

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2016-11-18
Date of Last Change to Activities: 2018-03-26
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: 2021-04-29

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

- 1. Name of this Investment:** Census - Schedule A Human Resources Recruiting, Payroll System (C-SHARPS)
- 2. Unique Investment Identifier (Ull):** 006-000403700

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):

006SO18250: Conduct a Complete and Accurate Decennial Census

Agency Priority Goal(s):

006APG200119: Conduct a Complete and Accurate 2020 Decennial Census

- 2. Briefly describe the investment's return on investment, including benefits internal and external to the government and outcomes achieved or planned.**
The C-SHaRPS program intends to achieve the following five business goals to support the mission of the Census Bureau: Mitigate risks by automating HR business rules and processes for Schedule A employees; Improve communication between Schedule A applicants and employees and the Census Bureau; Provide data for Census Bureau managers to make better decisions and take required actions in the management of Schedule A employees; Reduce the burden on Schedule A applicants and employees; Focus the Census Bureau on mission critical tasks. The C-SHaRPS solution will achieve these goals by providing all capabilities to support the full spectrum of HR processes applicable to Schedule A employees, in alignment with the OPM HR Line of Business (LOB) Business Reference Model, by using a combination of existing and new systems.

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)?:

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)?:

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:

Viola Lewis

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: | 0 | 0 | 0 | 0 |
| DME (Including Planning) Govt. FTEs: | 0 | 0 | 0 | 0 |
| Sub-Total DME (including Internal Labor (Govt. FTE)): | 0 | 0 | 0 | 0 |
| O & M Costs: | \$27.098000 | \$35.443000 | \$2.150000 | 0 |
| O & M Internal Labor (Govt. FTE): | 0 | 0 | 0 | 0 |
| Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)): | \$27.098000 | \$35.443000 | \$2.150000 | 0 |
| Total Cost (Including Internal Labor (Govt. FTE)): | \$27.098000 | \$35.443000 | \$2.150000 | 0 |
| Total Cost Internal Labor (Govt. FTE) costs: | 0 | 0 | 0 | 0 |
| # of FTE rep by costs: | 0 | 0 | 0 | 0 |
| Total change from prior year final President's Budget (\$) | | \$35.443000 | \$2.150000 | |
| 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)
2017
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2021
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):
No change. This is the first year for this investment

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** CENSUS - SCHEDULE A HUMAN RESOURCES RECRUITING, PAYROLL SYSTEM (C-SHARPS)
2. **Unique Investment Identifier (UII):** 006-000403700

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? |
|-------------------|----------------------------|--------------|--------------------|-------------------------|------------------------------|-------------------|
| 4037P17006 | Census Integration Testing | | 08/01/2017 | 12/31/2017 | \$3.1 | |
| 4037P17003 | Program Management | | 02/13/2017 | 03/14/2017 | \$0.4 | |
| 4037P17004 | Discovery and Design | | 01/03/2017 | 03/09/2017 | \$0.7 | |
| 4037P17005 | Vendor Re-engineering | | 02/06/2017 | 08/31/2017 | \$10.5 | |

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 |
|-------------------|--|--|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| 4037P17004 | Design Personnel & Payroll Solution | Modify existing interface control documents and create detailed design specification document | 4037P17004.2 | 2017-01-03 | 2017-01-03 | 2017-01-03 | 2017-02-17 | 2017-02-17 | 2017-02-22 | 0.326000 | 0.200000 | 0.200000 |
| 4037P17004 | Design Recruiting & Selection Solution (R&S) | Design interface control documents for R&S interfaces, develop test evaluation management plan, drafted detailed design specification document | 4037P17004.1 | 2017-01-03 | 2017-01-03 | 2017-01-03 | 2017-03-09 | 2017-03-09 | 2017-03-09 | 0.326000 | 0.200000 | 0.200000 |

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 |
|-------------------|--------------------------------------|---|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| 4037P17003 | Implement PM procedures | Manage schedule, manage status, manage risk, and create lesson learns report | 4037P17003.1 | 2017-02-13 | 2017-02-13 | 2017-02-13 | 2017-03-14 | 2017-03-14 | 2017-03-14 | 0.408000 | 0.408000 | 0.408000 |
| 4037P17005 | Develop Personnel & Payroll | Prepare DAPPS in existing environment for TRR, modify existing Personnel & Payroll interfaces, and develop testing strategy | 4037P17005.2 | 2017-02-15 | 2017-02-23 | 2017-02-23 | 2017-07-14 | 2017-08-31 | 2017-08-31 | 5.228000 | 5.228000 | 2.406500 |
| 4037P17005 | Develop R&S Solution | Develop R&S solution sprints, develop new R&S interfaces, and develop testing strategy | 4037P17005.1 | 2017-02-06 | 2017-02-06 | 2017-02-06 | 2017-08-23 | 2017-08-23 | 2017-08-31 | 5.228000 | 5.228000 | 2.406500 |
| 4037P17006 | Integrate & Test R&S | Develop R&S testing sprint scenarios, conduct load testing, and create Test Analysis Report (TAR) | 4037P17006.1 | 2017-08-01 | 2017-08-01 | 2017-08-01 | 2017-12-31 | 2017-12-31 | 2017-12-31 | 1.550000 | 1.550000 | 0.047000 |
| 4037P17006 | Integrate & Test Personnel & Payroll | Conduct Personnel & Payroll testing in DEV environment, test applications in TEST | 4037P17006.2 | 2017-08-01 | 2017-08-01 | 2017-08-01 | 2017-12-31 | 2017-12-31 | 2017-12-31 | 1.550000 | 1.550000 | 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 |
|-------------------|---------------|---|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| | | environment, conduct load testing, and create TAR | | | | | | | | | | |

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? |
|-----------|---|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| 27228 | The percentage of contract costs contractors must use when the costs may be either greater, substantially lower or not adequate to complete the | percentage | 3 - Financial Performance | | 75.500000 | 75.500000 | Over target | Quarterly | | 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|

balance of work remaining in the contract

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
| 27228 | 285124 | 100.000000 | 03/31/2021 | |
| 27228 | 278515 | 100.000000 | 12/31/2020 | |
| 27228 | 274204 | 100.000000 | 09/30/2020 | |
| 27228 | 265920 | 100.000000 | 06/30/2020 | |
| 27228 | 265894 | 100.000000 | 03/31/2020 | |
| 27228 | 256290 | 100.000000 | 12/31/2019 | |
| 27228 | 251613 | 100.000000 | 09/30/2019 | |
| 27228 | 247364 | 100.000000 | 06/30/2019 | |
| 27228 | 243819 | 100.000000 | 04/30/2019 | |
| 27228 | 233960 | 100.000000 | 09/30/2018 | |
| 27228 | 227250 | 100.000000 | 06/30/2018 | |

| | | | | | | | | | | |
|-------|--|------------|---|--|-----------|-----------|-------------|---------|--|----|
| 27227 | Accuracy of information provided to the customer | percentage | 1 - Customer Satisfaction (Process Results) | | 99.500000 | 99.500000 | Over target | Monthly | | No |
|-------|--|------------|---|--|-----------|-----------|-------------|---------|--|----|

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|--------------------------------|
| 27227 | 289536 | 99.100000 | 05/31/2021 | New CSRs were hired to support |

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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | | | | | | | | | PES and the percentage is 99.1 versus 99.5. There were 203 calls and 99.5% equates to 201.99 calls were indicated accuracy and only 201.17 indicated accuracy. There is one call difference.? | |
| | | | | | 27227 | 287395 | 99.930000 | 04/30/2021 | | |
| | | | | | 27227 | 285125 | 99.870000 | 03/31/2021 | | |
| | | | | | 27227 | 283760 | 99.670000 | 02/28/2021 | | |
| | | | | | 27227 | 281497 | 99.860000 | 01/31/2021 | | |
| | | | | | 27227 | 278517 | 99.560000 | 12/31/2020 | | |
| | | | | | 27227 | 278516 | 99.240000 | 11/30/2020 | Start up of a new data collection operation where 10,000+ new hires began work resulted in the drop in the metric. | |
| | | | | | 27227 | 275174 | 99.890000 | 10/31/2020 | | |
| | | | | | 27227 | 274205 | 99.860000 | 09/30/2020 | | |
| | | | | | 27227 | 271435 | 99.510000 | 08/31/2020 | | |
| | | | | | 27227 | 270735 | 99.150000 | 07/31/2020 | In July, the Help Desk hired and trained new Staff in preparation for peak operations. The difference was related to the new staff. | |
| | | | | | 27227 | 265921 | 99.120000 | 06/30/2020 | In June, the Help Desk hired and trained new Staff in preparation for peak operations. The difference was related to the new staff. | |
| | | | | | 27227 | 265897 | 99.680000 | 05/31/2020 | | |

| 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? |
| | | | | | 27227 | 265896 | 99.610000 | 04/30/2020 | | |
| | | | | | 27227 | 265895 | 99.700000 | 03/31/2020 | | |
| | | | | | 27227 | 259251 | 99.350000 | 02/29/2020 | In February, the Help Desk hired and trained new Staff in preparation for peak operations. The slight difference was related to the new staff. | |
| | | | | | 27227 | 258046 | 99.770000 | 01/31/2020 | | |
| | | | | | 27227 | 256289 | 100.000000 | 12/31/2019 | | |
| | | | | | 27227 | 253711 | 99.340000 | 11/30/2019 | Onboarding new staff at the Help desk in preparation for Peak Operations. | |
| | | | | | 27227 | 253317 | 99.210000 | 10/31/2019 | Onboarding new staff at the Help desk in preparation for Peak Operations. | |
| | | | | | 27227 | 251612 | 99.500000 | 09/30/2019 | | |
| | | | | | 27227 | 250014 | 99.240000 | 08/31/2019 | 30,000 new employees in the last 4 weeks. | |
| | | | | | 27227 | 247363 | 99.320000 | 06/30/2019 | Over 10,000 new employees were onboarded this month and the new system users affected the percentage. | |
| | | | | | 27227 | 247362 | 99.340000 | 07/31/2019 | Over 15,000 new employees were onboarded this month and the new system users affected the percentage. | |
| | | | | | 27227 | 245174 | 99.750000 | 05/31/2019 | | |
| | | | | | 27227 | 243818 | 99.560000 | 04/30/2019 | | |
| | | | | | 27227 | 242431 | 98.040000 | 03/31/2019 | | |

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? |
|-----------|-----------------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| 27227 | | | | | 27227 | 241226 | 100.000000 | 02/28/2019 | 2020 C-SHaRP Ecosystem Enhancements were being tested in ITE. Appropriate Messaging was posted to notify potential applicants of when the 2020 system would be operational. | |
| | | | | | 27227 | 237846 | 100.000000 | 12/31/2018 | | |
| | | | | | 27227 | 237845 | 100.000000 | 01/31/2019 | | |
| | | | | | 27227 | 237006 | 99.500000 | 10/31/2018 | | |
| | | | | | 27227 | 237005 | 99.500000 | 11/30/2018 | | |
| | | | | | 27227 | 233959 | 100.000000 | 09/30/2018 | | |
| | | | | | 27227 | 232193 | 0.000000 | 08/31/2018 | | |
| | | | | | 27227 | 227249 | 100.000000 | 06/30/2018 | | |
| | | | | | 27227 | 227248 | 100.000000 | 07/31/2018 | | |
| | | | | | 27227 | 224715 | 100.000000 | 05/31/2018 | | |
| | | | | | 27227 | 223793 | 100.000000 | 04/30/2018 | | |
| | | | | | 27227 | 222290 | 100.000000 | 03/31/2018 | | |
| | | | | | 27227 | 220648 | 100.000000 | 01/31/2018 | | |
| | | | | | 27227 | 220647 | 100.000000 | 02/28/2018 | | |
| 27226 | The percentage of incidents | percentage | 2 - Strategic and Business Results | | 99.500000 | 99.500000 | 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|

resolved by CSR.

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
| 27226 | 289537 | 100.000000 | 05/31/2021 | |
| 27226 | 287396 | 100.000000 | 04/30/2021 | |
| 27226 | 285126 | 100.000000 | 03/31/2021 | |
| 27226 | 283761 | 100.000000 | 02/28/2021 | |
| 27226 | 281498 | 100.000000 | 01/31/2021 | |
| 27226 | 278519 | 100.000000 | 12/31/2020 | |
| 27226 | 278518 | 100.000000 | 11/30/2020 | |
| 27226 | 275175 | 100.000000 | 10/31/2020 | |
| 27226 | 274206 | 100.000000 | 09/30/2020 | |
| 27226 | 271436 | 100.000000 | 08/31/2020 | |
| 27226 | 270736 | 100.000000 | 07/31/2020 | |
| 27226 | 265922 | 100.000000 | 06/30/2020 | |
| 27226 | 265900 | 100.000000 | 05/31/2020 | |
| 27226 | 265899 | 100.000000 | 04/30/2020 | |
| 27226 | 265898 | 100.000000 | 03/31/2020 | |

| 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? |
| | | | | | 27226 | 259250 | 100.000000 | 02/29/2020 | | |
| | | | | | 27226 | 258045 | 100.000000 | 01/31/2020 | | |
| | | | | | 27226 | 256288 | 100.000000 | 12/31/2019 | | |
| | | | | | 27226 | 253710 | 100.000000 | 11/30/2019 | | |
| | | | | | 27226 | 253316 | 100.000000 | 10/31/2019 | | |
| | | | | | 27226 | 251611 | 100.000000 | 09/30/2019 | | |
| | | | | | 27226 | 250013 | 100.000000 | 08/31/2019 | | |
| | | | | | 27226 | 247361 | 100.000000 | 06/30/2019 | | |
| | | | | | 27226 | 247360 | 100.000000 | 07/31/2019 | | |
| | | | | | 27226 | 245173 | 100.000000 | 05/31/2019 | | |
| | | | | | 27226 | 243817 | 100.000000 | 04/30/2019 | | |
| | | | | | 27226 | 242430 | 100.000000 | 03/31/2019 | | |
| | | | | | 27226 | 241225 | 100.000000 | 02/28/2019 | | |
| | | | | | 27226 | 237844 | 100.000000 | 12/31/2018 | | |
| | | | | | 27226 | 237843 | 100.000000 | 01/31/2019 | | |
| | | | | | 27226 | 237004 | 100.000000 | 10/31/2018 | | |
| | | | | | 27226 | 237003 | 100.000000 | 11/30/2018 | | |

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? |
|-----------|---|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | | | | | 27226 | 233958 | 100.000000 | 09/30/2018 | | |
| | | | | | 27226 | 232192 | 0.000000 | 08/31/2018 | 2020 C-SHaRP Ecosystem Enhancements were being tested in ITE. Appropriate Messaging was posted to notify potential applicants of when the 2020 system would be operational. | |
| | | | | | 27226 | 227247 | 100.000000 | 06/30/2018 | | |
| | | | | | 27226 | 227246 | 100.000000 | 07/31/2018 | | |
| | | | | | 27226 | 224714 | 100.000000 | 05/31/2018 | | |
| | | | | | 27226 | 223792 | 100.000000 | 04/30/2018 | | |
| | | | | | 27226 | 222289 | 100.000000 | 03/31/2018 | | |
| | | | | | 27226 | 220646 | 100.000000 | 01/31/2018 | | |
| | | | | | 27226 | 220645 | 100.000000 | 02/28/2018 | | |
| 27225 | The percentage and/or total time R&A and LMS systems are online and accessible. | percentage | 2 - Strategic and Business Results | | 99.500000 | 99.500000 | Over target | Monthly | | No |
| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment | | | | | | |
| 27225 | 289538 | 99.990000 | 05/31/2021 | | | | | | | |
| 27225 | 287397 | 99.990000 | 04/30/2021 | | | | | | | |
| 27225 | 285127 | 99.990000 | 03/31/2021 | | | | | | | |

| 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? |
| | | | | | 27225 | 283762 | 99.990000 | 02/28/2021 | | |
| | | | | | 27225 | 281499 | 99.990000 | 01/31/2021 | | |
| | | | | | 27225 | 278521 | 99.990000 | 12/31/2020 | | |
| | | | | | 27225 | 278520 | 99.990000 | 11/30/2020 | | |
| | | | | | 27225 | 275176 | 99.990000 | 10/31/2020 | | |
| | | | | | 27225 | 274207 | 99.990000 | 09/30/2020 | | |
| | | | | | 27225 | 271437 | 99.990000 | 08/31/2020 | | |
| | | | | | 27225 | 270737 | 99.990000 | 07/31/2020 | | |
| | | | | | 27225 | 265923 | 99.990000 | 06/30/2020 | | |
| | | | | | 27225 | 265903 | 99.990000 | 05/31/2020 | | |
| | | | | | 27225 | 265902 | 99.990000 | 04/30/2020 | | |
| | | | | | 27225 | 265901 | 99.990000 | 03/31/2020 | | |
| | | | | | 27225 | 259249 | 99.000000 | 02/29/2020 | | |
| | | | | | 27225 | 258044 | 99.990000 | 01/31/2020 | | |
| | | | | | 27225 | 256287 | 99.990000 | 12/31/2019 | | |
| | | | | | 27225 | 253709 | 100.000000 | 11/30/2019 | | |
| | | | | | 27225 | 253315 | 99.900000 | 10/31/2019 | | |

| 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? |
| | | | | | 27225 | 251610 | 99.900000 | 09/30/2019 | | |
| | | | | | 27225 | 250012 | 99.900000 | 08/31/2019 | | |
| | | | | | 27225 | 247359 | 100.000000 | 06/30/2019 | | |
| | | | | | 27225 | 247358 | 100.000000 | 07/31/2019 | | |
| | | | | | 27225 | 245172 | 99.900000 | 05/31/2019 | | |
| | | | | | 27225 | 243816 | 99.750000 | 04/30/2019 | | |
| | | | | | 27225 | 242429 | 99.750000 | 03/31/2019 | | |
| | | | | | 27225 | 241224 | 99.750000 | 02/28/2019 | | |
| | | | | | 27225 | 237842 | 100.000000 | 12/31/2018 | | |
| | | | | | 27225 | 237841 | 99.500000 | 01/31/2019 | | |
| | | | | | 27225 | 237002 | 99.500000 | 10/31/2018 | | |
| | | | | | 27225 | 237001 | 100.000000 | 11/30/2018 | | |
| | | | | | 27225 | 233957 | 99.000000 | 09/30/2018 | | |
| | | | | | 27225 | 232191 | 0.000000 | 08/31/2018 | 2020 C-SHaRP Ecosystem Enhancements were being tested in ITE. Appropriate Messaging was posted to notify potential applicants of when the 2020 system would be operational. | |
| | | | | | 27225 | 227245 | 99.000000 | 06/30/2018 | | |

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? |
|-----------|---|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| 27224 | The percentage of applications successfully transferred to DAPPS. | percentage | 2 - Strategic and Business Results | | 27225 | 227244 | 100.000000 | 07/31/2018 | | |
| | | | | | 27225 | 224713 | 100.000000 | 05/31/2018 | | |
| | | | | | 27225 | 223791 | 100.000000 | 04/30/2018 | | |
| | | | | | 27225 | 222288 | 99.000000 | 03/31/2018 | | |
| | | | | | 27225 | 220644 | 99.000000 | 01/31/2018 | | |
| | | | | | 27225 | 220643 | 99.000000 | 02/28/2018 | | |
| | | | | | 95.500000 | 95.500000 | Over target | Monthly | | No |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment | | | | | | |
| 27224 | 289539 | 100.000000 | 05/31/2021 | | | | | | | |
| 27224 | 287398 | 100.000000 | 04/30/2021 | | | | | | | |
| 27224 | 285128 | 100.000000 | 03/31/2021 | | | | | | | |
| 27224 | 283763 | 100.000000 | 02/28/2021 | | | | | | | |
| 27224 | 281500 | 100.000000 | 01/31/2021 | | | | | | | |
| 27224 | 278523 | 100.000000 | 12/31/2020 | | | | | | | |
| 27224 | 278522 | 99.990000 | 11/30/2020 | | | | | | | |
| 27224 | 275177 | 99.990000 | 10/31/2020 | | | | | | | |

| 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? |
| | | | | | 27224 | 274208 | 99.990000 | 09/30/2020 | | |
| | | | | | 27224 | 271438 | 99.990000 | 08/31/2020 | | |
| | | | | | 27224 | 270738 | 99.990000 | 07/31/2020 | | |
| | | | | | 27224 | 265924 | 99.990000 | 06/30/2020 | | |
| | | | | | 27224 | 265906 | 99.990000 | 05/31/2020 | | |
| | | | | | 27224 | 265905 | 99.990000 | 04/30/2020 | | |
| | | | | | 27224 | 265904 | 99.990000 | 03/31/2020 | | |
| | | | | | 27224 | 259248 | 99.990000 | 02/29/2020 | | |
| | | | | | 27224 | 258043 | 99.990000 | 01/31/2020 | | |
| | | | | | 27224 | 256286 | 99.990000 | 12/31/2019 | | |
| | | | | | 27224 | 253708 | 99.990000 | 11/30/2019 | | |
| | | | | | 27224 | 253314 | 99.990000 | 10/31/2019 | | |
| | | | | | 27224 | 251609 | 99.990000 | 09/30/2019 | | |
| | | | | | 27224 | 250011 | 99.990000 | 08/31/2019 | | |
| | | | | | 27224 | 247357 | 99.850000 | 06/30/2019 | | |
| | | | | | 27224 | 247356 | 99.990000 | 07/31/2019 | | |
| | | | | | 27224 | 245171 | 99.850000 | 05/31/2019 | | |

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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | | | | | 27224 | 243815 | 99.750000 | 04/30/2019 | | |
| | | | | | 27224 | 242428 | 99.750000 | 03/31/2019 | | |
| | | | | | 27224 | 241223 | 99.750000 | 02/28/2019 | | |
| | | | | | 27224 | 237840 | 99.500000 | 12/31/2018 | | |
| | | | | | 27224 | 237839 | 99.500000 | 01/31/2019 | | |
| | | | | | 27224 | 237000 | 99.500000 | 10/31/2018 | | |
| | | | | | 27224 | 236999 | 99.500000 | 11/30/2018 | | |
| | | | | | 27224 | 233956 | 99.000000 | 09/30/2018 | | |
| | | | | | 27224 | 232190 | 0.000000 | 08/31/2018 | 2020 C-SHaRP Ecosystem Enhancements were being tested in ITE. Appropriate Messaging was posted to notify potential applicants of when the 2020 system would be operational. | |
| | | | | | 27224 | 227243 | 100.000000 | 06/30/2018 | | |
| | | | | | 27224 | 227242 | 100.000000 | 07/31/2018 | | |
| | | | | | 27224 | 224712 | 100.000000 | 05/31/2018 | | |
| | | | | | 27224 | 223790 | 100.000000 | 04/30/2018 | | |
| | | | | | 27224 | 222287 | 99.000000 | 03/31/2018 | | |
| | | | | | 27224 | 220642 | 100.000000 | 01/31/2018 | | |

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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | | | | | 27224 | 220641 | 99.000000 | 02/28/2018 | | |