

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2019-09-17
Date of Last Change to Activities: 2021-02-25
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2020-09-25
Date of Last Business Case Update: 2021-05-05
Date of Last Revision: 2021-05-05

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

1. Name of this Investment: IT Modernization - Cybersecurity

2. Unique Investment Identifier (Ull): 016-000002810

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
016SO18197: Expand Service Delivery Options
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 program: the public we serve. Through transformed business processes and new technologies to support them, we will provide benefits that include: 1. Provides resilience against identity spoofing threats and enables compliance with FISMA 2. Prevents identity fraud and improper payments due to false authentication events 3. Enables alignment with Federal digital identity risk-driven security standards 4. Allows SSA to move towards providing 100% of our customers the capability to access online

services 5. Allows SSA to meet public expectations of convenient and simple delivery, increasing customer satisfactions while providing secure service delivery Our return on investment (ROI) for the IT Modernization initiative is based on efficiency estimates gained by similar entities for after modernization completion. Efficiencies are incrementally gained as legacy applications are retired and new capabilities are 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
NONE	

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.**

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

Ken 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:	\$4.043000	\$4.898040	\$4.678525	\$4.227815
DME (Including Planning) Govt. FTEs:	\$0.227000	\$5.152000	\$6.178925	\$6.178925
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$4.270000	\$10.050040	\$10.857450	\$10.406740
O & M Costs:	0	\$4.406000	0	0
O & M Internal Labor (Govt. FTE):	0	0	0	0
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	0	\$4.406000	0	0
Total Cost (Including Internal Labor (Govt. FTE)):	\$4.270000	\$14.456040	\$10.857450	\$10.406740
Total Cost Internal Labor (Govt. FTE) costs:	\$0.227000	\$5.152000	\$6.178925	\$6.178925
# of FTE rep by costs:	1	30	19	18
Total change from prior year final President's Budget (\$)		\$14.456040	\$10.857450	
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)
2020
 - 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):
This is a new investment.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** IT MODERNIZATION - CYBERSECURITY
2. **Unique Investment Identifier (UII):** 016-000002810

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?
01	Digital Identity	Digital Identity encompasses authentication and authorization of both individuals and delegates, as well as entities and affiliates, to online services.	10/01/2019	09/30/2020	\$12.6	Yes
9937	IT Mod - Cybersecurity	The CyberSecurity Domain encompasses authentication and authorization of both individuals and delegates, as well as entities and affiliates, for online services.	10/01/2020	09/30/2022	\$21.1	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
01	FY20 - ROME Enhancements	To improve online security for SSA customers to get access to public facing secure online services, as well as to meet digital identity industry standards and comply with federal	01.2	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	5.112023	5.911162	7.239505

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
		guidelines.										
01	FY20 - EAZE for EWR	Incorporate Electronic Wage Reporting into the new EAZE authentication and authorization platform, which will be used to register, identity proof, authenticate, and authorize entities and affiliates	01.3	2019-11-18	2019-11-18	2019-11-18	2020-09-30	2020-09-30	2020-09-30	1.249500	1.311975	0.862203
01	FY20 - Product Management	"To track all Product Management activities for Digital Identity. Digital Identity encompasses authentication and authorization of both individuals and delegates, as well as entities and affiliates, to online services."	01.5	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	0.210550	0.210550	0.938304
01	FY20 - Federation	To enable the agency to move towards a federated identity management platform.	01.1	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	2.209832	2.516583	3.851071
01	FY20 - USPS	A partnership	01.6	2019-11-26	2019-11-26	2019-11-26	2020-09-30	2020-09-30	2020-09-30	0.000001	0.471240	0.601734

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
	POC	between SSA and USPS could leverage USPS's geographic footprint and workforce to provide SSA customers with additional options for In-Person Proofing (IPP).										
01	FY20 - IVR Authentication	To participate in discovery of the IVRs to identify the scope and schedule for IVR implementation	01.7	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	0.773908	0.882795	1.273771
01	FY20 - Digital Identity – EAZE for eCBSV (Reimbursable)	To enable more businesses to use SSA online services and reduce traffic to field offices and national 800 number Outcome: Enable at least 150 businesses to use EAZE for online services and reduce technician intervention.	01.8	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-09-30	3.015106	4.748342	3.961571
9937	IT MOD - DI ROME Enhancements	To improve online security for customers	9937.2	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		7.990263	7.990263	

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 SSA and reduce the risk of fraud associated with mySSA; Meet digital identity industry standards and comply with federal guidelines; Synchronize authentication of all citizens, delegates, and affiliates...										
9937	IT MOD - DI IVR Authentication	Expected Outcomes/Value: Refine logic on authentication failures to increase the number of customers able to successfully authenticate. Identify and begin developing additional authentication capabilities to improve the number of customers able...	9937.3	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.982899	0.982899	
9937	IT MOD - DI ROME Modernization	The aim of DI Modernization is to reorient our systems so that we are able to implement	9937.4	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		1.211218	1.211218	

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
		necessary changes for the public quickly, efficiently, and seamlessly. This project will provide a platform for cross-channel DI services, support the...										
9937	IT MOD - DI USPS POC	A partnership between SSA and USPS could leverage USPS's geographic footprint and workforce to provide SSA customers with additional options for In-Person Proofing (IPP). SSA customers who wish to access SSA's online services, but either fail or...	9937.5	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.938452	0.938452	
9937	IT MOD - DI Federation	Enable the Agency to authenticate using the Federated identity management platform Federated Identity System (FIS).	9937.6	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		1.302312	1.302312	
9937	IT MOD - DI	The Digital	9937.7	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		1.429451	1.429451	

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
	IRES Migration	Identity(DI) or Integrated Registration Services (IRES) Registration migration project is to provide a modernized authentication infrastructure for our business and government customers.										
9937	IT MOD - Product Management - DI	FY21 Support for Digital Identity (DI) products: Citizen Identity Services; Business and Government Services; Identity Federation and Platform Services	9937.8	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.721076	0.721076	

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