

## Business Case: Capital Asset Summary

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

#### Section A: Overview & General Information

**Date Investment First Submitted:** 2009-06-30  
**Date of Last Change to Activities:** 2021-05-06  
**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:** 2021-05-06

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

**1. Name of this Investment:** Disability Case Processing System (DCPS)

**2. Unique Investment Identifier (Ull):** 016-000002141

#### 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):

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.**  
DCPS will transition the Disability Determination (DD) components from 52 fragmented, highly customized legacy systems to a national common case processing system that uses automated tools and leverages current technology. No longer maintaining multiple systems, SSA will implement software enhancements and modifications required by laws, regulations, and business rules more efficiently and consistently, and at a reduced overall cost as compared to the current legacy system environment. DCPS will improve public service, modernize disability determination processes, and increase information security. The DCPS operational and technical benefits are outlined in our Cost Benefit Analysis (CBA) and are explained in detail in our benefit scorecards. The benefits outlined on the scorecards serve as a North Star that we aim for in adding value in the system. The operational benefits included in the CBA drive the operations-centric business case. The following quantitative operational benefits contribute to cost savings and avoidance calculations in the CBA: Automated Case Receipt, Automated Case

Assignment, Automated Requests for Information, Automated Consultative Exam (CE) Scheduling, Automated Case Closure, and Central Print. The following quantitative technical benefits contribute to cost savings and avoidance calculations in the CBA: Labor Efficiencies, Reduced Maintenance Costs, Reduced Training Time and Productivity & System Outages. The benefits of DCPS cannot be measured solely in the form of cost savings or avoidance. The program identified qualitative benefits for all of the operational and technical quantitative benefits mentioned above as well as for Vendor Data, Case Analysis, Central Third Party Fiscal, Improved Business Intelligence, Integration with Other Initiatives, Central Template Maintenance, Workload Portability, User-Friendly Interface, Workload Sharing, Electronic Fiscal Interface. Outsource Medical Evidence Collection: Third Party MER Intake, Standardized Codes, Communication Between Sites, and Enhanced IT Security. As of September 2020, SSA has deployed DCPS to forty-five (45) DDS states (Delaware, Maine, Ohio, Virginia, Iowa, Rhode Island, South Dakota, Washington, Nebraska, the District of Columbia, Missouri, Vermont, Louisiana, Wyoming, New Jersey, Kansas, Mississippi, New Hampshire, Montana, Arizona, New Mexico, Alabama, North Dakota, Nevada, Idaho, North Carolina, Connecticut, Oregon, Wisconsin, Indiana, Georgia, West Virginia, Tennessee, Utah, Massachusetts, Colorado, Hawaii, Michigan, Florida, Minnesota, South Carolina, Pennsylvania, Maryland, Arkansas, and Illinois). In FY 21 and beyond, we will continue our DCPS deployment and transitional efforts for remaining DD components and transition to operations and maintenance. DCPS will be the single, national common case processing system utilized by the DD components to adjudicate SSA's disability determinations. Additionally, DCPS will be the central vehicle for future national uniform policy improvements to the disability determination process.

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
016-000002125	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)?:**  
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.**

0960-0144|0960-0555|0960-0578|0960-0579|0960-0623

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

Bill Cole

**8. Select the qualification/experience level of the Investment-level project manager (select one):**

7 - No certification, but 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:	\$28.490000	\$29.950000	\$19.885000	\$0.385000
DME (Including Planning) Govt. FTEs:	\$9.364000	\$9.077000	0	\$4.665000
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$37.854000	\$39.027000	\$19.885000	\$5.050000
O & M Costs:	0	\$0.403000	0	0
O & M Internal Labor (Govt. FTE):	0	0	\$3.484000	\$3.484000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	0	\$0.403000	\$3.484000	\$3.484000
Total Cost (Including Internal Labor (Govt. FTE)):	\$37.854000	\$39.430000	\$23.369000	\$8.534000
Total Cost Internal Labor (Govt. FTE) costs:	\$9.364000	\$9.077000	\$3.484000	\$8.149000
# of FTE rep by costs:	57	56	65	47
Total change from prior year final President's Budget (\$)		\$39.430000	\$30.735000	
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)  
2008
  - 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:** DISABILITY CASE PROCESSING SYSTEM (DCPS)
2. **Unique Investment Identifier (UII):** 016-000002141

## 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?
DCPS03	FY11 DCPS	FY11 Disability Case Processing System.	10/01/2010	09/30/2011	\$36.8	
DCPS0401	FY12 DCPS Oversight & Development	Under the direction of Program Manager support the overall DCPS Program Management, Management Information, Interfaces, Correspondence, Fiscal, and Workload & Case Management sub projects. Provide planning, oversight, guidance, and direction for	10/01/2011	09/30/2012	\$8.1	
DCPS0402	FY12 DCPS Design & Development	FY 12 design and development activities will be critical towards beta preparation. Activities include; development of system specifications, design, and product development activities.	10/01/2011	09/30/2012	\$56.0	
DCPS0403	FY12 ITS Costs	Purchases to support DCPS hardware and software needs as well as specialized operational project needs.	10/01/2011	09/30/2012	\$18.2	
DCPS0404	FY12 - Management Support	Management and overhead workyears are based on the total number of FTEs and contractors allocated to this program for project-related work.	10/01/2011	09/30/2012	\$1.4	
DCPS0405	FY12 - Non-DCS Support	GS-2210 IT Specialists supporting major IT initiatives that work in various agency-level offices outside the Office of Systems.	10/01/2011	09/30/2012	\$0.2	
DCPS0501	DCPS Oversight & Rollout Support	Provide planning, oversight, guidance, and direction for requirements, development, validation and systems	10/01/2012	01/27/2014	\$16.5	

Projects Table C.1

Unique Project ID	Project Name	Project Goal	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)	Software Project?
		integration, Workload Management & Case Processing, Fiscal, Management Information and Correspondence. Additionally, provide support for B				
DCPS0502	DCPS Production/Development	Production and development work critical towards DCPS rollout includes; requirements, development, validation and systems integration activities for Workload Management & Case Processing, Fiscal, Management Information and Correspondence. Product	10/01/2012	02/23/2014	\$43.6	
DCPS0503	DCPS Beta Releases and Release 1.0	Provide planning, oversight, guidance, and direction for requirements, development, validation and systems integration, Workload Management & Case Processing, Fiscal, Management Information and Correspondence. Additionally, provide support for Be	04/01/2013	07/27/2015	\$137.9	
DCPS0504	DCPS2	DCPS is a Commissioner's priority initiative to replace the 52 disparate Disability Determination (DD) components' systems, support, and maintenance processes with a modern, common case-processing system.	07/27/2015	09/30/2021	\$219.3	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
DCPS0503	DCPS Systems Requirements & Engineering Support	Design, develop and test software to support the integration of critical systems necessary to support the DCPS business process, as well as Service Level Agreement development.	DCPS0503.6	2013-04-01	2013-04-01	2013-04-12	2014-04-01	2014-04-11	2014-04-11	9.897520	9.897520	9.897520
DCPS0503	Development & Validation	DCPS Development and Validation related to Workload and Case Management, Fiscal, Correspondence, Management Information, and Interfaces.	DCPS0503.8	2013-10-20	2013-10-20	2013-10-20	2014-04-19	2014-04-19	2014-04-19	12.094833	11.776730	11.776730
DCPS0504	DCPS Through-line Functionality Test	The Through-Line test is an early acceptance gate for DCPS functionality.	DCPS0504.7	2015-10-01	2015-10-01	2015-10-01	2016-03-31	2016-04-05	2016-04-05	10.452911	10.260490	10.260490
DCPS0504	Product Increment 3	DCPS functionality is released in time-boxed segments at pre-determined	DCPS0504.8.2	2016-05-02	2016-05-02	2016-05-02	2016-07-29	2016-08-16	2016-08-16	6.269363	6.292870	6.292870

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
		intervals. Product Increments include two week sprint intervals.										
DCPS0504	Program Management Office (PMO) Support	Program management office support	DCPS0504.3	2015-07-27	2015-07-27	2015-07-27	2016-09-30	2016-09-30	2016-09-30	3.177420	1.333050	1.333050
DCPS0504	Infrastructure Support	Application and Infrastructure support activities	DCPS0504.6	2015-07-27	2015-07-27	2015-07-27	2016-09-30	2016-09-30	2016-09-30	5.275820	5.307680	5.307680
DCPS0504	DCPS 2.0 Product Increment 4	Functionality to support fully favorable adult initial cases concentrating on Quick Disability Determinations (QDD) and Compassionate Allowances (CAL).	DCPS0504.15	2016-08-17	2016-08-17	2016-08-17	2016-11-29	2016-11-29	2016-11-29	7.093590	6.347710	7.111470
DCPS0504	DCPS 2.0 Product Increment 5 and Production Readiness	Production readiness activities to deliver a minimum viable product for early adopter sites focusing on Quick Disability Determinations (QDD) and Compassionate Allowances (CAL). PI5 functionality to	DCPS0504.16	2016-11-30	2016-11-30	2016-11-30	2017-03-14	2017-03-31	2017-03-31	7.668950	8.315150	8.315150

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
		support initial adult cases/all allowances.										
DCPS0504	DCPS 2.0 Product Increment 6	Functionality to support Consultative Examinations and Denial Determinations	DCPS0504.17	2017-04-03	2017-04-03	2017-04-03	2017-07-08	2017-07-08	2017-07-08	7.764260	7.764260	5.541000
DCPS0504	Infrastructure Support	Application and Infrastructure Support Activities.	DCPS0504.9	2016-10-01	2016-10-01	2016-10-01	2017-09-30	2017-09-30	2017-09-30	1.869420	1.540720	1.598830
DCPS0504	DCPS 2.0 Product Increment 7	Functionality to support Adult Reconsiderations and Framework for Initial Disabled Child Cases	DCPS0504.18	2017-07-09	2017-07-09	2017-07-09	2017-10-14	2017-10-14	2017-10-14	7.895670	7.895670	11.302280
DCPS0504	DCPS 2.0 Product Increment 8	Functionality to support Initial and Reconsideration Child Cases and framework for Initial Continuing Disability Reviews	DCPS0504.19	2017-10-15	2017-10-15	2017-10-15	2018-01-27	2018-01-27	2018-01-27	12.715760	10.407920	10.407920
DCPS0504	DCPS 2.0 Product Increment 9	Functionality to support continued framework for Continuing Disability Reviews	DCPS0504.20	2018-01-15	2018-01-15	2018-01-15	2018-04-28	2018-04-28	2018-04-28	8.987070	9.314820	9.314820
DCPS0504	DCPS 2.0 Product Increment 10	Functionality to support Initial Adult	DCPS0504.21	2018-04-16	2018-04-16	2018-04-16	2018-07-28	2018-07-28	2018-07-28	8.064390	8.673780	8.673780

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
		Continuing Disability Reviews										
DCPS0504	DCPS 2.0 Product Increment 11	Additional functionality to support Initial Adult Continuing Disability Reviews and support for the next wave of sites	DCPS0504.73	2018-07-16	2018-07-16	2018-07-16	2018-09-22	2018-09-22	2018-09-22	5.376259	6.033910	6.033910
DCPS0504	Infrastructure Support	FY18 Application and Infrastructure Support Activities.	DCPS0504.10	2017-10-01	2017-10-01	2017-10-01	2018-09-30	2018-09-30	2018-09-30	1.993800	1.189130	1.189130
DCPS0504	DCPS 2.0 Product Increment 12	Functionality to support Age 18 and Adult Reconsideration pre-hearing level Continuing Disability Reviews	DCPS0504.23	2018-09-10	2018-09-10	2018-09-10	2018-11-17	2018-11-23	2018-11-23	4.833010	4.644670	4.454599
DCPS0504	DCPS 2.0 Product Increment 13	Functionality to support Adult Reconsideration disability hearing level Continuing Disability Reviews	DCPS0504.24	2018-11-05	2018-11-05	2018-11-05	2019-01-26	2019-01-31	2019-01-31	6.904300	6.055665	6.055665
DCPS0504	DCPS 2.0 Product Increment 14	Functionality to support Adult Reconsideration Continuing Disability Reviews (Disability Hearing Level -	DCPS0504.25	2019-01-14	2019-01-14	2019-01-14	2019-03-23	2019-03-31	2019-03-31	5.523440	5.450569	5.450569

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
		Scheduling and Determinations )										
DCPS0504	DCPS 2.0 Product Increment 15	Functionality to support Child Initial Continuing Disability Reviews and Decentralized Disability Determination Services	DCPS0504.26	2019-03-11	2019-03-04	2019-03-04	2019-05-18	2019-05-19	2019-05-19	5.523440	5.847007	5.847007
DCPS0504	DCPS 2.0 Product Increment 16	Functionality to support Child Reconsideration Continuing Disability Reviews	DCPS0504.27	2019-05-13	2019-05-13	2019-05-13	2019-07-20	2019-07-21	2019-07-21	6.213870	6.265616	6.265616
DCPS0504	DCPS 2.0 Product Increment 17	Functionality to support Non-SSA Workload	DCPS0504.28	2019-07-15	2019-07-15	2019-07-15	2019-09-15	2019-09-15	2019-09-15	5.523440	6.040758	6.040758
DCPS0504	Infrastructure Support FY19	FY19 application and infrastructure support activities	DCPS0504.11	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2019-10-04	2019-10-04	1.053680	1.051347	1.051347
DCPS0504	Deployment FY19	FY19 rollout and transition support activities	DCPS0504.12	2018-10-01	2018-10-01	2018-10-01	2019-09-30	2019-10-10	2019-10-10	1.466390	1.600496	1.600496
DCPS0504	DCPS 2.0 Product Increment 18	Continued Functionality to Support Non-SSA Workload	DCPS0504.29	2019-09-09	2019-08-30	2019-08-30	2019-11-16	2019-11-16	2019-11-16	5.467730	6.156445	6.156445
DCPS0504	DCPS 2.0 Product Increment 19	Prioritized Functionality	DCPS0504.30	2019-11-11	2019-11-11	2019-11-11	2020-01-18	2020-01-18	2020-01-18	5.737440	5.469325	5.469325
DCPS0504	DCPS 2.0 Product	Prioritized Functionality	DCPS0504.31	2020-01-13	2020-01-06	2020-01-06	2020-03-14	2020-03-14	2020-03-14	5.624738	5.345580	5.345580

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
Increment 20												
DCPS0504	DCPS 2.0 Product Increment 21	Prioritized Functionality	DCPS0504.32	2020-03-09	2020-03-09	2020-03-09	2020-05-16	2020-05-17	2020-05-17	5.893553	6.569513	6.569513
DCPS0504	DCPS 2.0 Product Increment 22	Prioritized Functionality	DCPS0504.33	2020-05-11	2020-05-11	2020-05-11	2020-07-18	2020-07-18	2020-07-18	5.834335	6.157420	6.157420
DCPS0504	DCPS 2.0 Product Increment 23	Prioritized Functionality	DCPS0504.34	2020-07-13	2020-07-13	2020-07-13	2020-09-12	2020-09-12	2020-09-12	5.679251	5.821535	5.821535
DCPS0504	Infrastructure Support FY20	FY20 application and infrastructure support activities	DCPS0504.13	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	0.844139	0.844139	0.844139
DCPS0504	Deployment FY20	FY20 rollout and transition support activities	DCPS0504.14	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	1.523525	1.682010	1.682010
DCPS0504	FY20 Product Increment Close Out	FY20 Close out tasks	DCPS0504.35	2020-09-13	2020-09-13	2020-09-13	2020-09-30	2020-09-30	2020-09-30	1.631379	1.437804	1.437804
DCPS0504	FY21 DCPS	Development of a national common case processing system for Disability Determination components.	DCPS0504.150	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		37.946575	37.946575	
DCPS0504	FY21 DCPS - Operations	DCPS production, operations, and transition support activities	DCPS0504.151	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		3.887895	3.887895	

## 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?
30234	Percent of DDS routing greater than 50% of initial cases to DCPS	Percent of DDS	2 - Strategic and Business Results	0.000000		75.000000	Over target	Annual	016SO18199 : Accelerate Information Technology Modernization	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
				NONE						
30233	Total number of DCPS DDS users	number of users	2 - Strategic and Business Results	0.000000		9000.000000	Over target	Annual	016SO18199 : Accelerate Information Technology Modernization	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
				NONE						
27984	Percent of time	Percent of	1 - Customer	99.800000	99.800000	99.800000	Over target	Monthly	016SO18199 :	No

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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the system is available in operating DCPS sites during core hours (5AM-6PM M-F local time)

System Availability

Satisfaction (Process Results)

Accelerate Information Technology Modernization

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
27984	287768	99.520000	05/31/2021	Result is fiscal year to date
27984	286481	99.440000	04/30/2021	Result is fiscal year to date
27984	285382	99.330000	03/31/2021	Result is fiscal year to date
27984	281211	99.210000	02/28/2021	Result is fiscal year to date
27984	281210	99.000000	01/31/2021	Result is fiscal year to date
27984	276935	98.680000	12/31/2020	Result is fiscal year to date
27984	276934	98.110000	11/30/2020	Result is fiscal year to date
27984	276933	99.860000	10/31/2020	Result is fiscal year to date
27984	276932	99.900000	09/30/2020	Result is fiscal year to date
27984	276931	99.890000	08/31/2020	Result is fiscal year to date
27984	267671	99.880000	07/31/2020	Result is fiscal year to date
27984	265031	99.810000	04/30/2020	Result is fiscal year to date
27984	265030	99.860000	06/30/2020	Result is fiscal year to date



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?
					27984	265029	99.840000	05/31/2020	Result is fiscal year to date	
					27984	259202	99.710000	02/29/2020	Result is fiscal year to date	
					27984	259201	99.770000	03/31/2020	Result is fiscal year to date	
					27984	257488	99.630000	01/31/2020	Result is fiscal year to date	
					27984	254868	100.000000	10/31/2019	Result is fiscal year to date	
					27984	254867	100.000000	11/30/2019	Result is fiscal year to date	
					27984	254866	100.000000	12/31/2019	Result is fiscal year to date	
					27984	251317	99.720000	09/30/2019	Result is fiscal year to date	
					27984	248792	99.630000	07/31/2019	Result is fiscal year to date	
					27984	248791	99.690000	08/31/2019	Result is fiscal year to date	
					27984	244833	99.520000	05/31/2019	Result is fiscal year to date	
					27984	244832	99.560000	06/30/2019	Result is fiscal year to date	
					27984	243419	99.620000	04/30/2019	Result is fiscal year to date	
					27984	241871	99.580000	03/31/2019	Result is fiscal year to date	
					27984	240066	99.500000	02/28/2019	Result is fiscal year to date	
					27984	238788	99.350000	01/31/2019	Result is fiscal year to date	
					27984	235667	99.710000	11/30/2018	Result is fiscal year to date	

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?
					27984	235666	99.120000	12/31/2018	Result is fiscal year to date	
					27984	233992	100.000000	10/31/2018		
26363	Number of software packages released to production	Number of releases	2 - Strategic and Business Results	0.000000	1.000000	1.000000	Over target	Monthly	016SO18199 : Accelerate Information Technology Modernization	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
26363	287769	1.000000	05/15/2021							
26363	286482	1.000000	04/10/2021							
26363	285384	1.000000	03/13/2021							
26363	285383	1.000000	11/21/2020							
26363	281213	1.000000	02/13/2021							
26363	281212	1.000000	01/16/2021							
26363	276940	1.000000	12/12/2020							
26363	276938	1.000000	10/08/2020							
26363	276937	1.000000	09/12/2020							
26363	276936	1.000000	08/15/2020							
26363	267672	1.000000	07/18/2020							
26363	265034	1.000000	06/13/2020							

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?
26363					26363	265033	1.000000	05/16/2020		
					26363	265032	1.000000	04/11/2020		
					26363	259200	1.000000	02/15/2020		
					26363	259199	1.000000	03/14/2020		
					26363	257487	1.000000	01/18/2020		
					26363	254865	10.000000	07/31/2019	Target of 12 is cumulative	
					26363	254864	1.000000	10/10/2019		
					26363	254863	1.000000	11/16/2019		
					26363	254862	1.000000	12/14/2019		
					26363	251316	12.000000	09/30/2019	Target of 12 is cumulative	
					26363	248790	11.000000	08/31/2019	Target of 12 is cumulative	
25276	Annual costs of iSeries AS400 servers at all states and the cost of the Agency cloud infrastructure (AWS)	Dollars	3 - Financial Performance	7882244.280000	9432592.870000	8275.000000	Under target	Annual	016SO18199 : Accelerate Information Technology Modernization	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
25276	276941	11676248.300000	09/30/2020	0						

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?
					25276	251315	8396213.130000	09/30/2019		
25275	Implement integrated case analysis in sites	Number of sites	1 - Customer Satisfaction (Process Results)	12.000000			Over target	Monthly	016SO18199 : Accelerate Information Technology Modernization	Yes
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					25275	251314	31.000000	09/30/2019	Target of 38 is cumulative	
					25275	248789	29.000000	07/31/2019	Target of 38 is cumulative	
					25275	248788	29.000000	08/31/2019	Target of 38 is cumulative	
					25275	244829	21.000000	05/31/2019	Target of 38 is cumulative	
					25275	244828	23.000000	06/30/2019	Target of 38 is cumulative	
					25275	243417	21.000000	04/30/2019	Target of 38 is cumulative	
					25275	241869	21.000000	03/31/2019	Target of 38 is cumulative	
					25275	240064	17.000000	02/28/2019	Target of 38 is cumulative	
					25275	238786	17.000000	01/31/2019	Target of 38 is cumulative	
					25275	235663	14.000000	11/30/2018	Target of 38 is cumulative	
					25275	235662	14.000000	12/31/2018	Target of 38 is cumulative	
					25275	233989	12.000000	10/31/2018	Target of 38 is cumulative	
					25275	231944	12.000000	09/30/2018	Target of 30 is cumulative	

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?
					25275	231160	10.000000	08/31/2018	Target of 30 is cumulative	
					25275	226004	10.000000	07/31/2018	Target of 30 is cumulative	
					25275	224690	10.000000	06/30/2018	Target of 30 is cumulative	
					25275	223306	10.000000	05/31/2018	Target of 30 is cumulative	
					25275	221981	10.000000	03/31/2018	Target of 30 is cumulative	
					25275	221980	10.000000	04/30/2018	Target of 30 is cumulative	
					25275	218812	10.000000	01/31/2018	Target of 30 is cumulative	
					25275	218811	10.000000	02/28/2018	Target of 30 is cumulative	
					25275	216342	9.000000	09/30/2017	Target of 12 is cumulative	
					25275	216341	9.000000	10/31/2017	Target of 30 is cumulative	
					25275	216340	10.000000	11/30/2017	Target of 30 is cumulative	
					25275	216339	10.000000	12/31/2017	Target of 30 is cumulative	
					25275	205397	6.000000	06/30/2017	Target of 12 is cumulative	
					25275	205395	6.000000	05/31/2017	Target of 12 is cumulative	
					25275	197064	6.000000	06/30/2017	Target of 12 is cumulative	
					25275	197062	6.000000	05/31/2017	Target of 12 is cumulative	
					25275	193572	6.000000	05/31/2017	Target of 12 is cumulative	

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?				
25274	Cases receipted monthly by early adopter sites during initial use of DCPS2	Number of cases	2 - Strategic and Business Results	12.000000										
					25275	193571	6.000000	06/30/2017	Target of 12 is cumulative					
					25275	193570	6.000000	07/31/2017	Target of 12 is cumulative					
					25275	193569	9.000000	08/31/2017	Target of 12 is cumulative					
					25275	187634	6.000000	04/30/2017	Target of 12 is cumulative					
					25275	186239	3.000000	03/31/2017	Target of 12 is cumulative					
					25275	184252	3.000000	01/31/2017	Target of 12 is cumulative					
					25275	184251	3.000000	02/28/2017	Target of 12 is cumulative					
					25275	179867	3.000000	12/16/2016	Target of 12 is cumulative					
											Over target	Monthly	No	

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?
					25274	186238	95.000000	03/31/2017	There were 112 claims receipted	
					25274	184250	86.000000	01/31/2017	There were 97 claims receipted	
					25274	184249	70.000000	02/28/2017	There were 79 claims receipted	
					25274	179866	46.000000	12/31/2016	There were 55 claims receipted	
25273	Cumulative number of states with DCPS2 software	Number of states	2 - Strategic and Business Results	12.000000	52.000000		Over target	Annual	016SO18199 : Accelerate Information Technology Modernization	Yes
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					25273	282524	45.000000	09/30/2020		
					25273	251313	31.000000	09/30/2019	Target of 38 is cumulative	
25272	% of the first 3 early adopter sites implemented on 12/17/16	% of early adopter sites	1 - Customer Satisfaction (Process Results)	100.000000			Over target	Monthly		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					25272	179865	100.000000	12/16/2016		
25271	Number of common templates created each fiscal year to be used by all sites	Number of templates	2 - Strategic and Business Results	42.000000	21.000000		Over target	Annual	016SO18199 : Accelerate Information Technology Modernization	Yes

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
25271	282525	25.000000	09/12/2020	
25271	251312	30.000000	09/30/2019	Target of 14 is cumulative
25271	241868	20.000000	03/31/2019	Target of 14 is cumulative
25271	231942	53.000000	09/30/2018	Target of 43 is cumulative, national templates created in FY18.
25271	221979	18.000000	03/31/2018	
25271	216337	48.000000	09/30/2017	
25271	186236	37.000000	03/31/2017	