

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2020-09-28
Date of Last Change to Activities: 2021-02-25
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2020-09-28
Date of Last Business Case Update: 2020-09-29
Date of Last Revision: 2021-02-25

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

1. Name of this Investment: IT Modernization - Benefits

2. Unique Investment Identifier (Ull): 016-000009363

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):

016SO18196: Improve Service Delivery
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 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. Improving the technician experience by reducing the condition that force manual processing. 2. Using Cloud to send and receive data from other applications. 3. Reducing the reliance on the

knowledge from those technical SMEs who may retire. 4. Reducing dependency on IBM technology. 5. Reducing time spent on inputting transactions/reviews/searches. 6. Reducing data redundancy and discrepancies between systems. 7. Reducing pending actions in the Operations Components. 8. Reducing technical debt. 9. Standardizes operating procedures for the business process. 10. Reducing navigation time between different applications. 11. Reducing unnecessary keying and reducing potential users keying errors of information. 12. Reducing training efforts to distinguish the use of different applications. 13. Reducing duplication of evidence requests. 14. Reducing the need for re-contact with beneficiaries. 15. Reducing conditions that force technicians to do manual processing. 16. Ensuring entitlement/eligibility to all Titles (T2, T16, T18) for which the claimant qualifies. 17. Enhancing data integration to support on-line services, real-time processing, and life-event triggered transactions. 18. Improving program integrity and stewardship of public funds. 19. Improving timeliness for claims processing. 20. Improving T2 Data accuracy by creating a new T2 physical model database. 21. Improving communication between customer and agency (in turn improves customer service). 22. Improving transparency between different Operations components. 23. Improving Audit and Quality review process by having claims record/evidence in one location. 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
016-000002227	to be reduced
016-000002127	to be reduced

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.

0960-0004|0960-0010|0960-0012|0960-0062|0960-0105|0960-0395|0960-0398|0960-04

45|0960-0448|0960-0477|0960-0499|0960-0576|0960-0617|0960-0618|0960-0621|0960-0698|0960-0759|0960-0782

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	\$20.108000	\$20.108000	\$18.568000
DME (Including Planning) Govt. FTEs:	0	0	0	\$20.019000
Sub-Total DME (including Internal Labor (Govt. FTE)):	0	\$20.108000	\$20.108000	\$38.587000
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	\$20.108000	\$20.108000	\$38.587000
Total Cost Internal Labor (Govt. FTE) costs:	0	0	0	\$20.019000
# of FTE rep by costs:		0	119	115
Total change from prior year final President's Budget (\$)		\$20.108000	\$40.127000	
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)
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 - BENEFITS
2. **Unique Investment Identifier (UII):** 016-000009363

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?
9961	IT Mod - Benefits	Refer to the following Benefits domain PIDs for fiscal year plans information: 9328 (T2 Data Model), 9330 (T2 Computational Services), 9331 (Consolidated Claims Experience), 9767 (Evidence Portal), 9794 (PC Automation), and 9963 (IT Mod Ben. PdM).	10/01/2020	09/30/2022	\$60.1	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
9961	FY21 IT Mod-T2/T16 Benefits	- Complete discovery tasks to determine features that will provide the most value to our customer - Analyze and develop user stories to help transform the Title II initial claims process and experience - Determine and prioritize the product	9961.2	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		23.153095	23.153095	

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
backlog												
9961	FY21 IT Mod - Benefits Evidence Portal	Building a repository to store documents correctly, alert technicians when a document has been received and make the navigation process simpler, to speed up processing time and help beneficiaries receive their payments timely.	9961.3	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		4.001305	4.001305	
9961	FY21 IT Mod-TII Data Model	- Identify key product features, values, requirements & outcome - Construct a new person-centric database for new processing capabilities -Consistent, non-redundant data -Data integration for online, real-time processing & life-event transactions	9961.5	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		2.078404	2.078404	

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
9961	FY21 IT Mod - PC Automation	-PC Automation enhancements to reduce technicians' workloads, a reduction of improper payments, and a reduction in human errors when processing transactions -TII notices will be enhanced to improve on the communication with customers	9961.6	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		4.788706	4.788706	
9961	FY21 IT Mod Benefits-Product Management	PMO	9961.7	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		2.201734	2.201734	
9961	FY21 IT Mod - TII Computational Services	-Identify key product features, values, requirements and outcome - Determine/prioritize backlog and next steps to begin modernizing T2 computation services - Begin construction of a proof of concept for TII	9961.8	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		9.088986	9.088986	

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