

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2013-12-09
Date of Last Change to Activities: 2021-06-29
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: Department of Defense Healthcare Management System Modernization

2. Unique Investment Identifier (UJI): 007-000100033

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

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.**

An Return on Investment (ROI) analysis was conducted as part of the Program Economic Analysis and was developed in close coordination with the functional community and legacy system experts. The ROI compared the Status Quo Alternative (sustainment of legacy systems) to the Preferred Alternative (DHMSM Life Cycle Costs plus cost of Status Quo parallel operations while legacy systems are phased out. The sensitivity analysis resulted in an ROI of 1.5 which indicates a return on investment. Benefits related to the implementation of the DHMSM Electronic Health Record (EHR) include: – Gains in effectiveness, efficiency and productivity of the enterprise. These gains are expected to be realized through increased productivity, as enterprise activities and business processes will be performed more accurately, more expeditiously and in a standardized manner. DHMSM will replace the Department of Defense (DoD) legacy healthcare management systems with a commercial off-the-shelf capability that is open, modular, and standards-based. DHMSM will support the Department's goals of net-

centricity by providing a framework for full human and technical connectivity and interoperability that allows DoD users and mission partners to share the information they need, when they need it, in a form they can understand and act on with confidence, and protects information from those who should not have it. Once fielded, the EHR will support the following healthcare activities for DoD's practitioners and beneficiaries: • Clinical workflow and provider clinical decision support; • Capture, maintain, use, protect, preserve and share health data and information; • Retrieval and presentation of health data and information that is meaningful for EHR users regardless of where the patient's records are physically maintained; and • Analysis and management of health information from multiple perspectives to include population health, military medical readiness, clinical quality, disease management, and medical research. .

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
007-000000379	to be eliminated
007-000000435	to be eliminated
007-000000049	to be eliminated
007-000001913	to be reduced

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:**

Ken Slaughter

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:	\$1,571.179000	\$266.435000	\$377.200000	\$578.328000
DME (Including Planning) Govt. FTEs:	\$28.536000	\$8.806000	\$8.515000	\$10.356000
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$1,599.715000	\$275.241000	\$385.715000	\$588.684000
O & M Costs:	\$528.939000	\$298.059000	\$334.024000	\$391.544000
O & M Internal Labor (Govt. FTE):	0	0	0	0
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$528.939000	\$298.059000	\$334.024000	\$391.544000
Total Cost (Including Internal Labor (Govt. FTE)):	\$2,128.654000	\$573.300000	\$719.739000	\$980.228000
Total Cost Internal Labor (Govt. FTE) costs:	\$28.536000	\$8.806000	\$8.515000	\$10.356000
# of FTE rep by costs:	151	47	47	53
Total change from prior year final President's Budget (\$)		\$-4.257000	\$-87.652000	
Total change from prior year final President's Budget		-0.74%	-10.86%	

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)
2014
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2032
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):
FY 2020: Changes due to year of execution adjustments. FY 2021: Decrease due to FY21 Enacted Budget adjustments for excess growth and program delays.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** DEPARTMENT OF DEFENSE HEALTHCARE MANAGEMENT SYSTEM MODERNIZATION
2. **Unique Investment Identifier (UII):** 007-000100033

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?
100033-104	DHMSM FY2019: Wave 1 Implementation for MHS GENESIS	Wave 1 Implementation for MHS GENESIS	09/01/2018	12/30/2019	\$14.0	No
100033-105	Wave NELLIS	Wave 4 / Nellis implementation for MHS GENESIS	10/01/2019	06/29/2020	\$20.0	No
100033-106	Wave PENDLETON	Wave 2 / Pendleton implementation for MHS GENESIS	10/01/2019	10/30/2020	\$23.6	No
100033-107	Wave SAN DIEGO	Wave 3 / San Diego implementation for MHS GENESIS	01/01/2020	03/31/2021	\$24.5	No
100033-108	Wave BLISS	Wave 5 / Bliss implementation for MHS GENESIS	04/01/2020	04/30/2021	\$32.8	No
100033-109	Wave CARSON	Wave 6 / Carson implementation for MHS GENESIS	04/01/2020	04/30/2021	\$34.6	No
100033-111	Wave TRIPLER	Wave 21 / Tripler implementation for MHS GENESIS	07/01/2020	09/30/2021	\$26.3	No
100033-112	Wave BAMC	Wave BAMC implementation for MHS GENESIS	01/01/2021	12/31/2021	\$18.1	No
100033-113	Wave LACKLAND	Wave LACKLAND implementation for MHS GENESIS	01/01/2021	12/31/2021	\$20.4	No
100033-114	Wave HOOD	Wave HOOD implementation for MHS GENESIS	04/01/2021	03/31/2022	\$36.7	No
100033-115	Wave BRAGG	Wave BRAGG implementation for MHS GENESIS	04/01/2021	03/31/2022	\$29.4	No
100033-116	Wave GORDON	Wave GORDON implementation for MHS GENESIS	07/01/2021	06/30/2022	\$39.2	No

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
100033-104	Activity Name: Phase 1: Align and Design Activity Type: Deployment		100033-104.10 0033-109	2018-09-01	2018-09-01	2018-09-01	2018-12-31	2018-12-31	2019-01-19	2.338000	2.338000	2.338000
100033-104	Activity Name: Phase 2: Build Activity Type: Deployment		100033-104.10 0033-110	2019-01-01	2019-01-01	2019-01-01	2019-03-31	2019-03-31	2019-04-29	3.507000	3.507000	3.507000
100033-104	Activity Name: Phase 3: Validation Activity Type: Deployment		100033-104.10 0033-111	2019-04-01	2019-04-01	2019-02-02	2019-06-30	2019-07-31	2019-07-26	2.338000	2.338000	2.338000
100033-104	Activity Name: Phase 5: Go-Live (Command Center) Activity Type: Deployment		100033-104.10 0033-113	2019-09-07	2019-09-07	2019-09-07	2019-09-19	2019-09-19	2019-09-19	0.468000	0.468000	0.468000
100033-104	Activity Name: Phase 4: Conversion Preparation Activity Type: Deployment		100033-104.10 0033-112	2019-07-01	2019-04-08	2019-04-08	2019-09-30	2019-08-30	2019-08-30	2.338000	2.338000	1.000000
100033-104	Activity Name: Phase 6: Post-Go-Live Onsite Support (PGLOSS) Activity Type: Deployment		100033-104.10 0033-114	2019-09-20	2019-09-20	2019-09-07	2019-12-20	2019-10-31	2019-09-30	3.040000	3.040000	3.040000
100033-105	Wave NELLIS:		100033-105.10	2019-10-01	2019-10-01	2019-06-25	2020-03-31	2020-03-31	2020-03-31	10.005000	10.005000	10.010000

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
	Align, Design, Build, and Validate		0033-115									
100033-106	Wave PENDLETON: Align, Design, Build, and Validate		100033-106.10 0033-117	2019-10-01	2019-10-01	2019-10-03	2020-03-31	2020-03-31	2020-03-31	11.805000	11.805000	11.810000
100033-105	Wave NELLIS #2: Conversion Preparation, Go-Live, and Post Go-Live Support	Complete all localized build, maintenance training, and finalize local downtime procedures for MHS GENESIS.	100033-105.10 0033-116	2020-04-01	2020-04-01	2020-04-01	2020-06-29	2020-06-29	2020-06-29	10.006000	10.006000	10.006000
100033-107	Wave SAN DIEGO: Align, Design, Build, and Validate	Educate and assist MTF with responsibilities for deployment and readiness activities; Validate workflows; Complete User Role Assignments; Validate end to end processing.	100033-107.10 0033-119	2020-01-01	2020-01-01	2020-01-08	2020-06-30	2020-06-30	2020-06-30	12.225000	12.225000	12.225000
100033-106	Wave PENDLETON #2: Conversion Preparation, Go-Live, and Post Go-Live Support	Complete all localized build, maintenance training, and finalize local downtime procedures for MHS GENESIS.	100033-106.10 0033-118	2020-04-01	2020-04-01	2020-04-01	2020-09-28	2020-09-28	2020-10-30	11.806000	11.806000	11.806000
100033-108	Wave BLISS:	Educate and	100033-108.10	2020-04-01	2020-04-01	2020-04-01	2020-09-30	2020-09-30	2020-09-30	16.389000	16.389000	13.390000

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
	Align, Design, Build, and Validate	assist MTF with responsibilities for deployment and readiness activities; Validate workflows; Complete User Role Assignments; Validate end to end processing.	0033-121									
100033-109	Wave CARSON: Align, Design, Build, and Validate	Educate and assist MTF with responsibilities for deployment and readiness activities; Validate workflows; Complete Role Assignments; Validate end to end processing.	100033-109.10 0033-123	2020-04-01	2020-04-01	2020-04-01	2020-09-30	2020-09-30	2020-09-30	17.283000	17.283000	14.283000
100033-111	Wave 21 / TRIPLER: Align, Design, Build, and Validate	Educate and assist MTF with responsibilities for deployment and readiness activities	100033-111.10 0033-125	2020-07-01	2020-07-01	2020-07-01	2020-12-31	2020-12-31	2020-12-31	13.154000	13.154000	13.154000
100033-107	Wave SAN DIEGO #2: Conversion Preparation, Go-Live, and Post Go-Live Support	Complete all localized build, maintenance training, and finalize local downtime procedures for MHS	100033-107.10 0033-120	2020-07-01	2020-07-01	2020-07-01	2021-02-28	2021-03-31	2021-02-27	12.225000	12.225000	11.185000

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
GENESIS.												
100033-108	Wave BLISS #2: Conversion Preparation, Go-Live, and Post Go-Live Support	Complete all localized build, maintenance training, and finalize local downtime procedures for MHS GENESIS.	100033-108.10 0033-122	2020-10-01	2020-10-01	2020-10-01	2021-03-30	2021-04-30	2021-04-30	16.390000	16.390000	14.890000
100033-109	Wave CARSON #2: Conversion Preparation, Go-Live, and Post Go-Live Support	Complete all localized build, maintenance training, and finalize local downtime procedures for MHS GENESIS.	100033-109.10 0033-124	2020-10-01	2020-10-01	2020-10-01	2021-04-30	2021-04-30	2021-04-30	17.285000	17.285000	15.780000
100033-112	Wave BAMC: Align, Design, Build, and Validate	Educate and assist MTF with responsibilities for deployment and readiness activities; Validate the "as if" workflows and identify business process changes needed to support "to be" workflows; Complete 80% of local build for each MTF	100033-112.10 0033-127	2021-01-01	2021-01-01	2021-01-01	2021-06-30	2021-06-30		9.047000	9.047000	
100033-113	Wave LACKLAND: Align, Design,	Educate and assist MTF with	100033-113.10 0033-129	2021-01-01	2021-01-01	2021-01-01	2021-06-30	2021-06-30		10.217000	10.217000	

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
	Build, and Validate	responsibilities for deployment and readiness activities										
100033-111	Wave 21 / TRIPLER #2: Conversion Preparation, Go-Live, and Post Go-Live Support	Complete all localized build, maintenance training, and finalize local downtime procedures for MHS GENESIS.	100033-111.10 0033-126	2021-01-01	2021-01-01	2021-01-01	2021-09-30	2021-09-30		13.154000	13.154000	0.000000
100033-114	Wave HOOD: Align, Design, Build, and Validate	Educate and assist MTF with responsibilities for deployment and readiness activities	100033-114.10 0033-131	2021-04-01	2021-04-01	2021-04-01	2021-10-31	2021-10-31		18.345000	18.345000	
100033-115	Wave BRAGG: Align, Design, Build, and Validate	Educate and assist MTF with responsibilities for deployment and readiness activities	100033-115.10 0033-133	2021-04-01	2021-04-01	2021-04-01	2021-10-31	2021-10-31		14.703000	14.703000	
100033-112	Wave BAMC #2: Conversion Preparation, Go-Live, and Post Go-Live Support	Complete all localized build, maintenance training, and finalize local downtime procedures for MHS GENESIS.	100033-112.10 0033-128	2021-07-01	2021-07-01		2021-12-31	2021-12-31		9.047000	9.047000	
100033-113	Wave LACKLAND #2: Conversion Preparation, Go-Live, and Post Go-Live	Complete all localized build, maintenance training, and finalize local downtime	100033-113.10 0033-130	2021-07-01	2021-07-01		2021-12-31	2021-12-31		10.217000	10.217000	

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
	Support	procedures for MHS GENESIS.										
100033-116	Wave GORDON: Align, Design, Build, and Validate	Educate and assist MTF with responsibilities for deployment and readiness activities	100033-116.10 0033-135	2021-07-01	2021-07-01		2021-12-31	2021-12-31		19.581000	19.581000	
100033-114	Wave HOOD #2: Conversion Preparation, Go-Live, and Post Go-Live Support	Complete all localized build, maintenance training, and finalize local downtime procedures for MHS GENESIS.	100033-114.10 0033-132	2021-11-01	2021-11-01		2022-03-31	2022-03-31		18.345000	18.345000	
100033-115	Wave BRAGG #2: Conversion Preparation, Go-Live, and Post Go-Live Support	Complete all localized build, maintenance training, and finalize local downtime procedures for MHS GENESIS.	100033-115.10 0033-134	2021-11-01	2021-11-01		2022-03-31	2022-03-31		14.703000	14.703000	
100033-116	Wave GORDON #2: Conversion Preparation, Go-Live, and Post Go-Live Support	Complete all localized build, maintenance training, and finalize local downtime procedures for MHS GENESIS.	100033-116.10 0033-136	2022-01-01	2022-01-01		2022-06-30	2022-06-30		19.581000	19.581000	

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?
30616	Measure and determine MHS GENESIS' ability to scale the number of users up without deterioration of the average log in response time and average transaction response time. Measure the percentage of users able to login in and complete transactions in less than two (2) seconds.	Percentage	2 - Strategic and Business Results	0.000000	97.500000	97.500000	Over target	Quarterly	007SO18266 : Restore Military Readiness to Build a More Lethal Force	No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30616	288691	96.610000	03/31/2021	As the number of users increases,

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?
there is a decrease in log in performance. This trend is being monitored to determine way forward.										
					30616	288690	97.960000	09/30/2020		
29328	Wave Go-Live implementation of MHS GENESIS according to schedule.	Percentage on schedule	2 - Strategic and Business Results	0.000000	100.000000	100.000000	Over target	Semi-Annual	007SO18266 : Restore Military Readiness to Build a More Lethal Force	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					29328	288689	100.000000	03/31/2021		
					29328	288688	100.000000	09/30/2020		
					29328	288687	100.000000	03/31/2020		
28154	Implement MHS GENESIS to wave 1 sites using a repeatable process. Measured semi-annually.	Percentage on schedule	2 - Strategic and Business Results	0.000000	100.000000		Over target	Semi-Annual	007SO18266 : Restore Military Readiness to Build a More Lethal Force	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
NONE										
28153	System Operational Availability assesses the total time the system is capable	Percentage	2 - Strategic and Business Results	0.000000	99.990000	65.000000	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?
	of being used to perform clinical functions during a given interval – excluding scheduled downtimes									

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
28153	288686	83.190000	03/31/2021	
28153	288685	78.200000	08/31/2020	Outages.
28153	288684	32.000000	07/31/2020	Patient Portal and Data Center software unscheduled maintenance and down time.
28153	288683	20.140000	10/31/2020	Oct: Service availability was at an all-time low due to Service and Content Upgrades. Conversely, the number of incidents submitted was at an all-time high which may be due to the combination of Go-Live and Millennium Upgrades.
28153	288682	72.310000	11/30/2019	Outages
28153	288681	70.910000	10/31/2019	Outages
28153	288680	86.260000	04/30/2020	
28153	288679	77.000000	02/28/2021	
28153	288678	67.000000	01/31/2021	
28153	288677	84.670000	09/30/2020	Outages
28153	288676	89.880000	02/29/2020	

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?
28152	To measure and determine maximum number of users to maintain efficiency of service. MHS GENESIS' ability to scale the number of users up without deterioration to average log in response time and average transaction response time. As number of registered users increases, and number of concurrent users	# of concurrent users; average login response time	2 - Strategic and Business Results	0.000000	28153	288675	66.590000	03/31/2020		
					28153	288674	82.530000	01/31/2020	Outages	
					28153	288673	27.000000	12/31/2019	Results do not accurately reflect system availability as a result of errors within the reporting tool.	
					28153	288672	41.580000	12/31/2020	Dec: Low availability due to App/Dbase slowness and errors as well as Fetalink problems	
					28153	288671	66.550000	11/30/2020	Nov: Low availability caused primarily by missing/corrupt data	
					28153	288670	50.930000	06/30/2020	Outages.	
					28153	288669	92.480000	05/31/2020	Outages.	
					3000.000000		Over target	Quarterly	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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varies, the system maintains or exceeds target log in response time and transaction response time. Target: 3000 users/ response time less than 2 seconds

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

28151	Percentage of population with MHS GENESIS access using MHS GENESIS.	Percentage	1 - Customer Satisfaction (Process Results)	0.000000	40.000000	40.000000	Over target	Semi-Annual	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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28151	288668	70.250000	03/31/2021	
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28151	288667	51.110000	03/31/2020	
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28151	288666	45.510000	09/30/2020	
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26990	Software Availability not counting scheduled downtime as well as platform and network availability.	Percentage	2 - Strategic and Business Results	0.000000			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

26989	Login average response times – Less than 2 seconds.	Number	2 - Strategic and Business Results	0.000000			Under 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

26988	Clinical transactions - % of transactions < 2 seconds.	Percentage	2 - Strategic and Business Results	0.000000			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

26987	Obligation of all DHMSM OM Certified funding: Description: To align OM DHMSM Obligations against OSD Investment Directorate Benchmark for O&M Obligation	Percentage	3 - Financial Performance	0.000000	100.000000	100.000000	Over target	Annual	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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26987 288665 100.000000 09/30/2020