

## 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:** 2020-02-12  
**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:** 17 - Navy, Marine Corps

**1. Name of this Investment:** GLOBAL COMBAT SUPPORT SYSTEM-MARINE CORPS/LOGISTICS CHAIN MANAGEMENT

**2. Unique Investment Identifier (UJI):** 007-000000155

#### 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.**  
Global Combat Support System-Marine Corps Logistics Chain Management (GCSS-MC/LCM) is an ACAT IAM currently consisting of GCSS-MC/LCM Increment 1 (ACAT IAC) and is an enabling Automated Information System (AIS) used to support the Business Process Reengineering for Logistics Change Management. Return on Investment (ROI) was determined at Milestone 'C' in the Economic Analysis as part of the reengineering and to a lesser extent for replacement or assumption of existing Logistics Information System (LIS). Return on Investment indicated the system would pay back in 3.86 Years from Full Deployment (2019). Specifically Increment 1 provides the Marine Corps with: - An Automated Information System enabling integrated, distributed, logistics capability, with data used by leaders to effectively plan, manage, execute and monitor USMC logistics operations - An integrated supply and maintenance functionality from garrison to forward units through a common user interface - Specific

functionality includes: Order Management, Inventory Management (inclusive of warehousing), Accountability, and Maintenance Planning and Execution. - Interoperability with Marine Corps expeditionary forces & Joint/Coalition command and control systems .

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
007-000003529	to be eliminated

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:  
Colonel Devin Licklider
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:	0	0	0	0
DME (Including Planning) Govt. FTEs:	0	0	0	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	0	0	0	0
O & M Costs:	0	\$67.423000	\$73.178000	\$69.677000
O & M Internal Labor (Govt. FTE):	\$0.001000	\$0.382000	\$0.386000	\$0.392000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$0.001000	\$67.805000	\$73.564000	\$70.069000
Total Cost (Including Internal Labor (Govt. FTE)):	\$0.001000	\$67.805000	\$73.564000	\$70.069000
Total Cost Internal Labor (Govt. FTE) costs:	\$0.001000	\$0.382000	\$0.386000	\$0.392000
# of FTE rep by costs:	1	2	2	2
Total change from prior year final President's Budget (\$)		\$7.575000	\$-2.824000	
Total change from prior year final President's Budget		12.58%	-3.70%	

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)  
2004
  - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)  
2035
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):  
No significant changes.

## Business Case Detail: Performance Measurement Report

### Section A1: General Information

1. **Name of this Investment:** GLOBAL COMBAT SUPPORT SYSTEM-MARINE CORPS/LOGISTICS CHAIN MANAGEMENT
2. **Unique Investment Identifier (UII):** 007-000000155

## 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?
P0155-103	Global Combat Support System - Marine Corps (GCSS-MC) Increment 1	GCSS-MC: The Global Combat Support System – Marine Corps (GCSS-MC) is a portfolio of systems that supports logistics elements of command and control, joint logistics interoperability, and secure access to and visibility of logistics data.	10/01/2003	03/31/2015	\$1,594.5	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
P0155-103	Increment 1 FDD Activities		P0155-103.PA 0155-106	2003-10-01	2013-09-06	2013-09-06	2014-09-30	2015-01-31	2015-03-31	2.280000	9.400000	8.800000

## 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?
30597	Tier II Resolution Rate (Tier II Resolution rate represents unscripted or privileged access resolvable issues not resolvable at Tier I)	Unscripted issues not resolvable at Tier I	1 - Customer Satisfaction (Process Results)	0.000000	80.000000	80.000000	Over target	Monthly	007SO18266 : Restore Military Readiness to Build a More Lethal Force	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
30597	288279	98.100000	01/31/2021							
30597	288278	98.600000	02/28/2021							
30597	288277	95.500000	12/30/2020							
30596	Tier I Resolution Rate (Tier I Resolution Rate represents the first contact with User resolving scripted or known issues)	First contact resolving scripted or known issues	2 - Strategic and Business Results	0.000000	50.000000	50.000000	Over target	Monthly	007SO18266 : Restore Military Readiness to Build a More Lethal Force	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
30596	288276	83.600000	12/30/2020							
30596	288275	87.500000	02/28/2021							

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?
					30596	288274	89.100000	01/31/2021		
26998	System Operation Reliability	percent of time system is Reliable	2 - Strategic and Business Results	0.000000	99.400000	99.400000	Over target	Monthly	007SO18266 : Restore Military Readiness to Build a More Lethal Force	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
26998	288273	100.000000	11/30/2020							
26998	288272	100.000000	12/29/2020							
26998	288271	100.000000	01/28/2021							
26998	288270	100.000000	02/27/2021							
26998	288269	99.890000	03/31/2021							
26998	288268	100.000000	10/30/2020							
26998	288267	100.000000	09/30/2020							
26998	288266	100.000000	07/31/2020							
26998	288265	100.000000	06/30/2020							
26998	288264	100.000000	05/31/2020							
26998	288263	100.000000	04/30/2020							
26998	288262	100.000000	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?
					26998	288261	100.000000	02/29/2020		
					26998	288260	100.000000	01/31/2020		
					26998	288259	100.000000	12/31/2019		
					26998	288258	100.000000	11/30/2019		
					26998	288257	80.000000	10/30/2019		
					26998	288256	100.000000	08/25/2020		
26997	Helpdesk - Available 24/7/365 days a year via telephone, DOD Networks, and email. (Derived) -Calls offered, Calls answered, average answer speed, average abandon time, calls escalated, customer surveys, request by component, knowledge base utilization, ticket resolution -Tier 1 resolve or escalate within 20 minutes Tier 2 Acknowledge issue within 4 hours Tier 3 & 4 Acknowledge issue within 72	Helpdesk-Tier 1 resolve or escalate within 20 min	1 - Customer Satisfaction (Process Results)	0.000000	20.000000		Over target	Annual	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?
	hours Scoring matrix consists of totaled and composite scores to determine priority									

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

26996	Mean Corrective Maintenance Time (MCMT)	Ave hrs not avail due unplanned corrective maint	1 - Customer Satisfaction (Process Results)	0.000000	4.000000	4.000000	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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26996	288255	0.750000	03/31/2021	
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26996	288254	0.000000	03/31/2020	
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26996	288253	0.000000	04/30/2020	
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26996	288252	0.000000	11/30/2019	
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26996	288251	140.350000	10/31/2019	unplanned outage
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26996	288250	0.000000	02/27/2021	
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26996	288249	0.000000	01/28/2021	
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26996	288248	0.000000	12/29/2020	
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26996	288247	0.000000	11/29/2020	
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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?
					26996	288246	0.000000	10/30/2020		
					26996	288245	0.000000	12/31/2019		
					26996	288244	0.000000	01/31/2020		
					26996	288243	0.000000	02/29/2020		
					26996	288242	0.000000	09/30/2020		
					26996	288241	0.000000	05/31/2020		
					26996	288240	0.000000	07/31/2020		
					26996	288239	0.000000	08/30/2020		
26995	Reduction of Legacy Logistics IT Systems	Number of Marine Corps Logistics Systems	2 - Strategic and Business Results	0.000000	1.000000		Over target	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										
26994	System Operation Availability (Ao)	Percent of time system is available.	2 - Strategic and Business Results	0.000000	95.000000	95.000000	Under target	Monthly	007SO18266 : Restore Military Readiness to Build a More Lethal Force	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					26994	288238	96.250000	02/27/2021		

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?
					26994	288237	94.440000	11/30/2020	Availability did not meet target due to planned system outages.	
					26994	288236	96.940000	10/30/2020		
					26994	288235	94.460000	09/30/2020	Availability did not meet target due to planned system outages.	
					26994	288234	94.180000	07/31/2020	Availability did not meet target due to planned system outages.	
					26994	288233	87.800000	06/30/2020		
					26994	288232	82.810000	05/31/2020		
					26994	288231	80.450000	04/30/2020		
					26994	288230	86.850000	03/31/2020		
					26994	288229	94.020000	02/29/2020		
					26994	288228	87.640000	01/31/2020		
					26994	288227	93.880000	12/31/2019		
					26994	288226	84.420000	11/30/2019		
					26994	288225	78.480000	10/31/2019	System Outage	
					26994	288224	94.120000	03/31/2021	Availability did not meet target due to planned system outages.	
					26994	288223	94.650000	12/29/2020	Availability did not meet target due to planned system outages.	
					26994	288222	93.310000	01/28/2021	Availability did not meet target due to planned system outages.	
					26994	288221	96.890000	08/25/2020		

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?
26993	Repair Cycle Time (RCT)	Time to fulfill service in days.	1 - Customer Satisfaction (Process Results)	0.000000			Under target	Semi-Annual		Yes

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

26992	Order Ship Time (OST)	Time to fulfill product orders in days.	1 - Customer Satisfaction (Process Results)	0.000000			Under target	Semi-Annual		Yes
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE