> Approved <input type="checkbox"/> Disapproved

NOTES/COMMENTS