# Business Case: Capital Asset Summary
## Part I: Summary Information and Justification (All Capital Assets)

## Section A: Overview & General Information

**Date Investment First Submitted:** 2009-06-30
**Date of Last Change to Activities:** 2021-02-24
**Investment Auto Submission Date:**
**Date of Last Investment Detail Update:** 2020-09-29
**Date of Last Business Case Update:** 2020-09-30
**Date of Last Revision:** 2021-08-31

**Agency:** 202 - U.S. Army Corps of Engineers        **Bureau:** 00 - Agency-Wide Activity

**1. Name of this Investment:** Resident Management System (RMS)

**2. Unique Investment Identifier (UII):** 202-000001032

## Section B: Investment Detail

1. **Provide at least one Agency Strategic objective code (A-11 Section 230) and/or Agency Priority Goal code (A-11 Section 250) that this investment aligns to on performance.gov. If this investment aligns to more than one Agency strategic objective code and/or Agency Priority goal code list all that apply. If your agency does not report to performance.gov please use "0". This is required for Agency IT Portfolio Summary Part 1 and Part 2 Investments, not for Part 3 Investments.**
   Agency Strategic Objective(s):
     0: Not Applicable

   Agency Priority Goal(s):
     0: Not Applicable

2. **Briefly describe the investment's return on investment, including benefits internal and external to the government and outcomes achieved or planned.**
   RMS is a construction management and contract administration system designed for Resident Engineers to help their staff control and manage the construction phase of each project being constructed and related construction contracts. RMS was designed and built for the Resident Engineers and staff. The emphasis of RMS is to allow front line field personnel to concentrate on the primary functions, such as onsite quality assurance, customer care, preparation of contract modifications, safety enforcement, etc., while taking care of routine administration.

3. **If this investment will result in the elimination or the reduction of another major or non-major investment(s), please complete the following:**
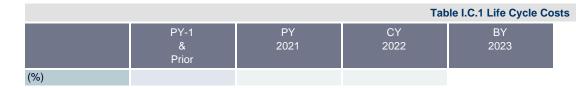
| Table I.B.1 Affected Investment Information | |
|---|---|
| Investment UII | To Be Status |
| NONE | |

4. **Does the Investment currently include an intra- or inter-Agency shared service (common, shared, or centralized solution)?:**
   NO

5. **Does the Investment plan to include an Intra- or Inter-Agency shared service that it does not currently include (common, shared, or centralized solution)?:**
   NO

6. **If systems contained in this Investment collect data from the public, please identify the OMB Control Numbers which authorize that data collection as per the Paperwork Reduction Act. Use** Reginfo **at the following link to identify information collection requests and OMB control numbers. Agencies can work with their Records Officers to determine the applicability.**

7. **Provide the name of the Investment-level project manager:**
   Kerry Gates

8. **Select the qualification/experience level of the Investment-level project manager (select one):**
   7 - No certification, but with 4 or more years PM experience (within the last five years)

**Section C: Life Cycle Costs**

1. **Provide the total estimated life cycle costs for the investment in millions. Note: Do not enter information in the grey cells as these will be calculated.**

| Table I.C.1 Life Cycle Costs | | | | |
|---|---|---|---|---|
| | PY-1 & Prior | PY 2021 | CY 2022 | BY 2023 |
| Planning Costs: | 0 | 0 | 0 | 0 |
| DME (Excluding Planning) Costs: | 0 | 0 | $5.520000 | 0 |
| DME (Including Planning) Govt. FTEs: | 0 | 0 | 0 | 0 |
| Sub-Total DME (including Internal Labor (Govt. FTE)): | 0 | 0 | $5.520000 | 0 |
| O & M Costs: | $37.698000 | $6.058000 | $5.345000 | $5.227000 |
| O & M Internal Labor (Govt. FTE): | $0.500000 | $1.933000 | $2.235000 | 0 |
| Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)): | $38.198000 | $7.991000 | $7.580000 | $5.227000 |
| Total Cost (Including Internal Labor (Govt. FTE)): | $38.198000 | $7.991000 | $13.100000 | $5.227000 |
| Total Cost Internal Labor (Govt. FTE) costs: | $0.500000 | $1.933000 | $2.235000 | 0 |
| # of FTE rep by costs: | 4 | 0 | 10 | 0 |

| | | | | |
|---|---|---|---|---|
| Total change from prior year final President's Budget ($) | | $7.991000 | $13.100000 | |
| Total change from prior year final President's Budget | | 0.00% | 0.00% | |

**Table I.C.1 Life Cycle Costs**

|  | PY-1 & Prior | PY 2021 | CY 2022 | BY 2023 |
|---|---|---|---|---|
| (%) |  |  |  |  |

2.

    a.   **In which year did or will this investment begin? (specify year - e.g., PY-1= 2019)**
       1996

    b.   **In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)**
       2029

3.   **Compare the funding levels for PY and CY to the final FY 2022 President's Budget for those same years. Briefly explain any significant changes. When making comparisons, ensure that you compare same-year-to-same-year (e.g., the FY20 level for 2020 versus the FY21 level for 2020):**
Funding for FY2021 increased as authorized by the IT Capital Planning committee per memo dated 25-June-2019 signed by the DCG, MG Michael C. Wehr.

# Business Case Detail: Performance Measurement Report

## Section A1: General Information

1. **Name of this Investment:** RESIDENT MANAGEMENT SYSTEM (RMS)

2. **Unique Investment Identifier (UII):** 202-000001032

## Section C1: Projects Table

| | | | Projects Table C.1 | | | | |
|---|---|---|---|---|---|---|---|
| Unique Project ID | Project Name | Project Goal | Project Start Date | Project Completion Date | Project Lifecycle Cost ($M) | Software Project? |
| ID09160006 | RMS Modernization 3.0 | Develop initial compliance with ACE-IT Architecture 2020; enhance stability in field usage and provide exchange of files. | 10/01/2017 | 09/30/2021 | $9.5 | Yes |
| W912P715D | RMS Mobile Application Development | The objective of this requirement is to develop three supplemental systems to the main RMS application which consist of a web based application, a mobile application and a reporting solution. | 10/01/2017 | 08/31/2020 | $0.4 | Yes |

## Section C2: Project Activities

1. **Provide all non-agile project activities for projects in Table C.1 that started in a previous FY (PY and earlier) and that have not been completed by the beginning of the CY, as well as activities that are scheduled to start in the current FY and BY.**

| | | | | | Project Activity Table C.2.1 | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Unique Project ID | Activity Name | Activity Description | Structure ID | Planned Start Date | Projected Start Date | Actual Start Date | Planned Completion Date | Projected Completion Date | Actual Completion Date | Planned Total Costs | Projected Total Costs | Actual Total Costs |
| ID09160006 | Phase 1 Modernization: RMS Closeout Module | Phase 1 Modernization of the RMS Closeout Module. | ID09160006.1 | 2017-10-01 | 2017-10-01 | 2017-10-01 | 2018-03-31 | 2018-03-31 | 2018-03-31 | 0.070000 | 0.070000 | 0.070000 |
| ID09160006 | Phase 1 Modernization: RMS Contract Report Module | Phase 1 Modernization of the RMS Contract Report Module. | ID09160006.6 | 2017-10-01 | 2017-10-01 | 2017-10-01 | 2018-03-31 | 2018-03-31 | 2018-03-09 | 0.101000 | 0.101000 | 0.101000 |
| ID09160006 | Phase 1 Modernization: | Phase I Modernization | ID09160006.10 | 2017-10-01 | 2017-10-01 | 2017-10-01 | 2018-03-31 | 2018-03-31 | 2018-03-15 | 0.201000 | 0.201000 | 0.201000 |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | **Project Activity Table C.2.1** | | | | | | | | |
| Unique Project ID | Activity Name | Activity Description | Structure ID | Planned Start Date | Projected Start Date | Actual Start Date | Planned Completion Date | Projected Completion Date | Actual Completion Date | Planned Total Costs | Projected Total Costs | Actual Total Costs |
| | RMS Finance Module | of the RMS Finance Module. | | | | | | | | | | |
| ID09160006 | Phase 1 Modernization: RMS Import/Export Module | Phase I Modernization of the RMS Import/Export Module. | ID09160006.14 | 2017-10-01 | 2017-10-01 | 2017-10-01 | 2018-03-31 | 2018-03-31 | 2018-04-27 | 0.030000 | 0.030000 | 0.030000 |
| ID09160006 | Phase 1 Modernization: RMS Quality Assurance/Quality Control Module | Phase I Modernization of the RMS QA/QC Module. | ID09160006.18 | 2017-10-01 | 2017-10-01 | 2017-10-01 | 2018-03-31 | 2018-03-31 | 2018-03-05 | 0.201000 | 0.201000 | 0.201000 |
| ID09160006 | Phase 1 Modernization: RMS Administration Module | Phase I Modernization of the RMS Administration Module. | ID09160006.21 | 2017-10-01 | 2017-10-01 | 2017-10-01 | 2018-03-31 | 2018-03-31 | 2018-03-22 | 0.121000 | 0.121000 | 0.121000 |
| ID09160006 | Phase 1 Modernization: RMS Schedule Module | Phase I Modernization of the RMS Schedule Module. | ID09160006.25 | 2017-10-01 | 2017-10-01 | 2017-10-01 | 2018-03-31 | 2018-03-31 | 2018-03-14 | 0.100000 | 0.100000 | 0.100000 |
| ID09160006 | Phase 1 Modernization: RMS Submittals Module | Phase I Modernization of the RMS Submittals Module. | ID09160006.27 | 2017-10-01 | 2017-10-01 | 2017-10-01 | 2018-03-31 | 2018-03-31 | 2018-02-16 | 0.180000 | 0.180000 | 0.180000 |
| W912P715D | Phase 1: Web Application Enhancement | Enhancements to improve the RMS application for better execution of basic database operations for Create, Request, Update and Delete (CRUD) | W912P715D.1 | 2017-10-01 | 2017-10-01 | 2017-10-01 | 2018-03-31 | 2018-03-31 | 2018-03-28 | 0.063000 | 0.063000 | 0.063000 |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | **Project Activity Table C.2.1** | | | | | | |
| Unique Project ID | Activity Name | Activity Description | Structure ID | Planned Start Date | Projected Start Date | Actual Start Date | Planned Completion Date | Projected Completion Date | Actual Completion Date | Planned Total Costs | Projected Total Costs | Actual Total Costs |
| | | against a WEB API interface. | | | | | | | | | | |
| W912P715D | Phase 1: Report Application Development | Develop a complete reporting solution to provide consistent reports available to desktop, web and mobile components of the RMS software suite. | W912P715D.3 | 2017-10-01 | 2017-10-01 | 2017-10-01 | 2018-03-31 | 2018-03-31 | 2018-03-31 | 0.063000 | 0.063000 | 0.063000 |
| W912P715D | Phase 1: Mobile Application Development | Design, implement, and maintain a mobile application that can be used to access specific areas of the RMS suite of business processes. | W912P715D.5 | 2017-10-01 | 2017-10-01 | 2017-10-01 | 2018-03-31 | 2018-03-31 | 2018-03-28 | 0.063000 | 0.063000 | 0.063000 |
| ID09160006 | Phase 2 Modernization: RMS Closeout Module | Phase 2 Modernization of the RMS Closeout Module. | ID09160006.4 | 2018-04-01 | 2018-04-01 | 2018-04-01 | 2018-09-30 | 2018-09-30 | 2018-09-30 | 0.071000 | 0.071000 | 0.071000 |
| ID09160006 | Phase 2 Modernization: RMS Contract Report Module | Phase 2 Modernization of the RMS Contract Report Module. | ID09160006.8 | 2018-04-01 | 2018-04-01 | 2018-04-01 | 2018-09-30 | 2018-09-30 | 2018-09-30 | 0.100000 | 0.100000 | 0.100000 |
| ID09160006 | Phase 2 Modernization: RMS Finance Module | Phase II Modernization of the RMS Finance Module. | ID09160006.12 | 2018-04-01 | 2018-04-01 | 2018-04-01 | 2018-09-30 | 2018-09-30 | 2018-09-30 | 0.201000 | 0.201000 | 0.201000 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | **Project Activity Table C.2.1** | | | | | | | | |
| Unique Project ID | Activity Name | Activity Description | Structure ID | Planned Start Date | Projected Start Date | Actual Start Date | Planned Completion Date | Projected Completion Date | Actual Completion Date | Planned Total Costs | Projected Total Costs | Actual Total Costs |
| ID09160006 | Phase 2 Modernization: RMS Import/Export Module | Phase II Modernization of the RMS Import/Export Module. | ID09160006.16 | 2018-04-01 | 2018-04-01 | 2018-04-01 | 2018-09-30 | 2018-09-30 | 2018-09-30 | 0.030000 | 0.030000 | 0.030000 |
| ID09160006 | Phase 2 Modernization: RMS Quality Assurance/Quality Control Module | Phase II Modernization of the RMS QA/QC Module. | ID09160006.20 | 2018-04-01 | 2018-04-01 | 2018-04-01 | 2018-09-30 | 2018-09-30 | 2018-09-30 | 0.201000 | 0.201000 | 0.201000 |
| ID09160006 | Phase 2 Modernization: RMS Administration Module | Phase II Modernization of the RMS Administration Module. | ID09160006.23 | 2018-04-01 | 2018-04-01 | 2018-04-01 | 2018-09-30 | 2018-09-30 | 2018-09-30 | 0.121000 | 0.121000 | 0.121000 |
| ID09160006 | Phase 2 Modernization: RMS Schedule Module | Phase II Modernization of the RMS Schedule Module. | ID09160006.26 | 2018-04-01 | 2018-04-01 | 2018-04-01 | 2018-09-30 | 2018-09-30 | 2018-09-30 | 0.101000 | 0.101000 | 0.101000 |
| ID09160006 | Phase 2 Modernization: RMS Submittals Module | Phase II Modernization of the RMS Submittals Module. | ID09160006.28 | 2018-04-01 | 2018-04-01 | 2018-04-01 | 2018-09-30 | 2018-09-30 | 2018-09-30 | 0.180000 | 0.180000 | 0.180000 |
| W912P715D | Phase 2: Web Application Enhancement | Enhancements to improve the RMS application for better execution of basic database operations for Create, Request, Update and Delete (CRUD) against a WEB API interface. | W912P715D.2 | 2018-04-01 | 2018-04-01 | 2018-04-01 | 2018-09-30 | 2018-09-30 | 2018-09-30 | 0.063000 | 0.063000 | 0.063000 |
| W912P715D | Phase 2: | Design, | W912P715D.6 | 2018-04-01 | 2018-04-01 | 2018-04-01 | 2018-09-30 | 2018-09-30 | 2018-09-30 | 0.063000 | 0.063000 | 0.063000 |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Project Activity Table C.2.1** |
| Unique Project ID | Activity Name | Activity Description | Structure ID | Planned Start Date | Projected Start Date | Actual Start Date | Planned Completion Date | Projected Completion Date | Actual Completion Date | Planned Total Costs | Projected Total Costs | Actual Total Costs |
| | Mobile Application Development | implement, and maintain a mobile application that can be used to access specific areas of the RMS suite of business processes. | | | | | | | | | | |
| W912P715D | Phase 2: Report Application Development | Integrate the applications developed in phase 1 with the RMS database and deploy to users. | W912P715D.4 | 2018-04-01 | 2018-04-01 | 2018-04-01 | 2018-10-31 | 2018-10-31 | 2018-09-30 | 0.063000 | 0.063000 | 0.063000 |
| ID09160006 | Phase 1 Help Desk Support | Technical support shall include data calls, phone calls, teleconferences, meetings, email correspondence; system generated correspondence and on-site visits. The Contractor shall provide technical support for all RMS functions including, but not limi | ID09160006.2 | 2018-09-01 | 2018-09-01 | 2018-09-01 | 2019-02-28 | 2019-02-28 | 2018-09-30 | 0.299000 | 0.299000 | 0.299000 |
| ID09160006 | Phase 1 Technical Training | Technical training shall be provided for new users and | ID09160006.5 | 2018-09-01 | 2018-09-01 | 2018-09-01 | 2019-02-28 | 2019-02-28 | 2018-09-30 | 0.048000 | 0.048000 | 0.048000 |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| all: **Project Activity Table C.2.1** ||||||||||||| |
| Unique Project ID | Activity Name | Activity Description | Structure ID | Planned Start Date | Projected Start Date | Actual Start Date | Planned Completion Date | Projected Completion Date | Actual Completion Date | Planned Total Costs | Projected Total Costs | Actual Total Costs |
| | | current users. Prior to deployment of updates and modifications to an existing RMS version, the Contractor shall provide guidelines and instructions for use of the new versions to all RMS users v | | | | | | | | | | |
| ID09160006 | Phase 1 Application Database Administration | RMS Oracle databases shall be designed, implemented, and maintained including maintenance of database dictionaries and integration of systems through database design. The production databases are currently Oracle Version 12c. The Contractor shall def | ID09160006.9 | 2018-09-01 | 2018-09-01 | 2018-09-01 | 2019-02-28 | 2019-02-28 | 2019-02-28 | 0.176000 | 0.176000 | 0.176000 |
| ID09160006 | Phase 1 Software Documentation | Documentation of all application program functionalities. Provide resources | ID09160006.13 | 2018-09-01 | 2018-09-01 | 2018-09-01 | 2019-02-28 | 2019-02-28 | 2019-09-30 | 0.093000 | 0.093000 | 0.093000 |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Project Activity Table C.2.1** |
| Unique Project ID | Activity Name | Activity Description | Structure ID | Planned Start Date | Projected Start Date | Actual Start Date | Planned Completion Date | Projected Completion Date | Actual Completion Date | Planned Total Costs | Projected Total Costs | Actual Total Costs |
| | | needed to prepare software documentation as required. This shall include, but may not be limited to, requirements, specifications, testing criteria and plans, testing results | | | | | | | | | | |
| ID09160006 | Phase 1 RMS Enhancement and Support for System Improvements | As the system is used, the Government will identify required enhancements. These enhancements are typically derived from user requests, interface requirements and/or requirements driven by changes in business processes. | ID09160006.17 | 2018-09-01 | 2018-09-01 | 2018-09-01 | 2019-02-28 | 2019-02-28 | 2019-09-30 | 0.619000 | 0.619000 | 0.619000 |
| ID09160006 | Phase 1 Information Security | Chief of RMS will acquire the RMS Certificates of Networthiness (CoN), one (1) for both the legacy 2.x system and the current 3.x | ID09160006.22 | 2018-09-01 | 2018-09-01 | 2018-09-01 | 2019-02-28 | 2019-02-28 | 2019-09-30 | 0.041000 | 0.041000 | 0.041000 |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | **Project Activity Table C.2.1** | | | | | |
| Unique Project ID | Activity Name | Activity Description | Structure ID | Planned Start Date | Projected Start Date | Actual Start Date | Planned Completion Date | Projected Completion Date | Actual Completion Date | Planned Total Costs | Projected Total Costs | Actual Total Costs |
| | | system by describing how the RMS system processes data in the context of CoN network analysis. This includes, but is not | | | | | | | | | | |
| ID09160006 | Phase 2 Help Desk Support | Technical support shall include data calls, phone calls, teleconferences, meetings, email correspondence; system generated correspondence and on-site visits. The Contractor shall provide technical support for all RMS functions including, but not limi | ID09160006.3 | 2019-03-01 | 2019-03-01 | 2018-09-01 | 2019-08-31 | 2019-08-31 | 2019-09-30 | 0.299000 | 0.299000 | 0.299000 |
| ID09160006 | Phase 2 Technical training | Technical training shall be provided for new users and current users. Prior to deployment of updates and modifications to an existing RMS version, the Contractor | ID09160006.7 | 2019-03-01 | 2019-03-01 | 2018-09-01 | 2019-08-31 | 2019-08-31 | 2019-09-30 | 0.047000 | 0.047000 | 0.047000 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Project Activity Table C.2.1** |
| Unique Project ID | Activity Name | Activity Description | Structure ID | Planned Start Date | Projected Start Date | Actual Start Date | Planned Completion Date | Projected Completion Date | Actual Completion Date | Planned Total Costs | Projected Total Costs | Actual Total Costs | |
| | | shall provide guidelines and instructions for use of the new versions to all RMS users v | | | | | | | | | | | |
| ID09160006 | Phase 2 Application Database Administration | RMS Oracle databases shall be designed, implemented, and maintained including maintenance of database dictionaries and integration of systems through database design. The production databases are currently Oracle Version 12c. The Contractor shall def | ID09160006.11 | 2019-03-01 | 2019-03-01 | 2018-09-01 | 2019-08-31 | 2019-08-31 | 2019-09-30 | 0.175000 | 0.175000 | 0.175000 | |
| ID09160006 | Phase 2 Software Documentation | Documentation of all application program functionalities. Provide resources needed to prepare software documentation as required. This shall include, but may not be | ID09160006.15 | 2019-03-01 | 2019-03-01 | 2018-09-01 | 2019-08-31 | 2019-08-31 | 2019-09-30 | 0.094000 | 0.094000 | 0.094000 | |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Project Activity Table C.2.1** |

| Unique Project ID | Activity Name | Activity Description | Structure ID | Planned Start Date | Projected Start Date | Actual Start Date | Planned Completion Date | Projected Completion Date | Actual Completion Date | Planned Total Costs | Projected Total Costs | Actual Total Costs |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | limited to, requirements, specifications, testing criteria and plans, testing results | | | | | | | | | | |
| ID09160006 | Phase 2 RMS Enhancement and Support for System Improvements | As the system is used, the Government will identify required enhancements. These enhancements are typically derived from user requests, interface requirements and/or requirements driven by changes in business processes. | ID09160006.19 | 2019-03-01 | 2019-03-01 | 2018-09-01 | 2019-08-31 | 2019-08-31 | 2019-09-30 | 0.619000 | 0.619000 | 0.619000 |
| ID09160006 | Phase 2 Information Security | Chief of RMS will acquire the RMS Certificates of Networthiness (CoN), one (1) for both the legacy 2.x system and the current 3.x system by describing how the RMS system processes data in the context of CoN network analysis. This | ID09160006.24 | 2019-03-01 | 2019-03-01 | 2018-09-01 | 2019-08-31 | 2019-08-31 | 2019-09-30 | 0.041000 | 0.041000 | 0.041000 |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | **Project Activity Table C.2.1** | | | | | | | |
| Unique Project ID | Activity Name | Activity Description | Structure ID | Planned Start Date | Projected Start Date | Actual Start Date | Planned Completion Date | Projected Completion Date | Actual Completion Date | Planned Total Costs | Projected Total Costs | Actual Total Costs |
| | | includes, but is not | | | | | | | | | | |
| ID09160006 | Update Reporting engine | Switch report tool to a more robust engine | ID09160006.33 | 2020-10-01 | 2020-10-01 | 2020-06-01 | 2021-09-30 | 2021-05-03 | | 0.540000 | 0.540000 | |
| ID09160006 | RMS Placement Rollback | Fix issues with Placement Schedule | ID09160006.31 | 2020-10-01 | 2020-10-01 | 2020-10-01 | 2021-09-30 | 2021-09-30 | | 0.824000 | 0.824000 | |
| ID09160006 | RMS 3.0 Stabilization | Identify and correct isues with RMS 3.0 | ID09160006.32 | 2020-10-01 | 2020-10-01 | 2020-10-01 | 2021-09-30 | 2021-09-30 | | 0.625000 | 0.625000 | |
| ID09160006 | ACWS interface | Develop ACWS interface | ID09160006.35 | 2020-10-01 | 2020-10-01 | 2020-10-01 | 2021-09-30 | 2021-09-30 | | 0.869000 | 0.869000 | |
| ID09160006 | Gap Linking | Fill gaps between RMS 2.38 and 3.0 | ID09160006.34 | 2020-10-01 | 2020-10-01 | 2020-10-01 | 2021-09-30 | 2021-09-30 | | 0.440000 | 0.440000 | |
| ID09160006 | Cloud Migration | Migrate RMS DB to Cloud | ID09160006.36 | 2020-10-01 | 2021-10-01 | | 2021-09-30 | 2024-09-30 | | 1.600000 | 1.600000 | |

## Section D: Operational Data

1. **Provide the date and results of the last Operational Analysis (for operational and mixed life cycle systems/Investments):**

   1. **Date of Analysis:**

   2. **Analysis Results:**

   3. **Analysis Conclusion:** continue as is

2. **Report a minimum of 5 metrics using the following table to provide metrics and actual results for each individual metric:**

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Metrics Definitions and Actual Results Table D.2 / D.3** | | | | | | | | | | |

| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
|---|---|---|---|---|---|---|---|---|---|---|
| 30274 | Communication with the field and user training | Percentage | 1 - Customer Satisfaction (Process Results) | | 97.000000 | 97.000000 | Over target | Semi-Annual | | No |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 30274 | 287821 | 99.000000 | 06/24/2021 | Held Telerik training |
| 30274 | 284150 | 99.000000 | 04/19/2021 | Held training this month. |
| 30274 | 278363 | 97.000000 | 01/19/2021 | |

| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
|---|---|---|---|---|---|---|---|---|---|---|
| 30273 | Modernizing the system to better meet customers needs and improve customer satisfaction | Percentage | 4 - Innovation | | 97.000000 | 97.000000 | Under target | Annual | | No |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 30273 | 287822 | 10.000000 | 06/24/2021 | Waiting on OCIO to determine acquisition vehicle |
| 30273 | 278362 | 50.000000 | 01/19/2021 | Currently undergoing modernization assessment. Users will be happy it's being done but do not know results yet. |

| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
|---|---|---|---|---|---|---|---|---|---|---|
| 30272 | How accurate total spend plan (expenditures) line up with obligation totals and budget requests | Percent | 3 - Financial Performance | | 97.000000 | 97.000000 | Under target | Semi-Annual | | No |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 30272 | 287823 | 85.000000 | 06/24/2021 | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | **Metrics Definitions and Actual Results Table D.2 / D.3** | | | |
| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
| | | | | | 30272 | 284151 | 85.000000 | 04/19/2021 | | |
| 23798 | Percent that RMS meets USACE construction modernization requirements and goals. | Percent | 2 - Strategic and Business Results | 0.000000 | 97.000000 | 99.000000 | Under target | Quarterly | | No |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 23798 | 289886 | 99.000000 | 07/23/2021 | working on path for modernization |
| 23798 | 284152 | 96.000000 | 04/19/2021 | working on path for modernization |
| 23798 | 278365 | 96.000000 | 01/19/2021 | |
| 23798 | 278364 | 95.000000 | 08/17/2020 | |
| 23798 | 254853 | 97.000000 | 01/06/2020 | |
| 23798 | 244986 | 96.000000 | 07/01/2019 | |
| 23798 | 240795 | 96.000000 | 04/01/2019 | |
| 23798 | 235186 | 97.000000 | 01/04/2019 | |
| 23798 | 224417 | 96.000000 | 06/01/2018 | |
| 23798 | 220603 | 96.000000 | 04/02/2018 | |
| 23798 | 216165 | 97.000000 | 01/03/2018 | |
| 23798 | 214133 | 96.000000 | 12/01/2017 | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Metrics Definitions and Actual Results Table D.2 / D.3** | | | | | | | | | | | |
| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? | |
| | | | | | 23798 | 194250 | 95.000000 | 06/01/2017 | | | |
| | | | | | 23798 | 187329 | 95.000000 | 04/05/2017 | | | |
| | | | | | 23798 | 178102 | 96.000000 | 12/02/2016 | | | |
| | | | | | 23798 | 168151 | 97.000000 | 06/03/2016 | | | |
| | | | | | 23798 | 163472 | 96.000000 | 04/05/2016 | | | |
| | | | | | 23798 | 156970 | 96.000000 | 01/07/2016 | | | |
| 23797 | Percent that RMS remains current with evolving USACE IT environment. | Percent | 2 - Strategic and Business Results | 0.000000 | 97.000000 | 97.000000 | Over target | Quarterly | | No | |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 23797 | 289887 | 95.000000 | 07/23/2021 | users feel it's outdated but enhancements are being made |
| 23797 | 284153 | 98.000000 | 04/19/2021 | |
| 23797 | 278367 | 98.000000 | 01/19/2021 | RMS works directly with CEIT to resolve any issues |
| 23797 | 278366 | 97.000000 | 08/17/2020 | |
| 23797 | 260530 | 97.000000 | 04/01/2020 | |
| 23797 | 254852 | 96.000000 | 01/06/2020 | |
| 23797 | 244985 | 97.000000 | 07/01/2019 | |
| 23797 | 240794 | 97.000000 | 04/01/2019 | |

| | | | | | | | Metrics Definitions and Actual Results Table D.2 / D.3 | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
| | | | | | 23797 | 235185 | 97.000000 | 12/04/2018 | | |
| | | | | | 23797 | 224416 | 97.000000 | 06/01/2018 | | |
| | | | | | 23797 | 220602 | 97.000000 | 04/02/2018 | | |
| | | | | | 23797 | 216164 | 96.000000 | 01/03/2018 | | |
| | | | | | 23797 | 214132 | 96.000000 | 12/01/2017 | | |
| | | | | | 23797 | 194249 | 96.000000 | 06/01/2017 | | |
| | | | | | 23797 | 187328 | 96.000000 | 04/05/2017 | | |
| | | | | | 23797 | 178101 | 95.000000 | 12/02/2016 | | |
| | | | | | 23797 | 168150 | 97.000000 | 06/03/2016 | | |
| | | | | | 23797 | 163471 | 96.000000 | 04/05/2016 | | |
| | | | | | 23797 | 154327 | 96.000000 | 12/16/2015 | | |
| 675 | Percent that RMS is consistently accessible to users. | Percent | 1 - Customer Satisfaction (Process Results) | 0.000000 | 97.000000 | 95.000000 | Under target | Monthly | | No |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 675 | 291323 | 92.000000 | 08/30/2021 | due to load balancing issues, RMS experienced multiple reports of the application crashing and downtime on the Monday following a release |
| 675 | 289888 | 98.000000 | 07/23/2021 | |

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|---|---|---|---|---|---|---|---|---|---|---|
| **Metrics Definitions and Actual Results Table D.2 / D.3** | | | | | | | | | | |
| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
| | | | | | 675 | 287826 | 97.000000 | 06/24/2021 | | |
| | | | | | 675 | 286476 | 97.000000 | 05/27/2021 | | |
| | | | | | 675 | 284154 | 98.000000 | 04/13/2021 | | |
| | | | | | 675 | 281777 | 98.000000 | 03/24/2021 | | |
| | | | | | 675 | 278368 | 98.000000 | 01/19/2021 | | |
| | | | | | 675 | 267708 | 97.000000 | 08/17/2020 | | |
| | | | | | 675 | 267707 | 97.000000 | 06/01/2020 | | |
| | | | | | 675 | 267706 | 97.000000 | 09/03/2015 | | |
| | | | | | 675 | 267705 | 96.000000 | 08/03/2015 | | |
| | | | | | 675 | 267704 | 96.000000 | 10/15/2015 | | |
| | | | | | 675 | 261303 | 97.000000 | 05/01/2020 | | |
| | | | | | 675 | 260528 | 97.000000 | 04/01/2020 | | |
| | | | | | 675 | 257802 | 97.000000 | 03/02/2020 | | |
| | | | | | 675 | 256916 | 97.000000 | 02/18/2020 | | |
| | | | | | 675 | 254850 | 97.000000 | 01/06/2020 | | |
| | | | | | 675 | 251573 | 97.000000 | 11/04/2019 | | |
| | | | | | 675 | 250071 | 97.000000 | 10/01/2019 | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Metrics Definitions and Actual Results Table D.2 / D.3** | | | | | | | | | | |
| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
| | | | | | 675 | 249181 | 97.000000 | 08/01/2019 | | |
| | | | | | 675 | 249180 | 97.000000 | 09/04/2019 | | |
| | | | | | 675 | 244980 | 97.000000 | 07/01/2019 | | |
| | | | | | 675 | 243637 | 97.000000 | 06/03/2019 | | |
| | | | | | 675 | 242828 | 97.000000 | 05/02/2019 | | |
| | | | | | 675 | 240791 | 97.000000 | 03/01/2019 | | |
| | | | | | 675 | 240790 | 97.000000 | 04/01/2019 | | |
| | | | | | 675 | 236959 | 96.000000 | 02/01/2019 | | |
| | | | | | 675 | 235853 | 97.000000 | 01/02/2019 | | |
| | | | | | 675 | 235183 | 97.000000 | 12/04/2018 | | |
| | | | | | 675 | 233906 | 98.000000 | 11/01/2018 | | |
| | | | | | 675 | 231931 | 97.000000 | 10/02/2018 | | |
| | | | | | 675 | 227139 | 96.000000 | 08/06/2018 | | |
| | | | | | 675 | 225834 | 97.000000 | 07/02/2018 | | |
| | | | | | 675 | 224414 | 97.000000 | 06/01/2018 | | |
| | | | | | 675 | 222179 | 96.000000 | 05/01/2018 | | |
| | | | | | 675 | 219621 | 96.000000 | 03/02/2018 | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Metrics Definitions and Actual Results Table D.2 / D.3** | | | | | | | | | | |
| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
| | | | | | 675 | 217627 | 97.000000 | 02/02/2018 | | |
| | | | | | 675 | 216162 | 97.000000 | 01/03/2018 | | |
| | | | | | 675 | 214130 | 97.000000 | 12/01/2017 | | |
| | | | | | 675 | 212073 | 97.000000 | 10/10/2017 | | |
| | | | | | 675 | 212072 | 97.000000 | 11/02/2017 | | |
| | | | | | 675 | 194244 | 96.000000 | 06/01/2017 | | |
| | | | | | 675 | 194243 | 97.000000 | 07/18/2017 | | |
| | | | | | 675 | 194242 | 96.000000 | 08/02/2017 | | |
| | | | | | 675 | 189518 | 97.000000 | 05/02/2017 | | |
| | | | | | 675 | 187326 | 96.000000 | 04/05/2017 | | |
| | | | | | 675 | 184471 | 96.000000 | 03/06/2017 | | |
| | | | | | 675 | 183824 | 96.000000 | 02/01/2017 | | |
| | | | | | 675 | 181916 | 96.000000 | 01/04/2017 | | |
| | | | | | 675 | 178099 | 97.000000 | 12/02/2016 | | |
| | | | | | 675 | 175682 | 96.000000 | 11/02/2016 | | |
| | | | | | 675 | 171393 | 97.000000 | 08/24/2016 | | |
| | | | | | 675 | 171391 | 97.000000 | 07/11/2016 | | |

| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 675 | 168153 | 97.000000 | 06/03/2016 | | |
| | | | | | 675 | 165861 | 97.000000 | 05/03/2016 | | |
| | | | | | 675 | 161393 | 96.000000 | 03/02/2016 | | |
| | | | | | 675 | 156971 | 97.000000 | 01/07/2016 | | |
| | | | | | 675 | 154328 | 96.000000 | 12/02/2015 | | |
| | | | | | 675 | 153052 | 96.000000 | 11/10/2015 | | |
| | | | | | 675 | 145317 | 97.000000 | 07/02/2015 | | |
| | | | | | 675 | 141601 | 96.000000 | 06/10/2015 | | |
| | | | | | 675 | 135623 | 97.000000 | 05/14/2015 | | |
| | | | | | 675 | 134477 | 98.000000 | 04/10/2015 | | |
| | | | | | 675 | 129603 | 96.000000 | 03/11/2015 | | |
| | | | | | 675 | 120851 | 98.000000 | 01/07/2015 | | |
| | | | | | 675 | 116735 | 97.000000 | 12/03/2014 | | |
| | | | | | 675 | 112917 | 96.000000 | 11/21/2014 | | |
| | | | | | 675 | 109323 | 96.000000 | 09/15/2014 | | |
| | | | | | 675 | 109321 | 97.000000 | 10/14/2014 | | |
| | | | | | 675 | 103745 | 97.000000 | 08/12/2014 | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Metrics Definitions and Actual Results Table D.2 / D.3** | | | | | | | | | | |
| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
| | | | | | 675 | 99527 | 96.000000 | 07/07/2014 | | |
| | | | | | 675 | 94149 | 95.000000 | 06/05/2014 | | |
| | | | | | 675 | 91781 | 97.000000 | 05/08/2014 | | |
| | | | | | 675 | 87967 | 95.000000 | 04/08/2014 | | |
| | | | | | 675 | 84643 | 95.000000 | 03/14/2014 | | |
| | | | | | 675 | 79275 | 97.000000 | 02/11/2014 | | |
| | | | | | 675 | 77141 | 95.000000 | 01/08/2014 | | |
| | | | | | 675 | 75031 | 96.000000 | 12/16/2013 | | |
| | | | | | 675 | 70601 | 96.000000 | 11/14/2013 | | |
| | | | | | 675 | 68679 | 97.000000 | 10/15/2013 | | |
| | | | | | 675 | 63981 | 97.000000 | 08/13/2013 | | |
| | | | | | 675 | 61158 | 96.000000 | 07/10/2013 | | |
| | | | | | 675 | 59086 | 97.000000 | 06/07/2013 | | |
| | | | | | 675 | 57453 | 95.000000 | 05/07/2013 | | |
| | | | | | 675 | 53837 | 96.000000 | 04/09/2013 | | |
| | | | | | 675 | 48747 | 95.000000 | 03/12/2013 | | |
| | | | | | 675 | 44977 | 96.000000 | 02/11/2013 | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| **Metrics Definitions and Actual Results Table D.2 / D.3** | | | | | | | | | | | |
| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? | |
| | | | | | 675 | 39355 | 97.000000 | 12/28/2012 | | | |
| | | | | | 675 | 36549 | 97.000000 | 11/30/2012 | | | |
| | | | | | 675 | 35049 | 95.000000 | 10/31/2012 | | | |
| | | | | | 675 | 29599 | 97.000000 | 09/30/2012 | | | |
| | | | | | 675 | 28905 | 97.000000 | 09/14/2012 | | | |
| | | | | | 675 | 28397 | 99.000000 | 07/09/2012 | | | |
| 674 | Percent that RMS staff resolves technical support issues in a timely and effective manner for RMS users and contractors. | Percent | 2 - Strategic and Business Results | 0.000000 | 98.000000 | 98.000000 | Over target | Annual | | No | |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 674 | 287827 | 98.000000 | 06/24/2021 | |
| 674 | 284155 | 99.000000 | 04/19/2021 | |
| 674 | 278371 | 99.000000 | 01/19/2021 | |
| 674 | 278370 | 99.000000 | 08/17/2020 | |
| 674 | 278369 | 95.000000 | 04/03/2013 | |
| 674 | 244981 | 98.000000 | 07/01/2019 | |

| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 674 | 225835 | 98.000000 | 07/02/2018 | | |
| | | | | | 674 | 194245 | 96.000000 | 07/18/2017 | | |
| | | | | | 674 | 171392 | 96.000000 | 07/11/2016 | | |
| | | | | | 674 | 134473 | 97.000000 | 04/10/2015 | | |
| | | | | | 674 | 87959 | 96.000000 | 04/08/2014 | | |
| | | | | | 674 | 68677 | 96.000000 | 10/15/2013 | | |
| | | | | | 674 | 53839 | 93.000000 | 04/09/2013 | | |
| | | | | | 674 | 29597 | 90.000000 | 09/30/2012 | | |
| | | | | | 674 | 28395 | 90.000000 | 04/03/2012 | | |
| 673 | Percent that RMS is updated to meet government and contractor requirements. | Percent | 2 - Strategic and Business Results | 0.000000 | 97.000000 | 95.000000 | Under target | Monthly | | No |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 673 | 291324 | 95.000000 | 08/30/2021 | |
| 673 | 289889 | 95.000000 | 07/23/2021 | |
| 673 | 287828 | 95.000000 | 06/24/2021 | |
| 673 | 286477 | 95.000000 | 05/27/2021 | |
| 673 | 284156 | 95.000000 | 04/13/2021 | |

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|---|---|---|---|---|---|---|---|---|---|---|
| **Metrics Definitions and Actual Results Table D.2 / D.3** | | | | | | | | | | |
| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
| | | | | | 673 | 281778 | 97.000000 | 03/24/2021 | | |
| | | | | | 673 | 278372 | 96.000000 | 01/19/2021 | Have been implementing enhancements since June 2020. Release software updates at least 2 times/month. | |
| | | | | | 673 | 267717 | 97.000000 | 08/17/2020 | Implementing CCB/SC approved requests in timely manner | |
| | | | | | 673 | 267716 | 97.000000 | 06/01/2020 | | |
| | | | | | 673 | 267715 | 97.000000 | 10/15/2015 | | |
| | | | | | 673 | 261304 | 97.000000 | 05/01/2020 | | |
| | | | | | 673 | 260529 | 97.000000 | 04/01/2020 | | |
| | | | | | 673 | 257803 | 98.000000 | 03/02/2020 | | |
| | | | | | 673 | 256917 | 97.000000 | 02/18/2020 | | |
| | | | | | 673 | 254851 | 97.000000 | 01/06/2020 | | |
| | | | | | 673 | 251574 | 97.000000 | 11/04/2019 | | |
| | | | | | 673 | 250072 | 97.000000 | 10/01/2019 | | |
| | | | | | 673 | 249183 | 97.000000 | 08/01/2019 | | |
| | | | | | 673 | 249182 | 97.000000 | 09/04/2019 | | |
| | | | | | 673 | 244982 | 96.000000 | 07/01/2019 | | |
| | | | | | 673 | 243638 | 96.000000 | 06/03/2019 | | |

| Metrics Definitions and Actual Results Table D.2 / D.3 | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
| | | | | | 673 | 242829 | 96.000000 | 05/02/2019 | | |
| | | | | | 673 | 240793 | 96.000000 | 03/01/2019 | | |
| | | | | | 673 | 240792 | 96.000000 | 04/01/2019 | | |
| | | | | | 673 | 236960 | 97.000000 | 02/01/2019 | | |
| | | | | | 673 | 235854 | 96.000000 | 01/02/2019 | | |
| | | | | | 673 | 235184 | 97.000000 | 12/04/2018 | | |
| | | | | | 673 | 233907 | 96.000000 | 11/01/2018 | | |
| | | | | | 673 | 231932 | 96.000000 | 10/02/2018 | | |
| | | | | | 673 | 227140 | 97.000000 | 08/06/2018 | | |
| | | | | | 673 | 225836 | 97.000000 | 07/02/2018 | | |
| | | | | | 673 | 224415 | 97.000000 | 06/01/2018 | | |
| | | | | | 673 | 222180 | 97.000000 | 05/01/2018 | | |
| | | | | | 673 | 219622 | 97.000000 | 03/02/2018 | | |
| | | | | | 673 | 217628 | 97.000000 | 02/02/2018 | | |
| | | | | | 673 | 216163 | 97.000000 | 01/03/2018 | | |
| | | | | | 673 | 214131 | 97.000000 | 12/01/2017 | | |
| | | | | | 673 | 212075 | 97.000000 | 10/10/2017 | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| **Metrics Definitions and Actual Results Table D.2 / D.3** | | | | | | | | | | | |
| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
| | | | | | 673 | 212074 | 97.000000 | 11/02/2017 | | |
| | | | | | 673 | 194248 | 96.000000 | 06/01/2017 | | |
| | | | | | 673 | 194247 | 97.000000 | 07/20/2017 | | |
| | | | | | 673 | 194246 | 97.000000 | 08/02/2017 | | |
| | | | | | 673 | 189519 | 98.000000 | 05/02/2017 | | |
| | | | | | 673 | 187327 | 97.000000 | 04/05/2017 | | |
| | | | | | 673 | 184472 | 96.000000 | 03/06/2017 | | |
| | | | | | 673 | 183825 | 97.000000 | 02/01/2017 | | |
| | | | | | 673 | 181917 | 97.000000 | 01/04/2017 | | |
| | | | | | 673 | 178100 | 96.000000 | 12/02/2016 | | |
| | | | | | 673 | 175683 | 96.000000 | 11/02/2016 | | |
| | | | | | 673 | 171394 | 96.000000 | 08/24/2016 | | |
| | | | | | 673 | 168152 | 96.000000 | 06/03/2016 | | |
| | | | | | 673 | 165860 | 97.000000 | 05/03/2016 | | |
| | | | | | 673 | 161394 | 97.000000 | 03/02/2016 | | |
| | | | | | 673 | 156969 | 96.000000 | 01/07/2016 | | |
| | | | | | 673 | 154326 | 96.000000 | 12/02/2015 | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Metrics Definitions and Actual Results Table D.2 / D.3** | | | | | | | | | | |
| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
| | | | | | 673 | 153053 | 97.000000 | 11/10/2015 | | |
| | | | | | 673 | 134471 | 96.000000 | 04/10/2015 | | |
| | | | | | 673 | 87965 | 97.000000 | 04/08/2014 | | |
| | | | | | 673 | 68671 | 96.000000 | 10/15/2013 | | |
| | | | | | 673 | 53841 | 95.000000 | 04/09/2013 | | |
| | | | | | 673 | 29595 | 95.000000 | 09/30/2012 | | |
| | | | | | 673 | 28393 | 95.000000 | 04/03/2012 | | |
| 672 | Percent that RMS satisfies users across spectrum of operations. | Percent | 1 - Customer Satisfaction (Process Results) | 0.000000 | 97.000000 | 97.000000 | Under target | Semi-Annual | | No |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 672 | 287829 | 95.000000 | 06/24/2021 | |
| 672 | 284157 | 95.000000 | 04/19/2021 | Making improvements via enhancements |
| 672 | 278375 | 95.000000 | 01/19/2021 | |
| 672 | 278374 | 97.000000 | 08/17/2020 | |
| 672 | 278373 | 95.000000 | 04/03/2013 | |
| 672 | 244983 | 96.000000 | 07/01/2019 | |
| 672 | 134469 | 96.000000 | 04/10/2015 | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Metrics Definitions and Actual Results Table D.2 / D.3** | | | | | | | | | | |
| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
| | | | | | 672 | 87963 | 95.000000 | 04/08/2014 | | |
| | | | | | 672 | 68673 | 95.000000 | 10/15/2013 | | |
| | | | | | 672 | 53843 | 96.000000 | 04/09/2013 | | |
| | | | | | 672 | 29593 | 95.000000 | 09/30/2012 | | |
| | | | | | 672 | 28391 | 95.000000 | 04/03/2012 | | |
| 671 | Percent that RMS is reliable to meet user functional needs. | Percent | 1 - Customer Satisfaction (Process Results) | 0.000000 | 97.000000 | 97.000000 | Over target | Semi-Annual | | No |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 671 | 287830 | 90.000000 | 06/24/2021 | several days of outages caused by load balancing issues |
| 671 | 284158 | 98.000000 | 04/19/2021 | this heavily relies on network & CIO G6 maintenance |
| 671 | 278378 | 97.000000 | 01/19/2021 | |
| 671 | 278377 | 97.000000 | 08/17/2020 | |
| 671 | 278376 | 95.000000 | 04/03/2013 | |
| 671 | 244984 | 96.000000 | 07/01/2019 | |
| 671 | 134475 | 97.000000 | 04/10/2015 | |
| 671 | 87961 | 96.000000 | 04/08/2014 | |
| 671 | 68675 | 97.000000 | 10/15/2013 | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Metrics Definitions and Actual Results Table D.2 / D.3** | | | | | | | | | | | |
| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
| | | | | | 671 | 53845 | 95.000000 | 04/09/2013 | | |
| | | | | | 671 | 29591 | 95.000000 | 09/30/2012 | | |
| | | | | | 671 | 28389 | 95.000000 | 04/03/2012 | | |