

**GESD  
PCO Communication Matrix  
Version 2.0, June 2011**

**MEETINGS**

<b>Communication Type</b>	<b>Stakeholders</b>	<b>Information</b>	<b>Delivery Method</b>	<b>Delivery Frequency</b>	<b>Primary POC</b>
<b>Project Review Team (PRT) Meeting</b>	Customer PRT Representatives, GESD Project Control Office (PCO), other GESD representatives	Project status, project issues, communications issues, SPR and IR issues	Meeting	Quarterly	Project Control Office (PCO)
<b>Customer Board (CB) Meeting</b>	USDA and NFC Senior Management, elected Customer Representatives	Strategic initiatives, general program direction and priorities, standardization	Meeting	Quarterly	Client Management Branch (CMB)
<b>Configuration Control Board Meeting (CCB)</b>	GESD and other NFC stakeholders	Project schedule, project/release status, projects with exception conditions	Meeting	Bi-weekly, Thursday, second week of each pay period	PCO
<b>Teleconference, ad hoc</b>	Customer program managers, GESD software developers, Client Management Branch, SRB	Status of issues; other meetings	Telephone Conference	As needed	CMB
<b>CAPPS and User Group Meetings</b>	NFC's PPS Customer Representatives, GESD Program Managers, GESD software developers, CMB, SRB	Recommended enhancements and priorities, technical advice	Meeting	Quarterly	CMB

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**INCOMING**

Communication Type	Stakeholders	Information	Delivery Method	Delivery Frequency	Primary POC
<b>Software Change Request (SCR) and Strategic Value Assessment (SVA) Worksheet</b>	Customer, PCO	Detailed description of requested change, weighted assessment score indicating strategic value to submitter's organization	Send email to: <a href="mailto:nfc.gesdrequest@usda.gov">nfc.gesdrequest@usda.gov</a> via Department/Agency authorized submitter	As needed	PCO
<b>GESD Help Desks</b>	Designated Customer Representatives, GESD payroll/personnel analysts	Payroll/personnel processing and data problems	Telephone/email See Help Desks – Who to call at: <a href="http://www.nfc.usda.gov">www.nfc.usda.gov</a>	As needed	GESD Help Desks
<b>Project Status Inquiry, General</b>	Customer program managers, PCO, Customer Support	SCR status, SCR issues or questions <i>other than</i> request for expedited scheduling	Send email to PCO: <a href="mailto:nfc.gesdrequest@usda.gov">nfc.gesdrequest@usda.gov</a>  Or CMB: <a href="mailto:customer.support@usda.gov">customer.support@usda.gov</a>	As needed	PCO
<b>Request to Expedite New or Unscheduled SCR</b>	Customers, PRT, PCO, CCB, SRB	Request to expedite implementation of SCR on initial submission or as yet unscheduled with justification for request	Send email to: <a href="mailto:nfc.gesdrequest@usda.gov">nfc.gesdrequest@usda.gov</a>	As needed	PCO

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<b>Request to Expedite Scheduled SCR (change to release schedule)</b>	Customers, PRT, PCO, CCB, SRB	Request to schedule SCR that has been placed on the release schedule with justification	Send email to PRT: <a href="mailto:PRTEAM@usda.gov">PRTEAM@usda.gov</a>	As needed	PRT
<b>Teleconference, ad hoc</b>	Customer program managers, GESD software developers, Client Management Branch, SRB	Clarification of requirements, other project issues	Telephone Conference	As needed	SRB
<b>Software Problem Report (SPR)</b>	Customers, Help Desk, GESD Developers	Day-to-day payroll/personnel processing and data problems requiring programmer intervention (PPS system)	Remedy System Via Help Desk	As needed	GESD Help Desks
<b>Incident Report (IR)</b>	Customers, Help Desk, GESD Developers	Day-to-day EmpowHR processing and data problems requiring programmer intervention	Remedy System Via EmpowHR Help Desk	As needed	EmpowHR Help Desk
<b>Internal SCR</b>	GESD Managers at Branch Chief level or above in GESD Operations and/or GESD Development areas	Request to implement software change or enhancement required by legislation of regulation or for internal operational efficiency or effectiveness or to correct processing problem	Email Go <a href="mailto:nfc.gesdrequest@usda.gov">nfc.gesdrequest@usda.gov</a>	As needed	PCO

**OUTGOING**

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<b>Communication Type</b>	<b>Stakeholders</b>	<b>Information</b>	<b>Delivery Method</b>	<b>Delivery Frequency</b>	<b>Primary POC</b>
<b>Acknowledgement of receipt and issuance of project tracking number</b>	Submitter of SCR, internal GESD organizations	Project tracking number for SCR	Email	Receipt of SCR	PCO
<b>SPR Aging Analysis and status</b>	Customers via PRT	Currently active SPRs and recently closed SPRs with aging	PRT Reports	Biweekly	GESD Help Desks
<b>IR Aging Analysis and status</b>	Customers via PRT	Currently active IRs and recently closed IRs with aging	Email to PRT	Biweekly	GESD Help Desks
<b>Status reports to the Project Review Team (PRT)</b>	PRT Representatives, customer community	Notes/minutes from last CCB meeting, consolidated listings of scheduled, unscheduled, and closed SCRs; SPR and IR status and aging reports	Email to PRT	Bi-weekly, Tuesday, first week of each pay period	PCO
<b>Release Schedule</b>	PRT, NFC internal stakeholders	Key schedule tasks, dates and deadlines for 3 external releases in calendar year	Email to PRT, Customer Notice	Annual (June) for next calendar year	PCO
<b>Community Impact FRD</b>	PRT Representatives, GESD Systems Requirements Branch, GESD Human Resources Application Branch, GESD Project Control Office	Community impact FRDs for the major Release Schedules	Email to PRT Members, NFC home page, Email subscription	3 Pay Periods before Release Schedule	PCO, TCB
<b>GPRT Meeting Notes</b>	PRT Representatives, customer community	Project updates to unscheduled projects concerning FRD scheduling, task assignments, project category/impact, other pre-schedule issues	Email to PRT	Biweekly	PCO
<b>IA Status Report</b>	PRT Representatives, customer community	Status of outstanding FRDs (overdue from customer)	Email to PRT	Biweekly	PCO
<b>FRD Status Report</b>	PRT Representatives, customer community	Status of outstanding IAs (overdue from customer)	Email to PRT	Biweekly	PCO

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<b>Customer Bulletin</b>	Customer community	Notice of system changes and impact on customers	Email to Customer POC's, NFC home page, Email subscription	As needed	TCB
<b>Customer Notice</b>	Customers	Notice of system issues, upcoming events, planned system outages, and holiday information	NFC home page, Email subscription	As needed	CMB
<b>Project Removal Letter</b>	Customer, PCO	Notice of overdue signed FRD and/or IA resulting in potential removal of project from release	Email to customer Program or Financial POC as appropriate	14 days prior to release lock down	PCO
<b>EmpowHR Release Notes (Customer Bulletin)</b>	Customer Community	Synopsis of changes included in release with impact	NFC home page, Email subscription	Per release (approximately 2 pay periods prior to release)	TCB
<b>PPS Release Notes (Customer Bulletin)</b>	Customer Community	Synopsis of changes included in release with impact	NFC home page, Email subscription	Per release (approximately 2 pay periods prior to release)	TCB
<b>FRDs for Community-wide Projects</b>	Customer Community	Functional Requirements statements for projects deemed community-wide in scope	NFC home page, Customer Support	Per release as documents become available	PCO/TCB
<b>Teleconference, ad hoc</b>	Customer program managers, GESD software developers, Client Management Branch, SRB	Status of issues; other meetings	Telephone Conference	As needed	CMB

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**CUSTOMER USER ACCEPTANCE TEST (CUAT) INCOMING AND OUTGOING**

<b>Communication Type</b>	<b>Stakeholders</b>	<b>Information</b>	<b>Delivery Method</b>	<b>Delivery Frequency</b>	<b>Primary POC</b>
<b>CUAT Teleconferences</b> <i>(Outgoing)</i>	Participating Agency Points of Contact (POCs) and Testers	CUAT teleconferences to support testing of scheduled releases	Telephone Conference	Scheduled as needed	UAT Section
<b>CUAT Meeting Agenda and Test Instructions</b> <i>(Outgoing)</i>	Participating Agency Points of Contact (POCs) and Testers	Meeting agenda , test overview and instructions	Email	As needed for scheduled CUAT meetings	UAT Section
<b>CUAT PPS Test Strategies</b> <i>(Outgoing)</i>	Participating Agency Points of Contact (POCs) and Testers	Suggested samples of test strategies for PPS projects containing test criteria, assumptions, test script, and test cases	Email	Provided at kick-off meeting	UAT Section
<b>EmpowHR Test Scripts</b> <i>(Outgoing)</i>	Test script for EmpowHR scheduled release projects	Instructions for testing EmpowHR scheduled release projects	Email	Provided prior to testing	EmpowHR Team
<b>CUAT Timeline of Events</b> <i>(Outgoing)</i>	Participating Agency Points of Contact (POCs) and Testers	Outline of significant test events and job stream results	Email	Provided daily throughout CUAT test period	UAT Section
<b>CUAT Issue Summary Report</b> <i>(Outgoing)</i>	Participating Agency Points of Contact (POCs) and Testers	A consolidated report of PPS issues submitted during CUAT	Email	Provided daily throughout CUAT test period	UAT Section
<b>EmpowHR Open Defect Problem Report (DPR)</b> <i>(Outgoing)</i>	EmpowHR Testers	A consolidated report of open defects for EmpowHR scheduled release projects	Email	Provided daily throughout CUAT test period	EmpowHR Team

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<b>CUAT Action Items</b> <i>(Outgoing)</i>	Participating Agency Points of Contact (POCs) and Testers	Action items captured at scheduled meetings	Email	Provided prior to scheduled meetings	UAT Section
<b>Test Summary of Scheduled Release Projects</b> <i>(Outgoing)</i>	Participating Agency Points of Contact (POCs) and Testers	Report containing the scheduled projects and associated test status and reported issues/defects	Email	Provided daily throughout CUAT test period	UAT Section
<b>CUAT Lessons Learned</b> <i>(Outgoing)</i>	Participating Agency Points of Contact (POCs) and Testers	Consolidated list of lessons learned captured throughout the test period and communicated to participating agencies via teleconference	Email Teleconference	Provided two weeks after testing has completed	UAT Section
<b>Final CUAT Report</b> <i>(Outgoing)</i>	Participating Agency Points of Contact (POCs) and Testers	Report summarizing the testing events and lessons learned	Email	Provided one week after testing has completed	UAT Section
<b>CUAT Issue Report</b> <i>(Incoming)</i>	Participating Agency Points of Contact (POCs) and Testers	A report containing a PPS issue submitted during CUAT	Email	Provided daily throughout CUAT test period	UAT Section
<b>Agency Test Plans and Results</b> <i>(Outgoing)</i>	Participating Agency Points of Contact (POCs)	Submission of participating agencies' test plans and results	Email	Provided upon completion of testing	UAT Section
<b>CUAT Survey</b> <i>(Incoming)</i>	Participating Agency Points of Contact (POCs)	Survey to capture customer experience and expectations	Email	Provided one week after testing has completed	UAT Section
<b>CUAT Test Results and Sign-off</b> <i>(Incoming)</i>	Participating Agency Points of Contact (POCs) and Testers	Submission of test results and sign-off for projects in the scheduled release	Email	Provided upon completion of testing	UAT Section

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**OTHER**

Communication Type	Stakeholders	Information	Delivery Method	Delivery Frequency	Primary POC
<b>Software Change Request Information and PRT Home Page</b>	Customers	Instructions for SCR submission, access to PRT page with Timelines, Customer Resources, PRT meeting schedules, meeting notes and other materials.	NFC Home Page via Customer Support Link <a href="http://i2i.nfc.usda.gov/Customer_Support/Software_Change_Request.html">http://i2i.nfc.usda.gov/Customer_Support/Software_Change_Request.html</a>	As needed	PCO

**Acronym Summary Table**

CAPPS	Committee for the Agriculture Payroll/Personnel System
GESD	Government Employee Services Division
PCO	Project Control Office
CMB	Client Management Branch
TCB	Training and Communication Branch
IR	Incident Report
SCR	Software Change Request
SPR	Software Problem Report
PRT	Project Review Team

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CCB	Configuration Control Board
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CB	Customer Board
FRD	Functional Requirements Document
CUAT	Customer User Acceptance Test
IA	Interagency Agreement
FRD	Functional Requirements Document