

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2013-09-13
Date of Last Change to Activities: 2021-04-01
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2021-03-25
Date of Last Business Case Update: 2021-03-25
Date of Last Revision: 2021-04-30

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

- 1. Name of this Investment:** (OHRs) Human Resources Line of Business (HR LOB)
- 2. Unique Investment Identifier (Ull):** 028-000000045

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):

028SO18194: Build a High-performing Workforce

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.**

The OHRs: HR LOB consolidated investment provides for greater transparency, visibility and management of agency HR Investments. This improved oversight will result in greater compliance with OMB A-123 Internal Controls, reducing potential audit issues and findings, and provide for reduced risk of fraud, waste, and abuse. Modernization of agency legacy HR systems and alignment with OPM's HR LOB provides useful and effective streamlining of HR systems and processes, resulting in overall human capital management and programmatic efficiencies. The greater level of automation, efficiency and accuracy of HR processes results in improved capability, quality and customer satisfaction. With the HR LOB model, economies of scale will help reduce costs and improve performance. Additionally, the reduction of manual processes and paper-based work, and its associated administrative burden, allows for a reduction in the HR-related workload agency-wide, with a corresponding increase in productivity.

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
028-000001226	to be eliminated
028-000001225	to be eliminated
028-000001219	to be eliminated

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)?:

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:

Trisha Christian

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:	\$0.290140	\$2.000000	\$0.558720	\$0.602000
DME (Including Planning) Govt. FTEs:	\$0.435231	\$0.298260	\$0.306698	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$0.725371	\$2.298260	\$0.865418	\$0.602000
O & M Costs:	\$2.708151	\$2.500231	\$2.750234	\$2.992000
O & M Internal Labor (Govt. FTE):	0	\$0.298260	\$0.306698	\$0.632940
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$2.708151	\$2.798491	\$3.056932	\$3.624940
Total Cost (Including Internal Labor (Govt. FTE)):	\$3.433522	\$5.096751	\$3.922350	\$4.226940
Total Cost Internal Labor (Govt. FTE) costs:	\$0.435231	\$0.596520	\$0.613396	\$0.632940
# of FTE rep by costs:	10	2	2	4
Total change from prior year final President's Budget (\$)		\$5.096751	\$3.922350	
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)
2013
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2030
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):

This is a consolidated investment of many projects. The largest projects in the investment are primarily in steady-state. Newer projects in the investment are in planning phases and will be in DME shortly to meet the PMA HR modernization requirements.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** (OHRs) HUMAN RESOURCES LINE OF BUSINESS (HR LOB)
2. **Unique Investment Identifier (UII):** 028-000000045

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?
13	PROJ: Time and Attendance System Migration (TASM)		02/14/2018	11/26/2018	\$0.4	
14	PROJ: Entry on Duty Automation		02/20/2018	09/30/2018	\$0.0	
15	PROJ: webTA Upgrade	To provide various front-end enhancements to the webTA 4.2.13 version configurations and implement 5.x back-end upgrades	03/04/2019	11/30/2020	\$0.1	No
16	PROJ: ER/LR Tracker (LERIS)	To acquire an Employee/Labor Relations tracking system.	10/01/2018	09/19/2020	\$0.2	No
17	PROJ: TMC Replacement	To replace migrate the application's current support platform of the Talent Management Center (TMC) from the US Department of Treasury's SSP to Cornerstone On Demand (CSOD SaaS)	09/04/2018	12/31/2020	\$0.7	No
19	PROJ: Electronic SF-52 (EmpowHR)	Transform the way SF-52s are transmitted in SBA by automating of the workflow, providing self-service tools for managers, streamlining personnel action & payroll processing, developing a Position Management strategy, and securing PII.	10/01/2019	08/25/2021	\$0.1	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
14	Phase 1: Planning	Scope and schedule baselining	14.1.1	2018-02-20	2018-02-20	2018-02-20	2018-05-04	2018-05-04	2018-05-04	0.006814	0.006814	0.006814
13	Phase 1: Planning	Scope and schedule baselining	13.1.1	2018-02-14	2018-02-14	2018-02-14	2018-05-04	2018-05-04	2018-05-04	0.128333	0.128333	0.128333
14	Phase 2: Analysis & Design	Project artifacts updates, system environment design, and migration procedures design	14.1.2	2018-05-07	2018-05-07	2018-05-07	2018-06-22	2018-06-22	2018-06-22	0.006814	0.006814	0.006814
13	Phase 2: Analysis & Design	Project artifacts updates, system environment design, and migration procedures design	13.1.2	2018-05-07	2018-05-07	2018-05-07	2018-06-22	2018-06-22	2018-06-22	0.128333	0.128333	0.128333
14	Entry on Duty Automation	Automate paper-based onboarding forms	14.1	2018-02-20	2018-02-20	2018-02-20	2018-09-30	2018-09-30	2018-09-30	0.020442	0.020442	0.020442
14	Phase 3: Implementation	UAT testing, data clean-up, and go live	14.1.3	2018-06-25	2018-06-25	2018-06-25	2018-09-30	2018-09-30	2018-09-30	0.006814	0.006814	0.006814
13	Time and Attendance System Migration (TASM)	Time and Attendance upgrade	13.1	2018-02-14	2018-02-14	2018-02-14	2018-11-26	2018-11-26	2018-11-26	0.384999	0.384999	0.384999
13	Phase 3: Implementation	UAT testing, data clean-up, and go live	13.1.3	2018-06-25	2018-06-25	2018-06-25	2018-11-26	2018-11-26	2018-11-26	0.128333	0.128333	0.128333
16	ER/LR Tracker Phase I: Planning	Scope and schedule baselining	16.4.1	2018-10-01	2018-10-01	2018-10-01	2019-03-08	2019-03-08	2019-03-08	0.037500	0.037500	0.037500

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
17	TMC Replacement Phase I: Planning	Scope and schedule baselining	17.5.1	2018-09-04	2018-09-04	2018-09-04	2019-03-15	2019-03-15	2019-03-15	0.248666	0.248666	0.248666
16	ER/LR Tracker Phase II: Analysis and Design	System requirements gathering	16.4.2	2019-03-11	2019-03-11	2019-03-11	2019-06-07	2019-06-07	2019-06-07	0.037500	0.037500	0.037500
15	webTA Upgrade Phase I: Planning	Scope and schedule baselining	15.3.1	2019-03-04	2019-03-04	2019-03-04	2019-06-28	2019-06-28	2019-06-28	0.030666	0.030666	0.030666
17	TMC Replacement Phase II: Design and Development	System environment design	17.5.2	2019-03-18	2019-03-18	2019-03-18	2019-07-26	2019-07-26	2019-09-26	0.248666	0.248666	0.248666
16	ER/LR Tracker Phase III: Contracting	OCIO approval, TEB review, and contract award	16.4.3	2019-06-10	2019-06-10	2019-07-01	2019-09-30	2019-09-30	2019-09-19	0.037500	0.037500	0.037500
15	webTA Upgrade Phase 2: Analysis and Design	System environment design	15.3.2	2019-07-01	2019-07-01	2019-07-01	2019-11-15	2019-11-15	2019-11-15	0.030666	0.030666	0.030666
19	Phase I: Planning	Includes all the activities associated with project planning.	19.7.1	2019-10-01	2019-10-01	2019-10-01	2020-01-31	2020-01-31	2020-01-31	0.033333	0.033333	0.033333
15	webTA Upgrade	Develop webTA enhancements	15.3	2019-03-04	2019-03-04	2019-03-04	2020-05-04	2020-05-04	2020-01-31	0.091998	0.091998	0.061332
15	webTA Upgrade Phase III: Implementation	Testing, training, and go live	15.3.3	2019-11-18	2019-11-18	2019-11-18	2020-05-04	2020-05-04	2020-01-31	0.030666	0.030666	0.000000
16	ER/LR Tracker	Acquire an Employee/Labor	16.4	2018-10-01	2018-10-01	2018-10-01	2020-05-04	2020-05-04	2020-09-19	0.150000	0.150000	0.150000

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
		Relations tracking system										
16	ER/LR Tracker Phase IV: Implementation	Kick-off, configuration, testing, training, and go live	16.4.4	2019-10-15	2019-10-15	2019-09-20	2020-05-04	2020-05-04	2020-09-19	0.037500	0.037500	0.037500
17	TMC Replacement	Replace TMC	17.5	2018-09-04	2018-09-04	2018-09-04	2020-12-31	2020-12-31	2020-12-31	0.745998	0.745998	0.497332
17	TMC Replacement Phase III: Implementation	Testing, training, and go live	17.5.3	2019-07-29	2019-07-29	2019-09-27	2020-12-31	2020-12-31	2020-12-31	0.248666	0.248666	0.000000
19	Phase II: Analysis and Design	This number reflects an increase in licenses due to hiring 8,000 additional employees at SBA.	19.7.2	2020-02-03	2020-02-03	2020-02-03	2021-01-15	2021-01-15	2021-01-15	0.033333	0.033333	0.080000
19	Electronic SF-52	Automate SF-52 workflow	19.7	2019-10-01	2019-10-01	2019-10-01	2021-08-25	2021-08-25		0.099999	0.099999	0.113333
19	Phase III: Implementation	Vendor had to move our go-live date due to COVID-19 related staff shortages.	19.7.3	2021-01-16	2021-01-16	2021-01-18	2021-08-25	2021-08-25		0.033333	0.033333	

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?
30169	Number of LMS course registrations per month	Number of course registrations	2 - Strategic and Business Results	200.000000	250.000000	250.000000	Over target	Monthly	028SO18194 : Build a High-performing Workforce	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
30169	289214	3331.000000	07/20/2021	Within range						
30169	286826	4999.000000	06/21/2021	Within range						
30169	286825	6006.000000	05/18/2021	Reduction in temp staff						
30169	284502	9967.000000	04/29/2021	Higher due to C-19 hiring surge						
30169	284501	10789.000000	03/19/2021	Higher due to C-19 hiring surge						
30169	278628	8321.000000	02/18/2021	Higher due to C-19 hiring surge						
30169	276412	7456.000000	01/21/2021	Higher due to C-19 hiring surge						
30169	276411	9217.000000	12/18/2020	Higher due to C-19 hiring surge						
30169	276410	7009.000000	11/30/2020	Higher due to C-19 hiring surge						

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?
					30169	274703	5720.000000	10/31/2020	Higher due to C-19 hiring surge	
					30169	274702	5907.000000	09/21/2020	within range	
					30169	274701	6090.000000	08/14/2020	within range	
					30169	274700	6507.000000	07/24/2020	within range	
					30169	274699	6090.000000	06/17/2020	Numbers have increased due to surge hiring	
					30169	274698	5655.000000	05/14/2020	Figures are high as teleworking employees leverage this resource.	
					30169	274697	6053.000000	04/14/2020	Figures are high as teleworking employees leverage this resource.	
					30169	274696	5628.000000	03/16/2020	Figures are unusually high as leadership in the SBA Field Offices pushed employees to catch up on overdue required training.	
					30169	274695	385.000000	12/10/2019		
					30169	274694	3269.000000	11/26/2019		
					30169	274693	533.000000	10/21/2019		
					30169	274692	3573.000000	09/18/2019		
					30169	274691	8464.000000	08/22/2019		
					30169	274690	3989.000000	07/18/2019		
					30169	274689	8585.000000	06/17/2019		
					30169	274688	6561.000000	05/09/2019		

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?
30169					30169	274687	1712.000000	04/11/2019		
					30169	274686	607.000000	03/13/2019		
					30169	274685	237.000000	02/13/2019	January 2019 furlough impacted actual result for TMC course registrations.	
					30169	274684	278.000000	12/18/2018		
					30169	274683	2674.000000	11/19/2018		
					30169	274682	3217.000000	10/18/2018		
					30169	274681	17523.000000	09/11/2018	Peak registrations due to end of FY training compliance requirements.	
					30169	274680	826.000000	07/20/2018		
					30169	274679	3299.000000	06/22/2018		
					30169	274678	430.000000	05/17/2018		
					30169	274677	445.000000	04/20/2018	End of Q2 course activity drop.	
					30169	274676	275.000000	03/13/2018	End of Q2 course activity drop.	
					30169	274675	495.000000	02/14/2018		
30168	Reliability (TMC)	Hours of outages	1 - Customer Satisfaction (Process Results)		99.000000	99.000000	Under target	Monthly		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					30168	289215	99.000000	07/20/2021	No outages	

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?
					30168	286828	99.000000	06/21/2021	No Outages	
					30168	286827	99.000000	05/18/2021	No outages	
					30168	284504	99.000000	04/29/2021	No outages	
					30168	284503	99.000000	03/19/2021	No outages	
					30168	278629	99.000000	02/18/2021	No outages	
					30168	276415	99.000000	01/21/2021	No outages	
					30168	276414	99.000000	12/18/2020	No outages	
					30168	276413	99.000000	11/30/2020	No outages	
					30168	274674	99.000000	10/31/2020	No outages	
					30168	274673	99.000000	09/21/2020	No outages	
					30168	274672	99.000000	08/14/2020	Unchanged	
					30168	274671	99.000000	07/24/2020	Unchanged	
					30168	274670	99.000000	06/17/2020	TMC availability is unchanged	
					30168	274669	99.000000	05/14/2020	No outages	
					30168	274668	99.000000	04/15/2020	No outages	
					30168	274667	99.000000	03/16/2020	No outages during the past month. Nothing to report	
					30168	274666	99.000000	02/03/2020	TMC availability is unchanged	

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?
					30168	274665	99.000000	12/10/2019		
					30168	274664	99.000000	11/26/2019		
					30168	274663	99.000000	10/21/2019		
					30168	274662	99.000000	09/18/2019		
					30168	274661	99.000000	08/22/2019		
					30168	274660	99.000000	07/18/2019		
					30168	274659	99.000000	06/17/2019		
					30168	274658	99.000000	05/09/2019		
					30168	274657	99.000000	04/11/2019		
					30168	274656	99.000000	03/13/2019		
					30168	274655	99.000000	02/13/2019		
					30168	274654	99.000000	12/18/2018		
					30168	274653	99.000000	11/19/2018		
					30168	274652	99.000000	10/18/2018		
					30168	274651	99.000000	09/11/2018	TMC remains stable	
					30168	274650	99.000000	05/17/2018		
					30168	274649	99.000000	04/20/2018		

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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					30168	274648	99.000000	03/13/2018	TMC remains stable.	
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30167	Number of successful logins into FHR Navigator Retirement Calculator system. HR LOB established this metric in June 2019.	Number of valid logins	2 - Strategic and Business Results	75.000000	100.000000	100.000000	Over target	Monthly	028SO18194 : Build a High-performing Workforce	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30167	289216	945.000000	07/20/2021	Typical increase mid-year
30167	286830	772.000000	06/21/2021	Higher due to C-19 impacts
30167	286829	689.000000	05/18/2021	Higher due to C-19 impacts
30167	284506	399.000000	04/29/2021	Within range
30167	284505	401.000000	03/19/2021	Within range
30167	278630	202.000000	02/18/2021	Within range
30167	276418	309.000000	01/21/2021	Higher due to C-19 impacts
30167	276417	251.000000	12/18/2020	Higher due to C-19 impacts
30167	276416	439.000000	11/30/2020	Higher due to C-19 impacts
30167	274647	80.000000	10/31/2020	Within range
30167	274646	179.000000	09/21/2020	Approaching end of CY

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?
					30167	274645	125.000000	08/14/2020	Within range	
					30167	274644	111.000000	07/24/2020	Within Range	
					30167	274643	160.000000	06/17/2020	Numbers have increased due to surge hiring	
					30167	274642	75.000000	05/14/2020	External drivers in America including COVID-19 fears may be a factor.	
					30167	274641	93.000000	04/14/2020	Adjustments to payroll/tax related deductions led to an increase log ins.	
					30167	274640	168.000000	03/16/2020	Data is within range.	
					30167	274639	569.000000	02/03/2020	Slight increase in log-ons as employees follow up on changes in the market with respect to their TSP and retirement savings.	
					30167	274638	290.000000	01/15/2020	Typical increase the year and the beginning of the year.	
					30167	274637	65.000000	12/10/2019		
					30167	274636	227.000000	11/26/2019		
					30167	274635	143.000000	10/21/2019		
					30167	274634	107.000000	09/18/2019		
					30167	274633	145.000000	08/22/2019		
					30167	274632	124.000000	07/18/2019		
					30167	274631	142.000000	06/20/2019	Launching new 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?
30166	Number of LMS course completions per month	Number of course completions	2 - Strategic and Business Results	200.000000	250.000000	250.000000	Over target	Monthly	028SO18194 : Build a High-performing Workforce	No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30166	289217	3722.000000	07/20/2021	Within range
30166	286832	3555.000000	06/21/2021	Within range
30166	286831	4001.000000	05/18/2021	Reduction of Temp staff
30166	284508	6056.000000	04/29/2021	Higher due to C-19 hiring surge
30166	284507	8904.000000	03/19/2021	Higher due to C-19 hiring surge
30166	278631	5999.000000	02/18/2021	Higher due to C-19 hiring surge
30166	276421	6925.000000	01/21/2021	Higher due to C-19 hiring surge
30166	276420	8111.000000	12/18/2020	Higher due to C-19 hiring surge
30166	276419	6022.000000	11/30/2020	Higher due to C-19 hiring surge
30166	274630	4340.000000	10/31/2020	Higher due to C-19 hiring surge
30166	274629	3022.000000	09/21/2020	Approaching end of FY
30166	274628	2503.000000	08/14/2020	within range
30166	274627	2022.000000	07/24/2020	Within range
30166	274626	2642.000000	06/17/2020	Numbers have increased due to surge hiring

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?
					30166	274625	1339.000000	03/12/2020	Within range	
					30166	274624	1640.000000	05/14/2020	Figures are high as teleworking employees leverage this resource.	
					30166	274623	2642.000000	04/14/2020	Figures are high as teleworking employees leverage this resource.	
					30166	274622	780.000000	02/03/2020	There was a slight increase in February as Employees continue to catch up on completing mandatory training that was due 12/31/2019	
					30166	274621	572.000000	01/15/2020	There were a number of mandatory trainings that employees needed to complete every 2 years which fell in the 2019 timeframe.	
					30166	274620	1020.000000	12/10/2019		
					30166	274619	1676.000000	11/26/2019		
					30166	274618	585.000000	10/21/2019		
					30166	274617	3067.000000	09/18/2019		
					30166	274616	4474.000000	08/22/2019		
					30166	274615	2597.000000	07/18/2019		
					30166	274614	2020.000000	06/17/2019		
					30166	274613	1542.000000	05/09/2019		
					30166	274612	1151.000000	04/11/2019		
					30166	274611	700.000000	03/13/2019		
					30166	274610	365.000000	02/13/2019		

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?
30166					30166	274609	809.000000	12/18/2018		
					30166	274608	577.000000	11/19/2018		
					30166	274607	9236.000000	10/18/2018	Peak completions due to end of FY training compliance requirements.	
					30166	274606	6082.000000	09/11/2018		
					30166	274605	1097.000000	07/20/2018		
					30166	274604	1792.000000	06/22/2018		
					30166	274603	299.000000	05/17/2018		
					30166	274602	265.000000	04/20/2018	End of Q2 course activity drop.	
					30166	274601	368.000000	03/13/2018	End of Q2 course activity drop.	
					30166	274600	2359.000000	02/14/2018		
30165	Number of monthly successful logins into SBA electronic Official Personnel Folders.	Number of valid logins	2 - Strategic and Business Results	2000.000000	2000.000000	2000.000000	Over target	Monthly	028SO18194 : Build a High-performing Workforce	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
30165	289218	1795.000000	07/20/2021	Within Range						
30165	286834	1903.000000	06/21/2021	Within range						

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?
					30165	286833	1460.000000	05/18/2021	Reduction is temp hires	
					30165	284510	15688.000000	04/29/2021	Higher due to C-19 hiring surge	
					30165	284509	16101.000000	03/19/2021	Higher due to C-19 hiring surge	
					30165	278632	15338.000000	02/18/2021	Huge increase in February log-ins as employees are notified of their COLA/Annual Pay Raise. Many will go into eOPF to check the amount.	
					30165	276424	7002.000000	01/21/2021	Higher due to C-19 hiring surge	
					30165	276423	6744.000000	12/18/2020	Higher due to C-19 hiring surge	
					30165	276422	6839.000000	11/30/2020	Higher due to C-19 hiring surge	
					30165	274599	5727.000000	10/31/2020	Higher due to C-19 hiring surge	
					30165	274598	3967.000000	09/21/2020	Within range	
					30165	274597	3772.000000	08/14/2020	Within range	
					30165	274596	4340.000000	07/24/2020	Unchanged	
					30165	274595	4340.000000	06/17/2020	Numbers have increased due to surge hiring	
					30165	274594	2633.000000	05/14/2020	Economic impacts including the TSP concerns lead to an increase log ins	
					30165	274593	2813.000000	04/14/2020	Adjustments to payroll/tax related deductions	
					30165	274592	2441.000000	03/16/2020	Changes to agency org structure caused new documents to be uploaded in OPFs which lead to an increase log ins.	
					30165	274591	2013.000000	02/03/2020	Huge increase in February log-ins as	

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?
									employees are notified of their COLA/Annual Pay Raise. Many will go into eOPF to check the amount.	
					30165	274590	980.000000	12/10/2019		
					30165	274589	1486.000000	11/26/2019		
					30165	274588	971.000000	10/21/2019		
					30165	274587	965.000000	09/18/2019	Summer usage drop.	
					30165	274586	1666.000000	08/22/2019	Annual suummer drop in usage due to SBA Network/VPN system availability requirement (SBA employees can only access eOPF on the SBA network due to OPM IT security requirgements).	
					30165	274585	1222.000000	07/18/2019	Annual suummer drop in usage due to SBA Network/VPN system availability requirement (SBA employees can only access eOPF on the SBA network due to OPM IT security requirgements).	
					30165	274584	3264.000000	06/17/2019		
					30165	274583	4264.000000	05/09/2019		
					30165	274582	3243.000000	04/11/2019		
					30165	274581	3934.000000	03/13/2019		
					30165	274580	5076.000000	02/13/2019		
					30165	274579	3415.000000	12/18/2018		
					30165	274578	3786.000000	11/19/2018		

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?
					30165	274577	6047.000000	10/18/2018		
					30165	274576	4293.000000	09/11/2018	SBA-wide/All POIs	
					30165	274575	3728.000000	07/23/2018	SBA-wide/All POIs	
30164	HRIS O&M annual costs.	Dollars	3 - Financial Performance	1869.869000	2500.000000	2500.000000	Under target	Annual	028SO18194 : Build a High-performing Workforce	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					30164	274574	2794.000000	09/25/2020	within range	
					30164	274573	2272.921000	09/18/2019		