

| 🏁 🔐 🏁 **FRONT MATTER** 🏁 🔐 🏁  All 18F teams are expected to maintain a README of key information, allowing new teammates and leadership to quickly gain context on the project.  The team should update the README upon a new project phase, like the end of discovery.  This is a recommended README template; it can be adapted to suit the team.  **Suggestions?** Contact: 18F Director of Account Management |
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Project README — Welcome to [PROJECT NAME]!

**Last updated: xx/xx/202x**

Partner agency:

Project start date:

Projected end date:

Tock code:

# Links

* Project folder
* Slack channel
* Burn document
* Running notes doc
* Arising questions doc
* BD Qualification (internal)
* BD Proposal to partner
* IAA / Statement of Work
* Team charter
* Risk tracker
* Task tracker
* Project plan or high-level schedule
* Weekly ship record
* Launch plan
* Mural space
* Related partner satisfaction interviews, if any:
* Engagement brief:[[TEMPLATE] 18F Big Picture Engagement Brief: [Partner name] [Project name]](https://docs.google.com/presentation/d/1YA9i3wtLYL66R34m4Lzh_zj66CzqOb7h8u0jzVZYoaY/edit?usp=sharing)
* [Project Resources Airtable](https://airtable.com/appkBrEBVTMd9M5VC/pagyCKyWNdrBCgvP1)

# Mission

*What is our partner’s mission? Who do they serve?*

# Impact

*What’s the ultimate impact headline we want to contribute to? e.g. “Partner can issue passports in one week or less.”*

# Challenges

*What problems are our partners facing? What have our partners done to work around their challenges?*

# Deliverables

*What has the partner indicated they need by the end of this engagement? What deliverables are listed in the Statement of Work?*

# Timing

*Why is the partner coming to 18F now?*

# Intake path

*Did 18F identify this lead, or did the partner come to us?*

# Project shape

* Strategy development (formerly Path Analysis/Discovery)
* Vendor acquisition support
* Website modernization
* Digital service transformation
* Other (custom shape)

# Risks

*Link to risk tracker here.*

# Partner details

## Key contacts

| **Name** | **Title** | **Organization** | **Contact** | **Notes** |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

| **💡Partner communication tips**:  *Add any information about how the partners prefer to communicate. What video meeting technologies work best for them? Will they need* [*GACA account*](https://secureauth.gsa.gov/SecureAuth234/?SAMLRequest=fVPBbuIwEL33K1DukASapbEgUjZ0u0gsIJKuVnupHGeglhI763FY%2Bve1DaVUavHNM2%2FezHseT5A2dUvSTj%2BLDfzrAPVNr3doaoHEpaZepwSRFDkSQRtAohnJ018LMhwEpFVSSyZr70PR9RqKCEpzKWzRfDb1Vsv7xephvnwKI1pux2U5CoDdRayKtmEVx99oFcI4jMsRxLcRBHRsC3%2BDQsMx9Qylva%2BV3PMK1NL0m3pZkWaOHrGDuUBNhTbQIIz7QdQPhkV4R6KABOFfi5oZ1VxQ7fietW6R%2BD4C6xRQY8xgh3Swk3s%2FdyHr1XA0OjV18r9zUXGxu667PIKQ%2FCyKdX%2B9ygtLkb65kUmBXQMqB7XnDB43i%2FdZuECu4TyH9dhnR7yXGJKJjRAnViUPefr0PunEv8wZ7AndEuvUfLaWNWcvLm7PD6kaqr8WEg5CF%2BFVf%2BugBBrK67SqFCB6Z560ruX%2FzPinzWto1YHX8z90Py0bVG71jHgNB93LZNNSxdE%2BBBwo015ypjyKvIRntdmlDWyTq%2BvGCLM4E%2F4TBfHJj09pjvP5VwZMbt7Slz8meQU%3D&RelayState=https%3A%2F%2Finsite.gsa.gov%2Fportal%2Fcontent%2F517805%3Fterm%3Dgaca)*s?* |
| --- |

## Product owner and executive sponsor

*How much time do they have to dedicate to this project? How does the executive sponsor want to be involved?*

## Other stakeholders

*Are there third-party stakeholders funding this work or watching the outcome — e.g. TMF, White House?*

## Office culture and structure

*Do we have documentation on the office structure, such as an org chart? Are there any known naysayers for this work?*

## User research

*How could the partner go about recruiting users for user research?*

## Technology environment

*What is the current tech stack? Include any relevant technology documentation.*

## Access to systems and data

*Is there anything the team needs to do to gain credentials or get access?*

## Partner communication tools

| **Communication type** | **Preferred platform** | **Notes** |
| --- | --- | --- |
| File sharing  (Drive, teams, dropbox) |  |  |
| Video meetings  (Meet, zoom, teams) |  |  |
| Written conversation  (Slack, teams, email) |  |  |
| Visual collaboration  (Mural, others) |  |  |

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## Relationship with IT/security

*What is the program office’s relationship with the CIO shop? What is the process for launching a site, application, or new piece of software?*

## Procurement

*What is the program office’s relationship with its procurement shop? What is the process like for procuring a piece of software?*

## Vendors

*Are there existing vendor teams in place? How are they performing and what is the partner’s relationship with the vendors like?*

## Agile practices

*Does the partner release changes regularly or frequently? Has anyone received agile or scrum training?*

## Background reading

*Has the partner shared any important documents or resources? e.g. reports, background materials, prior research?*