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: 2020-09-29
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: Agency & Related Services

2. Unique Investment Identifier (UII): 393-000000086

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.**
    Agency and Related Services represent information technology services provided to other Federal agencies, including records management, classification reviews, FOIA improvements and publications such as the Federal Register. Federal agency customers are able to access online transaction forms allowing them to make requests for records or records data, including personnel records requests. NARA's end-to-end approach for ingest, creation of metadata, storage, preservation, and presentation of Agency electronic records will achieve many benefits for both NARA and the American public. A more robust and flexible, cloud-based infrastructure, with optimized workflows and standardized metadata rules will help NARA reduce ingest and description backlogs and facilitate the steps necessary to make these records available to the public. An updated architecture and modular design will ensure greater scalability and reduce or stabilize costs. Use of cloud environments will provide a more robust platform, ensuring constant

availability and on-demand scaling of processing and storage capacities. Streamlined practices will also make our partnerships with businesses, such as Footnote and Ancestry.com, more fruitful and ensure consistency of data and metadata regardless of its final repository.

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
393-000000088	to be reduced
393-000000087	to be reduced

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:**
David Lake

8. **Select the qualification/experience level of the Investment-level project manager (select one):**
7 - No certification, but 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:	$8.068186	$8.993762	$4.452400	$15.306600
DME (Including Planning) Govt. FTEs:	$1.407958	$0.823136	$0.831360	$0.839679
Sub-Total DME (including Internal Labor (Govt. FTE)):	$9.476144	$9.816898	$5.283760	$16.146279
O & M Costs:	$17.393217	$13.588382	$20.136064	$25.988718
O & M Internal Labor (Govt. FTE):	$1.205357	$1.107368	$1.118440	$1.129624
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	$18.598574	$14.695750	$21.254504	$27.118342
Total Cost (Including Internal Labor (Govt. FTE)):	$28.074718	$24.512648	$26.538264	$43.264621
Total Cost Internal Labor (Govt. FTE) costs:	$2.613315	$1.930504	$1.949800	$1.969303
# of FTE rep by costs:	15	11	11	11

Total change from prior year final President's Budget ($)		$1.510178	$26.538264	
Total change from prior year final President's Budget		106.57%	0.00%	

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)**
         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:**   AGENCY & RELATED SERVICES

2.   **Unique Investment Identifier (UII):**   393-000000086

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?
1	ERA 2.0	To refactor the ERA System to expand ingest, processing, preservation and discovery capabilities, as well as provide greater scalability to manage and support providing access to increasing volumes and varieties of digital materials.	09/12/2013	09/30/2025	$86.0	Yes
21040	EOP 45 System Support Services and Electronic PRA Transfer	The next transfer of electronic PRA records will take place at the end of the Donald J. Trump Presidential Administration (EOP 45).	10/26/2020	10/26/2021	$2.3	No
21070	CMRS - eVETRecs Field Updates	The goal of this project is to complete work and enhance functionality of the CMRS eVetRecs system to improve and streamline NPRC's order intake processes to support operations during the COVIS-19 pandemic.	03/01/2021	06/25/2021	$0.1	Yes
21050	Presidential Electronics Library (PERL) Migration to EOP	Migrate all Presidential Records Act (PRA) records from PERL, assemble them into submission information packages (SIP) compliant with NARAs cloud-based Executive Office of the President (EOP) system.	10/26/2020	01/19/2022	$1.2	No
21060	EOP 43/44 Lift and Shift	Move EOP 43 and 44 from on premise to cloud. Shift EOP 43 and 44 from cloud to ERA 2.0.	09/27/2018	12/21/2021	$1.5	No
21060J	In-Stack Scanning	This In-Stack process provides the capability to use image capture software that runs on mobile or other battery-powered devices to capture, correct and store	05/03/2021	10/05/2021	$0.3	Yes

Projects Table C.1						
Unique Project ID	Project Name	Project Goal	Project Start Date	Project Completion Date	Project Lifecycle Cost ($M)	Software Project?
		digital images of selected Official Military Personnel Files (OMPF) documents.				

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
1	ERA 2.0 BOM Redesign & Rebuild: Pilot Cycle 1 thru Pilot Cycle 3	Refactor Business Object Management (BOM) component of ERA Base in ERA 2.0 based on results of Business Process Reengineering activities	01.6	2019-03-26	2019-03-26	2019-03-26	2019-09-24	2019-09-24	2019-09-24	1.362000	1.362000	1.362000
1	Agile Development & Integration Services - Release 1	Agile development effort to address highest priority user stories in th ERA 2.0 Backlog. Release 1 will mostly include Centralized Account	1.5.1	2019-09-03	2019-09-03	2019-09-03	2020-03-05	2020-03-05	2020-03-24	0.474000	0.474000	0.474000

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
		Management capabilities										
1	ERA 2.0 BOM Redesign & Rebuild: Pilot Cycle 4 thru Pilot Cycle 6	Refactor Business Object Management (BOM) component of ERA Base in ERA 2.0 based on results of Business Process Reengineering activities	1.9	2019-09-10	2019-09-10	2019-09-10	2020-03-24	2020-03-24	2020-03-24	1.362000	1.362000	1.362000
1	Base Migration Phase 1 (Record Objects & Metadata) - Design Phase	Design, planning, and the first stages of development-related activities related to migrating electronic records and metadata from the existing ERA Base system into ERA 2.0	1.10	2019-09-27	2019-09-27	2019-09-27	2020-03-30	2020-03-30	2020-03-30	0.542000	0.542000	0.542000
1	Agile Development & Integration Services - Release 2	Agile development effort to address highest priority user stories in th ERA 2.0 Backlog. Release 2 should complete Centralized Account	1.5.2	2020-02-02	2020-02-02	2020-01-30	2020-06-04	2020-06-04	2020-06-12	0.474000	0.474000	0.474000

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
		Management capabilities										
1	ERA 2.0 BOM Redesign & Rebuild: Pilot Cycle 7 thru 8	ERA 2.0 BOM Redesign & Rebuild: Pilot Cycle 7 thru 8	1.13	2020-03-25	2020-03-25	2020-03-25	2020-08-12	2020-08-12	2020-08-12	1.172000	1.172000	1.172000
1	Agile Development & Integration Services - Release 3	Agile development effort to address highest priority user stories in th ERA 2.0 Backlog. Release 3 will touch on the most critical functions identified closer to the begnning of this Release 3 work.	1.5.3	2020-05-21	2020-05-21	2020-04-24	2020-09-03	2020-09-03	2020-09-03	0.474000	0.474000	0.474000
1	Base Migration Phase 1 (Record Objects & Metadata) - Development & Migration Phase	Development activities to support data migration, as well as actual migration of electronic records and metadata from ERA Base to ERA 2.0.	1.20	2020-03-31	2020-03-31	2020-01-22	2020-09-21	2020-09-21	2021-03-26	0.542000	0.542000	0.574440
1	ERA 2.0 BOM Redesign & Rebuild: Stage Gate Reviews, Training & Transition	Refactor Business Object Management (BOM) component of ERA Base in ERA 2.0 based	1.12	2020-08-13	2020-08-13	2020-08-13	2020-10-29	2020-10-29	2020-11-20	0.732000	0.732000	0.732000

Project Activity Table C.2.1

						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
		on results of Business Process Reengineering activities										
1	ADIS Product Cycle D	ADIS Product Cycle D	1.5.4	2020-09-10	2020-09-10	2020-09-10	2021-01-11	2021-01-11	2021-01-11	0.579314	0.579314	0.579314
21040	Base Period - EOP 45 Transfer Service	Base Period - EOP 45 Transfer Service	21040.1	2020-10-26	2020-10-26	2020-10-26	2021-01-19	2021-01-19	2021-01-19	0.184305	0.184305	0.184305
21040	Design Stage-Gate Review	Design Stage-Gate Review	21040.3	2020-12-28	2020-12-28	2020-12-28	2021-01-19	2021-01-19	2021-01-19	0.069958	0.069958	0.069958
21040	AWS Infrastructure Build-Out	AWS Infrastructure Build-Out	21040.2	2020-11-23	2020-11-23	2020-11-23	2021-01-25	2021-01-25	2021-01-25	0.209876	0.209876	0.209876
21040	Review/update SIP Specifications for all AP1	Review/update SIP Specifications for all AP1	21040.4	2020-10-27	2020-10-27	2020-10-27	2021-01-29	2021-01-29	2021-01-29	0.339053	0.339053	0.339053
21070	Requirements	Requirements	21070.1	2021-03-18	2021-03-18	2021-03-18	2021-03-29	2021-03-29	2021-04-15	0.018769	0.018769	0.018769
1	ADIS Product Cycle E	ADIS Product Cycle E	1.5.5	2020-11-19	2020-11-19	2020-11-19	2021-04-12	2021-04-12	2021-04-21	0.579314	0.579314	0.579314
21070	Develop	Develop	21070.3	2021-03-18	2021-03-18	2021-03-18	2021-04-16	2021-04-16	2021-04-14	0.018769	0.018769	0.018769
21070	Design	Design	21070.2	2021-03-18	2021-03-18	2021-03-18	2021-04-20	2021-04-20	2021-04-20	0.018769	0.018769	0.018769
1	Base Migration Phase 2 (Business Objects)	Activities related to migrating Business Objects from the existing ERA Base system into ERA 2.0.	1.8	2020-08-03	2020-08-03	2020-09-30	2021-05-31	2021-05-31	2020-12-28	0.900000	0.900000	0.194163
21070	Test	Test	21070.4	2021-04-19	2021-04-19	2021-04-14	2021-06-09	2021-06-09	2021-06-09	0.018769	0.018769	0.018769
1	ADIS Product Cycle F	ADIS Product Cycle F	1.5.6	2021-02-11	2021-02-11	2021-02-11	2021-06-11	2021-06-15	2021-06-22	0.579314	0.579314	0.579314
21060J	Requirements	Requirements	21060J.1	2021-05-03	2021-05-03	2021-05-03	2021-06-14	2021-06-14	2021-07-22	0.066400	0.066400	0.066400

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
21060J	Design	Design	21060J.2	2021-05-17	2021-05-17	2021-05-19	2021-06-15	2021-06-15	2021-06-16	0.066400	0.066400	0.066400
21070	Deploy	Deploy	21070.5	2021-06-10	2021-06-10	2021-06-10	2021-06-25	2021-06-25	2021-06-24	0.018772	0.018772	0.018772
21060J	Develop	Develop	21060J.3	2021-05-27	2021-05-27	2021-06-01	2021-06-28	2021-06-28		0.066400	0.066400	
21050	Clinton SASs ready for testing	Clinton SASs ready for testing	21050.1	2021-06-14	2021-06-14	2021-06-14	2021-07-26	2021-07-26	2021-07-23	0.137940	0.137940	0.137940
21060	Testing Stage Gate	Testing Stage Gate	21060.1	2021-08-05	2021-08-05		2021-08-05	2021-08-05		0.211090	0.211090	
21060	Physical Configuration Audit	Physical Configuration Audit	21060.2	2021-08-06	2021-08-06		2021-08-19	2021-08-19		0.211090	0.211090	
21060	Operational Readiness Review	Operational Readiness Review	21060.3	2021-08-20	2021-08-20		2021-08-20	2021-08-20		0.211090	0.211090	
1	ADIS Project	ADIS	1.5	2019-09-03	2019-09-03	2019-09-03	2021-09-03	2021-09-13		3.739256	3.739256	3.159942
1	ADIS Product Cycle G	ADIS Product Cycle G	1.5.7	2021-05-07	2021-05-07	2021-05-07	2021-09-03	2021-09-13		0.579314	0.579314	
21050	Bush SASs ready for testing	Bush SASs ready for testing	21050.2	2021-07-26	2021-07-26		2021-09-06	2021-09-06		0.137940	0.137940	
21060	Security Assessment	Security Assessment	21060.4	2021-08-13	2021-08-13		2021-09-09	2021-09-09		0.211090	0.211090	
21060J	Test	Test	21060J.4	2021-06-29	2021-06-29		2021-09-15	2021-09-15		0.066400	0.066400	
21060	Security Stage Gate	Security Stage Gate	21060.5	2021-09-23	2021-09-23		2021-09-23	2021-09-23		0.211090	0.211090	
21060	ATO Decision	ATO Decision	21060.6	2021-09-23	2021-09-23		2021-09-23	2021-09-23		0.211090	0.211090	
21060J	Deploy	Deploy	21060J.5	2021-09-16	2021-09-16		2021-10-05	2021-10-05		0.066400	0.066400	
21060	Go Live	Go Live	21060.7	2021-10-06	2021-10-06		2021-10-06	2021-10-06		0.211090	0.211090	
21050	Reagan SASs ready for testing	Reagan SASs ready for testing	21050.3	2021-09-06	2021-09-06		2021-10-21	2021-10-21		0.137940	0.137940	
21050	Test Stage Gate	Test Stage Gate	21050.4	2021-10-21	2021-10-21		2021-10-21	2021-10-21		0.137940	0.137940	
21040	Process SIPs	Process SIPs	21040.5	2021-01-04	2021-01-04	2021-01-04	2021-10-25	2021-10-25		0.277745	0.277745	
21040	Development &	Development &	21040.6	2021-01-19	2021-01-19	2021-01-19	2021-10-25	2021-10-25		1.171583	1.171583	

					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
	SIP Acceptance (CLIN 5)	SIP Acceptance (CLIN 5)										
21050	Operational Readiness Review	Operational Readiness Review	21050.5	2021-10-22	2021-10-22		2021-11-08	2021-11-08		0.137940	0.137940	
21050	Operational Readiness Stage Gate	Operational Readiness Stage Gate	21050.6	2021-11-08	2021-11-08		2021-11-08	2021-11-08		0.137940	0.137940	
21050	System Security Review	System Security Review	21050.7	2021-11-09	2021-11-09		2021-12-03	2021-12-03		0.137940	0.137940	
21050	Security Stage Gate	Security Stage Gate	21050.8	2021-12-03	2021-12-03		2021-12-03	2021-12-03		0.137940	0.137940	
21050	Handoff for production load	Handoff for production load	21050.9	2021-12-06	2021-12-06		2021-12-06	2021-12-06		0.137940	0.137940	

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?
29620	Helpdesk Average Speed Of Answer of Phone Calls.	Seconds	1 - Customer Satisfaction (Process Results)	0.000000	30.000000	30.000000	Under target	Monthly		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29620	291295	12.900000	07/31/2021	
29620	289773	12.000000	06/30/2021	
29620	287783	11.480000	05/31/2021	
29620	286458	12.130000	04/30/2021	
29620	283826	12.940000	03/31/2021	
29620	281654	15.250000	02/28/2021	
29620	278788	18.900000	01/31/2021	
29620	277181	15.300000	12/31/2020	
29620	275806	20.300000	11/30/2020	
29620	274344	18.500000	10/20/2020	
29620	272551	19.200000	09/30/2020	
29620	271055	16.800000	08/31/2020	
29620	267229	14.400000	07/30/2020	
29620	265759	17.700000	06/30/2020	

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?	
					29620	264252	21.000000	05/29/2020			
					29620	264251	10.900000	04/30/2020	NA - No access to phone reporting during COVID-19 remote support		
					29620	264250	10.900000	02/29/2020			
					29620	264249	11.640000	01/31/2020			
					29620	264248	10.030000	12/31/2019			
					29620	264247	10.050000	11/30/2019			
					29620	264246	9.300000	10/31/2019			
					29620	264245	7.950000	09/30/2019			
					29620	264244	8.280000	07/31/2019			
29619	Retained Earnings as a % of Revenue	%	3 - Financial Performance	1.500000	1.500000	1.500000	Over target	Semi-Annual		No	

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29619	275807	-35.720000	11/30/2020	
29619	264243	1.880000	11/30/2019	

29618	Percentage of overall time that the ERA 2.0 system is up and operational	%	1 - Customer Satisfaction (Process Results)	95.000000	95.000000	95.000000	Over target	Monthly		No	

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	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?
					29618	291296	100.000000	07/31/2021		
					29618	289774	100.000000	06/30/2021		
					29618	287784	100.000000	05/31/2021		
					29618	286459	100.000000	04/30/2021		
					29618	283827	100.000000	03/31/2021		
					29618	281655	100.000000	02/28/2021		
					29618	278789	100.000000	01/31/2021		
					29618	277182	100.000000	12/31/2020		
					29618	275808	100.000000	11/30/2020		
					29618	274345	100.000000	10/30/2020		
					29618	272552	100.000000	09/30/2020		
					29618	271056	100.000000	08/31/2020		
					29618	267230	100.000000	07/30/2020		
					29618	265760	100.000000	06/30/2020		
					29618	264242	100.000000	05/29/2020		
					29618	264241	100.000000	04/30/2020		
					29618	264240	100.000000	02/29/2020		

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?
					29618	264239	100.000000	01/31/2020		
					29618	264238	100.000000	12/31/2019		
					29618	264237	100.000000	11/30/2019		
					29618	264236	100.000000	10/31/2019		
					29618	264235	100.000000	09/30/2019		
					29618	264234	100.000000	07/31/2019		
29617	Percent of requests for military service separation records at NPRC that are answered within 10 working days	%	1 - Customer Satisfaction (Process Results)	0.000000	85.000000	85.000000	Over target	Monthly		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29617	291297	44.520000	07/31/2021	Decline due to impact of COVID19.
29617	289775	55.470000	06/30/2021	Decline due to impact of COVID19.
29617	287785	47.090000	05/31/2021	Decline due to impact of COVID19.
29617	286460	49.910000	04/30/2021	Decline due to impact of COVID19.
29617	283828	38.710000	03/31/2021	Decline due to impact of COVID19.
29617	281656	56.710000	02/28/2021	Decline due to impact of COVID19.

							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?
					29617	278790	71.010000	01/31/2021	Decline due to impact of COVID19.	
					29617	277183	70.690000	12/30/2020		
					29617	275809	74.430000	11/30/2020		
					29617	274346	72.440000	10/30/2020		
					29617	272231	94.750000	09/30/2020		
					29617	271057	84.440000	08/31/2020		
					29617	266934	89.470000	07/30/2020		
					29617	264949	88.700000	06/30/2020		
					29617	264233	78.140000	05/30/2020		
					29617	264232	72.110000	04/30/2020		
					29617	264231	72.000000	03/31/2020		
					29617	264230	72.000000	02/29/2020		
					29617	264229	71.740000	01/31/2020		
					29617	264228	71.700000	12/30/2019		
					29617	264227	98.100000	11/30/2019		
					29617	264226	67.540000	09/30/2019		
					29617	264225	70.110000	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?
					29617	264224	93.790000	08/31/2019		
					29617	264223	93.700000	07/31/2019		
29616	Percentage of FOIA requests answered within 20 working days	%	2 - Strategic and Business Results	0.000000	90.000000	90.000000	Over target	Monthly		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29616	291298	185.180000	07/31/2021	
29616	289776	44.110000	06/30/2021	Decline due to impact of COVID19.
29616	287786	55.260000	05/31/2021	Decline due to impact of COVID19.
29616	286461	92.590000	04/30/2021	
29616	283829	86.660000	03/31/2021	
29616	281657	50.000000	02/28/2021	Decline due to impact of COVID19.
29616	278791	150.000000	01/31/2021	
29616	277184	25.000000	12/30/2020	
29616	275810	45.450000	11/30/2020	
29616	274347	47.820000	10/30/2020	
29616	272232	46.420000	09/30/2020	
29616	271058	50.000000	08/31/2020	

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?
					29616	266935	62.280000	07/30/2020		
					29616	264950	84.700000	06/30/2020		
					29616	264222	72.200000	04/30/2020		
					29616	264221	109.550000	03/31/2020		
					29616	264220	105.510000	02/29/2020		
					29616	264219	101.320000	12/31/2019		
					29616	264218	104.820000	12/30/2019		
					29616	264217	102.950000	11/30/2019		
					29616	264216	96.830000	09/30/2019		
					29616	264215	98.560000	10/31/2019		
					29616	264214	147.700000	08/31/2019		
					29616	264213	67.280000	07/31/2019		
29615	Total Data Center Power Consumption.	kWh/Month	3 - Financial Performance	0.000000	350000.000000	350.000000	Under target	Monthly		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29615	291299	202200.000000	07/31/2021	
29615	289777	194800.000000	06/30/2021	

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?
					29615	287789	183600.000000	03/31/2021		
					29615	287788	167100.000000	02/28/2021		
					29615	287787	187000.000000	05/31/2021		
					29615	286462	171100.000000	04/30/2021		
					29615	278792	176900.000000	01/31/2021		
					29615	277186	175600.000000	12/31/2020		
					29615	277185	169400.000000	11/30/2020		
					29615	274348	186800.000000	10/30/2020		
					29615	272553	193400.000000	09/30/2020		
					29615	267231	213900.000000	07/30/2020		
					29615	265761	200000.000000	06/30/2020		
					29615	264212	190000.000000	05/29/2020		
					29615	264211	170400.000000	04/30/2020		
					29615	264210	179600.000000	03/31/2020		
					29615	264209	169300.000000	02/29/2020		
					29615	264208	175000.000000	01/31/2020		
					29615	264207	165200.000000	12/31/2019		

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?
					29615	264206	176900.000000	11/30/2019		
					29615	264205	204500.000000	10/31/2019		
					29615	264204	234400.000000	09/30/2019		
					29615	264203	252200.000000	07/31/2019		
29614	Uptime of ERA EOP.	%	2 - Strategic and Business Results	0.000000	95.000000	95.000000	Over target	Monthly		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29614	291300	99.980000	07/31/2021	
29614	289778	100.000000	06/30/2021	
29614	287790	100.000000	05/31/2021	
29614	286463	100.000000	04/30/2021	
29614	283830	100.000000	03/31/2021	
29614	281658	100.000000	02/28/2021	
29614	278793	100.000000	01/31/2021	
29614	277187	100.000000	12/31/2020	
29614	275811	100.000000	11/30/2020	
29614	274349	99.860000	10/30/2020	
29614	271059	100.000000	08/31/2020	

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?
					29614	267232	100.000000	07/30/2020		
					29614	265762	100.000000	06/30/2020		
					29614	264202	100.000000	05/30/2020		
					29614	264201	100.000000	04/30/2020		
					29614	264200	99.950000	02/29/2020		
					29614	264199	100.000000	01/31/2020		
					29614	264198	100.000000	12/31/2019		
					29614	264197	100.000000	11/30/2019		
					29614	264196	100.000000	10/31/2019		
					29614	264195	100.000000	09/30/2019		
					29614	264194	100.000000	07/31/2019		
29613	Percentage of federal agency reference requests to records centers that are ready within the promised time.	%	1 - Customer Satisfaction (Process Results)	0.000000	90.000000	90.000000	Over target	Monthly		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29613	291301	53.700000	07/31/2021	Decline due to impact of COVID19.

					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?
					29613	289779	56.970000	06/30/2021	Decline due to impact of COVID19.	
					29613	287791	53.400000	05/31/2021	Decline due to impact of COVID19.	
					29613	286464	45.360000	04/30/2021	Decline due to impact of COVID19.	
					29613	283831	34.180000	03/31/2021	Decline due to impact of COVID19.	
					29613	281659	31.310000	02/28/2021	Decline due to impact of COVID19.	
					29613	278794	29.830000	01/31/2021	Decline due to impact of COVID19.	
					29613	277188	14.230000	12/30/2020		
					29613	275812	28.990000	11/30/2020		
					29613	274350	23.580000	10/30/2020		
					29613	272233	24.910000	09/30/2020		
					29613	271060	22.090000	08/31/2020		
					29613	266936	105.000000	07/30/2020		
					29613	264951	62.280000	06/30/2020		
					29613	264193	68.690000	05/30/2020		
					29613	264192	95.600000	04/30/2020		
					29613	264191	98.380000	03/31/2020		
					29613	264190	95.530000	02/29/2020		

					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?
					29613	264189	97.780000	01/31/2020		
					29613	264188	98.820000	12/30/2019		
					29613	264187	98.820000	11/30/2019		
					29613	264186	97.000000	09/30/2019		
					29613	264185	98.930000	10/31/2019		
					29613	264184	98.630000	08/31/2019		
					29613	264183	99.100000	07/31/2019		
29612	First Call Resolution Of Issues.	%	1 - Customer Satisfaction (Process Results)	0.000000	75.000000	75.000000	Over target	Monthly		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29612	291302	72.000000	07/31/2021	
29612	289780	79.000000	06/30/2021	
29612	287792	69.000000	05/31/2021	
29612	286465	71.000000	04/30/2021	
29612	283832	76.000000	03/31/2021	
29612	281660	77.000000	02/28/2021	
29612	278795	72.000000	01/31/2021	

**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?
					29612	277189	76.000000	12/31/2020		
					29612	275813	73.000000	11/30/2020		
					29612	274351	72.000000	10/30/2020		
					29612	272554	81.000000	09/30/2020		
					29612	271061	85.000000	08/31/2020		
					29612	267233	90.000000	07/30/2020		
					29612	265763	81.000000	06/30/2020		
					29612	264182	81.000000	05/29/2020		
					29612	264181	88.000000	04/30/2020		
					29612	264180	82.000000	02/29/2020		
					29612	264179	86.000000	01/31/2020		
					29612	264178	80.000000	12/31/2019		
					29612	264177	83.000000	11/30/2019		
					29612	264176	76.000000	10/31/2019		
					29612	264175	80.000000	09/30/2019		
					29612	264174	78.000000	07/31/2019		
29611	Uptime of ERA Base.	%	2 - Strategic and Business Results	0.000000	95.000000	95.000000	Over target	Monthly		No

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	
					29611	291303	100.000000	07/31/2021		
					29611	289781	99.890000	06/30/2021		
					29611	287793	100.000000	05/31/2021		
					29611	286466	100.000000	04/30/2021		
					29611	283833	100.000000	03/31/2021		
					29611	281661	100.000000	02/28/2021		
					29611	278796	100.000000	01/31/2021		
					29611	277190	99.800000	12/31/2020		
					29611	275814	100.000000	11/30/2020		
					29611	274352	99.940000	10/30/2020		
					29611	272555	100.000000	09/30/2020		
					29611	271062	100.000000	08/31/2020		
					29611	267234	100.000000	07/30/2020		
					29611	265764	100.000000	06/30/2020		
					29611	264173	100.000000	05/30/2020		
					29611	264172	100.000000	04/30/2020		

					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?
					29611	264171	100.000000	02/29/2020		
					29611	264170	100.000000	01/31/2020		
					29611	264169	100.000000	12/31/2019		
					29611	264168	100.000000	11/30/2019		
					29611	264167	99.900000	10/31/2019		
					29611	264166	100.000000	09/30/2019		
					29611	264165	100.000000	07/31/2019		