

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: 2019-10-31
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2021-06-29
Date of Last Business Case Update: 2021-06-29
Date of Last Revision: 2021-06-29

Agency: 007 - Department of Defense--Military Programs **Bureau:** 97 - Defense-wide

1. Name of this Investment: DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM

2. Unique Investment Identifier (UII): 007-000004035

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):

007SO18266: Restore Military Readiness to Build a More Lethal Force

007SO18267: Lay the foundation for future readiness through recapitalization, innovation, and modernization

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.**

As a service provider for DoD and other agencies, DEERS operations return largely intangible benefits, through improved personnel identification and security, consistent determination and application of benefits, and Congressional and public reporting. Tangible savings and cost-avoidance commonly accrue to other agencies, but rarely come directly to DEERS. - Military Lending Act (MLA) applications reduced predatory lending practices aimed at military personnel. An obvious boon to morale, MLA also helps reduce separations due to revoked clearances. GAO-11-170 estimated that a separation costs \$58,250; PERSEREC reported 1,600 separations in 2014. A conservative 10% reduction in separations each year will save an estimated \$9.2M. - DMDC eCorrespondence permits cost avoidance of roughly \$2M a year for Defense Health by replacing US Postal Service mailings with electronic correspondence. DMDC

Ecorr is sustained with minimal DMDC direct funds. - Servicemembers' Group Life Insurance (SGLI) Online Enrollment System (SOES). SOES allows Service Members to set up and modify their SGLI enrollment decisions online by leveraging data already available in DEERS. Full implementation of SOES will complete in mid-2018, with an expected ROI of \$1.4M per year. This is based on estimates from the VA, which administers SGLI, that there are \$15M in SGLI overpayments over the FYDP due to the use of paper forms. SOES implementation and sustainment was funded by P&R at \$8M over the FYDP. While the ROI of \$1.4M a year will be realized by the VA, DoD will benefit intangibly, as more efficient and effective SGLI elections ultimately translate into more timely and accurate settlements for survivors of military loss. - Military Health Care depends upon DEERS determination of health care benefits based on complex and rapidly changing entitlements. Each medical encounter requires a real-time DEERS determination of eligibility for DoD health care, as does each TRICARE claim. While DHA does not document its savings directly, these checks prevent fraud and support recovery actions when needed. Past audits have found projected savings totaling in the millions. As demand for DEERS data and services continues to grow, it is reasonable to expect such savings to continue. However, it is also likely that the operations and maintenance of the as-is DEERS system will become cost-prohibitive if we do not modernize and improve capabilities. .

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)?:**

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:**

Dickie England

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

9 - No certification, but with less than two 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	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:	\$118.110000	\$86.338000	\$92.464000	\$58.128000
O & M Internal Labor (Govt. FTE):	\$23.700000	\$11.850000	\$11.850000	\$10.846000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$141.810000	\$98.188000	\$104.314000	\$68.974000
Total Cost (Including Internal Labor (Govt. FTE)):	\$141.810000	\$98.188000	\$104.314000	\$68.974000
Total Cost Internal Labor (Govt. FTE) costs:	\$23.700000	\$11.850000	\$11.850000	\$10.846000
# of FTE rep by costs:	158	79	79	73
Total change from prior year final President's Budget (\$)		0	\$-0.893000	
Total change from prior year final President's Budget		0.00%	-0.85%	

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)
1979
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2031
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):

Significant increases are attributed to improving data attributes within the PDR to support evolving personnel security requirements, planned movement to cloud operations and inflation. Decreases are attributed to procurement items nearing completion.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM
2. **Unique Investment Identifier (UII):** 007-000004035

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?
P4035-101	Cyber Identity, Monitoring, & Enforcement	Expand the DMDC classified environment to provide a high availability environment in collaboration with DoD partners.	09/16/2011	09/30/2016	\$1.9	
P4035-102	T3 Transition Requirements	Develop and execute enrollment, operations, and customer service improvements, as well as the security mandates, management controls and transition requirements for T3.	06/16/2011	04/30/2013	\$15.6	
P4035-105	Noncombatant Evacuation Operations Tracking & Emergent Accountability Tracking Systems (NTS/ETAS).	To provide a means of identifying and tracking noncombatant evacuees as they move through the evacuation process. To identify and tracking patients involved in U.S. CONUS mass casualty events.	10/01/2014	09/30/2017	\$2.8	Yes
P4035-106	Virtual Lifetime Electronic Record (VLER)	To provide secure availability and portability of patient-driven electronic exchange of standards-based health information, benefit information, and administrative information.	10/01/2014	09/30/2016	\$3.8	Yes
P4035-107	T2017 TRANSITIONS	Develop and execute enrollment, operations, and customer service improvements, as well as the security mandates, management controls and transition requirements for T3.	08/01/2016	09/30/2018	\$15.3	
P4035-108	CYBERHARDENING	On-going enhanced monitoring, evaluation and correction of code to control for potential risks of data or system compromise.	04/01/2017	09/30/2018	\$5.0	

Projects Table C.1

Unique Project ID	Project Name	Project Goal	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)	Software Project?
P4035-109	MilConnect Upgrade	Expansion and improvement of mobile services and new applications within the MilConnect portal.	10/01/2017	09/30/2018	\$1.8	Yes
P4035-110	NDAA 2017 Transtions (Select and others)	Redetermination of benefits for 9.4 million DoD beneficiaries; modification of entitlement rules to support new Select requirements; implementation of the FEDVIP Retiree Dental program; other benefit changes	12/15/2016	09/30/2018	\$15.0	

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
P4035-102	T3 USFHP Support	Designated Providers come up on T3 functionality	P4035-102.PA 4035-105	2011-10-01	2011-10-01	2011-08-01	2011-12-31	2011-12-31	2011-11-01	3.200000	3.200000	3.200000
P4035-102	T3 TDEFIC Functionality	Support TRICARE Dual Eligible Fiscal Intermediary Contract (TDEFIC) via T3 functionality	P4035-102.PA 4035-109	2011-08-09	2011-08-09	2011-08-09	2011-12-31	2011-12-31	2011-12-31	3.000000	3.000000	3.000000
P4035-102	T3 South Region HCD	Support transition for Healthcare Delivery (HCD)	P4035-102.PA 4035-106	2011-07-18	2011-07-18	2011-07-18	2012-04-30	2012-04-30	2012-04-30	3.200000	3.200000	2.950000

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
		to T3 South region										
P4035-102	T3 TDP HCD	Support transition for Healthcare Delivery to T3 TRICARE Dental Program	P4035-102.PA 4035-107	2011-06-16	2011-06-16	2011-06-16	2012-05-31	2012-05-31	2012-05-31	2.960000	2.960000	2.500000
P4035-101	Cross Domain Solution	Cross Domain Solution	P4035-101.PA 4035-101	2012-01-01	2012-01-01	2011-09-16	2012-12-31	2012-12-31	2013-08-28	0.666000	0.666000	0.666000
P4035-101	Environment Upgrades - Current	Environment Upgrades - Current SIPR Environment	P4035-101.PA 4035-102	2012-01-01	2012-01-01	2012-10-01	2013-03-31	2013-03-31	2014-04-01	0.250000	0.250000	0.250000
P4035-102	T3 West Region HCD	Support transition for Healthcare Delivery to T3 West region	P4035-102.PA 4035-108	2012-02-01	2012-04-01	2012-04-01	2013-04-30	2013-04-30	2013-04-30	3.200000	3.200000	3.000000
P4035-107	T2017 Tranasion HCD	Support transition for Healthcare Delivery from North and South T3 contracts to a single East contractor. Transition of West region to new contractor. Other regional realignments.	P4035-107.PA 4035-116	2016-08-01	2016-08-01	2016-08-01	2016-09-01	2018-09-30	2018-09-30	15.333000	15.333000	0.000000
P4035-105	Hardware Refresh		P4035-105.PA 4035-114	2014-10-01	2014-10-01	2014-10-01	2016-09-30	2016-09-30	2016-09-30	1.435000	1.435000	1.435000
P4035-106	Virtual Lifetime Electronic Record		P4035-106.PA 4035-115	2014-10-01	2014-10-01	2014-10-01	2016-09-30	2016-09-30	2017-03-01	3.777000	3.777000	3.777000
P4035-101	Network and	1)The Cyber	P4035-101.PA	2014-10-01	2014-10-01	2014-10-01	2016-09-30	2016-09-30	2016-09-30	1.000000	1.000000	1.000000

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
	COOP Build Out	Security funding will allow DMDC to obtain IT hardware and software to procure a primary Secret Internet Router Protocol (SIPRNET) upgrade 2)Continue to build out a continuity of operations facility, provide a cross domain solution to monitor and control the authorized transfer of information between SIPRNET and other DoD Networks as required via globally available and operationally effective cross domain enterprise service solutions 3)Control and monitor pre-provisioned user access in a manner that cannot be repudiated	4035-111									

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
		(e.g. using CAC-enabled PKE Authentication) and mitigates insider exfiltration threat by limiting data access and enabling enforcement and accountability.										
P4035-110	NDAA 2017 Transition (Select and Others)	Expansion and improvement of mobile services and new applications within the MilConnect portal.	P4035-110.PA 4035-119	2016-12-15	2016-12-15	2016-12-15	2017-04-01	2018-09-30	2018-09-30	15.000000	15.000000	0.000000
P4035-108	Cyberhardening	Ongoing test, enhancement and correction of recognizable errors resulting in vulnerabilities in DEERS applications.	P4035-108.PA 4035-117	2017-04-01	2017-04-01	2017-04-01	2017-04-29	2018-09-30	2018-09-30	5.000000	5.000000	5.000000
P4035-105	Federal Agency Integration		P4035-105.PA 4035-113	2014-10-01	2014-10-01	2014-10-01	2017-09-30	2017-09-30	2017-09-30	1.338000	1.338000	1.338000
P4035-109	MilConnect Upgrade	Expansion and improvement of mobile services and new applications within the MilConnect portal.	P4035-109.PA 4035-118	2017-10-01	2017-10-01	2017-10-01	2018-09-30	2018-09-30	2018-09-30	1.800000	1.800000	0.000000

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?
26851	Maintain 100% FISMA Compliance	Regulatory compliance requirements	2 - Strategic and Business Results	0.000000	100.000000	100.000000	Over target	Monthly	007SO18266 : Restore Military Readiness to Build a More Lethal Force	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
NONE										
26850	Total infrastructure availability. Percentage of the time the application is running without incident.	incident/maintenance minutes vs # of applications	1 - Customer Satisfaction (Process Results)	0.000000	99.500000	99.500000	Over target	Monthly	007SO18266 : Restore Military Readiness to Build a More Lethal Force	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

26849	Compliance to DIACAP Certification & Accreditation (C&A) requirements.	Maintain compliance, testing, security plan	2 - Strategic and Business Results	0.000000	100.000000	100.000000	Over target	Quarterly	007SO18266 : Restore Military Readiness to Build a More Lethal Force	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

26848	Compliance to Homeland Security Presidential Directive 12 (HSPD-12) and Federal Information Processing Standard (FIPS) 201 for Personal Identity Verification (PIV) I and II.	Regulatory compliance requirements	2 - Strategic and Business Results	0.000000	100.000000	100.000000	Over target	Quarterly	007SO18266 : Restore Military Readiness to Build a More Lethal Force	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

26847	Average number of Personnel Data Repository (PDR) records processed per	Number of PDR records	3 - Financial Performance	0.000000	500000.000000	500000.000000	Over target	Monthly	007SO18266 : Restore Military Readiness to Build a More Lethal Force	No
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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?
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month

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

26846	DMDC Support Center (DSC). 97% of trouble tickets are resolved within the first 48 hours.	Number of help desk calls	1 - Customer Satisfaction (Process Results)	0.000000	97.000000	97.000000	Over target	Monthly	007SO18266 : Restore Military Readiness to Build a More Lethal Force	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

26845	DMDC Support Center (DSC) initial call resolution. 74% calls should be resolved during initial telephone contact.	Number of help desk calls	1 - Customer Satisfaction (Process Results)	0.000000	74.000000	74.000000	Over target	Monthly	007SO18266 : Restore Military Readiness to Build a More Lethal Force	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE