

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2019-09-20
Date of Last Change to Activities: 2021-06-29
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2020-09-25
Date of Last Business Case Update: 2020-09-28
Date of Last Revision: 2021-06-29

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

1. Name of this Investment: (OED) EDMIS Next Generation

2. Unique Investment Identifier (UII): 028-000000070

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):

028SO18190: Build Healthy Entrepreneurial Ecosystems

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.**
As part of the agency's FY 2018-2022 strategic goal to implement enterprise-wide information systems modernization and cost-effective technology, a reliable, secure, high-performing computing environment is critical for SBA's program offices to efficiently and effectively deliver on their goals. The use of information and technology is vital to the success of the SBA and its programs. OCIO conducted high-level technology gap and requirements assessment workshops with the various program offices, including OED, as part of the current state analysis, including existing Customer Relationship Management (CRM) system(s). In total, nine program offices were interviewed between the months of December 2017 and January 2018. The key highlights and takeaways from the workshops were as follows: OED has CRM needs to serve its three Resource Partners, namely Small Business Development Centers (SBDCs), Women's Business Centers (WBCs) and Office of Entrepreneurial Education (OEE) which together help provide training and counselling to over 1.4 million small business owners. Functional

needs from the CRM platform are a strong contact management solution with an external partner community to support the network of three Resource Partners, SBDCs, WBCs, and OEE. Together these comprise more than 200 organizations and sub-centers or units. The current contacts are managed in a legacy OED system called EDMIS. This system is a ColdFusion and Oracle DB system that is very fragmented and cumbersome to manage, maintain, and enhance to meet OED needs of a unified single contact view and reporting. OED also has CRM needs for customer service case management, outreach and campaign management, and reports and analytics. Together these services through Resource Partners, supports over 1.4 million small business owners in their training and counseling needs. OED has requirements for a new grant s management application. It currently uses PRISM, a legacy application that doesn t fully meet OED s needs for an end-to-end grant s management process. Technical needs include Outlook integration, data encryption to align with the Small Business Act, PowerBI integration (analytics and reporting), and single sign-on integration. Currently the Resource Partners login into the EDMIS system through the SBA General Login System (GLS), where they upload partner data.xml/.csv files quarterly and at year-end. Operational needs include the ability to implement and maintain an enterprise contact and customer service system. This will allow partners to log in using enterprise identification and authorization (I&A) application specific single sign-on, and address operations and maintenance (O&M) requirements for user access management, issue fixes, future enhancements and enterprise CRM license and platform management. As a result of the FY18 CRM needs assessment and gap analysis and subsequent recommendations, the CIO decided that Microsoft Dynamics 365 will be the enterprise platform.

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:

Earl Warrington

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:	\$2.391065	\$1.500350	0	0
DME (Including Planning) Govt. FTEs:	\$0.217650	\$0.223695	0	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$2.608715	\$1.724045	0	0
O & M Costs:	0	0	\$0.644000	\$0.647800
O & M Internal Labor (Govt. FTE):	0	0	\$0.383372	\$0.395588
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	0	0	\$1.027372	\$1.043388
Total Cost (Including Internal Labor (Govt. FTE)):	\$2.608715	\$1.724045	\$1.027372	\$1.043388
Total Cost Internal Labor (Govt. FTE) costs:	\$0.217650	\$0.223695	\$0.383372	\$0.395588
# of FTE rep by costs:	2	3	3	3
Total change from prior year final President's Budget (\$)		\$0.210045	\$1.027372	
Total change from prior year final President's Budget		113.87%	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)
2024
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):
New program

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** (OED) EDMIS NEXT GENERATION
2. **Unique Investment Identifier (UII):** 028-000000070

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?
000000075	EDMIS-NG	Migrating to a cloud-based solution will be pivotal for the proposed EDMIS solution simply because cloud services are much more cost efficient and scalable as compared to on-premise services.	09/27/2019	09/30/2023	\$6.8	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
000000075	Project initiation	Execute on the requirements based on a developed plan and implement a replacement data management system for EDMIS - Alpha phase	000000075.1.1	2019-09-30	2019-09-30	2019-09-27	2020-01-13	2020-01-13	2020-01-13	0.241335	0.241335	0.241335
000000075	Alpha release	Alpha release	000000075.1.4	2020-01-27	2020-01-27	2020-01-27	2020-03-10	2020-03-10	2020-03-10	0.097420	0.097420	0.097420
000000075	Alpha communication	Alpha communication	000000075.1.9	2020-03-16	2020-03-16	2020-03-16	2020-06-08	2020-06-08	2020-06-08	0.188197	0.188197	0.188197
000000075	Alpha Testing (WCF: 82%)	Alpha Testing	000000075.1.5	2020-06-08	2020-06-08	2020-06-08	2020-07-17	2020-07-17	2020-07-17	0.088563	0.088563	0.088563
000000075	Beta Release development	Beta Release development	000000075.1.6	2020-03-16	2020-03-16	2020-03-16	2020-08-24	2020-08-25	2020-08-25	0.358682	0.358682	0.358682

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
000000075	BETA communication (WCF: 100%)	BETA communication	000000075.1.1 1	2020-07-13	2020-07-13	2020-07-13	2020-08-24	2020-09-04	2020-09-08	0.095206	0.095206	0.095206
000000075	BETA Testing	BETA Testing	000000075.1.7	2020-08-24	2020-08-24	2020-09-09	2020-09-04	2020-09-28	2020-09-28	0.026569	0.026569	0.026569
000000075	EDMIS NG Documentation	EDMIS NG Documentation	000000075.1.1 3	2020-03-09	2020-03-09	2020-03-09	2020-09-18	2020-09-18	2020-09-18	0.429532	0.429532	0.429532
000000075	Production release (WCF: 100%)	Production release	000000075.1.8	2020-08-24	2020-08-24	2020-08-24	2020-09-21	2020-09-28	2020-09-28	0.064208	0.064208	0.064208
000000075	Sprint refinement and planning (WCF: 35%)	Sprint refinement and planning	000000075.1.3	2019-11-19	2019-11-19	2019-11-19	2020-09-28	2020-09-28	2020-09-28	0.712935	0.712935	0.712935
000000075	Project monitoring (WCF: 34%)	Monitor the development of EDMIS NG	000000075.1.2	2019-11-08	2019-11-08	2019-11-08	2020-10-05	2020-09-28	2020-09-28	0.737290	0.737290	0.737290
000000075	EDMIS NG Training (WCF: 56%)	EDMIS NG Training	000000075.1.1 0	2020-03-09	2020-03-09	2020-03-09	2020-10-19	2020-09-28	2020-09-28	0.498169	0.498169	0.498169
000000075	DME Redesign Part 1	DME Redesign Part 1	000000075.2.1	2020-09-30	2020-10-01	2020-10-01	2021-03-31	2021-03-31	2021-03-31	0.300000	0.300000	0.300000
000000075	EDMIS NG DM&E	EDMIS NG DM&E	000000075.1	2019-09-30	2019-09-30	2019-09-27	2021-05-31	2021-05-17	2021-05-17	3.571317	3.571317	3.571317
000000075	Production Release 1 communication	Production Release 1 communication	000000075.1.1 2	2020-12-01	2020-12-01	2020-12-01	2021-05-31	2021-05-17	2021-05-17	0.033211	0.033211	0.033211
000000075	DME Redesign Part 2	DME Redesign Part 2	000000075.2.2	2021-03-01	2021-03-01	2021-03-01	2021-06-01	2021-06-01	2021-06-01	0.331960	0.331960	0.331960
000000075	DME Phase 2	DME Phase 2	000000075.2.2 .1	2021-03-01	2021-03-01	2021-03-01	2021-06-01	2021-06-01	2021-06-01	0.331960	0.331960	0.331960
000000075	EDMIS NG O&M	EDMIS NG O&M	000000075.2	2020-09-30	2020-10-01	2020-10-01	2021-09-30	2021-09-30		1.690995	1.690995	0.631960
000000075	O&M DEVSECOPS	O&M DEVSECOPS	000000075.2.3	2021-06-01	2021-06-01	2021-06-01	2021-09-30	2021-09-30		0.783386	0.783386	
000000075	Security Certs	Security Certs	000000075.2.4	2021-06-01	2021-06-01	2021-06-01	2021-09-30	2021-09-30		0.002500	0.002500	
000000075	Software and infrastructure	Software and infrastructure	000000075.2.5	2021-06-01	2021-06-01	2021-06-01	2021-09-30	2021-09-30		0.273149	0.273149	

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
000000075	DME Phase 1	DME Phase 1	000000075.3.3	2021-10-01	2021-10-01		2022-03-31	2022-03-31		0.152649	0.152649	
000000075	EDMIS NG O&M Yr 2	EDMIS NG O&M Yr 2	000000075.3	2021-10-01	2021-10-01		2022-09-30	2022-09-30		0.594870	0.594870	
000000075	DME Phase 2	DME Phase 2	000000075.3.4	2022-04-01	2022-04-01		2022-09-30	2022-09-30		0.152649	0.152649	
000000075	Software and infrastructure	Software and infrastructure	000000075.3.5	2022-06-01	2022-06-01		2022-09-30	2022-09-30		0.289572	0.289572	
000000075	DME Phase 1	DME Phase 1	000000075.4.3	2022-10-01	2022-10-01		2023-03-31	2023-03-31		0.152649	0.152649	
000000075	EDMIS NG O&M Yr 3	EDMIS NG O&M Yr 3	000000075.4	2022-10-01	2022-10-01		2023-09-30	2023-09-30		0.606035	0.606035	
000000075	DME Phase 2	DME Phase 2	000000075.4.4	2023-04-01	2023-04-01		2023-09-30	2023-09-30		0.152649	0.152649	
000000075	Security Certs	Security Certs	000000075.4.5	2023-06-01	2023-06-01		2023-09-30	2023-09-30		0.002500	0.002500	
000000075	Software and infrastructure	Software and infrastructure	000000075.4.6	2023-06-01	2023-06-01		2023-09-30	2023-09-30		0.298237	0.298237	

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: initiate modernization/replacement action

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?
-----------	--------------------	-----------------	--	----------------------------	-------------	-------------	-----------------------	---------------------	---	--------------------

NONE