

**SAM – INFORMATION TECHNOLOGY  
(California Department of Technology)**

**POST-IMPLEMENTATION EVALUATION REPORT**  
(Revised 04/2017)

**4947**

A post-implementation evaluation report (PIER) must be prepared by the Agency/state entity following the completion of each IT project, unless the Agency/state entity has entered into an interagency agreement with the Department of Finance's Office of State Audits and Evaluations ([OSAE](#)) under SAM Section 4943. The PIER shall:

1. Measure the benefits and costs of a newly-implemented IT application or system against the most recently approved project objectives; and
2. Document projected operations and maintenance costs over the life of the application or system.

No project is considered complete until the [PIER](#) has been approved by the Department of Technology or by the Agency/state entity director, as appropriate. Approval of a PIER by the Department of Technology or the Agency/state entity director, as appropriate, terminates the project reporting requirements.

If OSAE selects the project for review under SAM Section 4943, OSAE will conduct the post-implementation assessment and submit the PIER to Agency/state entity management. The Agency/state entity is required to submit the PIER to the Department of Technology within five working days after it is received from OSAE.

The post-implementation assessment must be conducted after the new IT capability has been operational for a sufficient period of time for its benefits and costs to be accurately assessed. Initial operational problems must have been resolved and sufficient experience and data must have been accumulated to determine whether the project met the proposed objectives, was completed within the anticipated time and budgetary constraints, and achieved the proposed benefits. The optimum time after implementation to conduct the assessment depends upon the nature of the project. Six months to one year after implementation is typical. The assessment **MUST** be completed within 18 months of project completion. Agencies/state entities are required to follow the instructions for preparing and submitting the PIER and Transmittal Letters, see [SIMM Section 50](#).