

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2019-09-18
Date of Last Change to Activities: 2021-08-31
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2020-12-29
Date of Last Business Case Update: 2021-04-28
Date of Last Revision: 2021-08-31

Agency: 393 - National Archives and Records Administration **Bureau:** 00 - Agency-Wide Activity

- 1. Name of this Investment:** Citizen Services
- 2. Unique Investment Identifier (Ull):** 393-000000087

Section B: Investment Detail

- 1. 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):

0: Not Applicable

Agency Priority Goal(s):

0: Not Applicable

- 2. Briefly describe the investment's return on investment, including benefits internal and external to the government and outcomes achieved or planned.**
NARA's Citizen Services benefit the American public by providing the information technology to enable public access to and engagement with the research community and the public at research rooms, online and through innovative tools and technology. This includes online research and citizen engagement through the National Archives Catalog and History Hub, as well as all of the other resources available on Archives.Gov.
- 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
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NONE

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.
7. Provide the name of the Investment-level project manager:
Carol Harris
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:	\$3.429565	\$0.502725	\$0.250290	\$7.649299
DME (Including Planning) Govt. FTEs:	\$1.935758	\$2.556666	\$2.219910	\$2.242094
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$5.365323	\$3.059391	\$2.470200	\$9.891393
O & M Costs:	\$7.356781	\$7.039396	\$7.838734	\$8.685786
O & M Internal Labor (Govt. FTE):	\$1.212372	\$1.188594	\$1.562820	\$1.578439
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$8.569153	\$8.227990	\$9.401554	\$10.264225
Total Cost (Including Internal Labor (Govt. FTE)):	\$13.934476	\$11.287381	\$11.871754	\$20.155618
Total Cost Internal Labor (Govt. FTE) costs:	\$3.148130	\$3.745260	\$3.782730	\$3.820533
# of FTE rep by costs:	21	21	21	21
Total change from prior year final President's Budget (\$)		\$-1.166219	\$11.871754	
Total change from prior year final President's Budget		90.64%	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)
2019
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2026
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):
Changes from the President's Budget are due to a re-alignment of the IT portfolio.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** CITIZEN SERVICES
2. **Unique Investment Identifier (UII):** 393-000000087

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?
21030	NAC Minimum Viable Product (MVP)	Project funded for six months with two remaining six month options in support of NARAs strategic goal to digitize 500 million pages of records and make them available online to the public	09/30/2020	09/29/2021	\$1.7	Yes
18220	1950 Census Release	Leverage existing enterprise web hosting and digitization storage cloud services for the release of the 1950 Census.	01/07/2021	04/01/2022	\$0.0	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
21030	Project Planning	Administrative activities such as kick-off and drafting team working agreement and project schedule	21030.1	2020-09-30	2020-09-30	2020-09-30	2020-10-30	2020-10-30	2020-11-06	0.045928	0.045928	0.045928
21030	Design and Discovery Phase	Sprint 1 thru 4	21030.2	2020-09-30	2020-09-30	2020-09-30	2020-12-09	2020-12-09	2020-12-09	0.137786	0.137786	0.137786
21030	MVP Development Phase	Includes Sprint 5 thru 12 and Deployment to	21030.3	2020-12-09	2020-12-09	2020-12-09	2021-03-29	2021-03-29	2021-03-30	0.593496	0.593496	0.593496

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
		run in parallel with legacy system										
21030	Design Stage Gate 1	Design Stage Gate 1	21030.4	2021-04-30	2021-04-30	2021-04-30	2021-04-30	2021-04-30	2021-04-30	0.263776	0.263776	0.263776
21030	Design Stage Gate 2	Design Stage Gate 2	21030.5	2021-07-30	2021-07-30	2021-07-30	2021-07-30	2021-07-30	2021-07-30	0.263776	0.263776	0.263776
21030	Design Stage Gate 3	Design Stage 3	21030.6	2021-09-10	2021-09-10		2021-09-10	2021-09-10		0.263776	0.263776	
21030	NAC MVP Release	NAC MVP Release to run parallel with production.	21030.7	2021-09-29	2021-09-29		2021-09-29	2021-09-29		0.065945	0.065945	
18220	Uploading Images	Uploading Images	18220.42	2021-01-07	2021-01-07	2021-01-07	2022-01-07	2022-01-07		0.038000	0.038000	
18220	Review and Finalize Information Pages Content (Phase 2)	Review and Finalize Information Pages Content (Phase 2)	18220.148	2021-10-21	2021-10-21		2022-01-12	2022-01-12		0.000010	0.000010	
18220	Launch	Launch	18220.175	2022-03-24	2022-03-24		2022-04-01	2022-04-01		0.000010	0.000010	

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?
28796	Annual target for pages digitized and available online through the National Archives Catalog	Number	2 - Strategic and Business Results	0.000000	115000000.000000	140000000.000000	Over target	Monthly		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
28796	289771	142204228.000000	06/30/2021	
28796	287782	140220519.000000	05/31/2021	
28796	286457	138617080.000000	04/30/2021	
28796	283824	137888341.000000	03/31/2021	
28796	281653	135177546.000000	02/28/2021	
28796	278787	134442272.000000	01/31/2021	
28796	277179	131424197.000000	12/31/2020	Corrected previous erroneous reported metric
28796	275805	128332968.000000	11/30/2020	
28796	274353	123022912.000000	10/30/2020	
28796	272229	120851196.000000	09/30/2020	
28796	271053	118111105.000000	08/31/2020	
28796	266932	117750942.000000	07/30/2020	

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?
28796							00			
					28796	264947	116917401.000000	06/30/2020		
					28796	264162	116382471.000000	05/29/2020		
					28796	264161	115275175.000000	04/30/2020		
					28796	259062	109000000.000000	03/31/2020		
					28796	258007	105172770.000000	02/29/2020		
					28796	257169	105172770.000000	01/31/2020		
					28796	255174	100455676.000000	11/18/2019		
					28796	249580	93158351.000000	10/17/2019		
28795	Number of holdings described in the National Archives Catalog	Percent	1 - Customer Satisfaction (Process Results)	0.000000	0.000000	0.000000	Over target	Quarterly		No
28795					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					28795	289772	85.000000	06/30/2021		
					28795	283825	85.000000	03/31/2021		
					28795	277180	102.000000	12/31/2020		
					28795	274354	83.000000	10/30/2020		
					28795	272230	110.000000	09/30/2020		

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?
					28795	271054	108.000000	08/31/2020		
					28795	266933	108.000000	07/30/2020		
					28795	264948	100.000000	06/30/2020		
					28795	264164	90.000000	05/29/2020		
					28795	264163	90.000000	04/30/2020		
					28795	259061	90.000000	03/31/2020		
					28795	258006	90.000000	02/29/2020		
					28795	257168	90.000000	01/31/2020		
					28794					
					28794					
28794	Percentage of HMS Record Entries Processed	Percentage	2 - Strategic and Business Results	0.000000	70.000000	70.000000	Over target	Monthly		No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
28794	259060	80.430000	03/31/2020							
28794	258005	80.430000	02/29/2020							
28794	257167	80.330000	01/31/2020							
28794	255173	80.130000	10/31/2019							
28794	255172	80.270000	09/30/2019							
28794	255171	80.010000	12/30/2019							

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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?
					28792	258003	260873.000000	02/29/2020		
					28792	257165	260447.000000	01/31/2020		
					28792	255168	260826.000000	10/31/2019		
					28792	255167	262990.000000	09/30/2019		
					28792	255166	259954.000000	08/30/2019		
					28792	255165	262990.000000	11/30/2019		
					28792	255164	258453.000000	12/30/2019		
					28792	248051	259497.000000	07/31/2019		