

## STEEL : Overview Checklist

To use this checklist, assess the level of effectiveness of each performance strand.

To gain an overall view, add the individual scores.

For more about System and Technology Effectiveness Evaluation Levels (STEEL), visit

<http://www.steelpillow.com/STEEL>

### Levels:

- 1 Critical focus
- 2 Significant work needed
- 3 Minor issues
- 4 All good (or not applicable)

Performance strand	Stages	Typical considerations	Level
<b>Business requirements</b>			
Is it meeting the business need?			
Project management	Appropriate to scale, complexity and criticality	PID	
Stakeholders	Identified and engaged .	ConOp	
Roles and responsibilities	Identified and specified	ConOp	
Business functions	Tracked, Implemented.	Deliverables, Business Change, value.	
Financial regime	Defined and tracked.	Costs of development, delivery, support, decommissioning	
Legal regime	Identified and tracked..	Data protection, freedom of information, H&S, Licensing	
<i>Sub-Total</i>			
<b>User needs</b>			
Is it meeting the needs of its users?			
User requirements	tracked, implemented	Stories, use cases	
User experience	tracked, delivered	Ergonomics, workflow, look-and-feel, UI, accessibility	
<i>Sub-Total</i>			

Performance strand	Stages	Typical areas	Level
<b>Lifecycle Support</b>			
Is system support adequate throughout its lifecycle?			
Routine tasks	tracked, delivered	Maintenance, administration, monitoring	
User support	Defined, delivered	Training, administration, documentation, Helpdesk	
Troubleshooting	Defined, delivered	Reporting, tracking, diagnostics, spares & repairs, patching.	
Updates and upgrades	Enabling	Performance, functionality.	
Decommissioning		Migration, disposal.	
<i>Sub-Total</i>			
<b>Security</b>			
Is the system protected against loss or compromise?			
Physical security	Defined, delivered	Damage, theft, access	
Data owners	identified and engaged	System data included.	
Data content	identified and tracked	User data, system data, metadata.	
Data security	requirements identified	Access, corruption, loss/recovery.	
Risks	identified, managed	To business and to people.	
Architecture	Design, assurance, implementation, validation	Function, failure and recovery.	
Monitoring	Defined, delivered	Logs, audits, surveillance.	
<i>Sub-Total</i>			
<b>Grand Total</b>			
Copy the four sub-totals here and add them up:			

**Guide to overall effectiveness:**

20–39 Pretty much useless.

40–59 It's going to take a lot to make anything of this.

60–69 Not bad but there's work to be done.

70–79 Looking good.

80 Fully effective.