



Computing Division
**Operational Readiness Walkthrough / Review
of FTL Technology and Business Processes**
March 11-25, 2009

Objectives and Charge to the Review Team

This walkthrough/review is being organized at the request of the CD Division Head to help the Division gain a better understanding of the FTL system. As a result, CD will be in a better position to take full responsibility as an organization for the operation of this vital laboratory service. Specific objectives include the following:

- To uncover and put in perspective all of the issues that need to be addressed for a successful rollout of FTL to the entire lab;
- To have new eyes look at the whole system (as with any review process);
- To engage more people in understanding what CD, as an organization, is taking on and so is committed to make successful; and
- To assess the state of readiness of the divisions and see what else needs to be done to help them be ready for this major change in their time and effort reporting procedures.

The review has been organized into seven functional areas:

1. End-user Processes
2. Financial Management Processes
3. Technical Infrastructure
4. Application and Information Infrastructure
5. User Access and User IT Interface
6. Payroll and Accounting Processes
7. Cyber Security, Disaster Recovery, and Business Continuity Plan

For each functional area, we would like the review team to address the following questions:

- Are there adequate policies, procedures, trained staff and tools in place to accomplish the goals of the functional area?
- Are there well-identified owners for the various business processes?
- Will the system perform as intended?

We would like the review team to present their findings, observations, and recommendations in a written report delivered to the CD Division Head by March 25. Recommendations (if any) should be categorized as follows:

- a) To be addressed before any division uses the system
- b) To be addressed before go-live with non-exempts
- c) To be addressed after all employees are using the system.

We would also like the review teams to present their findings, observations, and recommendations at a closeout meeting with CD management (tentatively planned for March 25).