

## Business Case: Capital Asset Summary

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

#### Section A: Overview & General Information

**Date Investment First Submitted:** 2020-09-22  
**Date of Last Change to Activities:** 2020-09-23  
**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:** 55 - Rural Development

1. **Name of this Investment:** RD-Commercial Loans, Grants & Guarantees (CLGG)
2. **Unique Investment Identifier (UII):** 005-000003415

#### 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):

005SO18288: Expand rural business opportunity and rural quality of life with access to capital; improved infrastructure, broadband access, and connectivity; and support for workforce availability.

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 CLGG investment is comprised of over two dozen information systems and applications, which together represents the core technology enabling, performing, and fulfilling over 40 mission critical RD Rural Housing Service (RHS), Rural Utilities Service (RUS), and Rural Business-Cooperative Service (RBCS) commercial loan, guarantee, and grant programs. These programs include the Multi-Family Housing (MFH), Community Facilities (CF), Business and Industry (B&I), and Broadband, Electric, Water and Environmental (WEPE), Telecommunications, and Energy utility related programs and the services these programs provide to rural America. Without the CLGG investment, RD RHS, RUS, and RBCS would not be able to function, operate its programs, deliver its services, help create jobs and businesses, and fuel the economies of rural communities across the United States. Without the CLGG IT investment, RD

would not be able to fulfill its mission. CLGG's life cycle quantitative ROI is dependent on the cumulative life cycle benefits including the economic benefits of RD's 40+ mission critical commercial oriented RD programs. The life cycle benefits of these programs on creating and saving jobs, growing and sustaining businesses, and fueling the economies of rural communities across the U.S. is incalculable. The qualitative ROI of the CLGG investment is achieved through the prosperity and economic opportunities achieved in rural communities through the successful operation, management, and performance of the RD's RHS, RUS, and RBCS commercial loan, guarantee, and grant programs and services. These programs help create jobs, support the establishment and growth of businesses, and fuel the economies of rural communities across the U.S. Continued funding of the CLGG investment will allow RD to operate and maintain RLGG systems and applications as well as implement critical CLGG digital transformation and modernization initiatives as the architecture and technologies of the CLGG systems, sub-systems, and application are antiquated, inefficient, and difficult and costly to operate and maintain. The planned outcomes and benefits of the CLGG investment will allow RD to: Deliver more efficient and effective commercial loan, grant, and guaranteed customer-facing technology, services, and value-added data intelligence tools. Enhance the commercial loan grant, and guaranteed business functions including origination, servicing and monitoring, disposition, and management reporting processes. Improve property identification and marketing for resale services. Refine the commercial rental assistance process. Boost the obligations, cash transactions, disbursements, and collections processes Increase interfaces with related institutions (banks, credit bureaus, etc.) Heighten the loss management processes. The performance of the CLGG IT investment and the delivery of the planned and actual CLGG outcomes and benefits, as described above, will be captured and reflected in Table D.1, which will demonstrate how the CLGG ROI is being managed, delivered, and realized.

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
005-000001580	to be reduced
005-000002317	to be eliminated

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:**

Meneshea Levy

**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	0	0	0
DME (Excluding Planning) Costs:	0	0	\$7.094000	\$18.694000
DME (Including Planning) Govt. FTEs:	0	0	\$2.141000	\$2.141000
Sub-Total DME (including Internal Labor (Govt. FTE)):	0	0	\$9.235000	\$20.835000
O & M Costs:	0	0	\$9.132000	\$8.204000
O & M Internal Labor (Govt. FTE):	0	0	\$2.832000	\$2.832000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	0	0	\$11.964000	\$11.036000
Total Cost (Including Internal Labor (Govt. FTE)):	0	0	\$21.199000	\$31.871000
Total Cost Internal Labor (Govt. FTE) costs:	0	0	\$4.973000	\$4.973000
# of FTE rep by costs:	0	0	0	0
Total change from prior year final President's Budget (\$)		0	\$-21.199000	
Total change from prior year final President's Budget			-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)  
2020
  - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)  
2030
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):  
As of September 2020, this is a new Investment.

## Business Case Detail: Performance Measurement Report

### Section A1: General Information

1. **Name of this Investment:** RD-COMMERCIAL LOANS, GRANTS & GUARANTEES (CLGG)
2. **Unique Investment Identifier (UII):** 005-000003415

## 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?
212209	HBIIP - O&M FY21	HBIIP - O&M FY21	10/01/2020	09/30/2021	\$0.2	No
212208	RD Apply - O&M FY21	RD Apply - O&M FY21	10/01/2020	09/30/2021	\$0.5	No
212207	MFIS - O&M FY21	MFIS - O&M FY21	10/01/2020	09/30/2021	\$0.7	No
212205	ECMS - O&M FY21	ECMS - O&M FY21	10/01/2020	09/30/2021	\$0.3	No
212203	CPAP - O&M FY21	CPAP - O&M FY21	10/01/2020	09/30/2021	\$0.1	No
212202	CLSS- O&M FY21	CLSS- O&M FY21	10/01/2020	09/30/2021	\$0.3	No
212198	Administrative Technology Support Application - O&M FY21	Administrative Technology Support Application - O&M FY21	10/01/2020	09/30/2021	\$0.6	No
212161	AMAS - O&M FY21	AMAS - O&M FY21	10/01/2020	09/30/2021	\$0.5	No
212159	ReConnect (Broad) - O&M FY21	Provide opportunity for Economic Development by implementing Broadband for underserved Rural America customers.	10/01/2020	09/30/2021	\$2.8	No
212160	FMMI Migration - DME	FMMI Migration - DME	09/01/2021	11/30/2022	\$15.0	Yes
212150	Reconnect (Broadband) - DME	Provide opportunity for Economic Development by implementing Broadband for underserved Rural America customers.	06/01/2021	09/30/2022	\$14.0	Yes
211448	PLAS Replacement/ Retirement - DME	PLAS Replacement/ Retirement - DME	04/01/2021	09/30/2022	\$10.0	Yes
211452	Voucher Program- DME	Voucher Program- DME	07/29/2021	09/30/2022	\$2.0	Yes
209468	AMAS Replacement/ Retirement - DME	To combine four of its guaranteed loan programs into a single regulation: 1) Water and Waste Disposal; 2) Community Facilities; 3) Business and Industry; and 4) Rural Energy for America Program.	04/01/2021	09/30/2022	\$10.0	Yes
212148	ReConnect - O&M FY20	ReConnect - O&M FY20	10/01/2019	09/30/2020	\$2.0	No
212149	RD Apply - O&M FY20	RD Apply - O&M FY20	10/01/2019	09/30/2020	\$1.9	No

Projects Table C.1

Unique Project ID	Project Name	Project Goal	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)	Software Project?
212147	MFIS - O&M FY20	MFIS - O&M FY20	10/01/2019	09/30/2020	\$0.8	No
212146	ECMS - O&M FY20	ECMS - O&M FY20	10/01/2019	09/30/2020	\$0.4	No
211450	CPAP - O&M FY20	CPAP - O&M FY20	10/01/2019	09/30/2020	\$0.2	No
211451	CLSS - O&M FY20	CLSS - O&M FY20	10/01/2019	09/30/2020	\$0.5	No
211449	AMAS - O&M FY20	AMAS - O&M FY20	10/01/2019	09/30/2020	\$1.1	No
211447	HBIIP- DME	The Higher Blends Infrastructure Incentive Program is a new RD program that will expand the availability of domestic ethanol and biodiesel by incentivizing the expansion of sales of renewable fuels.	10/01/2019	09/30/2020	\$0.4	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
211447	Planning	Project Initiation & Planning phase of the HBIIP Project.	211447.1	2019-10-01	2019-10-01	2019-10-01	2019-11-30	2019-11-30	2019-11-30	0.035000	0.035000	
212148	O&M Support - Q1	O&M support during Q1 of FY20.	212148.1	2019-10-01	2019-10-01	2019-10-01	2019-12-31	2019-12-31	2019-12-31	0.500000	0.500000	
212149	O&M Support - Q1	O&M support during Q1 of FY20.	212149.1	2019-10-01	2019-10-01	2019-10-01	2019-12-31	2019-12-31	2019-12-31	0.463000	0.463000	
212147	O&M Support -	O&M support	212147.1	2019-10-01	2019-10-01	2019-10-01	2019-12-31	2019-12-31	2019-12-31	0.209000	0.209000	



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
	Q1	duirng Q1 of FY20.										
212146	O&M Support - Q1	O&M support duirng Q1 of FY20.	212146.1	2019-10-01	2019-10-01	2019-10-01	2019-12-31	2019-12-31	2019-12-31	0.094000	0.094000	
211450	O&M Support - Q1	O&M support duirng Q1 of FY20.	211450.1	2019-10-01	2019-10-01	2019-10-01	2019-12-31	2019-12-31	2019-12-31	0.040000	0.040000	
211451	O&M Support - Q1	O&M support duirng Q1 of FY20.	211451.1	2019-10-01	2019-10-01	2019-10-01	2019-12-31	2019-12-31	2019-12-31	0.137000	0.137000	
211449	O&M Support - Q1	O&M support duirng Q1 of FY20.	211449.1	2019-10-01	2019-10-01	2019-10-01	2019-12-31	2019-12-31	2019-12-31	0.269000	0.269000	
212148	O&M Support - Q2	O&M support duirng Q2 of FY20.	212148.2	2020-01-01	2020-01-01	2020-01-01	2020-03-31	2020-03-31	2020-03-31	0.500000	0.500000	
212149	O&M Support - Q2	O&M support duirng Q2 of FY20.	212149.2	2020-01-01	2020-01-01	2020-01-01	2020-03-31	2020-03-31	2020-03-31	0.463000	0.463000	
212147	O&M Support - Q2	O&M support duirng Q2 of FY20.	212147.2	2020-01-01	2020-01-01	2020-01-01	2020-03-31	2020-03-31	2020-03-31	0.209000	0.209000	
212146	O&M Support - Q2	O&M support duirng Q2 of FY20.	212146.2	2020-01-01	2020-01-01	2020-01-01	2020-03-31	2020-03-31	2020-03-31	0.094000	0.094000	
211450	O&M Support - Q2	O&M support duirng Q2 of FY20.	211450.2	2020-01-01	2020-01-01	2020-01-01	2020-03-31	2020-03-31	2020-03-31	0.040000	0.040000	
211451	O&M Support - Q2	O&M support duirng Q2 of FY20.	211451.2	2020-01-01	2020-01-01	2020-01-01	2020-03-31	2020-03-31	2020-03-31	0.137000	0.137000	
211449	O&M Support - Q2	O&M support duirng Q2 of FY20.	211449.2	2020-01-01	2020-01-01	2020-01-01	2020-03-31	2020-03-31	2020-03-31	0.269000	0.269000	
212148	O&M Support - Q3	O&M support duirng Q3 of FY20.	212148.3	2020-04-01	2020-04-01	2020-04-01	2020-06-30	2020-06-30	2020-06-30	0.500000	0.500000	

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
212149	O&M Support - Q3	O&M support duirng Q3 of FY20.	212149.3	2020-04-01	2020-04-01	2020-04-01	2020-06-30	2020-06-30	2020-06-30	0.463000	0.463000	
212147	O&M Support - Q3	O&M support duirng Q3 of FY20.	212147.3	2020-04-01	2020-04-01	2020-04-01	2020-06-30	2020-06-30	2020-06-30	0.209000	0.209000	
212146	O&M Support - Q3	O&M support duirng Q3 of FY20.	212146.3	2020-04-01	2020-04-01	2020-04-01	2020-06-30	2020-06-30	2020-06-30	0.094000	0.094000	
211450	O&M Support - Q3	O&M support duirng Q3 of FY20.	211450.3	2020-04-01	2020-04-01	2020-04-01	2020-06-30	2020-06-30	2020-06-30	0.040000	0.040000	
211451	O&M Support - Q3	O&M support duirng Q3 of FY20.	211451.3	2020-04-01	2020-04-01	2020-04-01	2020-06-30	2020-06-30	2020-06-30	0.137000	0.137000	
211449	O&M Support - Q3	O&M support duirng Q3 of FY20.	211449.3	2020-04-01	2020-04-01	2020-04-01	2020-06-30	2020-06-30	2020-06-30	0.269000	0.269000	
212148	O&M Support - Q4	O&M support duirng Q4 of FY20.	212148.4	2020-07-01	2020-07-01	2020-07-01	2020-09-30	2020-09-30		0.500000	0.500000	
212149	O&M Support - Q4	O&M support duirng Q4 of FY20.	212149.4	2020-07-01	2020-07-01	2020-07-01	2020-09-30	2020-09-30		0.463000	0.463000	
212147	O&M Support - Q4	O&M support duirng Q4 of FY20.	212147.4	2020-07-01	2020-07-01	2020-07-01	2020-09-30	2020-09-30		0.209000	0.209000	
212146	O&M Support - Q4	O&M support duirng Q4 of FY20.	212146.4	2020-07-01	2020-07-01	2020-07-01	2020-09-30	2020-09-30		0.094000	0.094000	
211450	O&M Support - Q4	O&M support duirng Q4 of FY20.	211450.4	2020-07-01	2020-07-01	2020-07-01	2020-09-30	2020-09-30		0.040000	0.040000	
211451	O&M Support - Q4	O&M support duirng Q4 of FY20.	211451.4	2020-07-01	2020-07-01	2020-07-01	2020-09-30	2020-09-30		0.137000	0.137000	
211449	O&M Support - Q4	O&M support duirng Q4 of	211449.4	2020-07-01	2020-07-01	2020-07-01	2020-09-30	2020-09-30		0.269000	0.269000	

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
FY20.												
211447	Execution	HBIIP development and deployment.	211447.2	2019-12-01	2019-12-01	2019-12-01	2020-09-30	2020-09-30		0.315000	0.315000	
212209	O&M Support - Q1	O&M support during Q1 of FY21.	212209.1	2020-10-01	2020-10-01		2020-12-31	2020-12-31		0.038000	0.038000	
212208	O&M Support - Q1	O&M support during Q1 of FY21.	212208.1	2020-10-01	2020-10-01		2020-12-31	2020-12-31		0.133000	0.133000	
212207	O&M Support - Q1	O&M support during Q1 of FY21.	212207.1	2020-10-01	2020-10-01		2020-12-31	2020-12-31		0.169000	0.169000	
212205	O&M Support - Q1	O&M support during Q1 of FY21.	212205.1	2020-10-01	2020-10-01		2020-12-31	2020-12-31		0.085000	0.085000	
212203	O&M Support - Q1	O&M support during Q1 of FY21.	212203.1	2020-10-01	2020-10-01		2020-12-31	2020-12-31		0.029000	0.029000	
212202	O&M Support - Q1	O&M support during Q1 of FY21.	212202.1	2020-10-01	2020-10-01		2020-12-31	2020-12-31		0.071000	0.071000	
212198	O&M Support - Q1	O&M support during Q1 of FY21.	212198.1	2020-10-01	2020-10-01		2020-12-31	2020-12-31		0.141000	0.141000	
212161	O&M Support - Q1	O&M support during Q1 of FY21.	212161.1	2020-10-01	2020-10-01		2020-12-31	2020-12-31		0.118000	0.118000	
212159	O&M Support - Q1	O&M support during Q1 of FY21.	212159.1	2020-10-01	2020-10-01		2020-12-31	2020-12-31		0.712000	0.712000	
212209	O&M Support - Q2	O&M support during Q2 of FY21.	212209.2	2021-01-01	2021-01-01		2021-03-31	2021-03-31		0.038000	0.038000	
212208	O&M Support - Q2	O&M support during Q2 of FY21.	212208.2	2021-01-01	2021-01-01		2021-03-31	2021-03-31		0.133000	0.133000	

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
212207	O&M Support - Q2	O&M support during Q2 of FY21.	212207.2	2021-01-01	2021-01-01		2021-03-31	2021-03-31		0.169000	0.169000	
212205	O&M Support - Q2	O&M support during Q2 of FY21.	212205.2	2021-01-01	2021-01-01		2021-03-31	2021-03-31		0.085000	0.085000	
212203	O&M Support - Q2	O&M support during Q2 of FY21.	212203.2	2021-01-01	2021-01-01		2021-03-31	2021-03-31		0.029000	0.029000	
212202	O&M Support - Q2	O&M support during Q2 of FY21.	212202.2	2021-01-01	2021-01-01		2021-03-31	2021-03-31		0.071000	0.071000	
212198	O&M Support - Q2	O&M support during Q2 of FY21.	212198.2	2021-01-01	2021-01-01		2021-03-31	2021-03-31		0.141000	0.141000	
212161	O&M Support - Q2	O&M support during Q2 of FY21.	212161.2	2021-01-01	2021-01-01		2021-03-31	2021-03-31		0.118000	0.118000	
212159	O&M Support - Q2	O&M support during Q2 of FY21.	212159.2	2021-01-01	2021-01-01		2021-03-31	2021-03-31		0.712000	0.712000	
211448	Planning	Project Initiation & Planning phase of the PLAS Retirement Project.	211448.1	2021-04-01	2021-04-01		2021-05-31	2021-05-31		0.500000	0.500000	
209468	Planning	Project Initiation & Planning phase of the AMAS Retirement Project.	209468.1	2021-04-01	2021-04-01		2021-05-31	2021-05-31		0.600000	0.600000	
212209	O&M Support - Q3	O&M support during Q3 of FY21.	212209.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.038000	0.038000	
212208	O&M Support - Q3	O&M support during Q3 of FY21.	212208.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.133000	0.133000	

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
212207	O&M Support - Q3	O&M support during Q3 of FY21.	212207.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.169000	0.169000	
212205	O&M Support - Q3	O&M support during Q3 of FY21.	212205.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.085000	0.085000	
212203	O&M Support - Q3	O&M support during Q3 of FY21.	212203.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.029000	0.029000	
212202	O&M Support - Q3	O&M support during Q3 of FY21.	212202.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.071000	0.071000	
212198	O&M Support - Q3	O&M support during Q3 of FY21.	212198.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.141000	0.141000	
212161	O&M Support - Q3	O&M support during Q3 of FY21.	212161.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.118000	0.118000	
212159	O&M Support - Q3	O&M support during Q3 of FY21.	212159.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.712000	0.712000	
212150	Planning	Project Initiation & Planning phase of the ReConnect Project.	212150.1	2021-06-01	2021-06-01		2021-07-31	2021-07-31		0.700000	0.700000	
211452	Planning	Project Initiation & Planning phase of the Voucher Program Implementation	211452.1	2021-07-29	2021-07-29		2021-09-27	2021-09-27		0.200000	0.200000	
212209	O&M Support - Q4	O&M support during Q4 of FY21.	212209.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.038000	0.038000	
212208	O&M Support - Q4	O&M support during Q4 of	212208.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.133000	0.133000	

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
FY21.												
212207	O&M Support - Q4	O&M support duirng Q4 of FY21.	212207.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.169000	0.169000	
212205	O&M Support - Q4	O&M support duirng Q4 of FY21.	212205.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.085000	0.085000	
212203	O&M Support - Q4	O&M support duirng Q4 of FY21.	212203.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.029000	0.029000	
212202	O&M Support - Q4	O&M support duirng Q4 of FY21.	212202.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.071000	0.071000	
212198	O&M Support - Q4	O&M support duirng Q4 of FY21.	212198.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.141000	0.141000	
212161	O&M Support - Q4	O&M support duirng Q4 of FY21.	212161.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.118000	0.118000	
212159	O&M Support - Q4	O&M support duirng Q4 of FY21.	212159.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.712000	0.712000	
212160	Planning	Project Initiation & Planning phase of the FMMI Migration Project.	212160.1	2021-09-01	2021-09-01		2021-10-31	2021-10-31		1.500000	1.500000	
212150	Execution	ReConnect development and deployment.	212150.2	2021-08-01	2021-08-01		2022-09-30	2022-09-30		13.300000	13.300000	
211448	Execution	Development and deployment of solution for the PLAS Replacement/Retirement.	211448.2	2021-06-01	2021-06-01		2022-09-30	2022-09-30		9.500000	9.500000	

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
211452	Execution	Voucher Program development and deployment.	211452.2	2021-09-28	2021-09-28		2022-09-30	2022-09-30		1.800000	1.800000	
209468	Execution	Development and deployment of solution for the AMAS Replacement/Retirement.	209468.2	2021-06-01	2020-06-01		2022-09-30	2022-09-30		9.400000	9.400000	
212160	Execution	FMMI Migration development and deployment.	212160.2	2021-11-01	2021-11-01		2022-11-30	2022-11-30		13.500000	13.500000	

## 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?
30305	Non-Asset Cost % – Percentage of total CY budget associated with non-asset costs. (unit = Percentage)	Percentage	3 - Financial Performance	25.000000	25.000000	25.000000	Under target	Annual	005SO18288 : Expand rural business opportunity and rural quality of life with access to capital; improvd infrastructure, broadband access, and connectivity; and support for workforce availability.	No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30305	278673	18.000000	02/16/2021	

30304	Cost Variance – Percent of projects managed within a ±10% variance of the planned budget. (unit = Percentage)	Percentage	3 - Financial Performance	100.000000	100.000000	100.000000	Over target	Monthly	005SO18288 : Expand rural business opportunity and rural quality of life with access to capital; improvd infrastructure, broadband access, and connectivity; and support for workforce availability.	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30304	278672	100.000000	02/16/2021	

30303	Cost/Schedule Rebaselines –	Quantity	2 - Strategic and Business Results	2.000000	2.000000	2.000000	Under target	Quarterly	005SO18288 : Expand rural	No
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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?
	than 90 days after the actual completion date. (unit = Quantity)								with access to capital; improvd infrastructure, broadband access, and connectivity; and support for workforce availability.	
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					30301	278669	0.000000	02/16/2021		
30300	Schedule Variance – Percent of project s managed within a ±10% variance of the planned schedule. (unit = Percentage)	Percentage	2 - Strategic and Business Results	100.000000	100.000000	100.000000	Over target	Monthly	005SO18288 : Expand rural business opportunity and rural quality of life with access to capital; improvd infrastructure, broadband access, and connectivity; and support for workforce availability.	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					30300	278668	100.000000	02/16/2021		
30299	Stakeholder Satisfaction – Number of Stage Gate Reviews successfully completed, demonstrating satisfaction of all	Quantity	1 - Customer Satisfaction (Process Results)	1.000000	1.000000	1.000000	Over target	Annual	005SO18288 : Expand rural business opportunity and rural quality of life with access to capital; improvd 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?
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stakeholders.  
(unit = Quantity)

broadband access, and connectivity; and support for workforce availability.

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

29921	Ensure actual annual CLGG O&M costs are within +/-10% of the planned annual O&M costs in FY 2021 and FY 2022.	% Total Annual O&M Cost Variance	3 - Financial Performance	0.000000	9.000000	10.000000	Under target	Quarterly	005SO18288 : Expand rural business opportunity and rural quality of life with access to capital; improvd infrastructure, broadband access, and connectivity; and support for workforce availability.	Yes
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

29920	Reduce the number of help desk trouble tickets associated with the CLGG IT investment on a monthly basis in FY 2021 and FY 2022 by addressing common CLGG	Number of help desk tickets received per month	1 - Customer Satisfaction (Process Results)	30.000000	20.000000	10.000000	Under target	Monthly	005SO18288 : Expand rural business opportunity and rural quality of life with access to capital; improvd infrastructure, broadband access, and connectivity; and	Yes
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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?
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ticket issues.

support for  
workforce  
availability.

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

29919	Modernize the architecture and/or technology of one or more CLGG customer-facing applications supporting the CLGG programs in FY 2021 and FY 2022	Number of modernized CLGG systems and applications	2 - Strategic and Business Results	0.000000	2.000000	2.000000	Under target	Quarterly	005SO18288 : Expand rural business opportunity and rural quality of life with access to capital; improvd infrastructure, broadband access, and connectivity; and support for workforce availability.	Yes
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

29918	Improve and sustain CLGG IT investment reliability 2% from 97% to 99%.	Average % Reliability	2 - Strategic and Business Results	97.000000	99.000000	99.000000	Under target	Monthly	005SO18288 : Expand rural business opportunity and rural quality of life with access to capital; improvd infrastructure, broadband access, and connectivity; and support for workforce availability.	Yes
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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?
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

29917	Increase CLGG system, application, and platform availability to end-users by 2% from 97% to 99%.	Average % Availability	2 - Strategic and Business Results	97.000000	99.000000	99.000000	Under target	Monthly	005SO18288 : Expand rural business opportunity and rural quality of life with access to capital; improvd infrastructure, broadband access, and connectivity; and support for workforce availability.	Yes
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE