

## Business Case: Capital Asset Summary

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

#### Section A: Overview & General Information

**Date Investment First Submitted:** 2020-09-25  
**Date of Last Change to Activities:** 2021-05-28  
**Investment Auto Submission Date:**  
**Date of Last Investment Detail Update:** 2020-09-29  
**Date of Last Business Case Update:** 2020-09-29  
**Date of Last Revision:** 2021-05-28

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

**1. Name of this Investment:** IT Modernization - Earnings and Enumeration

**2. Unique Investment Identifier (Ull):** 016-000009937

#### 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):

016SO18198: Streamline Policies and Processes  
016SO18199: Accelerate Information Technology Modernization  
016SO18200: Improve Program Integrity

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.**

The aim of IT Modernization is to reorient our systems and business processes so that we can provide services to the public quickly, efficiently and seamlessly via the customer's preferred service channel. Building on our progress modernizing our core IT systems from October 2017 to present, and to address the increasing demand for service by the growing number of people who rely on Social Security, we have refreshed our modernization plan to focus on the most important beneficiary of our modernization program: the public we serve. Through transformed business processes and new technologies to support them, we will provide benefits that include: 1. Reducing non-automated transactions by adding 5 new states via the Internet Social Security Number Replacement Card (iSSNRC) application. 2. Decreasing the foot traffic in the field office by adding new capabilities to iSSNRC. 3. Expanding capabilities in SSNAP to enable

video interview data collection and customer ID verification through a connection to AAMVA. 4. Cutting the interview time for approximately 4 million transactions by 2-3 minutes. 5. Improving timeliness of death reports by improving our death matching process. 6. Increasing the accuracy, integrity, and completeness of the NUMIDENT through the Continuing Death Data Improvement efforts. 7. Reducing technical debt by replacing mainframe technology with modernized software. 8. Creating a dashboard for earnings technicians to research earnings information. 9. Reducing calls to the employer 1-800 number by providing employers with a guided journey and self-help capabilities. 10. Streamline business processes to modernize the Annual Wage Reporting (AWR) "back-end" wage data processing. 11. Increasing capability of sharing employee and employer data by developing and expanding enterprise data access functionality. 12. Transforming business and system processes supporting EIN and SSN level earnings corrections to streamline the business process, identify automation opportunities and support self-service opportunities for the public and SSA technicians. 13. Creating new employer self-service business process to educate, support and guide employers to reconcile IRS (94X) and SSA (W2/W3) data discrepancies to replace a complex, manual, and paper-orientated process. Our return on investment (ROI) for the IT Modernization initiative is based on efficiency estimates gained by similar entities after modernization completion. Efficiencies are incrementally gained as legacy applications are retired and new capabilities and features are released to the public. These are assumed to increase over time as more experience is gained and more applications become modernized.

**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
016-000002516	to be reduced
016-000002541	to be reduced

**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.**

0960-0029|0960-0066|0960-0189|0960-0369|0960-0472|0960-0525|0960-0602|0960-07

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

Kenneth Yoshida

**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:	0	\$14.435000	\$14.435000	\$13.329000
DME (Including Planning) Govt. FTEs:	0	0	0	\$14.945000
Sub-Total DME (including Internal Labor (Govt. FTE)):	0	\$14.435000	\$14.435000	\$28.274000
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)):	0	\$14.435000	\$14.435000	\$28.274000
Total Cost Internal Labor (Govt. FTE) costs:	0	0	0	\$14.945000
# of FTE rep by costs:		0	89	86
Total change from prior year final President's Budget (\$)		\$14.435000	\$29.380000	
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)  
2021
  - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)  
2022
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:** IT MODERNIZATION - EARNINGS AND ENUMERATION
2. **Unique Investment Identifier (UII):** 016-000009937

## 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?
9339	IT Mod - Enumeration	Modernize and re-engineer our Enumeration Systems to support the modern business vision. This includes enhancing the customer experience, retiring out of date technologies and employing modernized tools and architecture.	10/01/2020	09/30/2022	\$15.8	Yes
9337	IT Mod - Earnings	Streamline and modernize earnings business and system processes to correctly capture, process, store, maintain and share earnings data. Create user friendly, self-service opportunities and automate manual processes. Retire legacy applications.	10/01/2020	09/30/2022	\$28.5	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
9339	FY21 IT Mod - Enumeration Systems (OSSNAP, SSNAP, iSSNRC)	The FY21 workload will include new screens for collection of data of non-US Citizens and new card	9339.2	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		10.033458	10.033458	

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
		applications. In addition, SSNAP and iSSNRC work will be completed specifically the FALCON Enumeration workloads will be converted into the Numident...										
9339	FY21 Enumeration IT Mod - Death Improvements	Improve death record accuracy and reduce improper payments by posting historical death information to the NUMIDENT and the Death Master File (DMF)...	9339.3	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.630004	0.630004	
9339	FY21 IT Mod - Product Management - Enumeration	Support PID for the IT Mod Enumeration Project for Product Management activities.	9339.4	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.285155	0.285156	
9337	FY21 IT Mod - Employer Wage Reporting Journey	The employer product discovery process will evaluate business processes and policies to modernize	9337.2	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		4.869428	4.869428	



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
		employer wage reporting processes. This provides modern interfaces for employer wage reporting, enhances communication , automates paper processes.....										
9337	FY21 IT Mod - Earnings Queries Redesign	The Earnings Queries Redesign Project discovery process will evaluate business processes and policies to modernize the earnings query systems that support the agency's earnings and claims workload. Increment foundational releases that will trans...	9337.3	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		2.835145	2.835145	
9337	FY21 IT Mod - Number Holder (NH) and employer requested earnings corrections	"Transform business and system processes that support EIN and SSN level earnings adjustments	9337.4	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		2.902035	2.902035	

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
		and corrections. The journey begins when a number holder (NH) or employer requests that SSA correct the data and provides the appropriate evidence....										
9337	IT Mod - Earnings data API development	"Transform business and system processes that support the incremental development of Earnings Information Application Interfaces (API) to easily share data. This project will plan strategy and implement solution for outdated interfaces (MADAM)...	9337.5	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		3.709127	3.709127	
9337	FY21 IT Mod - AWR MEF Processing Redesign	<ul style="list-style-type: none"> <li>Analysis to update the Master Earnings File (MEF) database daily and opportunities for incremental implementation</li> </ul>	9337.6	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		3.881418	3.881418	

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
		to position the software • Analysis to modernize the interfaces involved in updating the MEF database and remove the current leg...										
9337	FY21 IT Mod - Product Management - Earnings	This is the Product Management Support (multiyear) listing Core Team Members and stakeholders...	9337.7	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.733309	0.733309	

## 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?
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NONE