

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2011-10-25
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:** 21 - Army

1. Name of this Investment: MEPCOM Integrated Resource System

2. Unique Investment Identifier (UII): 007-000001191

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):

007SO18271: Implement initiatives to recruit and retain the best total force to bolster capabilities and readiness

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 USMEPCOM Integrated Resource System (MIRS) is the sole automated system used for capturing accession processing / enlistment data in support of USMEPCOM's mission of qualifying applicants for the All-Volunteer Force. MIRS is the only automated system used to process ALL applicants for enlistment and commissioning (non-scholarship/academy). The system is the initial Authoritative Source for ALL applicant data for military personnel and pay records. It provides applicant data to all Service Recruiting and Training Commands. System loss would have catastrophic impact on the accessioning mission DoD wide. Impacts include the halting of the initiation of Service members' electronic personnel and pay records (Defense Manpower Data Center (DMDC) Defense Enrollment Eligibility Reporting System (DEERS) data). It would terminate USMEPCOM's ability to initiate Service members' health records. As such, DMDC DEERS data received from MIRS used to register Service members in Military

Health Systems. The MIRS technical refresh/modernization is addressing business issues identified by MEPS personnel, recruiters, USMEPCOM Headquarters (HQ USMEPCOM), and its stakeholders. This effort is streamlining business processes by implementing modern technologies such as open source development tools and moving to a cloud operating environment. .

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:

Matthew Lince

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:	\$20.602000	\$25.419000	\$15.385000	\$19.404000
DME (Including Planning) Govt. FTEs:	0	0	0	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$20.602000	\$25.419000	\$15.385000	\$19.404000
O & M Costs:	\$23.046000	\$30.863000	\$31.367000	\$30.731000
O & M Internal Labor (Govt. FTE):	\$4.130000	\$2.289000	\$2.196000	\$2.200000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$27.176000	\$33.152000	\$33.563000	\$32.931000
Total Cost (Including Internal Labor (Govt. FTE)):	\$47.778000	\$58.571000	\$48.948000	\$52.335000
Total Cost Internal Labor (Govt. FTE) costs:	\$4.130000	\$2.289000	\$2.196000	\$2.200000
# of FTE rep by costs:	38	19	19	19
Total change from prior year final President's Budget (\$)		\$-0.627000	\$-1.974000	
Total change from prior year final President's Budget		-1.06%	-3.88%	

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)
1994
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2030
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):
FY2021: No Change FY2022: Decrease in OMA due to the completion of the Force of the Future program; OPA increase due to annual change in items being lifecycled; RDT&E increase due to continued MIRS development efforts - completing the redesign/development of remaining system of system capabilities to operate in cloud environment

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** MEPCOM INTEGRATED RESOURCE SYSTEM
2. **Unique Investment Identifier (UII):** 007-000001191

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?
P1191-120	MIRS Application Update	The US Military Entrance Processing Command Integrated Resource System (MIRS) provides automation and communications capabilities to support the peacetime, mobilization and wartime military manpower accession mission for the Armed Services.	01/01/2015	09/30/2021	\$68.1	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
P1191-120	MIRS Application Update 1	MIRS Application Update 1	P1191-120.PA 1191-119	2015-10-01	2016-09-30	2016-09-30	2017-04-01	2019-03-31	2019-03-31	15.426000	4.400000	4.400000
P1191-120	MIRS Application Update 2		P1191-120.PA 1191-121	2016-11-01	2016-12-01	2016-12-01	2018-05-01	2018-06-01	2017-04-14	20.847000	10.555000	10.555000
P1191-120	MIRS Application Update (USMIRS 1.1 Expansion)	MIRS Application Update (USMIRS 1.1 Expansion)	P1191-120.PA 1191-124	2018-09-23	2019-01-01	2019-01-01	2018-09-23	2021-09-30		5.000000	0.000000	0.000000
P1191-120	MIRS Application Update 3	MIRS Application Update 3	P1191-120.PA 1191-122	2017-11-01	2017-11-01	2016-03-01	2018-09-24	2018-09-24	2017-09-30	21.376000	1.134000	3.344000
P1191-120	MIRS	MIRS	P1191-120.PA	2017-09-21	2019-09-21	2019-06-01	2018-09-24	2021-09-30		5.500000	6.500000	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
	Application Update (USMIRS 1.1)	Application Update (USMIRS 1.1)	1191-123									

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: initiate innovation action

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?
26909	Availability of Defense Language Aptitude Battery (DLAB) scores to support Military Services selecting students best suited to achieve DoD Strategic	Availability percentage of DLAB scores in MIRS	2 - Strategic and Business Results	0.000000	95.000000	95.000000	Over target	Monthly	007SO18271 : Implement initiatives to recruit and retain the best total force to bolster capabilities and readiness	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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Plan
Performance
Goal 3.2.1 which
is for students to
graduate from the
Defense
Language
Institute, Foreign
Language Center
Basic Course.
USMEPCOM via
MIRS provides
Services DLAB
scores to support
selecting
applicants to
become students.
Based on
USMEPCOM
Service Desk
messages related
to MIRS DLAB
scores during
Service Desk
operating hours.

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
26909	288492	96.200000	07/31/2020	July 2020 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.
26909	288491	99.820000	09/30/2020	September 2020 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.
26909	288490	99.540000	08/31/2020	August 2020 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.
26909	288489	99.430000	11/30/2020	November 2020 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.
26909	288488	96.310000	01/31/2021	January 2021 availability of DLAB

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?
26909	February 2021 availability of DLAB scores to be accessible in the MEPS within MIRS based on Service Desk messages.				26909	288487	97.490000	02/28/2021	February 2021 availability of DLAB scores to be accessible in the MEPS within MIRS based on Service Desk messages.	
					26909	288486	99.690000	03/31/2021	March 2021 availability of DLAB scores to be accessible in the MEPS within MIRS based on Service Desk messages.	
					26909	288485	99.710000	12/31/2020	December 2020 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.	
					26909	288484	99.730000	06/30/2020	June 2020 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.	
					26909	288483	99.740000	05/31/2020	May 2020 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.	
					26909	288482	99.170000	04/30/2020	April 2020 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.	
					26909	288481	95.320000	03/31/2020	March 2020 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.	
					26909	288480	99.730000	02/29/2020	February 2020 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.	
					26909	288479	99.270000	12/31/2019	December 2019 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.	
					26909	288478	99.530000	10/31/2020	October 2020 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.	
					26909	288477	99.880000	01/31/2020	January 2020 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.	

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?
					26909	288476	99.350000	11/30/2019	November 2019 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.	
					26909	288475	99.640000	10/31/2019	October 2019 availability of DLAB scores in the MEPS within MIRS based on Service Desk messages.	
26908	Availability of Armed Forces Qualification Test (AFQT) scores to support Military Services meeting DoD Strategic Plan, Performance Goal 3.3.3 to achieve corresponding Categories of AFQT scores for non-prior service Active Component Enlisted Recruiting - Quality. USMEPCOM via MIRS provides Services AFQT scores to enable this goal to be evaluated. Based on USMEPCOM Service Desk messages related to MIRS AFQT availability during Service Desk hours of operation.	Availability percentage of AFQT scores in MIRS	2 - Strategic and Business Results	0.000000	95.000000	95.000000	Over target	Monthly	007SO18271 : Implement initiatives to recruit and retain the best total force to bolster capabilities and readiness	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		
					26908	288474	99.170000	04/30/2020	April 2020 percentage availability to AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288473	99.530000	10/30/2020	October 2020 percentage availability to AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288472	96.200000	07/31/2020	July 2020 percentage availability to AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288471	99.820000	09/30/2020	September 2020 percentage availability to AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288470	99.270000	12/31/2019	December 2019 percentage availability to AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288469	99.350000	11/30/2019	November 2019 percentage availability to AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288468	99.640000	10/31/2019	October 2019 percentage availability to AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288467	99.540000	08/31/2020	August 2020 percentage availability to AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288466	99.430000	11/30/2020	November 2020 percentage availability to AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288465	99.690000	03/31/2021	March 2021 percentage of AFQT	

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?
									scores accessible in the MEPS within MIRS based on Service Desk messages.	
					26908	288464	97.490000	02/28/2021	February 2021 percentage of AFQT scores accessible in the MEPS within MIRS based on Service Desk messages.	
					26908	288463	96.310000	01/31/2021	January 2021 percentage of AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288462	99.710000	12/31/2020	December 2020 percentage availability of AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288461	99.730000	06/30/2020	June 2020 percentage availability to AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288460	99.740000	05/31/2020	May 2020 percentage availability to AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288459	95.320000	03/31/2020	March 2020 percentage availability to AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288458	99.730000	02/29/2020	February 2020 percentage availability to AFQT scores in the MEPS within MIRS based on Service Desk messages.	
					26908	288457	99.880000	01/31/2020	January 2020 percentage of availability to AFQT scores in the MEPS within MIRS based on Service Desk messages.	
26907	To keep MIRS operational including exchanging	Percentage of successfully completed change orders	1 - Customer Satisfaction (Process Results)	0.000000	95.000000	95.000000	Over target	Monthly	007SO18271 : Implement initiatives to recruit and retain	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?
	applicant data with the Services, generating DD Form 4s, and maintaining databases requires changes to hardware and software. These changes are identified and tracked through change orders. The percentage of successfully completed change orders.								the best total force to bolster capabilities and readiness	
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
26907	288456	95.000000	03/30/2021	March 2021 percentage of successful change orders for MIRS based on the automated change management system.						
26907	288455	99.210000	01/31/2021	January 2021 percentage of successful change orders for MIRS based on the automated change management system.						
26907	288454	100.000000	02/28/2021	February 2021 percentage of successful change orders for MIRS based on the automated change management system.						
26906	Verify accession data on enlistees is collected by MIRS. USMEPCOM Strategic Plan Goal 2, Authoritative source for initial	Percentage having DD Form 4 data	2 - Strategic and Business Results	0.000000	95.000000	95.000000	Over target	Quarterly	007SO18271 : Implement initiatives to recruit and retain the best total force to bolster capabilities and readiness	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?
	electronic medical and personnel data to include providing accurate and complete data. Percentage of enlistees who have DD Form 4 data retained in MIRS.									

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
26906	288453	99.170000	09/30/2020	Fourth quarter of FY20, percentage of enlistees who had a DD Form 4 retained in MIRS. The percentage may actually be slightly higher since there maybe cases where a DD Form 4 should not be retained, but it is included in this percentage calculation.
26906	288452	99.540000	12/31/2019	First quarter FY20, percentage of enlistees who had a DD Form 4 retained in MIRS. The percentage may actually be slightly higher since there maybe cases where a DD Form 4 should not be retained, but is included in this percentage calculation.
26906	288451	99.350000	12/31/2020	First quarter of FY21, percentage of enlistees who had a DD Form 4 retained in MIRS. The percentage may actually be slightly higher since there maybe cases where a DD Form 4 should not be retained, but it is included in this percentage calculation.
26906	288450	99.530000	03/31/2020	Second quarter FY20, percentage of enlistees who had a DD Form 4 retained in MIRS. The percentage

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?
					26906	288449	99.330000	06/30/2020	may actually be slightly higher since there maybe cases where a DD Form 4 should not be retained, but is included in this percentage calculation.	
									Third quarter of FY20, percentage of enlistees who had a DD Form 4 retained in MIRS. The percentage may actually be slightly higher since there maybe cases where a DD Form 4 should not be retained, but is included in this percentage calculation.	
26905	The Army validates and funds sustainment for the MIRS accession processing mission. Percentage obligation of annual operations and maintenance (O&M) sustainment funding.	Percentage obligation	3 - Financial Performance	0.000000	95.000000	95.000000	Over target	Annual	007SO18271 : Implement initiatives to recruit and retain the best total force to bolster capabilities and readiness	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
26905	288448	199.000000	09/30/2020	Based on Management Decision Package (MDEP) MU2P, FY20 annual operating and maintenance funding was fully obligated at yearend.						
26904	Availability of Business Intelligence (BI) component of MIRS.	Percentage uptime	1 - Customer Satisfaction (Process Results)	0.000000			Over target	Monthly		Yes

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?
	Percentage uptime of the MIRS BI component at its primary data center. This is computed during USMEPCOM Service Desk hours of operation on applicant processing days from Monday to Friday.									

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

26903	Reliability of MIRS. Mean time between MIRS failures not allowing a MEPS to do any automated applicant processing using MIRS as identified by Service Desk messages. This is computed during Service Desk hours on applicant processing days from Monday through Friday.	Applicant processing days	1 - Customer Satisfaction (Process Results)	0.000000			Over target	Quarterly		Yes
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Metric ID	Actual Result ID	Actual Result	Date of Actual	Comment
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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?
								Result		

NONE

26902	Reliability of MIRS Centralized Relational Database (CRDB). Mean time between MIRS CRDB failures/delays requiring Service Desk messages to be issued. This is computed during Service Desk operations on applicant processing days from Monday to Friday.	Applicant processing days	1 - Customer Satisfaction (Process Results)	0.000000	20.000000	20.000000	Over target	Quarterly	007SO18271 : Implement initiatives to recruit and retain the best total force to bolster capabilities and readiness	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
26902	288447	60.000000	03/31/2020	Results of MIRS CRDB (mean time between failures) in days during the second quarter of FY20 based on Service Desk messages. There were no failures in Service Desk messages during the quarter.
26902	288446	60.000000	12/31/2019	Results of MIRS CRDB (mean time between failures) in days during the first quarter of FY20 based on Service Desk messages. There were no failure in Service Desk messages during the quarter.
26902	288445	60.000000	03/31/2021	Results of MIRS CRDS (mean time between failures) in days during the second quarter of FY21 based on Service Desk messages. There were

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?
26901	Requirement for MIRS to generate contracts (DD Form 4, Enlistment/Reenlistment Document Armed Forces of the United States) at Military Entrance Processing Stations (MEPS) across the United States and Puerto Rico. Average uptime percentage of the MEPS being able to generate DD Form 4s. This is computed during Service Desk	Average uptime percentage	1 - Customer Satisfaction (Process Results)	0.000000	26902	288444	59.000000	12/31/2020	no failures in Service messages during the quarter. Results of MIRS CRBD (mean time between failures) in days during the first quarter of FY21 based on Service Desk messages. There were no failures in Service messages during the quarter.	No
					26902	288443	63.000000	06/30/2020	Results of MIRS CRDB (mean time between failures) in days during the third quarter of FY20 based on Service Desk messages. There were no failures in Service Desk messages during the quarter.	
					26902	288442	62.000000	09/30/2020	Results of MIRS CRDB (mean time between failures) in days during the fourth quarter of FY20 based on Service Desk messages. There were no failures in Service Desk messages during the quarter.	
					95.000000	95.000000	Over target	Monthly	007SO18271 : Implement initiatives to recruit and retain the best total force to bolster capabilities and readiness	

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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hours of operation on applicant processing days from Monday to Friday.

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
26901	288441	99.690000	03/31/2021	March 2021 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.
26901	288440	96.200000	07/31/2020	July 2020 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.
26901	288439	99.640000	10/30/2019	October 2019 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.
26901	288438	95.320000	03/31/2020	March 2020 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.
26901	288437	99.730000	02/29/2020	February 2020 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.
26901	288436	99.880000	01/31/2020	January 2020 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.
26901	288435	99.270000	12/31/2019	December 2019 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.

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?
					26901	288434	99.350000	11/30/2019	November 2019 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.	
					26901	288433	99.430000	11/30/2020	November 2020 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.	
					26901	288432	99.820000	09/30/2020	September 2020 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.	
					26901	288431	96.310000	01/31/2021	January 2021 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.	
					26901	288430	97.490000	02/28/2021	February 2021 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.	
					26901	288429	99.710000	12/31/2020	December 2020 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.	
					26901	288428	99.170000	04/30/2020	April 2020 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.	
					26901	288427	99.740000	05/31/2020	May 2020 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.	
					26901	288426	99.730000	06/30/2020	June 2020 results of availability to generate contracts at MEPS across	

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?
									the United States and Puerto Rico based on Service Desk messages.	
					26901	288425	99.530000	10/31/2020	October 2020 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.	
					26901	288424	99.540000	08/31/2020	August 2020 results of availability to generate contracts at MEPS across the United States and Puerto Rico based on Service Desk messages.	
26900	Requirement for MIRS to exchange applicant data with the Military Services. Measured by looking at percentage uptime of Service Oriented Architecture (SOA). SOA uptime will be monitored during Service Desk hours of operation on applicant processing days from Monday through Friday.	Percentage uptime	1 - Customer Satisfaction (Process Results)	0.000000	95.000000	95.000000	Over target	Monthly	007SO18271 : Implement initiatives to recruit and retain the best total force to bolster capabilities and readiness	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					26900	288423	100.000000	03/31/2021	March 2021 results of availability to exchange data with the Services based on Service Desk messages.	
					26900	288422	97.840000	12/31/2019	December 2019 results of availability to exchange data with the Services	

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?
									based on Service Desk message	
					26900	288421	100.000000	03/31/2020	March 2020 results of availability to exchange data with the Services based on Service Desk messages.	
					26900	288420	100.000000	04/30/2020	April 2020 results of availability to exchange data with the Services based on Service Desk messages.	
					26900	288419	100.000000	05/31/2020	May 20202 results of availability to exchange data with the Services based on Service Desk messages.	
					26900	288418	100.000000	09/30/2020	September 2020 results of availability to exchange data with the Services based on Service Desk messages.	
					26900	288417	100.000000	10/30/2019	October 2019 results of availability to exchange data with the Services based on Service Desk messages.	
					26900	288416	100.000000	02/28/2021	February 2021 results of availability to exchange data with the Services based on Service Desk messages.	
					26900	288415	100.000000	01/31/2021	January 2021 results of availability to exchange data with the Services based on Service Desk messages.	
					26900	288414	100.000000	12/31/2020	December 2020 results of availability to exchange data with the Services based on Service Desk messages.	
					26900	288413	100.000000	11/30/2020	November 2020 results of availability to exchange data with the Services based on Service Desk messages.	
					26900	288412	99.840000	10/31/2020	October 2020 results of availability to exchange data with the Services based on Service Desk messages.	
					26900	288411	100.000000	11/30/2019	November 2019 results of availability to exchange data with the Services based on Service Desk messages.	
					26900	288410	98.960000	01/31/2020	January 2020 results of availability to exchange data with the Services	

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?
					26900	288409	100.000000	02/29/2020	based on Service Desk messages.	
					26900	288408	95.240000	06/30/2020	February 2020 results of availability to exchange data with the Services based on Service Desk messages.	
					26900	288407	100.000000	08/31/2020	June 2020 results of availability to exchange data with the Services based on Service Desk messages.	
					26900	288406	89.600000	07/31/2020	August 2020 results of availability to exchange data with the Services based on Service Desk messages. This resulted from an unusual variety of hardware/software problems and a scheduled NIPRNet outage.	