

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: 2021-07-23
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2020-09-25
Date of Last Business Case Update: 2020-09-30
Date of Last Revision: 2021-07-23

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

1. Name of this Investment: (ODA) Disaster Credit Management Modernization (DCMM)

2. Unique Investment Identifier (Ull): 028-000005001

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):

028SO18192: Deploy Disaster Assistance Effectively and Efficiently

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.**

DCMM investment supports SBA's strategic objective to provide assistance to disaster victims quickly, efficiently, and effectively by providing an information technology solution to support processing, servicing disaster loan applications and facilitate disbursements. Primary external beneficiaries include disaster survivors that submit application electronically via the DCMS public facing disaster loan application portal (DLAP). The direct beneficiaries are the ODA employees that use the system to process the loan applications to completion. The benefits to ODA employees include automated work flow, document management capabilities system that offers without mailing and physically moving the loan files, automated interfaces with external systems including FEMA, Credit Bureaus, flood mapping etc. Ease of information accessibility and tools provided by the system benefit SBA's objective of providing an expedited response to disasters; improving the quality and timeliness of disaster loan processing.

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:

Song Keller

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.

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:	\$8.510000	\$5.313000	\$5.578000	\$5.600000
DME (Including Planning) Govt. FTEs:	\$0.290000	\$0.298000	\$0.306000	\$0.316500
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$8.800000	\$5.611000	\$5.884000	\$5.916500
O & M Costs:	\$15.610000	\$19.819500	\$14.929000	\$14.111000
O & M Internal Labor (Govt. FTE):	\$3.626000	\$3.728000	\$4.590000	\$4.747000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$19.236000	\$23.547500	\$19.519000	\$18.858000
Total Cost (Including Internal Labor (Govt. FTE)):	\$28.036000	\$29.158500	\$25.403000	\$24.774500
Total Cost Internal Labor (Govt. FTE) costs:	\$3.916000	\$4.026000	\$4.896000	\$5.063500
# of FTE rep by costs:	22	24	32	32
Total change from prior year final President's Budget (\$)		\$8.651500	\$25.403000	
Total change from prior year final President's Budget		142.19%	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)
2001
 - 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):

The funding has relatively stayed the same while we are still developing the functionality for the new system and planning the decommissioning activities for the legacy system. The modernized system will utilize cloud services which will have lower O&M costs.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** (ODA) DISASTER CREDIT MANAGEMENT MODERNIZATION (DCMM)
2. **Unique Investment Identifier (UII):** 028-000005001

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?
DCMMTRFY18	DCMM-MTR FY18		10/01/2017	09/30/2018	\$2.5	
DCMMTRFY19	DCMM-MTR FY19	Modular Technology Development FY19.	10/01/2018	09/30/2019	\$2.6	Yes
DCMMTRFY20	DCMM TR FY20	Technology Development	10/01/2019	09/30/2020	\$3.3	Yes
4	DCMM MTR FY21	Technology Development and Module Implementation	10/01/2020	09/30/2021	\$5.0	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
DCMMTRFY18	DCMM Technology Development FY18 Development	Development	DCMMTRFY18 .1.1	2017-10-01	2017-10-01	2017-10-01	2017-12-31	2017-12-31	2017-12-31	0.625000	0.625000	0.625000
DCMMTRFY18	DCMM Technology Development FY18 Testing	Testing	DCMMTRFY18 .1.2	2018-01-01	2018-01-01	2018-01-01	2018-03-31	2018-03-31	2018-03-31	0.625000	0.625000	0.625000
DCMMTRFY18	DCMM Technology Development FY18 OM&E1	Operations, Maintenance and Enhancements	DCMMTRFY18 .1.3	2018-04-01	2018-04-01	2018-04-01	2018-06-30	2018-06-30	2018-06-30	0.625000	0.625000	0.625000
DCMMTRFY18	Modular Technology Dev for FY18		DCMMTRFY18 .1	2017-10-01	2017-10-01	2017-10-01	2018-09-30	2018-09-30	2018-09-30	2.500000	2.500000	2.500000
DCMMTRFY18	DCMM	Operations,	DCMMTRFY18	2018-07-01	2018-07-01	2018-07-01	2018-09-30	2018-09-30	2018-09-30	0.625000	0.625000	0.625000

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
	Technology Development FY18 OM&E2	Maintenance and Enhancements	.1.4									
DCMMTRFY19	Operations & Maintenance and Enhancements	O&M and Enhancements	DCMMTRFY19 .2.1	2018-10-01	2018-10-01	2018-10-01	2018-12-31	2018-12-31	2018-12-31	0.656250	0.656250	0.656250
DCMMTRFY19	Operation & Maintenance and Enhancements Phase 2	O&M and Enhancements Q2	DCMMTRFY19 .2.2	2019-01-01	2019-01-01	2019-01-01	2019-03-31	2019-03-31	2019-03-31	0.656250	0.656250	0.656250
DCMMTRFY19	Operations & Maintenance and Enhancements Phase 3	O&M and Enhancements Q3	DCMMTRFY19 .2.3	2019-04-01	2019-04-01	2019-04-01	2019-06-30	2019-06-30	2019-06-30	0.656250	0.656250	0.656250
DCMMTRFY19	Modular Technology O&M and Development for FY19		DCMMTRFY19 .2	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2019-09-30	2019-09-30	2.625000	2.625000	2.625000
DCMMTRFY19	Operations & Maintenance and Enhancements FOC	O&M and Enhancements FOC	DCMMTRFY19 .2.4	2019-07-01	2019-07-01	2019-07-01	2019-09-30	2019-09-30	2019-09-30	0.656250	0.656250	0.656250
DCMMTRFY20	O & Phase III Enhancements PI Planning	O & M and Phase III Enhancements Planning	DCMMTRFY20 .3.1	2019-10-01	2019-10-01	2019-10-01	2019-12-31	2019-12-31	2019-12-31	0.812500	0.812500	0.812500
DCMMTRFY20	O&M and Phase III Q2 Enhancements	O & M and Phase III Enhancements Q2	DCMMTRFY20 .3.2	2020-01-01	2020-01-01	2020-01-01	2020-03-31	2020-03-31	2020-03-31	0.812500	0.812500	0.812500
DCMMTRFY20	O&M and Phase III Q3 Enhancements	O & M and Phase III Enhancements Q3	DCMMTRFY20 .3.3	2020-04-01	2020-04-01	2020-04-01	2020-06-30	2020-06-30	2020-06-30	0.812500	0.812500	0.812500
DCMMTRFY20	Modular		DCMMTRFY20	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	3.250000	3.250000	3.250000

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
	Technology Refreh FY20		.3									
DCMMTRFY20	O&M and Phase III Q4 Enhancements	O & M And Phase III Enhancements Q4	DCMMTRFY20 .3.4	2020-07-01	2020-07-01	2020-07-01	2020-09-30	2020-09-30	2020-09-30	0.812500	0.812500	0.812500
4	DM & DS Development	Disaster Management and Disaster Survey modules, requiremnts, development and testing.	4.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2020-12-31	1.250000	1.250000	1.250000
4	DCMS 2.0 O&M activities	DCMS 2.0 Maintenance and updates.	4.2	2021-01-01	2021-01-01	2021-01-01	2021-03-31	2021-03-31	2021-03-31	1.250000	1.250000	1.250000
4	DCMS 2.0 O&M activities	Operation and maintenance of 2.0 and any necessary updates	4.3	2021-04-01	2021-04-01	2021-04-01	2021-06-30	2021-06-30	2021-06-30	1.250000	1.250000	1.250000
4	Q4 DCMS 2.0 O&M	DCMS 2.0 operations and maintenance and updaters.	4.4	2021-07-01	2021-07-01	2021-07-01	2021-09-30	2021-09-30		1.250000	1.250000	

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?
30171	Completing the Disaster Management and Disaster Survey modules and releasing to Production January 30, 2021	Completed	1 - Customer Satisfaction (Process Results)	100.000000		100.000000	Under target	Annual		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					30171	278614	100.000000	01/17/2021	Released to Production	
30170	All the Rocket Mortgage Data for the COVID loans is transferred to the LIRA system by 09/30/2021	Completed	2 - Strategic and Business Results			100.000000	Under target	Annual		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					NONE					
29675	Quarterly Release Schedule should not have more than 10% deviation	Percentage	2 - Strategic and Business Results		10.000000		Under target	Quarterly		Yes
					Metric ID	Actual Result ID	Actual Result	Date of Actual	Comment	

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
								Result		

NONE

29642	Refers to the percentage of unit tests that are properly executed when a test suite runs	percentage	1 - Customer Satisfaction (Process Results)	75.000000	75.000000	75.000000	Over target	Monthly	028SO18192 : Deploy Disaster Assistance Effectively and Efficiently	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29642	289211	80.000000	06/30/2021	79.56
29642	286809	80.000000	05/31/2021	79.68
29642	286386	80.000000	04/30/2021	79.66
29642	286385	80.000000	03/31/2021	79.86
29642	281215	80.000000	02/28/2021	
29642	278615	80.000000	01/31/2021	79.5
29642	276425	80.000000	12/31/2020	79.5 overall
29642	275112	80.000000	11/30/2020	
29642	274729	80.000000	10/31/2020	overall 79.4
29642	271996	80.000000	09/30/2020	
29642	270454	79.000000	08/31/2020	
29642	267321	79.600000	07/31/2020	

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?
					29642	264533	80.000000	06/30/2020		
					29642	264532	78.000000	05/31/2020		
					29642	264531	78.000000	04/30/2020		
					29642	264530	79.000000	03/31/2020		
					29642	264529	80.000000	02/29/2020		
					29642	264528	80.000000	01/31/2020		
					29642	264527	79.000000	12/31/2019		
					29642	264526	79.000000	11/30/2019		
					29642	264525	79.000000	10/31/2019		
					29642	264524	79.000000	09/30/2019		
					29642	264523	80.000000	08/31/2019		
					29642	264522	79.000000	07/31/2019		
					29642	264521	80.000000	06/30/2019		
					29642	264520	82.000000	05/31/2019		
					29642	264519	82.000000	04/30/2019		
					29642	264518	82.000000	03/31/2019		
					29642	264517	82.000000	02/28/2019		

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?
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29642

264516

82.000000

01/31/2019

29642

264515

83.000000

12/31/2018

29642

264514

78.000000

11/30/2018

29642

264513

77.000000

10/31/2018

29642

264512

75.000000

09/30/2018

29641

Percentage of Business loans processed within 18 days.

percentage

2 - Strategic and Business Results

85.000000

85.000000

85.000000

Over target

Monthly

No

Metric ID

Actual Result ID

Actual Result

Date of Actual Result

Comment

29641

289212

83.710000

06/30/2021

29641

286810

83.590000

05/31/2021

29641

286387

83.250000

04/30/2021

29641

284091

82.890000

03/31/2021

29641

281216

82.050000

02/28/2021

29641

278616

81.750000

01/31/2021

29641

276426

82.180000

12/31/2020

29641

275113

85.330000

11/30/2020

29641

274730

93.050000

10/31/2020

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?
					29641	271997	92.320000	09/30/2020		
					29641	270455	92.320000	08/31/2020		
					29641	267322	92.340000	07/31/2020		
					29641	264511	92.460000	06/30/2020		
					29641	264510	92.540000	05/31/2020		
					29641	264509	92.590000	04/30/2020		
					29641	264508	92.570000	03/31/2020		
					29641	264507	89.000000	02/29/2020		
					29641	264506	89.770000	01/31/2020		
					29640	85.000000	85.000000	Over target	Monthly	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					29640	289213	91.610000	06/30/2021		
					29640	286388	91.430000	04/30/2021		
					29640	284092	91.110000	03/31/2021		
					29640	281217	91.000000	02/28/2021		
					29640	278617	90.790000	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?
					29640	276427	90.990000	12/31/2020		
					29640	275114	91.680000	11/30/2020		
					29640	274731	90.040000	10/31/2020		
					29640	271998	94.560000	09/30/2020		
					29640	270456	94.560000	08/31/2020		
					29640	267323	94.570000	07/31/2020		
					29640	264505	94.570000	06/30/2020		
					29640	264504	94.570000	05/31/2020		
					29640	264503	94.580000	04/30/2020		
					29640	264502	94.580000	03/31/2020		
					29640	264501	91.460000	02/29/2020		
					29640	264500	93.900000	01/31/2020		
					29640	264499	93.900000	12/31/2019		
					29640	264498	93.960000	11/30/2019		
					29640	264497	93.980000	10/31/2019		
29639	The DMCS 2.0 modernization project schedule.	Percentage	2 - Strategic and Business Results	20.000000	20.000000	20.000000	Under target	Monthly	028SO18192 : Deploy Disaster Assistance	No

Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
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Is the project on time or behind schedule.

Effectively and Efficiently

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29639	284093	0.100000	03/31/2021	
29639	281218	0.100000	02/28/2021	
29639	278620	0.100000	01/31/2021	Less than 10%
29639	278619	0.100000	12/31/2020	
29639	278618	0.100000	11/30/2020	
29639	274732	0.100000	10/31/2020	less than 10%
29639	271999	0.100000	09/30/2020	Less than 10%
29639	270457	0.100000	08/31/2020	less than 10%
29639	267324	0.100000	07/31/2020	less than 10%
29639	264496	0.100000	06/30/2020	less than 10%
29639	264495	0.100000	05/31/2020	less than 10%
29639	264494	0.100000	04/30/2020	less than 10%
29639	264493	0.100000	03/31/2020	less than 10%
29639	264492	0.100000	02/29/2020	less than 10%
29639	264491	0.100000	12/31/2019	less than 10%

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?
					29639	264490	0.100000	11/30/2019	less than 10%	
					29639	264489	0.100000	10/31/2019	less than 10%	
					29639	264488	0.100000	09/30/2019	less than 10%	
					29639	264487	0.100000	08/31/2019	less than 10%	
					29639	264486	0.100000	07/31/2019	less than 10%	
					29639	264485	0.100000	06/30/2019	Less than 10%	
					29639	264484	0.100000	05/31/2019	less than 10%	
					29639	264483	0.100000	04/30/2019	less than 10 percent	
					29639	264482	0.100000	03/31/2019	less than 10%	
					29639	264481	0.100000	02/28/2019	less than 10 percent	
					29639	264480	0.100000	01/31/2019	less than 10%	
					29639	264479	0.010000	12/31/2018	less than 10%	
					29639	264478	0.100000	11/30/2018	less than 10%	
					29639	264477	0.100000	10/31/2018	less than 10 percent	
					29639	264476	0.100000	09/30/2018		
					29639	264475	0.100000	08/31/2018	Less than 10 percent	
					29639	264474	0.100000	07/31/2018	less than 10%	

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?
					29639	264473	0.100000	06/30/2018	less than 10%	
					29639	264472	0.100000	05/31/2018	Less than 10%	
					29639	264471	0.100000	04/30/2018	less than 10%	
					29639	264470	0.100000	03/31/2018	Less than 10%	
					29639	264469	0.100000	02/28/2018	Less than 10%	
					29639	264468	0.100000	01/31/2018	less than 10%	