



Joint Interoperability Test Command (JITC)

Test & Evaluation (T&E) Scorecard

Overview

The Joint Interoperability Test Command (JITC) Test and Evaluation (T&E) Scorecard provides a standardized evaluation framework and a consistent template for reporting status from a T&E perspective for Defense Information Systems Agency (DISA) Projects throughout their lifecycle. The Scorecard is based on a combination of T&E lessons learned and service management best practices found in the Department of Defense Enterprise Service Management Framework (DESMF). The Scorecard focuses on eight Areas of Evaluation (AoEs):

- Capability
- Interoperability
- Availability
- Capacity
- Transition
- Service Operations
- User Experience
- Cybersecurity

The JITC T&E Scorecard Guidebook includes recommended measures and metrics for evaluation of each of the Scorecard AoEs, and provides direction on how to use the T&E Scorecard template as a consistent reporting tool. The T&E Scorecard Guidebook covers the “What” while the associated JITC T&E Process Guidebook describes the “How.” The JITC T&E Process Guidebook for DISA Projects provides a description of the T&E approach, activities, roles and products necessary to establish standard and repeatable T&E processes for DISA Projects.

The JITC T&E Scorecard Computer Based Training (CBT) describes the Scorecard, breaking it down into its separate AOEs and identifies the T&E Scorecard role in the overall T&E Process. The T&E Scorecard CBT is available at: <https://nit-jitc.nit.disa.mil/tools/lms/scorecard/ScorecardIMIFinal.html>

Capabilities

The application of the T&E Scorecard for framing the project evaluation and reporting at major milestones begins with the JITC Early Test Involvement (ETI) Team’s participation in Integrated Product Teams during the requirements generation and analysis phase, and continues to frame the T&E assessment throughout the project lifecycle.

Value Added to DISA Processes

- Assists the Development and Business Center in including T&E in the early planning stages of a project’s lifecycle, improves early identification of risks, and determines proper levels of test
- Establishes a positive working relationship between DISA T&E and Project Leads
- Creates an opportunity for seamless integration of T&E objectives with Project Plans
- Simplifies requirements and design analysis processes by providing a framework for requirement and design reviews and analysis
- Contributes towards capturing the risks associated with new DISA Projects as well as enhancements or major upgrades to existing DISA enterprise service offerings



Post-*(Select: Requirements Analysis, Design Analysis, TV, or OV)*
Phase T&E Scorecard for *(Project XYZ name)*

UNCLASSIFIED

T&E Lead: (name)
 Org OPR: (DISA Office Sym)
 MDA/DA: ???

DISA IT Acquisition Model: (insert # - Model Title)

Acquisition Model Phase/Milestone: (insert current phase/milestone based on approved acquisition model)

Areas of Evaluation	Attributes	Status	Comments / Rationale
Capability	<ul style="list-style-type: none"> Meets User Community Needs Meets Performance Parameters 	G	<ul style="list-style-type: none"> Requirements, CTPs and/or KPPs are documented, approved, and testable Severity 1,8,2 defects are closed; no clusters of severity three defects Workarounds are documented and acceptable to users for all severity 3 defects
Interoperability	<ul style="list-style-type: none"> Supports Military Operations Enter & be Managed on the Network Effective End-to-End Information Exchanges 	G	<ul style="list-style-type: none"> Requirements define net-centric operational tasks Network entrance and management performance criteria defined and exercised End-to-end information exchange criteria are defined and exercised
Availability	<ul style="list-style-type: none"> Operational System Monitoring and Alerts Meets documented thresholds and/or SLA(s) Geographic Failover, Local Redundancy, Restoration 	G	<ul style="list-style-type: none"> Operational availability monitoring processes are documented and exercised Thresholds met; demonstrated through testing or analysis of operational data Geographic failover, local redundancy, and restoration from backup processes are documented and exercised
Capacity	<ul style="list-style-type: none"> Characterization of Load (Users, Transactions, etc.) System Resources (CPU, Memory, Storage, etc.) Demand Forecasting and Scaling Processes 	G	<ul style="list-style-type: none"> Capacity requirements are documented in terms of characterized load Architecture products describe increments of capacity in terms of load Capacity estimates verified through testing and/or modeling Demand Forecasting and Scaling Processes are documented and exercised
Transition	<ul style="list-style-type: none"> Transition Planning and Support (TPS) Change & Configuration Management Release and Deployment Management Records Management (DoD 15015.02) Compliance User Transition & On-boarding 	G	<ul style="list-style-type: none"> Transition activities are identified and exercised Change and Configurations Management processes documented and exercised (ROC drills, etc.) Release and Deployment Management processes documented and exercised (ROC drills, etc.) Records Management processes are documented and followed Transition and on-boarding procedures are documented and exercised
Service Operations	<ul style="list-style-type: none"> Event, Incident & Problem Management Request Fulfillment & Access Management Supporting Functions (Service Desk, ITOM, etc) 	G	<ul style="list-style-type: none"> Management processes documented and exercised (ROC drills, etc.) Service Desk is in place, processes and TTPs provided, all tiers ready Service Desk Metrics monitored and met; continual analysis processes exercised
User Experience	<ul style="list-style-type: none"> Usability / User Perception of Value Documentation and Training Section 508 Compliance 	G	<ul style="list-style-type: none"> User representatives are included in testing; User surveys indicate positive user perception of value User documents (i.e. User Guides) are complete Training materials are complete; adequate training is provided or planned Section 508 compliance documented
Cybersecurity	<ul style="list-style-type: none"> Protected Defendable Mission Assured in a Contested Environment 	G	<ul style="list-style-type: none"> Positive Accreditation Achieved - Valid ATD expires MM/DD/YYYY Integrated & interoperable with Defense Cyber Operations (DCO) Security Determination of "Secure" or C/PA/AA is scheduled prior to IOC

G = No/Minor Issues and Low Risk **Y = Significant Issues or Moderate Risk** **R = Critical Issues or High Risk** **N/A = Not Applicable**