

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: 2020-07-21
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 TRAVEL SYSTEM

2. Unique Investment Identifier (UII): 007-000006312

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):

007SO18273: Improve and strengthen business operations through a move to DoD-enterprise or shared services; reduce administrative and regulatory burden

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.**
Benefits of the Defense Travel System include: Reduced cost for travel documents; payment within 7 days of voucher submittal; digital means for verifying the document's integrity and non-repudiation of the signature; DTS supports the Department's Statement of Budgetary Resources; provides full audit capability for DoD travel; and supports travel compliance programs. Current ROI for DTS is zero. .
- 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
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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:

Kenneth Doolittle

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:	\$7.430000	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)):	\$7.430000	0	0	0
O & M Costs:	\$160.648000	\$39.521000	\$45.932000	\$45.038000
O & M Internal Labor (Govt. FTE):	\$4.297000	\$2.966000	\$2.974000	\$1.179000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$164.945000	\$42.487000	\$48.906000	\$46.217000
Total Cost (Including Internal Labor (Govt. FTE)):	\$172.375000	\$42.487000	\$48.906000	\$46.217000
Total Cost Internal Labor (Govt. FTE) costs:	\$4.297000	\$2.966000	\$2.974000	\$1.179000
# of FTE rep by costs:	25	16	16	7
Total change from prior year final President's Budget (\$)		\$0.234000	\$13.630000	
Total change from prior year final President's Budget		0.55%	38.64%	

Table I.C.1 Life Cycle Costs				
	PY-1 & Prior	PY 2021	CY 2022	BY 2023
(%)				

2.
 - a. **In which year did or will this investment begin? (specify year - e.g., PY-1= 2019)**
1996
 - b. **In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)**
2028
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):**

The ~\$10.7M decrease in PY and the ~\$9.3M decrease in CY are mostly due to variation in participant entries.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** DEFENSE TRAVEL SYSTEM
2. **Unique Investment Identifier (UII):** 007-000006312

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?
P6312-107	Defense Travel Modernization	DoD is making travel services more efficient by reducing overhead costs and eliminating customization through system configuration using COTS/SaaS. Contractor deploys/integrates solution. DoD assesses solution ability to provide required capability.	08/14/2018	08/13/2020	\$11.4	Yes

Section C2: Project Activities

1. Provide all non-agile project activities for projects in Table C.1 that started in a previous FY (PY and earlier) and that have not been completed by the beginning of the CY, as well as activities that are scheduled to start in the current FY and BY.

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
P6312-107	Travel Management Services/Travel & Expense Software/Change Management/Data Management	Confirm and fulfill travel arrangements and ticketing	P6312-107.PA 6312-145	2018-08-14	2018-08-14	2018-08-14	2020-08-13	2020-08-13	2020-06-30	4.590000	4.590000	4.590000
P6312-107	System Integration Services	Provide ongoing support for system interfaces	P6312-107.PA 6312-146	2018-08-14	2018-08-14	2018-08-14	2020-08-13	2020-08-13	2020-06-30	5.840000	5.840000	5.840000
P6312-107	Acquisition Services and Fees	- services and fees	P6312-107.PA 6312-147	2018-08-14	2018-08-14	2018-08-14	2020-08-13	2020-08-13	2020-06-30	0.500000	0.500000	0.500000

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
P6312-107	System Integration Testing	- Support user acceptance testing during each sprint that will be led by the Product Owner - The contractor shall provide support for automated testing and verification for auditability, cybersecurity and interoperability during each sprint	P6312-107.PA 6312-148	2018-08-14	2018-08-14	2018-08-14	2020-08-13	2020-08-13	2020-06-30	0.500000	0.500000	0.500000

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?
28163	Speed of voucher reimbursement measured in days to pay using DTS	Number of days to complete voucher reimbursement	3 - Financial Performance	0.000000	8.000000	8.000000	Under target	Monthly	007SO18273 : Improve and strengthen business operations through a move to DoD-enterprise or shared services; reduce administrative and regulatory burden	No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
28163	288647	6.380000	04/30/2021	
28163	288646	11.490000	10/31/2020	FY Crossover
28163	288645	8.420000	09/30/2020	FY Crossover
28163	288644	6.870000	08/31/2020	
28163	288643	6.970000	07/31/2020	
28163	288642	7.070000	06/30/2020	
28163	288641	7.570000	05/31/2020	
28163	288640	8.150000	04/30/2020	
28163	288639	6.800000	03/31/2020	
28163	288638	6.510000	02/29/2020	
28163	288637	9.160000	01/31/2020	

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?
					28163	288636	10.030000	12/31/2019		
					28163	288635	8.300000	11/30/2019		
					28163	288634	8.820000	10/31/2019		
					28163	288633	6.320000	03/31/2021		
					28163	288632	7.320000	02/28/2021		
					28163	288631	8.560000	01/31/2021		
					28163	288630	7.900000	12/31/2020		
					28163	288629	9.720000	11/30/2020	FY Crossover	
26750	TDY Vouchers processed	Number of vouchers processed (% of)	2 - Strategic and Business Results	0.000000			Under target	Semi-Annual		Yes
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
NONE										
26748	Web page response time	response time (in seconds)	2 - Strategic and Business Results	0.000000	2.000000	2.000000	Under target	Monthly	007SO18273 : Improve and strengthen business operations through a move to DoD-enterprise or shared services; reduce administrative and regulatory burden	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?
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					26748	288628	0.260000	04/30/2021		
					26748	288627	0.280000	02/28/2021		
					26748	288626	0.250000	01/31/2021		
					26748	288625	0.280000	12/31/2020		
					26748	288624	0.270000	11/30/2020		
					26748	288623	0.240000	10/31/2020		
					26748	288622	0.260000	09/30/2020		
					26748	288621	0.230000	08/31/2020		
					26748	288620	0.250000	07/31/2020		
					26748	288619	0.230000	01/31/2020		
					26748	288618	0.240000	12/31/2019		
					26748	288617	0.280000	11/30/2019		
					26748	288616	0.250000	10/31/2019		
					26748	288615	0.280000	06/30/2020		
					26748	288614	0.230000	05/31/2020		
					26748	288613	0.270000	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?
					26748	288612	0.250000	02/29/2020		
					26748	288611	0.230000	03/31/2021		
					26748	288610	0.260000	04/30/2020		
26747	System availability measured as a percentage of uptime monthly	% of system availability uptime	1 - Customer Satisfaction (Process Results)	0.000000	98.500000	98.500000	Over target	Monthly	007SO18273 : Improve and strengthen business operations through a move to DoD-enterprise or shared services; reduce administrative and regulatory burden	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					26747	288609	100.000000	04/30/2021		
					26747	288608	100.000000	03/31/2020		
					26747	288607	100.000000	03/31/2021		
					26747	288606	100.000000	04/30/2020		
					26747	288605	100.000000	01/31/2020		
					26747	288604	100.000000	12/31/2019		
					26747	288603	100.000000	11/30/2019		
					26747	288602	100.000000	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?
26747					26747	288601	100.000000	02/29/2020		
					26747	288600	100.000000	02/28/2021		
					26747	288599	100.000000	01/31/2021		
					26747	288598	100.000000	12/31/2020		
					26747	288597	100.000000	11/30/2020		
					26747	288596	100.000000	10/31/2020		
					26747	288595	100.000000	09/30/2020		
					26747	288594	100.000000	08/31/2020		
					26747	288593	100.000000	07/31/2020		
					26747	288592	100.000000	06/30/2020		
					26747	288591	100.000000	05/31/2020		
26746	Travel Authorization rejection rate	Number of authorizations rejected (% of)	2 - Strategic and Business Results	0.000000	2.000000	2.000000	Under target	Monthly	007SO18273 : Improve and strengthen business operations through a move to DoD-enterprise or shared services; reduce administrative and regulatory burden	No
Metric ID	Actual Result ID	Actual Result	Date of Actual	Comment						

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?
								Result		
					26746	288590	0.780000	02/28/2021		
					26746	288589	0.520000	01/31/2021		
					26746	288588	1.370000	03/31/2021		
					26746	288587	0.530000	03/31/2020		
					26746	288586	0.700000	12/31/2020		
					26746	288585	0.790000	11/30/2020		
					26746	288584	3.540000	10/31/2020	FY Crossover	
					26746	288583	0.390000	08/31/2020		
					26746	288582	0.470000	07/31/2020		
					26746	288581	0.380000	06/30/2020		
					26746	288580	0.280000	05/31/2020		
					26746	288579	1.210000	01/31/2020		
					26746	288578	2.040000	12/31/2019		
					26746	288577	1.210000	11/30/2019		
					26746	288576	4.290000	10/31/2019		
					26746	288575	1.840000	04/30/2021		

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?
					26746	288574	0.680000	09/30/2020		
					26746	288573	0.510000	04/30/2020		
					26746	288572	0.800000	02/29/2020		
26745	Travel Voucher rejection rate	Number of vouchers rejected	2 - Strategic and Business Results	0.000000	2.000000	2.000000	Under target	Monthly	007SO18273 : Improve and strengthen business operations through a move to DoD-enterprise or shared services; reduce administrative and regulatory burden	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
26745	288571	1.040000	03/31/2021							
26745	288570	0.600000	05/31/2020							
26745	288569	0.720000	02/28/2021							
26745	288568	0.840000	01/31/2021							
26745	288567	1.260000	12/31/2020							
26745	288566	1.420000	11/30/2020							
26745	288565	2.730000	10/31/2020	FY Crossover						
26745	288564	1.800000	01/31/2020							

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?
					26745	288563	3.490000	12/31/2019		
					26745	288562	2.450000	11/30/2019		
					26745	288561	4.890000	10/31/2019		
					26745	288560	1.230000	04/30/2021		
					26745	288559	1.000000	09/30/2020		
					26745	288558	0.630000	08/31/2020		
					26745	288557	0.600000	07/31/2020		
					26745	288556	0.610000	06/30/2020		
					26745	288555	1.310000	02/29/2020		
					26745	288554	0.850000	04/30/2020		
					26745	288553	1.040000	03/20/2020		