

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2017-09-18
Date of Last Change to Activities: 2021-01-29
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2021-04-27
Date of Last Business Case Update: 2021-04-27
Date of Last Revision: 2021-08-26

Agency: 005 - Department of Agriculture **Bureau:** 04 - Executive Operations

1. Name of this Investment: DA-OES-Correspondence Management System (CMS)

2. Unique Investment Identifier (UII): 005-000003240

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):

005SO18002: Maintain a high performing workforce through employee engagement and empowerment.

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 benefits of the investment will allow the Department to respond to all correspondence within 30 days by a) providing a faster and better correspondence between USDA and stakeholders; b) facilitate effectively management correspondence and c) provide new capabilities to provide first-class customer services. The outcomes planned are as follows; Efficient and Productive It streamlines processing, enabling OES to: · Deploy and manage content in an intuitive interface designed for all stakeholders · Quickly assemble correspondence from both pre-approved and custom-authored content Managed It provides higher quality communications, enabling OES to: · Manage business rules and approved content in a centralized content repository · Support simple to complex approval and review processes with a robust engine · Create files for archiving and auditing Create organizationally compliant messages using preapproved content through embedded business rules. Extensive It improves engagement, enabling

OES to: - Add interactive technologies to enable a channel, reducing paper submissions (altogether or leaving a very minimal amount) - Protect sensitive information with built-in, end-to-end document security - Send correspondence via customer's preferred communication channel, whether electronic, mail, mobile, or fax. Project is currently in pre-deployment stage, deployment was scheduled for September 2018, project delayed, new deployment scheduled for April, 2019. O&M of Application was placed on hold effective July, 2019.

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)?:

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:

Joe Koss

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:	\$0.100000	0	0	0
DME (Excluding Planning) Costs:	\$2.959000	0	0	0
DME (Including Planning) Govt. FTEs:	0	0	0	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$3.059000	0	0	0
O & M Costs:	\$0.017000	\$0.340000	\$0.340000	\$0.340000
O & M Internal Labor (Govt. FTE):	\$0.414000	0	0	0
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$0.431000	\$0.340000	\$0.340000	\$0.340000
Total Cost (Including Internal Labor (Govt. FTE)):	\$3.490000	\$0.340000	\$0.340000	\$0.340000
Total Cost Internal Labor (Govt. FTE) costs:	\$0.414000	0	0	0
# of FTE rep by costs:	0	0	0	0
Total change from prior year final President's Budget (\$)		0	0	
Total change from prior year final President's Budget				

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)
2017
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2023
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):

Investment is new for the BY2019 submission so does not have the previous year's President's budget.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** DA-OES-CORRESPONDENCE MANAGEMENT SYSTEM (CMS)
2. **Unique Investment Identifier (UII):** 005-000003240

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?
124594	Base System Build part 1	Build basic system part 1.	09/29/2017	03/28/2018	\$0.8	No
125075	Base System Build part 2	Build basic system part 2.	03/29/2018	09/30/2019	\$0.8	No
184928	ABE 1.0 Update	ABE 1.0 Update	10/28/2019	07/20/2020	\$0.5	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
124594	Kickoff and Initiation	Contract kickoff with developer vendor of basic system	124594.4	2017-09-29	2017-09-29	2017-09-29	2017-10-13	2017-10-13	2017-10-13	0.019000	0.019000	0.019000
124594	Planning and Design	Planning and Design	124594.1	2017-10-16	2017-10-16	2017-10-16	2017-12-01	2017-12-01	2017-12-01	0.183000	0.183000	0.183000
124594	Overall Project Management Part 1	Project management activities in support of the project	124594.2	2017-09-29	2017-09-29	2017-09-29	2018-03-28	2018-03-28	2018-03-28	0.091000	0.091000	0.091000
124594	Aquisition and Pre-Planning Phase	Complete acquisition of vendor services and planning of pre-planning of project.	124594.3	2017-10-03	2017-10-03	2017-10-03	2018-03-28	2018-03-28	2018-03-28	0.032000	0.032000	0.032000
125075	Overall Project Management Part 2	Project management activities in	125075.1	2018-03-29	2018-03-29	2018-03-29	2019-06-30	2019-06-30	2019-09-30	0.091000	0.091000	0.091000

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 of the project										
184928	Discovery Sprint	Agile Discovery Sprint	184928.1	2019-10-28	2019-10-28	2019-10-28	2019-11-15	2019-11-27	2019-11-28	0.043000	0.043000	0.043000
184928	Project Hold	Project Pause	184928.3	2020-06-23	2020-06-23	2020-06-23	2020-07-08	2020-07-08	2020-07-30	0.159000	0.159000	
184928	Development Sprints	Agile development sprints	184928.2	2020-03-26	2020-03-26	2020-03-26	2020-07-20	2020-07-20	2020-06-30	0.300000	0.300000	

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