Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2015-09-16 **Date of Last Change to Activities:** 2021-06-21

Investment Auto Submission Date:

Date of Last Investment Detail Update: 2021-04-29 Date of Last Business Case Update: 2021-04-29

Date of Last Revision: 2021-07-23

Agency: 028 - Small Business Administration Bureau: 00 - Agency-Wide Activity

1. Name of this Investment: (GCBD) Certify.SBA.GOV

2. Unique Investment Identifier (UII): 028-000000048

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):

028SO18188: Ensure Federal Contract and Innovation Set-aside Goals are Met and/or Exceeded

028SO18193: Ensure Effective and Efficient Management of Agency Resources 028SO18195: Implement Enterprise-wide Information System Modernization and Cost-effective Technology

Agency Priority Goal(s):

2. Briefly describe the investment's return on investment, including benefits internal and external to the government and outcomes achieved or planned.

This investment has delivered web-based, digitized and automated case submission by U.S. firms and case processing by SBA for a significant portion of the 8(a) program and provided SBA with centralized, role-based access to 8(a) and Mentor-Protege Program cases. Delivery of this application enabled decommissioning of the E8(a) and BDMIS systems in FY2019.

3. If this investment will result in the elimination or the reduction of another major

or non-major investment(s), please complete the following:

	<u> </u>								
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.

3245-0205|3245-0188|3245-0270|3245-0331|3245-0331|3245-0331|3245-0374|3245-03 91|3245-0393|3245-0395

7. Provide the name of the Investment-level project manager:

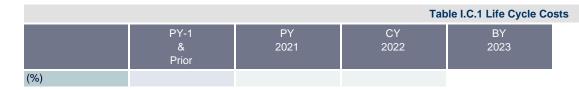
Hilary F. Cronin

- 8. Select the qualification/experience level of the Investment-level project manager (select one):
 - 4 Other certification with 4 or more years PM experience (within the last five years)

Section C: Life Cycle Costs

1. Provide the total estimated life cycle costs for the investment in millions. Note: Do not enter information in the grey cells as these will be calculated.

			Tak	ole I.C.1 Life Cycle Co
	PY-1 & Prior	PY 2021	CY 2022	BY 2023
Planning Costs:	0	0	0	0
DME (Excluding Planning) Costs:	0	\$0.859077	\$4.500000	\$5.000000
DME (Including Planning) Govt. FTEs:	0	0	0	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	0	\$0.859077	\$4.500000	\$5.00000
O & M Costs:	\$2.617326	\$1.837885	\$2.585000	\$1.500000
O & M Internal Labor (Govt. FTE):	\$0.145070	\$0.149130	\$0.153349	\$0.158235
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$2.762396	\$1.987015	\$2.738349	\$1.658235
Total Cost (Including Internal Labor (Govt. FTE)):	\$2.762396	\$2.846092	\$7.238349	\$6.658235
Total Cost Internal Labor (Govt. FTE) costs:	\$0.145070	\$0.149130	\$0.153349	\$0.158235
# of FTE rep by costs:	1	1	1	1
Total change from prior year final President's Budget (\$)		\$2.846092	\$7.238349	
Total change from prior year final President's Budget		0.00%	0.00%	



2.

- a. In which year did or will this investment begin? (specify year e.g., PY-1= 2019) 2015
- b. In which year will this investment reach the end of its estimated useful life? (specify year e.g., FY+5 = 2027)
- 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):

After FY19 program re-baselining was performed, investment has been split O&M for existing stack and a new investment supporting DME for replacement stack/application that will based on Microsoft Dynamics SaaS offering to deliver case management. The new stack will be Azure-based, integrated with SBA's central enterprise service solutions for authentication, storage, analytics, and reporting, some of which are also Microsoft-based offerings.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. Name of this Investment: (GCBD) CERTIFY.SBA.GOV

2. Unique Investment Identifier (UII): 028-000000048

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?
000-0000	certify.SBA.gov	To modernize SBA's Small Business Certifications and Small Business Search products as well as add key analytical capabilities so users benefit from all that well- thought, modern design and development offer: more security, ease of use use, more effi	08/17/2015	09/30/2021	\$10.0	Yes
000000013	Develop beta.Certify.sba.gov phase 1	Create a web-based certification management workflow application to automate and digitize SBA Office of Government Contracting and Business Development Certification Management functions. Release the WOSB/EDWOSB capability.	09/11/2019	11/30/2020	\$4.5	Yes
000000014	Sustain beta.Certify.sba.gov - WOSB	Perform O&M of beta.Certify.sba.gov - WOSB to ensure secure availability to users and to ensure FISMA compliance.	11/22/2020	10/31/2021	\$1.5	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
000-0000	Program Re-	Program re-	000-0000.5	2019-03-15	2019-03-15	2019-03-15	2019-05-31	2019-05-31	2019-05-31	0.200000	0.200000	0.200000

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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
	baselining	baselining is required to: 1) remediate unfulfilled program objectives caused by prioritization of non-core requirements at the expense of scheduled, core requirements delivery, 2) achieve objectives according to statutorily required due d										
000000013	High level HUBZONE and WOSB Discovery of Requirements, Data, and Workflow	High level HUBZONE and WOSB Discovery of Requirements, Data, and Workflow	000000013.1.	2019-09-11		2019-09-11	2019-09-24		2019-09-24	0.147872	0.147872	0.062875
000000013	Data Model Development	Data Model Development	000000013.1. 2	2019-09-25		2019-09-25	2019-10-08		2019-10-08	0.147872	0.147872	0.075380
000000013	API Design	API Design	000000013.1. 3	2019-10-09		2019-10-09	2019-10-22		2019-10-22	0.147872	0.147872	0.084760
000000013	Detailed WOSB and Hubzone Discovery	WOSB and Hubzone Discovery	000000013.1.	2019-10-23		2019-10-23	2019-11-05		2019-11-05	0.147872	0.000000	0.083594
000000013	DevOPS Integration	DevOPS Integration	000000013.1. 5	2019-11-06		2019-11-06	2019-11-19		2019-11-19	0.042240	0.000000	0.081496
000000013	Creation of Case Management and application	Creation of Case Management and application	000000013.1. 6	2019-11-20		2019-11-20	2019-12-03		2019-12-03	0.084480	0.000000	0.082347

	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
000000013	Login.gov Interface and Hubzone integration	Login.gov Interface and Hubzone integration	000000013.1. 7	2019-12-04		2019-12-04	2019-12-17		2019-12-17	0.028160	0.000000	0.085466
000000013	Define Certify Process Segments	Define Certify Process Segments	000000013.1. 8	2019-12-18		2019-12-18	2019-12-31		2019-12-31	0.093280	0.000000	0.085466
000000013	Refine Certify Process Segments	Refine Certify Process Segments	000000013.1. 9	2020-01-01		2020-01-01	2020-01-14		2020-01-14	0.147872	0.000000	0.126743
000000013	System and interface development	System and interface development	000000013.1. 10	2020-01-15		2020-01-15	2020-01-28		2020-01-28	0.126720	0.000000	0.126743
000000013	Application Creation Core Certify	Application Creation Core Certify	000000013.1. 11	2020-01-29		2020-01-29	2020-02-11		2020-02-11	0.084480	0.000000	0.117901
000000013	Application Creation HubZone	Application Creation HubZone	000000013.1. 12	2020-02-12		2020-02-12	2020-02-25		2020-02-25	0.123200	0.000000	0.115490
000000013	Application Creation Core Certify and WOSB	Application Creation Core Certify and WOSB	000000013.1. 13	2020-02-26		2020-02-26	2020-03-10		2020-03-10	0.154880	0.000000	0.169838
000000013	Application creation - Pre- Screen process segme nt-HUBZone WOSB	Application creation - Pre- Screen process segme nt-HUBZone WOSB	000000013.1.	2020-03-11		2020-03-11	2020-03-24		2020-03-24	0.246400	0.000000	0.191577
000000013	Data Integration and Application Development	Data Integration and Application Development	000000013.1. 15	2020-03-25		2020-03-25	2020-04-07		2020-04-07	0.260480	0.000000	0.244912
000000013	Application Creation - Screening process segment - HUBZone WOSB	Application Creation - Screening process segment - HUBZone WOSB	000000013.1.	2020-04-08		2020-04-08	2020-04-21		2020-04-21	0.325600	0.000000	0.298247

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
0000000013	Application Creation - Messaging and letter generation	Application Creation - Messaging and letter generation	000000013.1. 17	2020-04-22		2020-04-22	2020-05-05		2020-05-05	0.202400	0.000000	0.262776
000000013	Delegate Integration and OGC Integration	Delegate Integration and OGC Integration	0000000013.1. 18	2020-05-06		2020-05-06	2020-05-19		2020-05-19	0.202400	0.000000	0.198929
000000013	Training Development	Training Development	000000013.1. 19	2020-05-05		2020-05-05	2020-06-02		2020-06-02	0.378400	0.000000	0.198111
000000013	UAT preparation	UAT preparation	000000013.1. 20	2020-06-03		2020-06-03	2020-06-16		2020-06-16	0.096800	0.000000	0.193207
000000013	Training Delivery	Training Delivery	000000013.1. 21	2020-06-17		2020-06-17	2020-06-30		2020-06-30	0.246400	0.000000	0.193207
000000013	WOSB Release 1 MVP	WOSB Release 1 MVP	000000013.1. 22	2020-07-01		2020-07-01	2020-07-14		2020-07-14	0.179520	0.000000	0.171970
000000013	Bug Fix	Bug Fix	000000013.1. 23	2020-07-15		2020-07-15	2020-07-28		2020-07-28	0.014080	0.000000	0.171970
000000013	Bug Fix	Bug Fix	000000013.1. 24	2020-07-29		2020-07-29	2020-08-11		2020-08-11	0.007040	0.000000	0.124396
000000013	WOSB Review Cycle, Delete/ Withdraw	WOSB Review Cycle, Delete/ Withdraw	000000013.1. 25	2020-08-12		2020-08-12	2020-08-25		2020-08-25	0.005280	0.000000	0.111421
000000013	WOSB 3rd Year Recertification	WOSB 3rd Year Recertification	000000013.1. 26	2020-08-26		2020-08-26	2020-09-08		2020-09-08	0.147872	0.147872	0.130056
000000013	WOSB minor Release 2	WOSB minor Release 2	000000013.1. 27	2020-09-09		2020-09-09	2020-09-22	2020-09-22	2020-09-24	0.147872	0.147872	0.144032
000000013	WOSB minor Release 2.1	Release 3	000000013.1. 28	2020-09-23	2020-09-23	2020-09-23	2020-10-06	2020-10-06	2020-10-08	0.147872	0.147872	0.127515
000000013	WOSB minor Release 2.2	WOSB minor Release 2.2	000000013.1. 29	2020-10-07	2020-10-07	2020-10-07	2020-10-20	2020-10-20	2020-10-20	0.147872	0.147872	0.105494
000000013	WOSB minor Release 2.3	WOSB minor Release 2.3	000000013.1. 30	2020-10-21	2020-10-21	2020-10-21	2020-11-03	2020-11-03	2020-11-03	0.147872	0.147872	0.096804
000000013	WOSB minor	WOSB minor	000000013.1.	2020-11-04	2020-11-04	2020-11-04	2020-11-18	2020-11-18	2020-11-18	0.064943	0.064943	0.064943

	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
	Release 2.4	Release 2.4	31									
000000013	beta.certify.gov DM&E	DM&E	000000013.1	2019-09-11	2020-09-23	2019-09-11	2020-11-24		2020-11-23	4.478374	1.280390	4.360137
000000013	WOSB minor Release 2.5	WOSB minor Release 2.5	000000013.1. 32	2020-11-19	2020-11-19	2020-11-19	2020-11-24	2020-11-24	2020-11-23	0.032471	0.032471	0.032471
000000014	O&M	O&M	000000014.1	2020-11-22	2020-11-22	2020-11-22	2021-05-21	2021-05-21	2021-05-21	0.543456	0.543456	0.543456
000000014	O&M Phase 2		000000014.2	2021-05-22	2021-05-22	2021-05-22	2021-10-31	2021-10-31		0.943000	0.943000	
Section D: C	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		
30638	Percentage of help tickets closed within 10 days	Percentage	1 - Customer Satisfaction (Process Results)			90.000000	Over target	Quarterly		No	

					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comn	nent
					30638	289194	86.000000	06/30/2021		
					30638	289193	84.000000	03/31/2021		
30637	Percentage beta.certify is available for public use (uptime)	Percentage	2 - Strategic and Business Results			99.000000	Over target	Quarterly		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comn	nent
					30637	289192	99.000000	06/30/2021		
					30637	289191	99.000000	03/31/2021		
30636	Average number of days to process an application.	number	2 - Strategic and Business Results			90.000000	Over target	Semi-Annual		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comn	nent
					30636	289190	176.000000	06/30/2021		
					30636	289189	115.000000	01/29/2021		
30137	% of customers reporting 4/5 or better rating for satisfaction of service desk requests	Percentage	1 - Customer Satisfaction (Process Results)			50.000000	Over target	Semi-Annual		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comn	nent
					30137	284257	80.000000	03/31/2021	This is an interim will be determined	
27175	8(a) Applications submitted for processing into	Number of applications submitted	2 - Strategic and Business Results	0.000000	100.000000	100.000000	Over target	Monthly	028SO18193 : Ensure Effective and Efficient	No

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Management of Agency Resources

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
27175	287348	309.000000	05/31/2021	
27175	287347	315.000000	04/30/2021	
27175	284263	301.000000	03/30/2021	
27175	284262	319.000000	02/21/2021	
27175	284261	309.000000	01/31/2021	
27175	284260	314.000000	12/31/2020	
27175	284259	305.000000	10/31/2020	
27175	284258	310.000000	11/30/2020	
27175	273372	177.000000	11/30/2019	
27175	273371	179.000000	12/31/2019	
27175	273370	208.000000	01/31/2020	
27175	273369	183.000000	02/29/2020	
27175	273368	223.000000	03/31/2020	
27175	273367	358.000000	04/30/2020	
27175	273366	381.000000	05/30/2020	
27175	273365	325.000000	06/30/2020	
27175	273364	304.000000	07/31/2020	

27175	273363	363.000000	08/31/2020	
27175	273362	310.000000	09/30/2020	
27175	273361	315.000000	10/30/2019	
27175	234606	423.000000	09/20/2018	
27175	234605	367.000000	10/20/2018	
27175	234604	415.000000	11/20/2018	
27175	231169	81.000000	07/20/2018	baseline for 2019 changed to 89
27175	231168	93.000000	08/20/2018	
27175	225667	185.000000	06/20/2018	Currently being reevaluated to determine new baseline.