

## Business Case: Capital Asset Summary

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

#### Section A: Overview & General Information

**Date Investment First Submitted:** 2018-09-17  
**Date of Last Change to Activities:** 2021-08-10  
**Investment Auto Submission Date:**  
**Date of Last Investment Detail Update:** 2021-04-27  
**Date of Last Business Case Update:** 2021-04-27  
**Date of Last Revision:** 2021-08-10

**Agency:** 006 - Department of Commerce      **Bureau:** 07 - Bureau of the Census

**1. Name of this Investment:** Census - 2020 Decennial Census, FY 2019 - FY 2023

**2. Unique Investment Identifier (Ull):** 006-000402400

#### 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):

006SO18250: Conduct a Complete and Accurate Decennial Census

Agency Priority Goal(s):

- Briefly describe the investment's return on investment, including benefits internal and external to the government and outcomes achieved or planned.**

The 2020 Census challenge is exacerbated by multiple environmental factors that have the potential to impact its success. The Census Bureau is committed to proactively addressing the challenges that follow: Constrained fiscal environment: Budget deficits place significant pressure on funding available for the research, testing, design, and development work required for successful innovation. Rapidly changing use of technology: Stakeholders expect the decennial census to use technology innovation, yet the rapid pace of change makes it challenging to plan for and adequately test the use of these technologies before they become obsolete. Information explosion: Rapid changes in information technology (IT) create stakeholder expectations for how the Census Bureau interacts with the public to collect data and disseminate data products. Distrust in government: The public's concerns about information security and privacy, the confidentiality of information given to the government, and how government programs use the information they collect continue to grow. This impacts response rates and could

make it more difficult for government agencies to collect important demographic survey information. Declining response rates: Response rates for Census Bureau surveys, and for surveys and censuses in general, have declined as citizens are overloaded with requests for information and become increasingly concerned about sharing information. Increasingly diverse population: The demographic and cultural make-up of the United States continues to increase in complexity, including a growing number of households and individuals of Limited English Proficiency, who may experience language barriers to enumeration and who may have varying levels of comfort with government involvement. Informal, complex living arrangements: Households are becoming more diverse and dynamic, making it a challenge to associate an identified person with a single location. For example, blended families may include children who have two primary residences. Additionally, some households include multiple relationships and generations. A mobile population: The United States continues to be a highly mobile nation as about 14.3 percent of the population moves in a given year, based on results from the ACS conducted in 2017. Continued growth in the use of cellular telephone technology and an associated reduction in landline telephones tied to physical locations may also complicate enumeration. The goal of the 2020 Census is to count everyone once, only once, and in the right place. As the cost of completing this goal has significantly increased each decade since 1970 as the population becomes more challenging to count, the Census Bureau undertook a challenge this decade to design the 2020 Census to cost less per housing unit than the 2010 Census (when adjusted for inflation), while continuing to maintain high quality results. The cost of repeating the 2010 Census methodology in 2020 is \$120 per housing unit and the 2020 Census, as currently designed, is expected to cost \$107 per housing unit. The Census Bureau plans to achieve this through the most automated, modern, and dynamic decennial census in history.

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
006-000401400	to be eliminated

4. **Does the Investment currently include an intra- or inter-Agency shared service (common, shared, or centralized solution)?:**  
YES
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)?:**  
YES
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:**

Deidre Hicks

**8. Select the qualification/experience level of the Investment-level project manager (select one):**

1 - FAC-P/PM(DAWIA-3)- Senior

## 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:	\$1,415.601739	\$141.936361	0	0
DME (Including Planning) Govt. FTEs:	\$26.707413	\$2.391296	0	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$1,442.309152	\$144.327657	0	0
O & M Costs:	0	\$1,517.948248	\$245.103755	\$100.276293
O & M Internal Labor (Govt. FTE):	0	\$26.953163	\$32.770217	\$15.248979
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	0	\$1,544.901411	\$277.873972	\$115.525272
Total Cost (Including Internal Labor (Govt. FTE)):	\$1,442.309152	\$1,689.229068	\$277.873972	\$115.525272
Total Cost Internal Labor (Govt. FTE) costs:	\$26.707413	\$29.344459	\$32.770217	\$15.248979
# of FTE rep by costs:	189	222	186	90
Total change from prior year final President's Budget (\$)		\$1,689.229068	\$277.873972	
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)  
2019
  - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)  
2023
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):

## Business Case Detail: Performance Measurement Report

### Section A1: General Information

1. **Name of this Investment:** CENSUS - 2020 DECENNIAL CENSUS, FY 2019 - FY 2023
2. **Unique Investment Identifier (UII):** 006-000402400

## 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?
4024O19001	Systems Engineering & Integration - IT (19)	Technical Integration and system readiness for 2020 IT projects. Procure HW, licenses, facilities and services needed for systems engineering/SDLC support to IT projects.	10/01/2018	09/30/2019	\$337.6	No
4024O19006	Infrastructure - IT (19)	Design and deploy systems and infrastructure in support of the 2019 E2E Census Test.	10/01/2018	09/30/2019	\$220.6	No
4024O19005	Test and Evaluation - IT (19)	"Iterative Development, Testing, and Technical Integration for IT projects in support of the 2019 E2E Census Test.	10/01/2018	09/30/2019	\$44.5	No
4024O19002	Frame -IT (19)	"Integration of frame-related systems for the 2019 E2E CT. Conduct the 2019 E2E Census Test.	10/01/2018	09/30/2019	\$28.3	No
4024O19003	Response Data - IT (19)	"Integration of response/enumeration-related systems for the 2019 E2E CT. Conduct the 2019 E2E Census Test.	10/01/2018	09/30/2019	\$366.7	No
4024O20004	Published Data - IT (20)	Concept development and planning for 2020 redistricting - #1 & #2. Data Products Dissemination Prep/Review/Approval.	10/01/2019	09/30/2020	\$2.1	Yes
4024O20005	Test and Evaluation - IT (20)	"Iterative Development, Testing, and Technical Integration for IT projects in support of the 2020 Census.	10/01/2019	09/30/2020	\$12.0	Yes
4024O19004	Published Data - IT (19)	Concept development and planning for 2020 redistricting - #1 & #2. Data Products Dissemination Prep/Review/Approval.	10/01/2018	09/30/2019	\$3.5	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
4024O19002	FY19 Frame Q1	Mapping Test Scenarios to AdCan (IFAC IPT) Reports to Support UAT 2, CAT 2, and UAT 3	4024O19002.3	2018-10-12	2018-10-01	2018-10-01	2018-10-25	2019-03-15	2019-03-15	1.895632	3.993814	1.920660
4024O19001	FY19 SEI Q1	Participate in UAT 1 (UTS) Non-ID Reports Project Level Testing - Release 3	4024O19001.1	2018-11-19	2018-10-01	2018-10-01	2018-12-10	2019-03-15	2019-03-15	49.568031	138.863080	128.744044
4024O19003	FY19 Response Data (Enumeration) Q1 Project	Mapping Test Scenarios to (UTS) UE (IPT) Reports to Support UAT 2, CAT 2, and UAT 3 - Release 3	4024O19003.5	2018-12-04	2018-10-01	2018-10-01	2018-12-17	2019-03-15	2019-03-15	54.396708	101.459284	93.680586
4024O19005	FY19 Test & Evaluation Project Q1	Participate in UAT 1 CM (Matching) Reports Project Level Testing - Release 3	4024O19005.7	2018-12-05	2018-10-01	2018-10-01	2018-12-26	2019-03-15	2019-03-15	2.818094	9.575622	1.982103
4024O19006	FY19 Infrastructure	Receive Equipment from Equipment Vendors (FITd Contractor) on Flow Basis for	4024O19006.6	2018-11-21	2018-10-01	2018-10-01	2019-01-18	2019-03-15	2019-03-15	40.571275	48.869996	69.524007



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
		PDC Site 2 (West) Support										
4024O19003	FY19 Response Data (Enumeration) Q2 Project	Develop OTDR Execution Plan and Test Procedures for IA Data Collection	4024O19003.7	2019-01-02	2019-01-02	2019-01-02	2019-01-30	2019-01-30	2019-01-30	91.682154	196.048704	196.822778
4024O19001	FY19 SEI Q2	Develop and Deploy the Systems Test Environment for IA Data Collection Operational Delivery	4024O19001.6	2019-01-02	2019-01-02	2019-01-02	2019-02-22	2019-01-04	2019-01-04	84.407504	74.457343	75.994254
4024O19002	FY19 Frame Q2	Develop List of on-Boarding Software, Device and Corresponding Functionality for In-Field AdCan Staff	4024O19002.7	2019-01-07	2019-01-07	2019-01-07	2019-03-08	2019-03-08	2019-03-08	7.084893	3.238772	7.936436
4024O19005	FY19 Test & Evaluation Project Q2	Conduct UAT 1 GQE (MOJO) Reports Project Level Testing	4024O19005.2	2019-02-28	2019-02-28	2019-02-15	2019-03-20	2019-04-19	2019-04-19	11.120930	9.839785	16.100524
4024O19003	FY19 Response Data (Enumeration) Q3 Project	Define and Provide Test Scenarios for (FOCS) NRFU (FLD) Sol B Reports to Support UAT 2, CAT 2, and UAT 3	4024O19003.2	2019-04-25	2019-04-25	2019-04-25	2019-05-08	2019-05-08	2019-05-08	91.682154	71.443633	64.339511
4024O19005	FY19 Test & Evaluation Project Q3	Conduct UAT 1 (FOCS) NRFU (FLD) Sol B Reports Project	4024O19005.4	2019-04-18	2019-04-18	2019-04-18	2019-05-08	2019-05-08	2019-05-08	11.120930	14.211550	2.339683

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
Level Testing												
4024O19006	FY19 Infrastructure Q3	Participate in UAT 1 (UTS) UE (IPT) Reports Project Level Testing	4024O19006.3	2019-04-12	2019-04-12	2019-04-23	2019-05-09	2019-05-01	2019-05-01	55.137620	55.062075	53.466583
4024O19006	FY19 Infrastructure Q2	Deploy IT Office Equipment (FITd Contractor) for the ACO Wave 1	4024O19006.1	2019-01-29	2019-01-07	2019-01-29	2019-05-23	2019-07-18	2019-07-18	55.137620	29.145989	30.983685
4024O19002	FY19 Frame Q3	Develop Interface Control Document (ICD) (Unsigned) with MAF/TIGER for PES-Estimation	4024O19002.2	2019-04-26	2019-04-26	2019-04-26	2019-05-31	2019-06-07	2019-06-07	7.084893	11.396831	5.249015
4024O19001	FY19 SEI Q3	Conduct Production Readiness Review (PRR) for Peak Recruiting & Hiring Operational Delivery	4024O19001.3	2019-06-07	2019-06-07	2019-04-01	2019-06-19	2019-06-07	2019-06-07	84.407504	82.365964	109.235298
4024O19003	FY19 Response Data (Enumeration) Q4 Project	Define and Provide Test Scenarios for (MOJO) NRFU (FLD) Sol A Reports to Support UAT 2, CAT 2, and UAT 3	4024O19003.4	2019-07-01	2019-07-01	2019-07-01	2019-07-15	2019-09-30	2019-09-30	91.682154	26.941620	341.667785

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
4024O19006	FY19 Infrastructure Q4	Mapping Test Scenarios to (FOCS) UL (FLD) Reports to Support UAT 2, CAT 2, and UAT 3	4024O19006.5	2019-07-12	2019-07-01	2019-07-01	2019-07-25	2019-09-30	2019-09-30	55.137620	30.058406	51.978317
4024O19001	FY19 SEI Q4	Mapping Test Scenarios to (UTS) NRFU (IPT) Reports to Support UAT 2, CAT 2, and UAT 3	4024O19001.4	2019-07-24	2019-07-19	2019-07-19	2019-08-06	2019-09-30	2019-09-30	84.407504	41.089045	149.874204
4024O19002	FY19 Frame Q4	Participate in UAT 3 GQAC Sol B Reports Project Level Testing	4024O19002.5	2019-07-10	2019-07-01	2019-07-01	2019-09-04	2019-09-04	2019-09-04	7.084893	1.272527	20.618838
4024O19004	Data Products Q3	Participate in UAT 1 Data Products and Dissemination Reports Project Level Testing	4024O19004.6	2019-05-28	2019-05-28	2019-04-01	2019-09-06	2019-09-30	2019-09-30	0.872259	1.213510	1.859362
4024O19005	FY19 Test & Evaluation Project Q4	Conduct UAT 3 (GQPCS) ETL Reports Project Level Testing	4024O19005.6	2019-08-05	2019-07-01	2019-07-01	2019-09-30	2019-09-30	2019-09-30	11.120930	6.517891	19.768973
4024O20004	Data Products Q1	DPD Input for Tech - Doc. For Summary File	4024O20004.1	2019-10-01	2019-10-01	2019-10-01	2019-12-31	2019-12-31	2019-12-31	0.513485	1.191306	0.296552
4024O20005	FY20 Test & Evaluation Project Q1	Conduct Operational Test - Official Run (OTDR) for CM PES IL : IL Training	4024O20005.1	2019-10-01	2019-10-01	2019-10-01	2019-12-31	2019-12-31	2019-12-31	2.998478	10.966951	2.047175
4024O20004	Data Products Q2	Develop Spanish	4024O20004.2	2020-01-01	2020-01-07	2020-01-07	2020-03-31	2020-03-31	2020-03-31	0.513485	1.763423	2.498281

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
		Translation Requirement for DPD/DTS										
4024O20005	FY20 Test & Evaluation Project Q2	Conduct PPC Proj Lvl Test of Functionality ( UAT1,CAT1,O RT,Pair T) for IHUFU,PI/PI Clerical Geocoding (CGC)	4024O20005.2	2020-01-01	2020-01-24	2020-01-24	2020-03-31	2020-03-31	2020-03-31	2.998478	15.074508	3.920681
4024O20004	Data Products Q3	Data Processing and Dissemination (DPD) Develops Report Samples for PMB	4024O20004.3	2020-04-01	2020-04-01	2020-04-02	2020-06-30	2020-06-30	2020-06-30	0.513485	0.361935	0.339471
4024O20005	FY20 Test & Evaluation Project Q3	Conduct Operational Test - Dry Run (OTDR) for CM PES PI Clerical Geocoding (CGC)	4024O20005.3	2020-04-01	2020-04-01	2020-04-02	2020-06-30	2020-06-30	2020-06-30	2.998478	15.401890	8.322657
4024O20004	Data Products Q4	Data Processing and Dissemination (DPD) Delivers Final Approved Report Samples to PMB	4024O20004.4	2020-07-01	2020-07-01	2020-07-01	2020-09-30	2020-09-30	2020-09-30	0.513485	0.219315	0.368584
4024O20005	FY20 Test & Evaluation Project Q4	Develop OTDR Execution Plan and Test Procedures for CM PES FHUFU: FHUFU	4024O20005.4	2020-07-01	2020-07-01	2020-07-01	2020-09-30	2020-09-30	2020-09-30	2.998478	3.665180	7.787874

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
		Operation & FHU AFU Clerical Matching										

## 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?
30284	Deliver Redistricting Counts to the States - Percentage of total work complete to date vs. planned work completed from the IMS	Percentage	1 - Customer Satisfaction (Process Results)			100.000000	Over target	Monthly		No

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?
30284					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					30284	290709	0.000000	06/30/2021	Delivery Dates Pushed out to August due to COVID	
					30284	290708	0.000000	05/31/2021	Delivery Dates Pushed out to August due to COVID.	
30283	Field IT deployment equipment removal from ACO offices - Evaluates the timeliness of removal of equipment from the ACO offices	Percentage	2 - Strategic and Business Results	5.000000		5.000000	Over target	Quarterly	006SO18250 : Conduct a Complete and Accurate Decennial Census	No
30283					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					30283	285139	100.000000	03/31/2021		
					30283	278592	60.000000	12/31/2020		
30282	CQA Contact Center sites and Data Centers sites support ends - Evaluates the timeliness of release of sites from program	Percentage	2 - Strategic and Business Results	85.000000		85.000000	Over target	Quarterly	006SO18250 : Conduct a Complete and Accurate Decennial Census	No
30282					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					30282	285140	100.000000	03/31/2021		
					30282	278591	85.000000	12/31/2020		

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?
30220	Percentage of Hispanic origin and race write-ins that are autocoded	Percentage	2 - Strategic and Business Results	90.000000		90.000000	Over target	Monthly	006SO18250 : Conduct a Complete and Accurate Decennial Census	No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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30220	276722	99.500000	11/30/2020	
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30220	276721	99.330000	10/31/2020	
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30219	Deliver Apportionment Counts to the President - Percentage of total work complete to date vs. planned work completed from the IMS	Percentage	1 - Customer Satisfaction (Process Results)	100.000000	Over target	Monthly	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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30219	287256	100.000000	04/30/2021	
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30219	285141	95.000000	03/31/2021	
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30219	283748	85.000000	02/28/2021	
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30219	281515	75.000000	01/31/2021	
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30219	281514	69.000000	12/31/2020	
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30219	276720	66.600000	11/30/2020	
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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?
					30219	276719	33.300000	10/31/2020		
28551	Cost Performance Index	A ratio of planned versus actual cost expended	3 - Financial Performance	0.000000	0.900000	0.900000	Over target	Monthly		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					28551	274209	1.220000	09/30/2020		
					28551	271439	1.320000	08/31/2020		
					28551	270741	1.340000	07/31/2020		
					28551	265878	1.480000	06/30/2020		
					28551	265877	2.210000	05/31/2020		
					28551	265876	2.340000	04/30/2020		
					28551	265875	3.310000	03/31/2020		
					28551	259236	2.880000	02/29/2020	CPI Primarily due to a delay in executing contract funding for the Archiving - IT, offset by negative variance in contracts due to additional funding in support of Data Products Dissemination Prep/Review/Approval - IT. \$0 was committed as of the end of February. Variance is primarily due to a delay in executing contract funding and purchases of computer equipment, software and furniture in support of PES Matching Systems - IT. \$2.9M was committed as of the end of February.	



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?
28550	Devices decommissioned within established timeframe	Average percentage within established timeframe	4 - Innovation	0.000000	28551	258026	4.160000	01/31/2020	CPI of 4.16 Primarily due to a delay in executing contract funding for the Archiving - IT, offset by negative variance in contracts in support of Data Products Dissemination Prep/Review/Approval - IT. \$18K was committed as of the end of January. Variance is primarily due to a delay in executing contract funding and purchases of computer equipment, software and furniture in support of PES Matching Systems - IT. \$3.9M was committed as of the end of January.	
					28551	256425	5.190000	12/31/2019	CPI of 5.19 Primarily due to a delay in obligation for the Tabulation Costs contract for Island Areas and PES. \$2.1M was committed as of the end of December and do a delay in executing contract funding and purchases of computer equipment, software and furniture in support of PES Matching Systems - IT. \$1.3M was committed as of the end of December.	
					28551	253696	6.350000	11/30/2019	CPI of 6.35 is primarily due to a delay in executing the archiving support contract for the CIRA system. \$0 was committed as of the end of November and due to a delay in executing contract funding for PES Matching Systems - IT. \$1.85M was committed as of the end of November.	
					28551	253297	2.100000	10/31/2019		
					80.000000	80.000000	Over target	Annual		No

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?
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

28549	Device wipe initiation on lost/stolen devices	Average percentage within 1 hour from approval	2 - Strategic and Business Results	0.000000	80.000000	0.000000	Over target	Annual		No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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28549	274210	97.000000	09/30/2020	
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28548	EC2 Service Availability	Percentage	2 - Strategic and Business Results	0.000000	95.000000	0.000000	Over target	Monthly		No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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28548	274211	100.000000	09/30/2020	
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28548	271440	100.000000	08/31/2020	
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28548	270742	100.000000	07/31/2020	
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28548	265882	100.000000	06/30/2020	
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28548	265881	100.000000	05/31/2020	
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28548	265880	100.000000	04/30/2020	
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28548	265879	100.000000	03/31/2020	
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28548	259235	100.000000	02/29/2020	
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28548	258025	100.000000	01/31/2020	
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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?
28547	OCR Accuracy Rate	Monthly average	2 - Strategic and Business Results	0.000000	28548	256424	100.000000	12/31/2019		
					28548	253695	100.000000	11/30/2019		
					28548	253296	100.000000	10/31/2019		
					95.000000	0.000000	Over target	Monthly		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					28547	274212	99.840000	09/30/2020		
28546	Up-time of Call Center Systems	Monthly average	2 - Strategic and Business Results	0.000000	28547	271441	99.800000	08/31/2020		
					28547	270743	99.840000	07/31/2020		
					28547	265885	99.800000	06/30/2020		
					28547	265884	99.680000	05/31/2020		
					28547	265883	99.680000	04/30/2020		
					95.000000	0.000000	Over target	Monthly	006SO18250 : Conduct a Complete and Accurate Decennial Census	No
28546	Up-time of Call Center Systems	Monthly average	2 - Strategic and Business Results	0.000000	Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					28546	274213	100.000000	09/30/2020		
					28546	271442	100.000000	08/31/2020		

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?
					28546	270744	100.000000	07/31/2020		
					28546	265889	100.000000	06/30/2020		
					28546	265888	100.000000	05/31/2020		
					28546	265887	100.000000	04/30/2020		
					28546	265886	100.000000	03/31/2020		
28545	Call Wait Time (Inbound)	Monthly average	1 - Customer Satisfaction (Process Results)	75.000000	75.000000	0.000000	Over target	Monthly		No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
28545	274214	72.600000	09/30/2020	This is due to pandemic requiring us to only staff at 50% to follow social distancing policies						
28545	271443	69.300000	08/31/2020	This is due to pandemic requiring us to only staff at 50% to follow social distancing policies						
28545	270745	64.200000	07/31/2020	This is due to pandemic requiring us to only staff at 50% to follow social distancing policies						
28545	265893	62.300000	06/30/2020	This is due to pandemic requiring us to only staff at 50% to follow social distancing policies						
28545	265892	60.700000	05/31/2020	This is due to pandemic requiring us to only staff at 50% to follow social distancing policies						
28545	265891	55.400000	04/30/2020	This is due to pandemic requiring us to only staff at 50% to follow social distancing policies						
28545	265890	47.980000	03/31/2020	Verbiage in metrics documentation is ths "Measures whether customers						

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?
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wait less than 30 seconds to speak to a customer service representative." We are providing clarification to this metric: the metric measures whether customers' wait less than 30 seconds to speak to a customer service representative. For last month, 47.9 percent of callers were connected to a customer service representative within 30 seconds.