

## 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 (Ull):** 202-000001032

#### Section B: Investment Detail

- 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

- 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.
- 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 limited to:	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

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 issues 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							
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.						
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?
23798	Percent that RMS meets USACE construction modernization requirements and goals.	Percent	2 - Strategic and Business Results	0.000000	30272	284151	85.000000	04/19/2021		
					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?
23797	Percent that RMS remains current with evolving USACE IT environment.	Percent	2 - Strategic and Business Results	0.000000	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		
					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		

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		

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	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		

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?
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	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		
					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							

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?
674					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
673					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					673	284156	95.000000	04/13/2021		

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?
					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		

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?
672	Percent that RMS satisfies users across spectrum of operations.	Percent	1 - Customer Satisfaction (Process Results)	0.000000	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		
					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
					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		