

## Business Case: Capital Asset Summary

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

#### Section A: Overview & General Information

**Date Investment First Submitted:** 2019-09-13  
**Date of Last Change to Activities:** 2021-03-30  
**Investment Auto Submission Date:**  
**Date of Last Investment Detail Update:** 2021-04-28  
**Date of Last Business Case Update:** 2021-04-28  
**Date of Last Revision:** 2021-08-26

**Agency:** 005 - Department of Agriculture      **Bureau:** 84 - Food and Nutrition Service

- 1. Name of this Investment:** FNCS-FNS-Supplemental Nutrition Assistance Program (SNAP) Support
- 2. Unique Investment Identifier (UII):** 005-000002394

#### 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):

005SO18001: Modernize information technology infrastructure, facilities and support services to improve the customer experience.

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

005SO18019: Provide access to safe and nutritious food for low-income people while supporting a pathway to self-sufficiency.

005SO18264: Support and encourage healthy dietary choices through data-driven, flexible, customer-focused approaches.

Agency Priority Goal(s):

- 2. Briefly describe the investment's return on investment, including benefits internal and external to the government and outcomes achieved or planned.**

The benefits provided by this investment are as below: a) SNAPQCS helps the agency to monitor and reduce state error rates for SNAP. b) SWIM will help the agency to automate SNAP related waiver requests, policy clarifications, manage work related to submitted requests/clarification, search for information, and report on information in a user-friendly and intuitive interface. c) e-DRS provides on-line and real-time nation-wide lookups for States to see disqualified SNAP recipients.

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)?:

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.

0584-0625|0584-0034|0584-0074|0584-0399|00584-0303|0584-0492|0584-0579|0584-0639

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

Ambur Daley

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:	\$16.400000	\$2.857000	\$5.854000	\$4.412000
DME (Including Planning) Govt. FTEs:	0	\$0.073000	\$0.076000	\$0.077000
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$16.400000	\$2.930000	\$5.930000	\$4.489000
O & M Costs:	\$20.780000	\$3.170000	\$3.220000	\$3.768000
O & M Internal Labor (Govt. FTE):	\$0.845000	\$0.139000	\$0.139000	\$0.141000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$21.625000	\$3.309000	\$3.359000	\$3.909000
Total Cost (Including Internal Labor (Govt. FTE)):	\$38.025000	\$6.239000	\$9.289000	\$8.398000
Total Cost Internal Labor (Govt. FTE) costs:	\$0.845000	\$0.212000	\$0.215000	\$0.218000
# of FTE rep by costs:	10	1	1	1
Total change from prior year final President's Budget (\$)		\$-6.239000	\$-9.289000	
Total change from prior year final President's Budget		-100.00%	-100.00%	

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)  
2012
  - 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):  
No changes are anticipated.

## Business Case Detail: Performance Measurement Report

### Section A1: General Information

1. **Name of this Investment:** FNCS-FNS-SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) SUPPORT
2. **Unique Investment Identifier (UII):** 005-000002394

## 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?
177379	SNAP Policy WIKI Application FY2019	This project deals with the enhancements for SNAP Policy WIKI application for FY2019.	10/01/2018	09/30/2019	\$0.5	No
177381	SNAP Policy WIKI Application FY2020	This project deals with the enhancements for SNAP Policy WIKI application for FY2020.	10/01/2019	09/30/2020	\$0.5	Yes
177383	eDRS FY2020	This project deals with the enhancements for eDRS application for FY2020.	10/01/2019	09/30/2020	\$0.7	Yes
177380	RFS Application -FY2020	This project deals with the enhancements for SNAP Policy WIKI application for FY2020.	10/01/2019	09/30/2020	\$0.6	Yes
224983	eDRS - FY2021	This project is for FY2021	10/01/2020	09/30/2021	\$0.8	Yes
224985	SNAPQCS - FY2021	This project is for FY2021	10/01/2020	09/30/2021	\$0.6	Yes
224984	RFS Application - FY2021	This project is for FY2021	10/01/2020	09/30/2021	\$0.7	Yes
225161	NAC-FY2021	This project is for FY2021	10/01/2020	09/30/2021	\$3.5	Yes
225160	WIMS-FY2021	This project is for FY2021	10/01/2020	09/30/2021	\$0.8	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
177379	SNAP Policy 2019	This activity deals with the Q2 release for	177379.4	2019-06-02	2019-06-02	2019-06-02	2019-09-30	2019-09-30	2019-09-16	0.461000	0.475000	0.475000

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
		SNAP Policy WIKI application enhancements.										
177381	SNAP Policy Wiki FY2020 – Release for Q1	This activity describes all the tasks completed in the Q1 release for SNAP Policy Wiki (SPW)	177381.1	2019-10-01	2019-10-01	2019-10-01	2019-12-31	2019-12-31	2019-12-31	0.119000	0.119000	0.119000
177383	eDRS - Q1 FY2020	This activity describes all the tasks completed in the eDRS - Q1	177383.1	2019-10-01	2019-10-01	2019-10-01	2019-12-31	2019-12-31	2019-12-31	0.180000	0.180000	0.180000
177380	RFS Release 15	This activity describes all the tasks completed in the RFS Release 15.	177380.1	2019-10-01	2019-10-01	2019-08-01	2020-02-14	2020-02-14	2020-02-14	0.145000	0.145000	0.145000
177383	eDRS - Q2 FY2020	This activity describes all the tasks completed in the eDRS - Q2	177383.2	2020-01-02	2020-01-02	2020-01-02	2020-03-31	2020-03-31	2020-03-31	0.180000	0.180000	0.180000
177381	SNAP Policy Wiki FY2020 – Release for Q2	This activity describes all the tasks completed in the Q2 release for SNAP Policy Wiki (SPW)	177381.2	2020-01-01	2020-01-01	2020-01-01	2020-04-01	2020-04-01	2020-04-01	0.119000	0.119000	0.119000
177381	SNAP Policy Wiki FY2020 – Release for Q3	This activity describes all the tasks completed in the Q3 release	177381.3	2020-04-02	2020-04-02	2020-04-02	2020-06-01	2020-06-01	2020-06-01	0.119000	0.119000	0.119000

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
		for SNAP Policy Wiki (SPW)										
177380	RFS Release 17	This activity describes all the tasks completed in the RFS Release 17	177380.3	2020-04-30	2020-04-30	2020-04-30	2020-06-19	2020-06-19	2020-06-19	0.145000	0.145000	0.145000
177380	RFS Release 16	This activity describes all the tasks completed in the RFS Release 16	177380.2	2020-02-10	2020-02-10	2020-02-10	2020-06-26	2020-06-26	2020-06-26	0.145000	0.145000	0.145000
177383	eDRS - Q3FY2020	This activity describes all the tasks completed in the eDRS - Q2	177383.3	2020-04-01	2020-04-01	2020-04-01	2020-06-30	2020-06-30	2020-06-30	0.180000	0.180000	0.180000
177380	RFS Release 18	This activity describes all the tasks completed in the RFS Release 18	177380.4	2020-06-15	2020-06-15	2020-06-15	2020-08-07	2020-08-07	2020-08-07	0.145000	0.145000	0.145000
177381	SNAP Policy Wiki FY2020 –Release for Q4	This activity describes all the tasks completed in the Q4 release for SNAP Policy Wiki (SPW)	177381.4	2020-06-02	2020-06-02	2020-06-02	2020-09-30	2020-09-30	2020-09-30	0.119000	0.119000	0.119000
177383	eDRS - QFY2020	This activity describes all the tasks completed in the eDRS - Q2	177383.4	2020-07-01	2020-07-01	2020-07-01	2020-09-30	2020-09-30	2020-09-30	0.180000	0.180000	0.180000
224985	SNAPQCS release 9.4	This activity is for SNAPQCS	224985.1	2020-10-01	2020-10-01	2020-10-01	2020-11-10	2020-11-10	2020-11-10	0.080000	0.080000	0.080000



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
		release 9.4 the										
225160	WIMS Release 1.0	This activity is for WIMS production release	225160.1	2020-10-01	2020-10-01	2020-10-01	2020-12-14	2020-12-14	2020-12-14	0.200000	0.200000	0.200000
224983	eDRS release 4.3.1	This activity captures all the requirements for eDRS release 4.3.1	224983.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2020-12-31	0.196000	0.196000	0.196000
224984	RFS Release 18	This activity is for RFS release 18	224984.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2020-12-31	0.100000	0.100000	0.100000
225161	NAC Release 1	This activity is for WIMS production release	225161.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2020-12-31	0.885000	0.885000	0.885000
224985	SNAPQCS release 9.5	This activity is for SNAPQCS release 9.5	224985.2	2020-11-10	2020-11-10	2020-11-10	2021-02-16	2021-02-16	2021-02-16	0.080000	0.080000	0.080000

## 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: continue as is

## 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?
28600	This metric tracks the system availability for the Healthy Access Locator website.	Percentage	2 - Strategic and Business Results	99.900000	99.900000	99.900000	Over target	Annual	005SO18019 : Provide access to safe and nutritious food for low-income people while supporting a pathway to self-sufficiency.	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					28600	256264	99.900000	09/04/2019	Metric value maintained within range.	
					28600	247432	99.900000	10/01/2016	Metric value maintained within range.	
28599	This metric tracks the system availability for the SNAP Retailer Locator website.	Percentage	2 - Strategic and Business Results	99.900000	99.900000	99.900000	Over target	Monthly	005SO18019 : Provide access to safe and nutritious food for low-income people while supporting a pathway to self-sufficiency.	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					28599	258390	99.940000	03/04/2020	Metric value maintained within range.	
					28599	258389	99.930000	02/03/2020	Metric value maintained within range.	
					28599	258388	99.930000	01/03/2020	Metric value maintained within range.	
					28599	256263	99.920000	12/02/2019	Metric value maintained within range.	
					28599	256262	99.910000	11/01/2019	Metric value maintained within range.	

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?
					28599	256261	99.900000	10/01/2019	Metric value maintained within range.	
					28599	256260	99.900000	09/04/2019	Metric value maintained within range.	
					28599	247431	99.970000	09/05/2018	Metric value maintained within range.	
					28599	247430	99.970000	08/03/2018	Metric value maintained within range.	
					28599	247429	99.920000	07/01/2015	Metric value maintained within range.	
					28599	247428	99.930000	04/01/2015	Metric value maintained within range.	
					28599	247427	99.910000	01/01/2015	Metric value maintained within range.	
					28599	247426	99.910000	07/01/2016	Metric value maintained within range.	
					28599	247425	99.900000	06/01/2016	Metric value maintained within range.	
					28599	247424	99.900000	05/01/2016	Metric value maintained within range.	
					28599	247423	99.910000	04/01/2016	Metric value maintained within range.	
					28599	247422	99.910000	03/01/2016	Metric value maintained within range.	
					28599	247421	99.910000	02/01/2016	Metric value maintained within range.	
					28599	247420	99.900000	01/01/2016	Metric value maintained within range.	
					28599	247419	99.900000	12/01/2015	Metric value maintained within range.	
					28599	247418	99.900000	11/01/2015	Metric value maintained within range.	
					28599	247417	99.900000	10/01/2015	Metric value maintained within range.	

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?
					28599	247416	99.910000	08/01/2016	Metric value maintained within range.	
					28599	247415	99.900000	10/01/2016	Metric value maintained within range.	
					28599	247414	99.920000	09/01/2016	Metric value maintained within range.	
					28599	247413	99.900000	12/01/2016	The metric value was maintained within range.	
					28599	247412	99.900000	11/01/2016	The metric value was maintained within range.	
					28599	247411	99.900000	01/02/2017	The metric value was maintained within range.	
					28599	247410	99.910000	02/03/2017	The metric value was maintained within range.	
					28599	247409	99.900000	03/01/2017	The metric value was maintained within range.	
					28599	247408	99.920000	04/03/2017	The metric value was maintained within range.	
					28599	247407	99.910000	05/01/2017	The metric value was maintained within range.	
					28599	247406	99.920000	06/01/2017	The metric value was maintained within range.	
					28599	247405	99.920000	07/03/2017	The metric value was maintained within range.	
					28599	247404	99.920000	08/04/2017	The metric value was maintained within range.	
					28599	247403	99.930000	09/06/2017	The metric value was maintained within range.	
					28599	247402	99.950000	03/02/2018	The metric value was maintained within range.	
					28599	247401	99.960000	02/02/2018	The metric value was maintained within range.	
					28599	247400	99.950000	01/03/2018	The metric value was maintained within range.	

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?
28598	This metric tracks the system uptime for the SNAP Prescreening website	Percentage	1 - Customer Satisfaction (Process Results)	99.900000	28599	247399	99.940000	12/04/2017	The metric value was maintained within range.	
					28599	247398	99.930000	11/03/2017	The metric value was maintained within range.	
					28599	247397	99.940000	10/02/2017	The metric value was maintained within range.	
					28599	247396	99.970000	05/01/2018	The metric value was maintained within range.	
					28599	247395	99.960000	04/02/2018	The metric value was maintained within range.	
					28599	247394	99.970000	07/05/2018	The metric value was maintained within range.	
					28599	247393	99.980000	06/05/2018	The metric value was maintained within range.	
28598	This metric tracks the system uptime for the SNAP Prescreening website	Percentage	1 - Customer Satisfaction (Process Results)	99.900000	99.900000	99.900000	Over target	Annual	005SO18019 : Provide access to safe and nutritious food for low-income people while supporting a pathway to self-sufficiency.	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					28598	256259	99.900000	09/04/2019	Metric value maintained within range.	
					28598	247392	99.900000	10/01/2016	Metric value maintained within range.	
28597	This metric tracks the availability of reports for the eDRS application. The aim is to provide the reports within	Hours	1 - Customer Satisfaction (Process Results)	24.000000	24.000000	24.000000	Under target	Annual	005SO18019 : Provide access to safe and nutritious food for low-income people while supporting a	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?
	24 hours of the receipt of the request.								pathway to self-sufficiency.	
28596	This metric tracks the response time for the help desk response requests.	Hours of response time	1 - Customer Satisfaction (Process Results)	1.000000	1.000000	1.000000	Under target	Annual	005SO18019 : Provide access to safe and nutritious food for low-income people while supporting a pathway to self-sufficiency.	No
28595	This metric tracks the reduction in national measure of error rates for SNAPQCS functionality of	Percentage	2 - Strategic and Business Results	5.000000	5.000000	5.000000	Under target	Annual	005SO18019 : Provide access to safe and nutritious food for low-income people while	No

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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
28593	256254	10.000000	09/04/2019	Metric value maintained within range.
28593	247384	10.000000	10/01/2016	Metric value maintained within range.