

# Business Case: Capital Asset Summary

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

### Section A: Overview & General Information

**Date Investment First Submitted:** 2017-05-22  
**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:** REAL-TIME AUTOMATED PERSONNEL IDENTIFICATION SYSTEM AND COMMON ACCESS CARD

**2. Unique Investment Identifier (Ull):** 007-000100685

### 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.**

The Real-time Automated Personnel Identification System is the Department of Defense primary identity management and credentialing program. • Annually issues over 2.6 million Common Access Cards (CACs) and 1.8 million Uniformed Services Identification (USID) cards. • Complies with Homeland Security Presidential Directive 12 (HSPD-12) Security which is the directive issued for "Policy for a Common Identification Standard for Federal Employees and Contractors". HSPD-12 calls for all federal employees and contractors to use a standard smart credential to verify their identity for secure access to federal buildings and information systems. • Enables credentials to meet Federal Information Processing Standards (FIPS) for Personal Identity Verification (PIV) of federal Employees and Contractors. • Support's the Defense Department's enforcement

of US CYBERCOM cryptographic logon mandate. • Issues Geneva Conventions ID card for deployed Service members and civilians when accompanying the forces. • Supports legislative mandate to enrollment eligible family members to receive medical, dental, pharmacy, education, life insurance, commissary, exchange, morale, recreation and welfare benefits. • Allows DoD to develop and deploy a more secure Uniformed Services Identification (USID) card and Common Access Card per agreement with Military and Reserve Affairs leadership which reduces ID card fraud. • Provides customer self-service functions reducing the requirement for in-person services at ID issuing facilities. • DS Logon provides self-service digital identity credentials to users, including DoD and VA members, employees, dependents and beneficiaries, to interact with government IT systems and gain access to DoD and VA benefits and entitlements in compliance with NIST SP 800-63-3. • The RAPIDS/CAC program and associated applications provide secure access to DoD members, employees, dependents and beneficiaries to digital resources and benefits using DoD Identity and Credential Management (ICM) capabilities. • Unique DoD Identity for DoD Military Coalition Partners supports proper sponsorship of DoD's mission partners with the DoD ICAM strategy and framework and enables DoD to continue to leverage the same DoD ICAM capabilities as DoD personnel. • Identity and Attribute Information Exchange enables DoD and federal partners to exchange identity information about individuals seeking physical or logical access to assets..

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)?:**

NO

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:**

Ashley Andrews

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

4 - Other certification with 4 or more 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:	\$3.336000	\$7.054000	\$11.257000	\$3.750000
DME (Including Planning) Govt. FTEs:	0	0	0	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$3.336000	\$7.054000	\$11.257000	\$3.750000
O & M Costs:	\$634.028000	\$60.214000	\$59.257000	\$49.920000
O & M Internal Labor (Govt. FTE):	\$84.750000	\$6.750000	\$6.750000	\$6.444000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$718.778000	\$66.964000	\$66.007000	\$56.364000
Total Cost (Including Internal Labor (Govt. FTE)):	\$722.114000	\$74.018000	\$77.264000	\$60.114000
Total Cost Internal Labor (Govt. FTE) costs:	\$84.750000	\$6.750000	\$6.750000	\$6.444000
# of FTE rep by costs:	46	46	46	44
Total change from prior year final President's Budget (\$)		\$-2.800000	\$-6.953000	
Total change from prior year final President's Budget		-3.64%	-8.26%	

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)  
1981
  - 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):

The RDT&E funding increase resulted from a POM issue paper submitted by the DoD Chief Information Office that included multiple tasks to support stronger DoD Identity, Credential and Access Management (ICAM) efforts to improve identity management across DoD and its mission partners. Reductions in O&M beginning in FY22 are based on program movement of DS Logon outside of the RAPIDS program. Reduction in RDT&E beginning in FY22 are based on program movement of Mission Partner Registry, Backend

## Business Case Detail: Performance Measurement Report

### Section A1: General Information

1. **Name of this Investment:** REAL-TIME AUTOMATED PERSONNEL IDENTIFICATION SYSTEM AND COMMON ACCESS CARD
2. **Unique Investment Identifier (UII):** 007-000100685

## 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?
100685-115	Backend Attribute Exchange (BAE)	Enable DoD and federal partners to exchange identity information about individuals seeking physical or logical access to assets.	10/01/2019	07/01/2020	\$8.0	Yes
100685-116	Mission Partner Registry for Federal Agency Partners	Complete support for proper sponsorship of DoD's mission partners with the DoD ICAM strategy and framework enabling DoD mission partners to continue to leverage the same DoD ICAM capabilities as DoD personnel.	10/01/2019	07/01/2020	\$15.0	Yes
100685-117	Backend Attribute Exchange (BAE)	Enable DoD and federal partners to exchange identity information.	10/01/2019	09/30/2025	\$19.6	Yes
100685-118	Mission Partner Registry for Federal Agency Partners	Complete support for proper sponsorship of DoD's mission partners with the DoD ICAM strategy and framework.	10/01/2019	09/30/2025	\$22.4	Yes
100685-119	HSPD-12	Comply with Homeland Security Presidential Directive 12 (HSPD-12) CAC Opacity	07/15/2020	09/30/2025	\$1.8	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
100685-115	Proof of Concept	Proof of Concept	100685-115.10 0685-114	2019-10-01	2019-10-01	2019-10-01	2020-07-01	2021-09-30	2020-07-01	8.000000	0.000000	0.000000

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
100685-116	Proof of Concept	Proof of Concept	100685-116.10 0685-113	2019-10-01	2019-10-01	2019-10-01	2020-07-01	2024-12-31	2020-07-01	15.000000	0.000000	0.000000
100685-119	Project Management, Software development to achieve initial operating capability	Software development, testing the initial production release to achieve IOC	100685-119.10 0685-119	2020-07-15	2020-07-15	2020-07-15	2021-03-21	2021-12-31		0.295000	0.295000	
100685-117	Project Management and Business Analysis	Requirements elaboration and release scoping	100685-117.10 0685-115	2020-05-04	2020-05-04	2020-05-04	2021-05-03	2021-09-30		1.680000	1.680000	
100685-117	Project Management, Software development to achieve initial operating capability	Software development, testing and maintain testing partnerships	100685-117.10 0685-116	2020-05-04	2020-05-04	2020-05-04	2021-05-03	2024-12-31		2.520000	2.520000	
100685-118	Project Management and Business Analysis	Requirements elaboration and release scoping	100685-118.10 0685-117	2020-05-04	2020-05-04	2020-05-04	2021-05-03	2021-09-30		1.120000	1.120000	
100685-118	Project Management, Software development to achieve initial operating capability	Software development, testing and maintain testing partnerships	100685-118.10 0685-118	2020-05-04	2020-05-04	2020-05-04	2021-05-03	2024-12-31		1.680000	1.680000	

## 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?
26932	ID Card Office Online allows DoD sponsors to add or update work email, download applets, and activate the PIV Authentication certificate without going to an ID card. facility. Sponsors can also nominate new family members to be added to DEERS for access to benefits and entitlements. On-line activities allow sponsors and family members to reduce required visits to an ID card facility or reduce the customer service	RAPIDS and ID Card Office Online transactions	2 - Strategic and Business Results	0.000000	10000.000000	10000.000000	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?
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time if a visit is required.

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

26931	Maintain an average annual successful first-attempt ID card issuance rate at worldwide RAPIDS sites to reduce customer service time, increase throughput, and card wastage cost. 2016 Target: 94%	Quantity of ID cards issued at RAPIDS workstations	2 - Strategic and Business Results	0.000000	94.000000	94.000000	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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NONE

26930	Using the Customer Operation algorithm to determine workstation utilization, efficiently allocate DoD resources for hardware placement in the field to support identification card production and enrollment for	DoD centrally funded workstation utilization	2 - Strategic and Business Results	0.000000	55.000000	55.000000	Over target	Annual	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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DoD eligibility and benefits. Target percentage used for majority of centrally funded workstations.

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

26929	DMDC Support Center (DSC). RAPIDS 97% of trouble tickets are resolved within the first 48 hours.	Timeliness & Accuracy	1 - Customer Satisfaction (Process Results)	0.000000	95.000000	95.000000	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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NONE

26928	DMDC Support Center (DSC) help desk calls attributed to RAPIDS. 75% of calls should be resolved during initial telephone contact.	Number of RAPIDS help desk calls	1 - Customer Satisfaction (Process Results)	0.000000	90.000000	90.000000	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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NONE

26927	Upgrade all centrally-funded	Percentage of workstations	2 - Strategic and Business Results	0.000000			Over target	Annual		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?
	RAPIDS workstations to the Windows 10 operating system to be compliant with DoD CIO mandate.	upgraded								
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	

NONE