****

Requirements Gathering Project Evaluation

*27 evaluation forms were completed by workgroup participants.*

1. Did you feel comfortable voicing your opinion even if it wasn’t shared by the majority of those present? If not, please say why not.

Yes (21)

Absolutely!

Most of the time

Yes, felt comfortable putting up an opinion that may have been different than others.

Yes. I felt that each person's ideas were respected, and contributed to the success at this stage of the project.

The vast majority of the time, yes

Usually

1. Did you feel that all agencies were treated equally? If not, please give an example.

Yes (19)

I think it was eye opening for different agencies to hear about the scope - small or large - that we all deal with

Yes. Mostly. I think some agencies were allowed to add requirements after the due date.

Yes, was a collaborative effort. No one or two agencies stood out but we all had a voice

Yes, seems like a few of the larger agencies (ODOT) may not have participated

I think so. I felt we were treated as individuals and not a lot of significance was given as to which agency we represented.

Agency independent and not one agency leading

Generally

1. How did the workgroup schedule work for your agency? Was there enough time between meetings to accomplish your homework?

Yes for most of the work

Sometimes it was a bit tight, but overall yes

Tight timelines but necessary

It worked well for our agency but we had a small group so it was easier to work around our schedules

Could have used more time for homework

Sometimes

Yes (5)

Sometimes more than others but we made it work just fine

Yes, it was tight some weeks to get the homework done but it was doable.

Schedule worked well have a substantive amount of time to get the work done. There was enough time between meetings to get work. Was a good idea to have homework to get the process done faster.

Every other week meetings were ok, but when we got into the requirements some of the homework was tough to get through in the time limits

Schedule worked for me

It was fine.

Based on member availability, yes.

Not always, but I think it was necessary and I would not change it

Most of the time, tight schedules once in a while

Most times! Some requirement documents were sent a little late to schedule with IT, Finance, and Procurement.

Very well

Generally yes. On really busy weeks it was difficult to fit in. We needed to schedule at least 2 hours (if not more) to complete the work.

The homework schedule was aggressive, but totally do-able

It would have been nice to have a fleshed out calendar and description of the work involved. By the end we had a good idea but the first couple of weeks were tough.

Very Well

1. Can you think of a time when you were frustrated with the process? What was it that frustrated you?

That smaller agencies were not as open to solutions for larger agencies

None really

Length of meetings, chairs weren't always comfortable.

No (10)

Some topics were out of my area of expertise so I felt I didn't have anything to contribute. However, I learned things.

Many requirements were incomprehensible on early rounds making the "homework" of grading them difficult. Use complete sentences when capturing initial requirements.

Lots of wordsmithing

It would have been nice to have some of the duplication removal and wordsmithing done about half-way through the process

Yes, going over the requirements time and time again was frustrating, but for the most part it was necessary to get the best product. The addition of requirements after the deadline was very frustrating.

The time commitment was considerable although I think we came up with a good consensus

The amount of time taken to interpret what a requirement meant. It seemed like we kept finding duplicates and didn't understand a requirement over and over

In the 1st few sessions it felt unorganized, but adjustments were quickly made. Overall my frustration level was low.

Slightly, only because it is hard to give up 3-1/2 hours in a single day

Early on, too many unknowns. When new information would be submitted after the deadline

Nothing

Going over the 3's for a fifth time

Yes, seeing more than requirements listed as 1. Nice to see them finally split.

Sometimes it felt like we were over-reaching and getting into the weeds, things like wordsmithing

1. Were you given enough time in the work sessions to complete the tasks assigned?

Yes (14)

Sometimes it was a bit tight, but overall yes

Unknown

Yes, I believe so most of the time.

For the most part

Most of the time. Sometimes it seemed the glossed over items and other times we breezed through some items.

Not always. It worked better breaking out into smaller groups (around 5 people). It seemed to accomplish more than in bigger groups.

For the most part. It seemed rushed sometimes

Yes, seemed like we waited until all subgroups finished their tasks. I was on a couple of groups that seemed to take longer but did not feel pressured to speed up

Most of the time

Yes, generally we had extra time after completing work

Most of the time

Most of the time yes, but sometimes I felt rushed to get done even if there was still plenty of time left.

Yes, always

1. Were you provided with enough and the correct information needed to share with others in your agency? What additional information would you have liked to have?

Yes (16)

Not applicable to me personally. That duty belonged to another member of the group.

Yes, although communication between the Steering Committee and the SME group wasn't very strong on our end

Mostly, intent of why something was needed would help.

Yes. I think there was adequate information. Any more information would be too much input.

It was great.

After the first session, no. After other sessions, yes

Communication went both ways

Yes, an update of what the group did by email to all other groups would have also been nice

Yeah, but I would have liked to have the RFP process and calendar sooner

List of project team members and their agencies and contact information

1. What do you feel was the most important thing you learned through this workgroup process?

Was a successful process and needs to be captured for other projects

The importance of coming together regardless of title and unite to accomplish the work.

Cross team/agency collaboration is necessary

Collaboration

Many views and interpretations shared ended up with the best end product.

eProcurement means different things to everyone involved

Learned more about procurement & IT needs

That each agency has similar needs for the procurement system which made detailing requirements easier than I thought.

We need to continue to push for a robust system to help alleviate all of the workarounds agencies do now.

That we as a group could come to consensus on this many disparate requirements for a system that will be used by so many.

Having all parties present who are affected, IT, Finance and Procurement was helpful in getting perspective on requirements. It was also helpful in that each area had to explain in layman terms what they wanted and it also clarified for themselves as well.

Doing this type of workgroup with a variety of agencies is the way this should always work. It should get us a better product we can all use.

Needs of all sections of the agencies (procurement, IT, Finance, Accounting, Program)

The importance of sharing across agency lines and learning from each other.

Learned and was amazed by how much effort went into creating the list of requirements

There are different requirements for each piece of the process by different agencies

Putting the right folks together, the impossible can be accomplished

Different agency needs

Discussion and review gives different perspectives and good communication with different agency needs

That for a system like this you need input from all involved.

Collaboration and learning the needs of other agencies

Just that this many of agencies can collaborate successfully and make a lot of progress in a short time.

That it's possible!

A better understanding of the overall contracts and procurement process

That several agencies can work together and develop requirements

How much consistency there is between agencies

1. What was your favorite workshop activity?

Small groups working on each tab

I most enjoyed the breakouts working on the posters in a smaller group.

Creating the requirements

Any of the practical workshops reviewing requirements

Like big group discussions

Joint requirements development and larger group review of the requirements - Very Necessary. Culling the mandatory requirements.

Discussion of work in the larger combined group.

Reviewing and scoring requirements as a group

Discussions of each line item

All good

Meeting in small groups to review requirements

All

Requirement activity

All the same for me.

Working in small groups to go through tabs.

The group activities

Scoring of the 3's

1. What suggestions would you have for the facilitation process used on this project?

None (5)

It was very successful. No suggestions at this time

Allow duplicate requirements & specific requirements early on rather than trying to make generic requirements

Facilitators were great!

Don't talk down to the participants.

A longer timeline would have been better

Little more reporting on activities outside the group meetings, some feeling of things happening outside (Steering Committee background work)

I think it was great.

A bit more pre-planning

I thought the process was great.

Bigger room

Keep it small and split the work. Opening up the floor to the whole room slows everything down.

Provide enough hard copies when applicable

I don't know that I would change it. I like the worksheets and tabs.

Just a more clearly defined schedule for the entire process including homework and deadlines

Excellent. Having an outside contractor worked very well.

1. Are you likely to volunteer to participate in another project like this one? Why or why not?

Yes, want our agency to be able to make sure their needs are met

Yes. The success of this project encourages me to participate in the future.

Yes. If I'm a resource

Yes, if it is a project that I feel I have input that would be useful.

Sure, it was fun and useful work

Yes, like hearing others perspectives and ideas

Yes, if it pertains or affects procurement

eProcurement will be going on for awhile

Yes, because I think it is the way we will do processes in the future.

Yes, I like cooperative projects and getting agreement on ideas

Yes. Great to be part of such an important initiative.

Yes, being a part of this group helps me understand the needs, pick up issues/concerns that may be important for the solicitation process and then that contract.

Yes. I feel this is an important project and will eventually save us time and money.

Yes, if I was a SME

Yes (2)

Yes. I love the collaboration

Sure. As long as it is something I know and do often

Not sure at this time only due to work load

Yes, if workload allows.

Yes. Absolutely.

Perhaps. Depends on the function.

Depends on workload or fiscal year end duties

Yes. I think having all SME in a room prevent missing requirements.

Absolutely, I feel like I made a difference and learned a lot about other agencies

Yes, I enjoyed working with and meeting folks from other agencies. I liked representing ODE.

1. Describe your favorite thing about this project.

Outcome :-)

The coming together as a team to accomplish a goal.

The goal

Working with people from various agencies.

Collaboration

The possibility of an eProcurement system

Not sure I have one

The collaboration and consensus building.

Meeting and working with other agency personnel.

The possibilities. Having a system in place is REALLY exciting.

Group working together, agencies working together

Working with new people.

The expected result, a new PO system!

A sneak peek at the great things to come in the future

How we adjusted after each session to not repeat things that needed improvement

Not done yet

Working with other agencies to create the right solicitation to meet everyone's needs

Working as a team.

Collaboration and opportunity to voice concerns

Meeting new people, teamwork. Good people participating.

Collaborating with people from other state agencies

Working with other agencies

The collaboration across agencies.

The possibility of finally getting the solution we need

The feeling that we accomplished something big.

1. Describe some things that could be changed to improve future collaborative projects.

Make sure that small groups are not weighted with many from one agency

Create a dictionary of terms as you go and hand it out at each session. This could eliminate some of the long drawn out discussions.

It would have been nice to have some of the duplication removal and wordsmithing done about half-way through the process

Get a general idea of requirements before the project begins to have a starting place.

Having a dedicated central location was very nice.

Don't know

Nothing/None (4)

If a large group has already vetted, re-written, and improved a tab, the following session you shouldn't give a small (3-4 person) group carte blanche to re-write it.

Continue to do these JAD sessions.

Better scheduling, clearer homework instructions, no agency turning in 'late' assignments

13-31. See the chart below for questions and scores.

32. Suggestions for the next collaborative project:

New payroll system

Clearly outline the goals of the completed project and the potential impact to the front line user of all agencies. Who will benefit? Is it worth the additional investment with a cost vs. benefit analysis on who is currently using the product and potential additions to use the product

None. Joanne was very responsive to any questions regarding the documents and requirements.

Do not have this "Would you want to eliminate a vendor based on this requirement?" quote implanted into people's thought

Longer time period to review requirements. The analysts and/or facilitator remove duplicates up front to save agencies time (or smaller subgroup do this…so many requirements to go through).

Follow this process.

Timesheet, travel

|  | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | Unfavorable Neutral Favorable |
| --- | --- | --- | --- | --- | --- | --- |
| 13. I felt the correct people were invited to participate in this requirements gathering process. | 0 | 0 | 2 | 14 | 11 |  |
| 14. When working in a large group, I had time to consider the statements of others before the topic changed. | 0 | 1 | 4 | 18 | 4 |  |
| 15. I felt that the needs of my agency were valued. | 0 | 0 | 4 | 13 | 10 |  |
| 16. I was comfortable with the escalation process of referring items to the Steering Committee. | 0 | 0 | 5 | 10 | 12 |  |
| 17. I felt our facilitator understood the project. | 0 | 0 | 0 | 14 | 13 |  |
| 18. It was helpful to receive printed lists of the requirements at each meeting. | 0 | 1 | 1 | 11 | 14 |  |
| 19. I felt participation in this project was a worthwhile use of my time. | 0 | 0 | 2 | 11 | 14 |  |
| 20. I feel my agency's participation in this project was worthwhile. | 0 | 0 | 0 | 9 | 18 |  |
| 21. I feel the final list of requirements will ensure the selection of the best eProcurement solution for my agency. | 0 | 0 | 3 | 17 | 7 |  |
| 22. The facilitator was well-prepared for each workgroup session. | 0 | 0 | 0 | 16 | 11 |  |
| 23. The facilitator and project team has provided clear explanations of important issues/principles. | 0 | 0 | 1 | 16 | 10 |  |
| 24. I felt the facilitator clearly explained the process at each workgroup session. | 0 | 0 | 1 | 12 | 14 |  |
| 25. I felt the needs of my agency were heard. | 0 | 0 | 2 | 16 | 9 |  |
| 26. I felt that all the agencies participating understood and embraced the collaborative goal. | 0 | 0 | 1 | 17 | 8 |  |
| 27. The facilitator and project team have been responsive to agency views and comments. | 0 | 0 | 1 | 15 | 11 |  |
| 28. The facilitator and project team presented tasks in a well-organized manner. | 0 | 0 | 3 | 13 | 11 |  |
| 29. I feel the facilitator was open to my questions and willing to listen. | 0 | 0 | 2 | 10 | 15 |  |
| 30. I think this project will be successful. | 0 | 0 | 4 | 13 | 10 |  |
| 31. I feel my efforts have been supported by my agency. | 0 | 0 | 1 | 14 | 12 |  |