

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: 2021-04-26
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2021-04-26
Date of Last Business Case Update: 2021-04-26
Date of Last Revision: 2021-07-28

Agency: 005 - Department of Agriculture **Bureau:** 12 - Office of Chief Information Officer

1. Name of this Investment: SO-OCIO-DISC-Robotics Process Automation (RPA)

2. Unique Investment Identifier (UII): 005-000003327

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):

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

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.**
Process automation through Process Robotics aligns to the Secretary's top priority, which is to ensure USDA programs are delivered efficiently, effectively, and with integrity and a focus on customer service. For the OCIO, the Robotics and Automation SMO will help achieve the four goals for OCIO, most notably to "Create an OCIO workforce for the 21st century that is highly skilled, results oriented, customer focused and nimble. True ROI is difficult to establish in an Enterprise Shared Services investment. However, RPA has successfully reduced costs for infrastructure software by negotiating directly with the RPA vendor. Initial software costs were quoted at \$192k and through negotiation was reduced to \$176 – realizing a cost avoidance of \$16K. RPA will continue to manage all hardware and software purchases to ensure the best possible ROI is achieved to secure the lowest possible service rates. Cost savings/avoidance will be reported to the department.

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:
Steve Sanders
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:	\$4.560000	\$1.944000	\$1.018000	\$2.399000
DME (Including Planning) Govt. FTEs:	0	\$0.146000	\$0.132000	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$4.560000	\$2.090000	\$1.150000	\$2.399000
O & M Costs:	0	\$0.210000	\$1.344000	\$0.064000
O & M Internal Labor (Govt. FTE):	0	0	\$0.168000	\$0.146000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	0	\$0.210000	\$1.512000	\$0.210000
Total Cost (Including Internal Labor (Govt. FTE)):	\$4.560000	\$2.300000	\$2.662000	\$2.609000
Total Cost Internal Labor (Govt. FTE) costs:	0	\$0.146000	\$0.300000	\$0.146000
# of FTE rep by costs:	3	5	8	8
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)
2018
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2025
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):
WCF Agency

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** SO-OCIO-DISC-ROBOTICS PROCESS AUTOMATION (RPA)
2. **Unique Investment Identifier (UII):** 005-000003327

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?
179546	RPA – FMFI Risk Certification	This project will automated the SSCD Risk reports from FMFI. Including risk and mitigation listings for each agency user group in each FMFI Production system.	10/01/2019	01/13/2020	\$0.1	Yes
197476	UiPath for RPA	The UiPath software licenses is to prepare the DISC Infrastructure to support the RPA Investment and Customer projects	09/12/2019	06/20/2020	\$0.2	No
197480	SMO for RPA	Supports Robotics Process Automation (RPA) to automate redundant business processes across the USDA	09/12/2019	09/11/2020	\$0.6	No
197600	Reskilling Pilot Cohort Training Project	Will train 2 cohorts to create automated business operations using RPA techniques using UiPath technology	06/01/2019	05/30/2020	\$0.5	No
212361	UIPath for RPA Phase 2	The UiPath software licenses is to continue DISC Infrastructure to support the RPA Investment and Customer projects	08/04/2020	08/28/2020	\$0.3	No
218834	SMO Round 2 for RPA	Supports Robotics Process Automation (RPA) to automate redundant business processes across the USDA	09/09/2020	09/11/2020	\$0.1	No
218837	Option Year 1 SMO for RPA	Supports Robotics Process Automation (RPA) to automate redundant business processes across the USDA	09/12/2020	09/11/2021	\$1.0	No

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
197600	Cohort #1 RPA training	Training Cohort 1 to learn to use RPA to automate business processes using UiPath technology	197600.1	2019-06-17	2019-06-17	2019-06-17	2019-08-23	2019-08-23	2019-08-23	0.137000	0.137000	0.137000
179546	FMMI Risk Certification – Planning/Initiation	FMMI Risk Certification – Planning/Initiation	179546.1	2019-10-21	2019-10-21		2019-12-02	2019-12-02		0.045000	0.045000	
197600	Cohort #1 Soft Skills training	Training to learn basic project management skills and Microsoft Project	197600.2	2019-10-21	2019-10-21	2019-10-21	2019-12-06	2019-12-06	2019-12-06	0.136000	0.136000	0.136000
197480	FY20 Q1 RPA SMO Support	Provide Q1 support for comm, intake process, policy and procedure	197480.1	2019-09-12	2019-09-12	2019-09-12	2019-12-31	2019-12-31	2019-12-31	0.150000	0.150000	0.150000
179546	FMMI Risk Certification – Development/D deployment	FMMI Risk Certification – Development/D deployment	179546.2	2019-12-03	2019-12-03		2020-01-13	2020-01-13		0.045000	0.045000	
197600	Cohort #2 RPA training	Comprehensive training for Cohort 2 to learn to use RPA to automate business processes using UiPath	197600.3	2019-10-01	2019-10-01	2019-10-01	2020-03-23	2020-03-23	2020-03-23	0.208000	0.208000	0.208000

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
		technology										
197480	FY20 Q2 RPA SMO Support	Provide Q2 support for comm, intake process, policy and procedure	197480.2	2020-01-01	2020-01-01	2020-01-01	2020-03-31	2020-03-31	2020-03-31	0.151000	0.151000	0.151000
197476	Installation of licenses	Installation of licenses	197476.1	2020-03-03	2020-03-03	2020-03-03	2020-04-03	2020-04-03	2020-04-03	0.088000	0.088000	0.088000
197600	Cohort #2 certification training	UiPath Certification training and exam	197600.4	2020-03-24	2020-03-24	2020-03-26	2020-05-29	2020-06-26	2020-06-26	0.065000	0.065000	0.065000
197476	Verification of license functionality	Verification of license functionality	197476.2	2020-03-20	2020-03-20	2020-03-20	2020-06-20	2020-06-20	2020-06-20	0.088000	0.088000	0.088000
197480	FY20 Q3 RPA SMO Support	Provide Q3 support for comm, intake process, policy and procedure	197480.3	2020-04-01	2020-04-01	2020-04-01	2020-06-30	2020-06-30	2020-06-30	0.150000	0.150000	0.150000
212361	Installation of licenses	Installation of Robot and Studio on VM Servers	212361.1	2020-08-04	2020-08-04	2020-08-04	2020-08-14	2020-08-14	2020-08-14	0.155000	0.155000	0.155000
212361	Verification of license functionality	Verification of capacity increase and license functionality	212361.2	2020-08-11	2020-08-11	2020-08-11	2020-08-28	2020-08-28	2020-08-28	0.104000	0.104000	0.104000
218834	Installation of licenses	Installation of Robot and Studio on VM Servers	218834.1	2020-09-09	2020-09-09	2020-09-09	2020-09-10	2020-09-10	2020-09-10	0.090000	0.090000	0.090000
197480	FY20 Q4 RPA SMO Support	Provide Q4 support for comm, intake process, policy and procedure	197480.4	2020-07-01	2020-07-01	2020-07-01	2020-09-11	2020-09-11	2020-09-11	0.151000	0.151000	0.150000
218834	Verification of	Verification of	218834.2	2020-09-10	2020-09-10	2020-09-10	2020-09-11	2020-09-11	2020-09-11	0.052000	0.052000	0.052000

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
	license functionality	capacity increase and license functionality										
218837	FY21 Q1 RPA SMO Support	Provide Q1 support for comm, intake process, policy and procedure	218837.1	2020-09-12	2020-09-12	2020-09-12	2020-12-31	2020-12-31	2020-12-31	0.252000	0.252000	0.252000
218837	FY21 Q2 RPA SMO Support	Provide Q2 support for comm, intake process, policy and procedure	218837.2	2021-01-01	2021-01-01	2021-01-01	2021-03-31	2021-03-31	2021-03-31	0.251000	0.251000	0.251000
218837	FY21 Q3 RPA SMO Support	Provide Q3 support for comm, intake process, policy and procedure	218837.3	2021-04-01	2021-04-01	2021-04-01	2021-06-30	2021-06-30		0.252000	0.252000	
218837	FY21 Q4 RPA SMO Support	Provide Q4 support for comm, intake process, policy and procedure	218837.4	2021-07-01	2021-07-01		2021-09-11	2021-09-11		0.252000	0.252000	

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?
30319	Centralized RPA projects delivered within planned costs.	Perctenage	3 - Financial Performance	100.000000	100.000000	100.000000	Over target	Monthly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
30319	287153	100.000000	05/31/2021							
30319	285796	100.000000	04/30/2021							
30319	283122	100.000000	03/31/2021							
30319	281844	100.000000	02/28/2021							
30319	278919	100.000000	01/31/2021							
30319	278918	100.000000	12/31/2020							
30319	278917	100.000000	11/30/2020							
30318	% of medium tickets closed	Percentage	1 - Customer Satisfaction (Process Results)	85.000000	85.000000	85.000000	Over target	Monthly	005SO18001 : Modernize information technology infrastructure,	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?
									facilities and support services to improve the customer experience.	
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					30318	287152	100.000000	05/31/2021		
					30318	285795	88.890000	04/30/2021		
					30318	283123	100.000000	03/31/2021		
					30318	281843	100.000000	02/28/2021		
					30318	278916	100.000000	01/31/2021		
					30318	278915	100.000000	12/31/2020		
					30318	278914	100.000000	11/30/2020		
29531	Centralized RPA projects delivered within +/-10% of planned schedule	Percentage	3 - Financial Performance	90.000000	90.000000	90.000000	Over target	Monthly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					29531	269697	90.000000	08/01/2020		

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?
					29531	269696	90.000000	07/01/2020		
					29531	263085	90.000000	06/01/2020		
					29531	261276	100.000000	05/01/2020		
					29531	261275	100.000000	04/01/2020		
29530	RPA Reuse/Modification analysis complete through Intake Process	Percentage	2 - Strategic and Business Results	95.000000	95.000000	95.000000	Over target	Quarterly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					29530	287151	100.000000	05/31/2021		
					29530	281842	100.000000	02/28/2021		
					29530	278928	100.000000	11/30/2020		
					29530	269698	100.000000	08/01/2020		
					29530	261274	100.000000	05/01/2020		
					29530	261273	100.000000	04/01/2020		
29529	RPA SMO Response Time to Customer	Percentage	1 - Customer Satisfaction (Process Results)	99.000000	99.000000	99.000000	Over target	Annual	005SO18001 : Modernize information	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?
-----------	--------------------	-----------------	--	----------------------------	-------------	-------------	-----------------------	---------------------	---	--------------------

Inquiries

technology infrastructure, facilities and support services to improve the customer experience.

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29529	261272	100.000000	05/01/2020	

29528	Code Review Completed within SLA Timeframe	Percentage	2 - Strategic and Business Results	99.000000	99.000000	99.000000	Over target	Quarterly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	No
-------	--	------------	------------------------------------	-----------	-----------	-----------	-------------	-----------	---	----

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
-----------	------------------	---------------	-----------------------	---------

29528 283124 100.000000 03/31/2021

29528 278927 100.000000 12/31/2020

29528 278926 100.000000 09/01/2020

29528 263084 100.000000 06/01/2020

29528 261271 100.000000 05/01/2020

29528 261270 100.000000 03/31/2020

29528 261269 100.000000 03/01/2020

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?
-----------	--------------------	-----------------	--	----------------------------	-------------	-------------	-----------------------	---------------------	---	--------------------

29527	RPA Service Up-time (Shared Production Environment DISC)	Percentage	2 - Strategic and Business Results	98.000000	98.000000	98.000000	Over target	Monthly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	No
-------	--	------------	------------------------------------	-----------	-----------	-----------	-------------	---------	---	----

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29527	287150	100.000000	05/31/2021	
29527	285794	100.000000	04/30/2021	
29527	283125	100.000000	03/31/2021	
29527	281841	100.000000	02/28/2021	
29527	278925	100.000000	01/31/2021	
29527	278924	100.000000	12/31/2020	
29527	278923	100.000000	11/30/2020	
29527	278922	100.000000	10/31/2020	
29527	278921	99.990000	10/01/2020	
29527	278920	100.000000	09/01/2020	
29527	269700	100.000000	08/01/2020	

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?
					29527	269699	100.000000	07/01/2020		
					29527	263083	100.000000	06/01/2020		
					29527	261268	99.990000	05/01/2020		
					29527	261267	99.990000	03/31/2020		
					29527	261266	99.980000	03/01/2020		