

## Business Case: Capital Asset Summary

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

#### Section A: Overview & General Information

**Date Investment First Submitted:** 2018-09-19  
**Date of Last Change to Activities:** 2020-12-18  
**Investment Auto Submission Date:**  
**Date of Last Investment Detail Update:** 2020-09-25  
**Date of Last Business Case Update:** 2020-12-18  
**Date of Last Revision:** 2021-01-28

**Agency:** 016 - Social Security Administration      **Bureau:** 00 - Agency-Wide Activity

- 1. Name of this Investment:** Debt Management Product
- 2. Unique Investment Identifier (UII):** 016-000002808

#### 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):

016SO18200: Improve Program Integrity

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.**  
Currently, multiple systems record, track, and manage our Old-Age, Survivors, and Disability Insurance (OASDI) and Supplemental Security Income (SSI) overpayments. These systems allow our technicians to process transactions differently, producing varied results. We anticipate completion of development of the minimum viable product for the new Debt Management system and transition from the legacy system by the end of FY 2023. Streamlining our overpayment process into one system will enable us to more effectively and efficiently post, track, collect, and report our overpayment activity. In addition, building a new comprehensive overpayment system will allow us to address the system design limitations previously identified via independent auditors. This new Debt Management system will allow us to: - Provide increased debt collection opportunities since we will unbundle multiple debts which limits our ability to pursue overpayments independently using various debt collection tools; - Rectify the system design limitation to capture repayment agreements that extend beyond the year 2049;

Prioritize debts to appropriately apply collections; e.g., Civil Monetary Penalties; - Capture overpayment collections information in one source from detection to final resolution via a debtor foundational view; - Offer channels to repay us electronically which reduces the remittance processing workload in our centralized deposit location - the Mid-Atlantic Program Service Center; - Charge interest and penalties to outstanding overpayments to encourage timely repayment; - Automate the paper-based SSA-632 Waiver Request form to enhance controls to ensure completeness and accuracy through data sharing from programmatic systems, automatically halt collection efforts while the waiver request is pending, and provide capability for individuals to request waivers online; - Provide clear and accurate overpayment information to the public through improved notifications and mySSA.

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)?:**

YES

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)?:**

YES

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:**

Stan Hutchinson

8. **Select the qualification/experience level of the Investment-level project manager (select one):**

1 - FAC-P/PM(DAWIA-3)- Senior

## Section C: Life Cycle Costs

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

Table I.C.1 Life Cycle Costs				
	PY-1 & Prior	PY 2021	CY 2022	BY 2023
Planning Costs:	0	0	0	0
DME (Excluding Planning) Costs:	\$5.860000	\$7.410000	\$3.705000	\$7.410000
DME (Including Planning) Govt. FTEs:	\$3.666000	\$4.686000	\$7.779000	\$7.495000
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$9.526000	\$12.096000	\$11.484000	\$14.905000
O & M Costs:	0	0	0	0
O & M Internal Labor (Govt. FTE):	0	0	0	0
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	0	0	0	0
Total Cost (Including Internal Labor (Govt. FTE)):	\$9.526000	\$12.096000	\$11.484000	\$14.905000
Total Cost Internal Labor (Govt. FTE) costs:	\$3.666000	\$4.686000	\$7.779000	\$7.495000
# of FTE rep by costs:	31	29	46	43
Total change from prior year final President's Budget (\$)		\$12.096000	\$11.484000	
Total change from prior year final President's Budget		0.00%	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)  
2018
  - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)  
2023
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):

## Business Case Detail: Performance Measurement Report

### Section A1: General Information

1. **Name of this Investment:** DEBT MANAGEMENT PRODUCT
2. **Unique Investment Identifier (UII):** 016-000002808

## 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?
9451	Debt Management Product	The Debt Management Product will build one comprehensive debt management system that will streamline our overpayment business process and enable us to more effectively and efficiently post, track, collect, and report overpayments.	10/01/2018	09/30/2023	\$53.0	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
9451	T16 View / Est Manual Debt	Create the data elements and screens to search for a Title XVI debt. Manually establish a new debt for a Title II beneficiary	9451.6	2018-10-01	2018-10-01	2018-10-01	2019-02-23	2019-02-27	2019-02-27	0.605579	1.458433	1.458433
9451	Intranet Waiver 2	The Intranet waiver release will focus on collecting, storing, and processing all waiver requests	9451.7	2018-10-01	2018-10-01	2018-10-01	2019-04-27	2019-04-26	2019-04-26	0.869401	0.611909	0.611909

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
9451	iPaySSA T3-R1	The electronic remittance release will allow debtors to pay their overpayments online with a credit or debit card via Pay.gov by way of SSA.gov (Not Agile) - this is waterfall	9451.2	2018-10-01	2018-10-01	2018-10-01	2019-06-22	2019-09-28	2019-09-28	0.347533	1.209810	1.209810
9451	Billing - T3 - R2	The billing release will allow the billing of debtors who are not in current pay and set up installment agreements	9451.8	2018-12-05	2018-12-05	2018-12-05	2019-06-22	2019-08-25	2019-08-25	0.594940	0.579246	0.579246
9451	T2 Attributes / Est 3rd Party Debt	The 3rd party release will allow for the establishment of debts for individuals or institutions that are found liable for a debt	9451.9	2019-01-02	2019-01-02	2019-01-02	2019-07-06	2019-11-24	2019-11-24	0.778602	0.772909	0.772909
9451	Intranet Waiver Form T2 - R3	Intranet application that provides the capability to capture, document, and support processing waiver requests	9451.10	2019-02-27	2019-02-27	2019-02-27	2019-08-17	2019-08-03	2019-08-03	0.678557	0.564963	0.564963

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
9451	Infrastructure	Build and update database tables for new Debt Management System	9451.1	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2019-09-30	2019-09-30	0.066249	0.269189	0.269189
9451	Legacy System /Process Dependency Support	Update legacy systems and processes to interface with new Debt management system releases	9451.3	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2019-10-04	2019-10-04	1.272074	0.857746	0.857746
9451	Planned Product support	Planning and Analysis and multi agile team support	9451.4	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2019-12-09	2019-12-09	1.671627	0.982133	0.982133
9451	Treasury Offset Program (TOP) Support	To resume previously suspended debt collection activity via the Treasury Offset Program	9451.5	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2018-11-30	2018-11-30	0.091888	0.091888	0.091888
9451	Billing - T3 -R3	The billing release will allow the billing of debtors who are not in current pay and set up installment agreements	9451.11	2019-04-24	2019-07-03	2019-07-03	2019-09-30	2019-10-10	2019-10-10	0.528836	0.279179	0.279179
9451	Auto Debt Collection	The auto debt collection release will automatically capture debts when post entitlement	9451.12	2019-05-08	2019-04-08	2019-04-08	2019-09-30	2019-09-30	2019-09-30	0.821857	0.660241	0.660241



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
		actions occur that cause an individual to be overpaid										
9451	Waiver Functionality	Capturing and managing waiver actions in new system	9451.13	2019-06-19	2019-06-19	2019-06-19	2019-09-30	2019-09-30	2019-09-30	0.614942	0.352684	0.352684
9451	Future T3 - R4	Future release will focus on the continued remittance process for debtors who are not in current pay	9451.14	2019-08-14	2019-08-14	2019-08-14	2019-09-30	2019-08-14	2019-08-14	0.231366	0.000000	0.000000
9451	FY20 Debt Management - Agile Development		9451.15	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	9.990841	10.260017	10.260017
9451	FY20 Debt Management - Cross-Team Facilitation		9451.16	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	0.501375	0.523080	0.523080
9451	FY21 DMP - Conversion & External Dependencies	Build a comprehensive programmatic debt management system that will enable us to collect, store, monitor, report our program debt activity, and process waiver determinations, with confidence, accuracy, and timeliness.	9451.17	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		3.612273	3.612273	

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
9451	FY21 DMP – Legacy Priorities	To support programmatic debt management system that will enable us to collect, store, monitor, report our program debt activity, and process waiver determinations, with confidence, accuracy, and timeliness.	9451.18	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.228601	0.228601	
9451	FY21 Product Management - Debt Mgmt	Build a comprehensive programmatic debt management system that will enable us to collect, store, monitor, report our program debt activity, and process waiver determinations, with confidence, accuracy, and timeliness.	9451.19	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.453840	0.453840	
9451	FY21 DMP – ECO/ Billing/R emittance	Build a comprehensive programmatic debt management system that will enable us to collect, store,	9451.20	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		5.372294	5.372294	

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
9451	FY21 Debt Management Product	monitor, report our program debt activity, and process waiver determinations, with confidence, accuracy, and timeliness.  Build a comprehensive programmatic debt management system that will enable us to collect, store, monitor, report our program debt activity, and process waiver determinations, with confidence, accuracy, and timeliness.	9451.21	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		11.242425	11.242425	

## 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?
30184	By implementing the Programmatic Debt Write-Off project, we will reduce the backlog for unprocessed debts in our processing centers.	Number of delinquent debts in Processing Centers	2 - Strategic and Business Results	708.000000	608.000000	608.000000	Over target	Semi-Annual	016SO18200 : Improve Program Integrity	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
NONE										
30183	By implementing the Programmatic Debt Write-Off project, we will reduce the pending debt actions in SSA's processing centers.	Operational alerts (ACRs)	2 - Strategic and Business Results	802.000000	702.000000	702.000000	Over target	Monthly	016SO18200 : Improve Program Integrity	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
NONE										
30182	Number of DMP releases hosted on cloud infrastructure	Number of Releases	2 - Strategic and Business Results	1.000000	2.000000	2.000000	Over target	Semi-Annual	016SO18200 : Improve Program Integrity	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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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

30181	Agile teams will regularly release software to production environments.	Number of releases	2 - Strategic and Business Results	0.000000	4.000000	4.000000	Under target	Semi-Annual	016SO18200 : Improve Program Integrity	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

30180	The product will undergo multiple rounds of usability testing with current end-users. Once complete, the product teams will review feedback and incorporate feedback as appropriate.	Usability Tests	1 - Customer Satisfaction (Process Results)	0.000000	2.000000	2.000000	Over target	Annual	016SO18200 : Improve Program Integrity	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE