

## Business Case: Capital Asset Summary

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

#### Section A: Overview & General Information

**Date Investment First Submitted:** 2019-09-18  
**Date of Last Change to Activities:** 2021-08-31  
**Investment Auto Submission Date:**  
**Date of Last Investment Detail Update:** 2020-12-29  
**Date of Last Business Case Update:** 2021-04-28  
**Date of Last Revision:** 2021-08-31

**Agency:** 393 - National Archives and Records Administration

**Bureau:** 00 - Agency-Wide Activity

- 1. Name of this Investment:** Citizen Services
- 2. Unique Investment Identifier (Ull):** 393-000000087

#### Section B: Investment Detail

- 1. 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):

0: Not Applicable

Agency Priority Goal(s):

0: Not Applicable

- 2. Briefly describe the investment's return on investment, including benefits internal and external to the government and outcomes achieved or planned.**  
NARA's Citizen Services benefit the American public by providing the information technology to enable public access to and engagement with the research community and the public at research rooms, online and through innovative tools and technology. This includes online research and citizen engagement through the National Archives Catalog and History Hub, as well as all of the other resources available on Archives.Gov.
- 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:  
Carol Harris
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<br>&<br>Prior | PY<br>2021  | CY<br>2022  | BY<br>2023  |
| Planning Costs:   | 0                  | 0           | 0           | 0           |
| DME (Excluding Planning) Costs:                               | \$3.429565         | \$0.502725  | \$0.250290  | \$7.649299  |
| DME (Including Planning) Govt. FTEs:                          | \$1.935758         | \$2.556666  | \$2.219910  | \$2.242094  |
| Sub-Total DME (including Internal Labor (Govt. FTE)):         | \$5.365323         | \$3.059391  | \$2.470200  | \$9.891393  |
| O & M Costs:  | \$7.356781         | \$7.039396  | \$7.838734  | \$8.685786  |
| O & M Internal Labor (Govt. FTE):                             | \$1.212372         | \$1.188594  | \$1.562820  | \$1.578439  |
| Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)): | \$8.569153         | \$8.227990  | \$9.401554  | \$10.264225 |
| Total Cost (Including Internal Labor (Govt. FTE)):            | \$13.934476        | \$11.287381 | \$11.871754 | \$20.155618 |
| Total Cost Internal Labor (Govt. FTE) costs:                  | \$3.148130         | \$3.745260  | \$3.782730  | \$3.820533  |
| # of FTE rep by costs:  | 21                 | 21          | 21          | 21          |
| Total change from prior year final President's Budget (\$)    |                    | \$-1.166219 | \$11.871754 |             |
| Total change from prior year final President's Budget         |                    | 90.64%      | 0.00%       |             |

Table I.C.1 Life Cycle Costs

|     | PY-1<br>&<br>Prior | PY<br>2021 | CY<br>2022 | BY<br>2023 |
|-----|--------------------|------------|------------|------------|
| (%) |                    |            |            |            |

2.
  - a. In which year did or will this investment begin? (specify year - e.g., PY-1= 2019)  
2019
  - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)  
2026
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):

Changes from the President's Budget are due to a re-alignment of the IT portfolio.

## Business Case Detail: Performance Measurement Report

### Section A1: General Information

1. **Name of this Investment:** CITIZEN SERVICES
2. **Unique Investment Identifier (UII):** 393-000000087

## 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? |
|-------------------|----------------------------------|---|--------------------|-------------------------|------------------------------|-------------------|
| 21030             | NAC Minimum Viable Product (MVP) | Project funded for six months with two remaining six month options in support of NARAs strategic goal to digitize 500 million pages of records and make them available online to the public | 09/30/2020         | 09/29/2021              | \$1.7                        | Yes               |
| 18220             | 1950 Census Release              | Leverage existing enterprise web hosting and digitization storage cloud services for the release of the 1950 Census.  | 01/07/2021         | 04/01/2022              | \$0.0                        | 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 |
|-------------------|----------------------------|---|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| 21030             | Project Planning           | Administrative activities such as kick-off and drafting team working agreement and project schedule | 21030.1      | 2020-09-30         | 2020-09-30           | 2020-09-30        | 2020-10-30              | 2020-10-30                | 2020-11-06             | 0.045928            | 0.045928              | 0.045928           |
| 21030             | Design and Discovery Phase | Sprint 1 thru 4   | 21030.2      | 2020-09-30         | 2020-09-30           | 2020-09-30        | 2020-12-09              | 2020-12-09                | 2020-12-09             | 0.137786            | 0.137786              | 0.137786           |
| 21030             | MVP Development Phase      | Includes Sprint 5 thru 12 and Deployment to   | 21030.3      | 2020-12-09         | 2020-12-09           | 2020-12-09        | 2021-03-29              | 2021-03-29                | 2021-03-30             | 0.593496            | 0.593496              | 0.593496           |

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 |
|-------------------|---|---|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
|                   |   | run in parallel with legacy system                      |              |                    |                      |                   |                         |                           |                        |                     |                       |                    |
| 21030             | Design Stage Gate 1                                     | Design Stage Gate 1                                     | 21030.4      | 2021-04-30         | 2021-04-30           | 2021-04-30        | 2021-04-30              | 2021-04-30                | 2021-04-30             | 0.263776            | 0.263776              | 0.263776           |
| 21030             | Design Stage Gate 2                                     | Design Stage Gate 2                                     | 21030.5      | 2021-07-30         | 2021-07-30           | 2021-07-30        | 2021-07-30              | 2021-07-30                | 2021-07-30             | 0.263776            | 0.263776              | 0.263776           |
| 21030             | Design Stage Gate 3                                     | Design Stage 3  | 21030.6      | 2021-09-10         | 2021-09-10           |                   | 2021-09-10              | 2021-09-10                |                        | 0.263776            | 0.263776              |                    |
| 21030             | NAC MVP Release   | NAC MVP Release to run parallel with production.        | 21030.7      | 2021-09-29         | 2021-09-29           |                   | 2021-09-29              | 2021-09-29                |                        | 0.065945            | 0.065945              |                    |
| 18220             | Uploading Images  | Uploading Images  | 18220.42     | 2021-01-07         | 2021-01-07           | 2021-01-07        | 2022-01-07              | 2022-01-07                |                        | 0.038000            | 0.038000              |                    |
| 18220             | Review and Finalize Information Pages Content (Phase 2) | Review and Finalize Information Pages Content (Phase 2) | 18220.148    | 2021-10-21         | 2021-10-21           |                   | 2022-01-12              | 2022-01-12                |                        | 0.000010            | 0.000010              |                    |
| 18220             | Launch  | Launch  | 18220.175    | 2022-03-24         | 2022-03-24           |                   | 2022-04-01              | 2022-04-01                |                        | 0.000010            | 0.000010              |                    |

## 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:

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? |
| 28796  | Annual target for pages digitized and available online through the National Archives Catalog | Number          | 2 - Strategic and Business Results       | 0.000000                   | 115000000.000000 | 140000000.000000 | Over target           | Monthly             |   | No                 |

| Metric ID | Actual Result ID | Actual Result    | Date of Actual Result | Comment                                      |
|-----------|------------------|------------------|-----------------------|--|
| 28796     | 289771           | 142204228.000000 | 06/30/2021            |  |
| 28796     | 287782           | 140220519.000000 | 05/31/2021            |  |
| 28796     | 286457           | 138617080.000000 | 04/30/2021            |  |
| 28796     | 283824           | 137888341.000000 | 03/31/2021            |  |
| 28796     | 281653           | 135177546.000000 | 02/28/2021            |  |
| 28796     | 278787           | 134442272.000000 | 01/31/2021            |  |
| 28796     | 277179           | 131424197.000000 | 12/31/2020            | Corrected previous erroneous reported metric |
| 28796     | 275805           | 128332968.000000 | 11/30/2020            |  |
| 28796     | 274353           | 123022912.000000 | 10/30/2020            |  |
| 28796     | 272229           | 120851196.000000 | 09/30/2020            |  |
| 28796     | 271053           | 118111105.000000 | 08/31/2020            |  |
| 28796     | 266932           | 117750942.000000 | 07/30/2020            |  |



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? |
|-----------|---|-----------------|---|----------------------------|-------------|------------------|-----------------------|-----------------------|---|--------------------|
| 28796     |   |                 |   |                            |             |                  | 00                    |                       |   |                    |
|           |   |                 |   |                            | 28796       | 264947           | 116917401.000000      | 06/30/2020            |   |                    |
|           |   |                 |   |                            | 28796       | 264162           | 116382471.000000      | 05/29/2020            |   |                    |
|           |   |                 |   |                            | 28796       | 264161           | 115275175.000000      | 04/30/2020            |   |                    |
|           |   |                 |   |                            | 28796       | 259062           | 109000000.000000      | 03/31/2020            |   |                    |
|           |   |                 |   |                            | 28796       | 258007           | 105172770.000000      | 02/29/2020            |   |                    |
|           |   |                 |   |                            | 28796       | 257169           | 105172770.000000      | 01/31/2020            |   |                    |
|           |   |                 |   |                            | 28796       | 255174           | 100455676.000000      | 11/18/2019            |   |                    |
|           |   |                 |   |                            | 28796       | 249580           | 93158351.000000       | 10/17/2019            |   |                    |
| 28795     | Number of holdings described in the National Archives Catalog | Percent         | 1 - Customer Satisfaction (Process Results) | 0.000000                   | 0.000000    | 0.000000         | Over target           | Quarterly             |   | No                 |
| 28795     |   |                 |   |                            | Metric ID   | Actual Result ID | Actual Result         | Date of Actual Result | Comment   |                    |
|           |   |                 |   |                            | 28795       | 289772           | 85.000000             | 06/30/2021            |   |                    |
|           |   |                 |   |                            | 28795       | 283825           | 85.000000             | 03/31/2021            |   |                    |
|           |   |                 |   |                            | 28795       | 277180           | 102.000000            | 12/31/2020            |   |                    |
|           |   |                 |   |                            | 28795       | 274354           | 83.000000             | 10/30/2020            |   |                    |
|           |   |                 |   |                            | 28795       | 272230           | 110.000000            | 09/30/2020            |   |                    |

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? |
|-----------|--|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|           |  |                 |  |                            | 28795       | 271054      | 108.000000            | 08/31/2020          |   |                    |
|           |  |                 |  |                            | 28795       | 266933      | 108.000000            | 07/30/2020          |   |                    |
|           |  |                 |  |                            | 28795       | 264948      | 100.000000            | 06/30/2020          |   |                    |
|           |  |                 |  |                            | 28795       | 264164      | 90.000000             | 05/29/2020          |   |                    |
|           |  |                 |  |                            | 28795       | 264163      | 90.000000             | 04/30/2020          |   |                    |
|           |  |                 |  |                            | 28795       | 259061      | 90.000000             | 03/31/2020          |   |                    |
|           |  |                 |  |                            | 28795       | 258006      | 90.000000             | 02/29/2020          |   |                    |
|           |  |                 |  |                            | 28795       | 257168      | 90.000000             | 01/31/2020          |   |                    |
|           |  |                 |  |                            | 28794       |             |                       |                     |   |                    |
|           |  |                 |  |                            | 28794       |             |                       |                     |   |                    |
| 28794     | Percentage of HMS Record Entries Processed | Percentage      | 2 - Strategic and Business Results       | 0.000000                   | 70.000000   | 70.000000   | Over target           | Monthly             |   | No                 |
| Metric ID | Actual Result ID                           | Actual Result   | Date of Actual Result                    | Comment                    |             |             |                       |                     |   |                    |
| 28794     | 259060                                     | 80.430000       | 03/31/2020                               |                            |             |             |                       |                     |   |                    |
| 28794     | 258005                                     | 80.430000       | 02/29/2020                               |                            |             |             |                       |                     |   |                    |
| 28794     | 257167                                     | 80.330000       | 01/31/2020                               |                            |             |             |                       |                     |   |                    |
| 28794     | 255173                                     | 80.130000       | 10/31/2019                               |                            |             |             |                       |                     |   |                    |
| 28794     | 255172                                     | 80.270000       | 09/30/2019                               |                            |             |             |                       |                     |   |                    |
| 28794     | 255171                                     | 80.010000       | 12/30/2019                               |                            |             |             |                       |                     |   |                    |

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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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|           |                    |                 |  |                            | 28792       | 258003      | 260873.000000         | 02/29/2020          |   |                    |
|           |                    |                 |  |                            | 28792       | 257165      | 260447.000000         | 01/31/2020          |   |                    |
|           |                    |                 |  |                            | 28792       | 255168      | 260826.000000         | 10/31/2019          |   |                    |
|           |                    |                 |  |                            | 28792       | 255167      | 262990.000000         | 09/30/2019          |   |                    |
|           |                    |                 |  |                            | 28792       | 255166      | 259954.000000         | 08/30/2019          |   |                    |
|           |                    |                 |  |                            | 28792       | 255165      | 262990.000000         | 11/30/2019          |   |                    |
|           |                    |                 |  |                            | 28792       | 255164      | 258453.000000         | 12/30/2019          |   |                    |
|           |                    |                 |  |                            | 28792       | 248051      | 259497.000000         | 07/31/2019          |   |                    |