

## 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:** 2020-09-25  
**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 - Disability

**2. Unique Investment Identifier (UII):** 016-000009334

#### 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

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. Reducing the burden on field office for processing paper cases 2. Providing decision writing support tools to enable timely, policy compliant decisions 3. Helping users find, review, and visualize essential clinical findings within the medical evidence 4. Reducing the time reading, reviewing, and exhibiting duplicate evidence documents 5. Developing a

modern, seamless national claims processing system that supports workload sharing to deliver better service 6. Creating shared technologies and platforms between primary disability case processing systems 7. Utilizing agile methodologies and COTS products to shorten time to delivery 8. Ensuring claimant receives a timely and accurate decision 9. Reducing hearing wait times for claimants 10.Reducing field office traffic by providing online options 11. Providing new online Continuing Disability Review (CDR) options for beneficiaries 12.Providing online access to electronic folder for representatives at all adjudicative levels to simplify file review 13.Providing the claimant with online access to his/her electronic folder information 14.Introducing Internet invoicing to ensure payments accuracy and aid in fraud prevention 15.Improving accuracy in work determinations 16.Reducing quality returns and rework, creating efficiencies for OHO 17.Creating clinical data for other agency research and analytics purposes 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
016-000002540	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.**

0960-0072|0960-0511

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	\$30.694000	\$31.494000	\$33.343000
DME (Including Planning) Govt. FTEs:	0	0	0	\$23.639000
Sub-Total DME (including Internal Labor (Govt. FTE)):	0	\$30.694000	\$31.494000	\$56.982000
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	\$30.694000	\$31.494000	\$56.982000
Total Cost Internal Labor (Govt. FTE) costs:	0	0	0	\$23.639000
# of FTE rep by costs:		0	141	135
Total change from prior year final President's Budget (\$)		\$30.694000	\$55.133000	
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 - DISABILITY
2. **Unique Investment Identifier (UII):** 016-000009334

## 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?
9334	IT Mod - Disability	Eliminate duplicate documents in the disability folder	10/01/2020	09/30/2022	\$83.8	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
9334	Case Processing System (HACPS)	To build a modern case management system for OHO appeals workloads that leverages enterprise data, intelligent pathing, and natural language processing and supports a national business model. It will integrate seamlessly with other enterprise...	9334.1	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		18.391768	18.374962	
9334	Access to Electronic	"System will: 1. Generate PDF	9334.2	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		1.061202	1.061202	

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
	Folder	version of EF 2. Store on Server 3. Create a link and send to mySSA 4. Generates alert to Claimant that link is available"										
9334	Work CDRs	"Replace eWork with modernized systems for work CDRs. By the end of FY21, expected outcomes include: * Architectural analysis for work CDR integration into EDCS * Begin Development/Integration of eWork Replacement * Establish Interface with ad	9334.3	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		3.957234	3.957234	
9334	Medical CDRs		9334.4	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		3.062514	3.062514	
9334	Duplicate Identification Process	The DIP (Duplicate Identification Process) project will procure software to identify duplicate documents in	9334.5	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.307603	0.307603	



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
		the disability folder. The software will be integrated into existing disability applications to allow for faster review of disability...										
9334	EDCS Exclusions	"Reduce paper case processing by removing EDCS exclusions, such as EXRs. By the end of FY21, expected outcomes include: * Develop electronic process for exclusions * Prioritize EDCS technical enhancements * Continue development of electronic..	9334.6	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		2.093432	2.093432	
9334	Intelligent Medical-Language Analysis GENERation	Apply machine learning technologies to increase the efficiency and accuracy of the disability determination process by transforming	9334.7	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		10.080190	10.080190	

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
		text-based medical records to data enabling enhanced visualizations that support advanced data analytics, and...										
9334	HACPS OAO	HACPS OAO is being built to replace the ARPS legacy system to provide case intake, case analysis, correspondence and quality analysis to support the OAO business process.	9334.8	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		6.317047	6.317047	
9334	Product Management - Disability	Product Management for building the Disability Product	9334.9	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		1.055599	0.168089	
9334	Case Analysis Application	Provide case analysis, decisions, and correspondence support to the HACPS process.	9334.10	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		2.878958	2.878958	
9334	Insight	Insight utilizes natural language processing (NLP) and machine learning (ML)	9334.11	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		1.910507	1.910507	

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 analyze disability texts (hearing decisions, etc.) to provide decision support tools to adjudicators that will improve the timeliness, quality, and consistency of...										
9334	IT Mod - Product Management - HACPS	Product Management for building the HACPS Product	9334.12	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.000001	0.282390	
9334	Product Management Field Office DIB	Product Management for Work CDRs and EDCS Exclusions projects.	9334.13	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.000001	0.193302	
9334	IT Mod - Product Management - Analytics and Disability Decision Support	Product Management for the Analytics & Disability Decision Support Products	9334.14	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.000001	0.226920	
9334	IT Mod - Product Management - Disability Online Access	Product Management for Claimant Access to EF and Medical CDRs	9334.15	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.000001	0.184898	

## 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?
-----------	--------------------	-----------------	--	----------------------------	-------------	-------------	-----------------------	---------------------	---	--------------------

NONE