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

### Section A: Overview & General Information

**Date Investment First Submitted:** 2009-06-30
**Date of Last Change to Activities:** 2021-04-28
**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:**  2021-07-21

**Agency:** 005 - Department of Agriculture        **Bureau:** 14 - Office of Chief Financial Officer

**1. Name of this Investment:** SO-OCFO-Financial Management Modernization Initiative (FMMI)

**2. Unique Investment Identifier (UII):** 005-000001425

### 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.

    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.**
    Implementation of FMMI will allow USDA to be in compliance with OMB, USDA and to receive a clean audit opinion. The Benefit-to-Cost Ratio is 41%. The chosen alternative, In-House Solution, was the preferred alternative. Relative to the other alternatives considered, it is it is less costly, less risky and is anticipated to provide USDA with greater benefits (both financial and non-financial) compared to the other options. By selecting and implementing its own COTS software, and hosting its hardware in-house, USDA maximizes its flexibility and management control, and minimizes the risks associated with the investment. This alternative also provided the USDA the opportunity to become a certified COE. The COE offers hosting services to other Federal agencies and enhancing competition in the emerging COE market . Cost savings from the investment are expected due to lower overall steady state operating costs for the In-House Solution relative to the status quo environment. These cost savings are currently

estimated at $206.9 million from FY 2011-FY 2020 (in discounted, risk-adjusted dollars), or roughly $20 - $23 million in annual operations and maintenance cost savings (in discounted, risk-adjusted dollars). The FMMI project addresses the need for improved financial performance through a modern financial system that provides maximum support to mission. The technical benefits for FMMI include: - Provides a single, operational web-based system for all USDA Agencies and Staff Offices and an enterprise-wide view of data; - Standardizes business processes; - Implements leading practices; -Provides reliable, relevant and timely data for general accounting, funds management and financial reports; and - Enables single sign-on using USDA s eAuthentication system.

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 |
| 005-000000062 | to be eliminated |

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.**

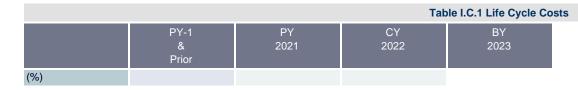7.  **Provide the name of the Investment-level project manager:**
J.C. Schulte

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: | $1.916000 | 0 | 0 | 0 |
| DME (Excluding Planning) Costs: | $191.292000 | $7.661000 | $8.790000 | $12.390000 |
| DME (Including Planning) Govt. FTEs: | $17.281000 | 0 | 0 | 0 |
| Sub-Total DME (including Internal Labor (Govt. FTE)): | $210.489000 | $7.661000 | $8.790000 | $12.390000 |
| O & M Costs: | $385.294000 | $68.807000 | $63.267000 | $67.238000 |
| O & M Internal Labor (Govt. FTE): | $207.674000 | $43.914000 | $49.273000 | $25.222000 |
| Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)): | $592.968000 | $112.721000 | $112.540000 | $92.460000 |
| Total Cost (Including Internal Labor (Govt. FTE)): | $803.457000 | $120.382000 | $121.330000 | $104.850000 |
| Total Cost Internal Labor (Govt. FTE) costs: | $224.955000 | $43.914000 | $49.273000 | $25.222000 |
| # of FTE rep by costs: | 1,881 | 107 | 138 | 150 |

| | | | | |
|---|---|---|---|---|
| Total change from prior year final President's Budget ($) | | 0 | 0 | |
| Total change from prior year final President's Budget | | 10.24% | 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)**
        2006

    b.   **In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)**
        2022

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):**

OCFO FMS restructured the organization which now includes controller operations division (COD). FMMI absorbed all of the COD operations which included their budget. Based on the restructure the FMS now includes the financial system and COD which were integrated into one budget.

# Business Case Detail: Performance Measurement Report

## Section A1: General Information

1. **Name of this Investment:**   SO-OCFO-FINANCIAL MANAGEMENT MODERNIZATION INITIATIVE (FMMI)

2. **Unique Investment Identifier (UII):**   005-000001425

## 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? |
| 2317-06-01 | FMMI Deployment 3 Wave 2 | | 06/01/2012 | 12/31/2012 | $7.3 | |
| 2317-06-05 | General Usability Enhancement Release 1 | | 01/01/2013 | 09/30/2013 | $3.0 | |
| 65285 | ezFedGrants (Grantor) Application Releases | | 10/19/2015 | 07/29/2016 | $9.7 | |
| 84315 | SAP Cloud Migration | | 12/21/2015 | 08/22/2016 | $5.8 | |
| 96296 | ezFedGrants (Grantor) | | 10/01/2016 | 09/30/2017 | $5.0 | |
| 96297 | SAP Cloud Migration Phase II | | 10/01/2016 | 09/30/2017 | $5.6 | |
| 97189 | MINC upgrade | | 10/01/2016 | 09/30/2017 | $0.8 | |
| 102368 | ACRWS Redesign Release 2.0 | | 12/05/2016 | 09/30/2017 | $0.3 | |
| 144126 | O&M Activities | O&M Activities. | 10/01/2018 | 09/30/2019 | $27.6 | No |
| 176077 | ezFedGrants (FS) | To design and release pilot verision of ezFG that would bring FS into existing ezFG functionality | 03/22/2019 | 12/15/2019 | $0.8 | No |
| 176079 | ezFedGrants (IAA) | To implement IAA INTR functinality into the ezFG solution for all USDA agencies and staff offices | 10/08/2018 | 10/25/2019 | $2.8 | Yes |
| 181351 | EzFedgrants PEGA Upgrade | The objective of this effort is to upgrade ezFedGrants' recipient portal to the newest version of Pega software (Pega Infinity) and to enhance and reconfigure the portal functionality and architecture. | 10/15/2018 | 03/30/2020 | $2.3 | Yes |
| 181604 | NIFA Release 2.0 FY19 | 2 functional areas (Budget Data & Closeout) within the current production grants solution that are necessary to enhance their grants mission. | 11/28/2018 | 02/28/2020 | $1.1 | No |
| 212472 | FY21 O&M Activities | O&M Activities | 10/01/2020 | 09/30/2021 | $47.4 | No |
| 217886 | Q2 FFIP Program Increments | Systems Integration to FMMI | 03/04/2021 | 05/26/2021 | $0.9 | 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 |
| 84315 | Pre-Migration Workshop for validating SOW assumptions. | Pre-migration workshop for SAP Cloud Migration. | 84315.2.1 | 2016-01-11 | 2016-01-11 | 2016-01-11 | 2016-02-29 | 2016-02-29 | 2016-02-29 | 0.646000 | 0.646000 | 0.646000 |
| 84315 | Migration Activities to generate SAP Migration cookbook for USDA leveraging production copy. | Preliminary Migration Cookbook, recommendations on environment, and ABAP remediation report. | 84315.2.2 | 2016-02-24 | 2016-02-24 | 2016-02-25 | 2016-03-08 | 2016-03-08 | 2016-03-08 | 0.880000 | 0.880000 | 0.880000 |
| 65285 | Application Build | Application Test of ezFedGrants (Grantor) System | 65285.1.1 | 2015-12-07 | 2015-12-07 | 2015-12-07 | 2016-03-18 | 2016-03-18 | 2016-03-18 | 2.864000 | 2.864000 | 2.864000 |
| 84315 | Kick Off ABAP Remediation Activities/Prepare Test Plan. | Development Migrations USDA to Cloud for ABAP remediation activities. | 84315.2.3 | 2016-02-24 | 2016-02-24 | 2016-02-24 | 2016-03-28 | 2016-04-04 | 2016-03-31 | 0.704000 | 0.704000 | 0.704000 |
| 84315 | Acceptance Test Plan activities. | System test copy from Cloud-DEV-to Cloud testing for acceptance test plan activites. | 84315.2.4 | 2016-03-11 | 2016-03-11 | 2016-03-11 | 2016-05-23 | 2016-05-30 | 2016-05-23 | 0.747000 | 0.747000 | 0.747000 |
| 84315 | Preliminary Testing of | System test copy from | 84315.2.5 | 2016-05-13 | 2016-05-13 | 2016-05-13 | 2016-06-03 | 2016-06-10 | 2016-06-09 | 0.952000 | 0.952000 | 0.952000 |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Applications. | Cloud-DEV-to Cloud testing for preliminary test of applications. | | | | | | | | | | |
| 65285 | Test Phase | Test Phase of ezFedGrants (Grantor) System | 65285.1.2 | 2016-02-16 | 2016-03-21 | 2016-04-04 | 2016-06-30 | 2016-06-30 | 2016-08-31 | 3.795000 | 3.795000 | 3.795000 |
| 65285 | Application Design | Application Design of ezFedgrants (Grantor) System | 65285.1 | 2015-12-07 | 2015-12-07 | 2015-12-07 | 2016-07-29 | 2016-07-29 | 2016-08-31 | 7.715000 | 7.715000 | 7.694000 |
| 65285 | Deployment Phase | Deployment phase of ezFedGrants (Grantor) System | 65285.1.3 | 2016-07-01 | 2016-05-05 | 2016-05-02 | 2016-07-29 | 2016-07-29 | 2016-08-15 | 1.056000 | 1.056000 | 1.035000 |
| 84315 | Final Testing of Applications/Data Migration. | Final testing of applications and start of data migration for SAP cloud migration. | 84315.2.6 | 2016-06-02 | 2016-06-02 | 2016-06-02 | 2016-08-10 | 2016-08-17 | 2016-08-10 | 0.684000 | 0.684000 | 0.684000 |
| 84315 | Landscape and Data Migration Activities for O&M PRD environments. | Mock cutover performance build from USDA to Cloud platform. | 84315.2.7 | 2016-08-05 | 2016-08-05 | 2016-08-05 | 2016-08-12 | 2016-08-19 | 2016-08-15 | 0.722000 | 0.722000 | 0.722000 |
| 84315 | High Level Project Plan with all phases of design, implementation, testing. | Project planning, resources and strategy for SAP Cloud Migration. | 84315.2 | 2016-01-11 | 2016-01-11 | 2016-01-11 | 2016-08-22 | 2016-08-22 | 2016-08-29 | 5.671000 | 5.671000 | 5.671000 |
| 84315 | Transition to Operations / Complete Acceptance Testing. | Final cutover from USDA to Cloud platform. | 84315.2.8 | 2016-08-15 | 2016-08-15 | 2016-08-15 | 2016-08-22 | 2016-08-22 | 2016-08-29 | 0.336000 | 0.336000 | 0.336000 |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | **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 |
| 96297 | PRD Final Cutover for Cloud Migration | Finalize transfer for FMMI to cloud | 96297.5.1 | 2016-12-12 | 2016-12-12 | 2016-12-12 | 2017-01-31 | 2017-01-31 | 2017-02-02 | 2.000000 | 2.000000 | 2.000000 |
| 96296 | Migration | Migration | 96296.4 | 2016-10-01 | 2016-10-07 | | 2017-09-30 | 2017-09-30 | | 5.000000 | 5.000000 | |
| 96296 | Migration Actvities for Agencies to ezGrantFed | Develop plan and priority of agencies moving to ezGrantFed | 96296.4.1 | 2016-10-01 | 2016-10-07 | | 2017-09-30 | 2017-09-30 | | 3.000000 | 3.000000 | |
| 96296 | Testing Complete & Deployment | Deployment of agencies in ezFedGrants | 96296.4.2 | 2016-10-01 | 2016-10-07 | | 2017-09-30 | 2017-09-30 | | 2.000000 | 2.000000 | |
| 96297 | FMMI Cloud | FMMI Cloud. | 96297.5 | 2016-12-12 | 2016-12-12 | 2016-12-12 | 2017-09-30 | 2017-09-30 | 2017-09-30 | 5.000000 | 5.000000 | 5.000000 |
| 96297 | FMMI Cloud Maintenance Support | Annual maintenance support | 96297.5.2 | 2017-01-02 | 2017-01-02 | 2016-12-30 | 2017-09-30 | 2017-09-30 | 2017-09-30 | 3.000000 | 3.000000 | 3.000000 |
| 97189 | Upgrade to open platform-MINC | MINC will deploy update technology to the open platform | 97189.6 | 2016-10-01 | 2016-10-07 | 2016-10-03 | 2017-09-30 | 2017-09-30 | 2017-09-30 | 0.814000 | 0.814000 | 0.814000 |
| 102368 | Redesign Release 2.0 application-ACRWS | Improve workflow processes and user interface for managing match rules for year-end cash reconciliation. | 102368.7 | 2016-12-05 | 2016-12-27 | 2016-12-05 | 2017-09-30 | 2017-09-30 | 2017-09-30 | 0.295000 | 0.295000 | 0.295000 |
| 181351 | Pega Upgrade – Planning/Initiation | Pega Upgrade – Planning/Initiation | 181351.1.1 | 2018-10-15 | 2018-10-15 | 2018-10-15 | 2018-11-30 | 2018-11-30 | 2018-11-30 | 0.300000 | 0.300000 | 0.300000 |
| 176079 | ezFG IAA Phase I | Project Inititation/ Design/ Implementation | 176079.1.1 | 2018-10-08 | 2018-10-08 | 2018-10-08 | 2019-04-01 | 2019-04-01 | 2019-04-01 | 0.986000 | 0.986000 | 0.986000 |
| 144126 | O&M FY19 Q1-2 | O&M FY19 Q1-2 | 144126.13 | 2018-10-01 | 2018-10-01 | 2018-10-01 | 2019-04-30 | 2019-04-30 | 2019-04-30 | 13.800000 | 13.800000 | 13.500000 |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | **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 |
| 181604 | NIFA Phase I | Project Initiation/ Design/ Implementation | 181604.1.1 | 2018-11-28 | 2018-11-28 | 2018-11-28 | 2019-05-31 | 2019-05-31 | 2019-05-31 | 0.486000 | 0.486000 | 0.486000 |
| 181351 | Pega Upgrade – Phase 1 Upgrade | Pega Upgrade – Phase 1 Upgrade | 181351.1.2 | 2018-12-11 | 2018-12-11 | 2018-12-11 | 2019-06-01 | 2019-06-01 | 2019-06-01 | 0.701000 | 0.701000 | 0.701000 |
| 144126 | O&M FY19 Q3-4 | O&M FY19 Q3-4 | 144126.14 | 2019-05-01 | 2019-05-01 | 2019-05-01 | 2019-09-30 | 2019-09-30 | 2019-09-30 | 13.800000 | 13.800000 | |
| 176077 | ezFG FS Phase I | Project Initiation/ Design/ Implementation | 176077.1.1 | 2019-03-22 | 2019-03-22 | 2019-03-22 | 2019-09-30 | 2019-09-30 | 2019-09-30 | 0.398000 | 0.398000 | |
| 176079 | ezFG IAA Phase II | Project Implementation / Testing/ Product Readiness | 176079.1.2 | 2019-04-02 | 2019-04-02 | 2019-04-02 | 2019-09-30 | 2019-09-30 | 2019-09-30 | 0.986000 | 0.986000 | |
| 176079 | ezFG IAA Phase I [parent activity] | ezFG IAA Phase I [parent activity] | 176079.1 | 2018-10-08 | 2018-10-08 | 2018-10-08 | 2019-10-25 | 2019-10-25 | 2019-10-25 | 2.372000 | 2.372000 | 0.986000 |
| 176079 | ezFG IAA Phase III | Cutover/ Closeout | 176079.1.3 | 2019-10-01 | 2019-10-02 | 2019-10-01 | 2019-10-25 | 2019-10-25 | 2019-10-25 | 0.400000 | 0.400000 | |
| 181604 | NIFA Phase II | Project Implementation / Testing/ Product Readiness | 181604.1.2 | 2019-06-01 | 2019-06-01 | 2019-06-01 | 2019-11-01 | 2019-11-01 | | 0.406000 | 0.406000 | |
| 176077 | ezFG FS Phase II | Project Implementation / Testing/Produc t Rediness | 176077.1.2 | 2019-10-01 | 2019-10-01 | 2019-10-01 | 2019-11-30 | 2019-11-30 | 2019-11-30 | 0.298000 | 0.298000 | |
| 176077 | ezFG FS Phase I [parent activity] | ezFG FS Phase I [parent activity] | 176077.1 | 2019-03-22 | 2019-03-22 | 2019-03-22 | 2019-12-15 | 2019-12-15 | 2019-12-15 | 0.796000 | 0.796000 | |
| 176077 | ezFG FS Closeout | Project Closeout | 176077.1.3 | 2019-10-15 | 2019-10-15 | 2019-10-15 | 2019-12-15 | 2019-12-15 | 2019-12-15 | 0.100000 | 0.100000 | |
| 181351 | Pega Upgrade | Pega Upgrade | 181351.1.3 | 2019-06-01 | 2019-06-01 | 2019-06-01 | 2019-12-30 | 2019-12-30 | | 0.912000 | 0.912000 | |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 |
| | Phase 1 Enhancement | Phase 1 Enhancement | | | | | | | | | | |
| 181604 | NIFA Phase I-III [parent activity] | NIFA Phase I-III [parent activity] | 181604.1 | 2018-11-28 | 2018-11-28 | 2018-11-28 | 2020-02-28 | 2020-02-28 | | 1.135000 | 1.135000 | 0.486000 |
| 181604 | NIFA Phase III | Deployment/ Go Live | 181604.1.3 | 2019-11-02 | 2019-11-02 | | 2020-02-28 | 2020-02-28 | | 0.243000 | 0.243000 | |
| 181351 | Pega Upgrade – Planning/Initiation [parent activity] | Pega Upgrade – Planning/Initiation [parent activity] | 181351.1 | 2018-10-15 | 2018-10-15 | 2018-10-15 | 2020-03-30 | 2020-03-30 | | 2.313000 | 2.313000 | 1.001000 |
| 181351 | Pega Upgrade – Phase 2 Customer Service Plug in | Pega Upgrade – Phase 2 Customer Service Plug in | 181351.1.4 | 2019-09-11 | 2019-09-11 | 2019-09-11 | 2020-03-30 | 2020-03-30 | | 0.400000 | 0.400000 | |
| 212472 | FY21 O&M Activities Q1-Q2 | O&M Activities Q1-Q2 | 212472.1.1 | 2020-10-01 | 2020-10-01 | 2020-10-01 | 2021-03-30 | 2021-03-30 | | 23.681000 | 23.681000 | |
| 217886 | Q2 FFIP PI #7 Sprint 7.4 | Sprint 7.4 | 217886.1.4 | 2021-04-15 | 2021-04-15 | 2021-04-15 | 2021-04-28 | 2021-04-28 | | 0.155000 | 0.155000 | |
| 217886 | Q2 FFIP Program Increments (Parent) | Q2 FFIP Program Increments (Parent) | 217886.1 | 2021-04-15 | 2021-04-15 | 2021-04-15 | 2021-05-12 | 2021-05-12 | | 0.310000 | 0.310000 | |
| 217886 | Q2 FFIP PI #7 Sprint 7.5 | Sprint 7.5 | 217886.1.5 | 2021-04-29 | 2021-04-29 | | 2021-05-12 | 2021-05-12 | | 0.155000 | 0.155000 | |
| 212472 | FY21 O&M Activities (Parent) | O&M Activities (Parent) | 212472.1 | 2020-10-01 | 2020-10-01 | 2020-10-01 | 2021-09-30 | 2021-09-30 | | 47.362000 | 47.362000 | |
| 212472 | FY21 O&M Activities Q3-Q4 | O&M Activities Q3-Q4 | 212472.1.2 | 2021-04-01 | 2021-04-01 | 2021-04-01 | 2021-09-30 | 2021-09-30 | | 23.681000 | 23.681000 | |

**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? |
| 27507 | Measure QA uptime availability | Percentage | 2 - Strategic and Business Results | 96.000000 | 98.000000 | 98.000000 | 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 |
|---|---|---|---|---|
| 27507 | 276981 | 100.000000 | 09/01/2019 | |
| 27507 | 276980 | 100.000000 | 12/01/2019 | |
| 27507 | 276979 | 100.000000 | 03/01/2020 | |
| 27507 | 276978 | 99.840000 | 06/01/2020 | |
| 27507 | 276977 | 100.000000 | 07/31/2020 | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | **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? |
| | | | | | 27507 | 244076 | 99.970000 | 04/22/2019 | | |
| | | | | | 27507 | 244075 | 99.940000 | 12/20/2018 | | |
| 20391 | Actual Costs will stay within 10% of Planned Costs. | Percentage | 3 - Financial Performance | 10.000000 | 10.000000 | 10.000000 | Under 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 |
|---|---|---|---|---|
| 20391 | 276976 | 0.000000 | 08/02/2020 | |
| 20391 | 276975 | 0.000000 | 05/01/2020 | |
| 20391 | 258952 | 0.000000 | 02/03/2020 | |
| 20391 | 244078 | 10.000000 | 04/22/2019 | |
| 20391 | 244077 | 10.000000 | 12/20/2018 | |
| 20391 | 227251 | 2.000000 | 08/06/2018 | Quarterly Update (3) |
| 20391 | 222204 | 3.000000 | 04/30/2018 | Quarterly Update-2 |
| 20391 | 217637 | 1.000000 | 01/31/2017 | Quarterly Update - 1st |
| 20391 | 214408 | 3.000000 | 10/31/2017 | Quarterly Update- 4th |
| 20391 | 193702 | 2.000000 | 08/02/2017 | Quarterly Update (3) |

| | | | | | 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? |
| | | | | | 20391 | 187584 | 2.000000 | 04/17/2017 | Quarterly Update (2) | |
| | | | | | 20391 | 184502 | 2.000000 | 02/02/2017 | Quarterly Update (1st) | |
| | | | | | 20391 | 177865 | 3.000000 | 10/28/2016 | Quarterly Update (4th) | |
| | | | | | 20391 | 174012 | 3.000000 | 08/10/2016 | Quarterly Update (3rd Quarter) for Financial Management | |
| | | | | | 20391 | 165187 | 3.000000 | 05/04/2016 | Quarterly Update (2nd Quarter) for Financial Management | |
| | | | | | 20391 | 160480 | 2.000000 | 03/03/2016 | Quarterly Update (First Quarter) for Financial Management | |
| | | | | | 20391 | 154270 | 1.000000 | 11/03/2015 | Quarterly Update (4th Quarter) for Financial Management | |
| | | | | | 20391 | 151759 | 2.000000 | 08/31/2015 | Quarterly Update for Financial Management | |
| | | | | | 20391 | 141803 | 3.000000 | 05/06/2015 | Quarterly Update for FInancial Management | |
| | | | | | 20391 | 128425 | 3.000000 | 02/11/2015 | Quarterly - actual cost versus planned metric. | |
| 20389 | Security Vulnerability Scans are performed based upon USDA/NFC policy. | Percentage | 2 - Strategic and Business Results | 95.000000 | 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 |
|---|---|---|---|---|
| 20389 | 276970 | 100.000000 | 07/02/2019 | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | **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? |
| | | | | | 20389 | 276969 | 100.000000 | 10/02/2019 | | |
| | | | | | 20389 | 276968 | 100.000000 | 01/02/2020 | | |
| | | | | | 20389 | 276967 | 100.000000 | 04/02/2020 | | |
| | | | | | 20389 | 276966 | 100.000000 | 07/02/2020 | | |
| | | | | | 20389 | 244087 | 100.000000 | 04/22/2019 | | |
| | | | | | 20389 | 244086 | 100.000000 | 12/20/2018 | | |
| | | | | | 20389 | 227256 | 100.000000 | 08/06/2018 | Quarterly Update (3) | |
| | | | | | 20389 | 222207 | 100.000000 | 04/30/2018 | Quarterly Update - 2 | |
| | | | | | 20389 | 217640 | 100.000000 | 01/31/2017 | Quarterly Update- 1st | |
| | | | | | 20389 | 214412 | 100.000000 | 10/31/2017 | Quarterly Update -4th | |
| | | | | | 20389 | 209952 | 100.000000 | 08/02/2017 | Quarterly Update (3) | |
| | | | | | 20389 | 187587 | 100.000000 | 04/17/2017 | Quarterly Update (2) | |
| | | | | | 20389 | 184507 | 100.000000 | 02/02/2017 | Quarterly Update (1st) | |
| | | | | | 20389 | 177871 | 100.000000 | 10/28/2016 | Quarterly Update (4th) | |
| | | | | | 20389 | 174015 | 100.000000 | 08/10/2016 | Quarterly Update (3rd Quarter) for Risk Assessment Vulnerability | |
| | | | | | 20389 | 165186 | 100.000000 | 05/04/2016 | Quarterly Update (2nd Quarter) for Risk Assessment Vulnerability | |
| | | | | | 20389 | 160479 | 100.000000 | 03/03/2016 | Quarterly Update (First Quarter) for Risk Assessment Vulnerability | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **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? |
| | | | | | 20389 | 154269 | 90.000000 | 11/03/2015 | Quarterly Update (4th Quarater) for Risk Assessment Vulnerability | |
| | | | | | 20389 | 151758 | 100.000000 | 08/31/2015 | Quarterly Update for Risk Assessment Vulnerability | |
| | | | | | 20389 | 141801 | 100.000000 | 06/06/2015 | Quarterly Update for Risk Assessment Vulnerabiltiy | |
| | | | | | 20389 | 137131 | 100.000000 | 07/07/2014 | | |
| | | | | | 20389 | 137129 | 100.000000 | 06/05/2014 | | |
| | | | | | 20389 | 137127 | 100.000000 | 05/05/2014 | | |
| | | | | | 20389 | 137125 | 100.000000 | 04/29/2014 | | |
| | | | | | 20389 | 137123 | 100.000000 | 04/02/2014 | | |
| | | | | | 20389 | 137121 | 100.000000 | 03/06/2014 | | |
| | | | | | 20389 | 137119 | 100.000000 | 01/01/2014 | | |
| | | | | | 20389 | 137117 | 100.000000 | 12/27/2013 | | |
| | | | | | 20389 | 137115 | 100.000000 | 10/20/2013 | | |
| | | | | | 20389 | 137113 | 100.000000 | 09/30/2013 | | |
| | | | | | 20389 | 137111 | 100.000000 | 06/20/2013 | | |
| | | | | | 20389 | 137109 | 100.000000 | 05/20/2013 | | |
| | | | | | 20389 | 137107 | 100.000000 | 03/06/2013 | | |
| | | | | | 20389 | 137105 | 100.000000 | 02/02/2013 | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | **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? |
| | | | | | 20389 | 137103 | 100.000000 | 01/02/2013 | | |
| | | | | | 20389 | 137101 | 100.000000 | 12/04/2012 | | |
| | | | | | 20389 | 137099 | 100.000000 | 11/01/2012 | | |
| | | | | | 20389 | 137097 | 100.000000 | 10/01/2012 | | |
| | | | | | 20389 | 128423 | 100.000000 | 02/02/2015 | Quarterly metric received on 2/2/2015 | |
| | | | | | 20389 | 114135 | 99.000000 | 11/06/2014 | FY 14 Q4 results received on 10/31/2014 | |
| | | | | | 20389 | 102731 | 100.000000 | 08/11/2014 | July Results received on 8/4/2014. | |
| | | | | | 20389 | 102729 | 100.000000 | 08/12/2014 | Estimates for August; final metric has not been received. It will be updated once received and if there is a deviation from estimated result. | |
| 20387 | Measure system uptime availability. Any outage windows are figured into this metric. | Percentage | 2 - Strategic and Business Results | 93.000000 | 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 |
|---|---|---|---|---|
| 20387 | 276974 | 100.000000 | 04/30/2020 | |
| 20387 | 276973 | 100.000000 | 05/31/2020 | |
| 20387 | 276972 | 100.000000 | 06/30/2020 | |

**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? |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 20387 | 276971 | 100.000000 | 07/31/2020 | | |
| | | | | | 20387 | 260496 | 99.530000 | 03/31/2020 | | |
| | | | | | 20387 | 258954 | 100.000000 | 02/29/2020 | | |
| | | | | | 20387 | 257011 | 100.000000 | 01/31/2020 | | |
| | | | | | 20387 | 257010 | 100.000000 | 12/31/2019 | | |
| | | | | | 20387 | 254667 | 100.000000 | 11/30/2019 | | |
| | | | | | 20387 | 254666 | 100.000000 | 10/31/2019 | | |
| | | | | | 20387 | 254665 | 100.000000 | 09/30/2019 | | |
| | | | | | 20387 | 254664 | 100.000000 | 08/31/2019 | | |
| | | | | | 20387 | 254663 | 100.000000 | 07/31/2019 | | |
| | | | | | 20387 | 254662 | 100.000000 | 06/30/2019 | | |
| | | | | | 20387 | 244085 | 100.000000 | 05/24/2019 | | |
| | | | | | 20387 | 244084 | 100.000000 | 04/22/2019 | | |
| | | | | | 20387 | 244083 | 100.000000 | 03/22/2019 | | |
| | | | | | 20387 | 244082 | 99.480000 | 02/22/2019 | | |
| | | | | | 20387 | 244081 | 100.000000 | 01/18/2019 | | |
| | | | | | 20387 | 244080 | 99.160000 | 12/19/2018 | | |

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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? |
| | | | | | 20387 | 244079 | 100.000000 | 11/27/2018 | NovemberUpdated 11/26 | |
| | | | | | 20387 | 234335 | 100.000000 | 11/26/2018 | October Updated 11/26 | |
| | | | | | 20387 | 227255 | 100.000000 | 09/05/2018 | | |
| | | | | | 20387 | 227254 | 99.940000 | 06/04/2018 | June 2018 Update | |
| | | | | | 20387 | 227253 | 99.940000 | 07/09/2018 | July 2018 Monthly Update | |
| | | | | | 20387 | 227252 | 100.000000 | 08/06/2018 | August 2018 | |
| | | | | | 20387 | 222206 | 100.000000 | 05/06/2018 | May 2018 Update | |
| | | | | | 20387 | 221392 | 100.000000 | 04/03/2018 | April 2018 Updates | |
| | | | | | 20387 | 219496 | 100.000000 | 03/02/2018 | March 2018 Update - Monthly | |
| | | | | | 20387 | 217639 | 100.000000 | 02/04/2018 | February 2018 Update | |
| | | | | | 20387 | 216197 | 100.000000 | 01/09/2018 | January 2018 Update | |
| | | | | | 20387 | 214411 | 100.000000 | 12/04/2017 | December 2017 Update | |
| | | | | | 20387 | 214410 | 100.000000 | 11/08/2017 | November 2017 Monthly | |
| | | | | | 20387 | 209951 | 100.000000 | 10/04/2017 | October 2017 Update | |
| | | | | | 20387 | 209950 | 100.000000 | 09/07/2017 | September 2017 Update | |
| | | | | | 20387 | 209949 | 100.000000 | 08/08/2017 | August 2017 Update | |
| | | | | | 20387 | 203744 | 100.000000 | 07/05/2017 | July 2017 Update | |

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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? |
| | | | | | 20387 | 203743 | 100.000000 | 06/08/2017 | June 2017 Update | |
| | | | | | 20387 | 203742 | 99.990000 | 05/02/2017 | May 2017 Update | |
| | | | | | 20387 | 193706 | 100.000000 | 07/05/2017 | July 2017 Update | |
| | | | | | 20387 | 193705 | 100.000000 | 06/08/2017 | June 2017 Update | |
| | | | | | 20387 | 193704 | 99.990000 | 05/02/2017 | May 2017 Update | |
| | | | | | 20387 | 187586 | 100.000000 | 04/06/2017 | April 2017 Update | |
| | | | | | 20387 | 184506 | 100.000000 | 03/07/2017 | March 2017 Update | |
| | | | | | 20387 | 184505 | 100.000000 | 02/02/2017 | Quarterly Update (1st) | |
| | | | | | 20387 | 184504 | 100.000000 | 02/07/2017 | February 2017 Update | |
| | | | | | 20387 | 184503 | 100.000000 | 01/06/2017 | January 2017 Update | |
| | | | | | 20387 | 177869 | 100.000000 | 12/08/2016 | December 2016 Update | |
| | | | | | 20387 | 177868 | 100.000000 | 11/08/2016 | November 2016 Update | |
| | | | | | 20387 | 177867 | 100.000000 | 10/07/2016 | October 2016 Update | |
| | | | | | 20387 | 174014 | 100.000000 | 09/12/2016 | September 2016 | |
| | | | | | 20387 | 171457 | 100.000000 | 08/10/2016 | August 2016 Monthly Update | |
| | | | | | 20387 | 170061 | 100.000000 | 07/07/2016 | July 2016 Monthly Update | |
| | | | | | 20387 | 167332 | 100.000000 | 06/09/2016 | June 2016 Monthly Update | |

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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? |
| | | | | | 20387 | 165185 | 100.000000 | 05/04/2016 | May 2016 Monthly Update | |
| | | | | | 20387 | 165184 | 99.900000 | 04/07/2016 | April 2016 Monthly Update | |
| | | | | | 20387 | 160478 | 98.900000 | 03/09/2016 | March 2016 Monthly Update | |
| | | | | | 20387 | 159148 | 100.000000 | 02/10/2016 | February 2016 Monthly Update | |
| | | | | | 20387 | 156153 | 100.000000 | 01/15/2016 | January 2016 Monthly Update | |
| | | | | | 20387 | 156152 | 100.000000 | 12/22/2015 | December 2015 Monthly Update- Estimate was provide on 12/22 and we received actual for this performance metric on 1/7. | |
| | | | | | 20387 | 154268 | 100.000000 | 12/04/2015 | November 2015 Monthly Update | |
| | | | | | 20387 | 154267 | 99.430000 | 11/03/2015 | October 2015 Monthly Update | |
| | | | | | 20387 | 151757 | 100.000000 | 09/04/2015 | September 2015 Update | |
| | | | | | 20387 | 149330 | 100.000000 | 08/07/2015 | August 2015 Update | |
| | | | | | 20387 | 144293 | 100.000000 | 07/07/2015 | July 2015 Update- Monthly | |
| | | | | | 20387 | 141799 | 99.900000 | 06/05/2015 | June 2015 Update | |
| | | | | | 20387 | 137095 | 99.700000 | 05/06/2015 | May 2015 Upate-Monthly | |
| | | | | | 20387 | 137093 | 99.900000 | 04/05/2015 | April 2015 Update-monthly metric | |
| | | | | | 20387 | 137091 | 99.600000 | 07/07/2014 | | |
| | | | | | 20387 | 137089 | 99.900000 | 06/05/2014 | | |

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|---|---|---|---|---|---|---|---|---|---|---|
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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? |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 20387 | 137087 | 99.500000 | 05/05/2014 | | |
| | | | | | 20387 | 137085 | 100.000000 | 04/07/2014 | | |
| | | | | | 20387 | 137083 | 95.900000 | 03/06/2014 | | |
| | | | | | 20387 | 137081 | 100.000000 | 02/01/2014 | | |
| | | | | | 20387 | 137079 | 99.900000 | 01/01/2014 | | |
| | | | | | 20387 | 137077 | 99.500000 | 11/29/2013 | | |
| | | | | | 20387 | 137075 | 100.000000 | 11/30/2013 | | |
| | | | | | 20387 | 137073 | 100.000000 | 10/31/2013 | | |
| | | | | | 20387 | 137071 | 100.000000 | 09/30/2013 | | |
| | | | | | 20387 | 137069 | 97.500000 | 08/30/2013 | | |
| | | | | | 20387 | 137067 | 96.200000 | 07/31/2013 | | |
| | | | | | 20387 | 137065 | 98.300000 | 06/28/2013 | | |
| | | | | | 20387 | 137063 | 100.000000 | 05/21/2013 | | |
| | | | | | 20387 | 137061 | 95.300000 | 04/22/2013 | | |
| | | | | | 20387 | 137059 | 97.500000 | 03/25/2013 | | |
| | | | | | 20387 | 137057 | 93.300000 | 02/22/2013 | | |
| | | | | | 20387 | 137055 | 99.200000 | 01/18/2013 | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **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? |
| | | | | | 20387 | 137053 | 99.900000 | 10/16/2012 | | |
| | | | | | 20387 | 128429 | 100.000000 | 02/12/2015 | February results were received after closing of eCPIC | |
| | | | | | 20387 | 128427 | 99.800000 | 03/05/2015 | March 2015 Update | |
| | | | | | 20387 | 118267 | 99.900000 | 01/06/2015 | December Actuals received on 1/6/2015. | |
| | | | | | 20387 | 116133 | 100.000000 | 12/04/2014 | November Metric Results received on 12/4/2014 | |
| | | | | | 20387 | 114137 | 98.000000 | 11/06/2014 | Monthly Metric- Results for October. | |
| | | | | | 20387 | 111041 | 100.000000 | 10/07/2014 | Metric received on 10/7/2014. | |
| | | | | | 20387 | 102727 | 100.000000 | 08/11/2014 | July Results received on 8/4/2014. | |
| | | | | | 20387 | 102725 | 100.000000 | 08/12/2014 | Estimates for August; final metric has not been received. It will be updated once received and if there is a deviation from estimated result. | |
| 7107 | Annual survey to FMMI users. | Percentage | 1 - Customer Satisfaction (Process Results) | 70.000000 | 76.000000 | 76.000000 | Over target | Annual | 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 |
|---|---|---|---|---|
| 7107 | 260497 | 86.700000 | 05/01/2018 | |
| 7107 | 216198 | 71.240000 | 12/20/2017 | Annual Performance Metric Result |

**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? |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 7107 | 177870 | 73.800000 | 10/30/2016 | Annual Upate FY 16 | |
| | | | | | 7107 | 156154 | 78.900000 | 12/09/2015 | Annual Survey yield a 78.9% satisfaction with the login procedures | |
| | | | | | 7107 | 102737 | 78.700000 | 08/13/2014 | Annual Survey yield a 78.7% satisfaction with the login procedures | |
| | | | | | 7107 | 46789 | 64.000000 | 05/24/2012 | | |
| 6879 | Application availability: Time to recover from problem during peak periods. Resolution within 8 hours. | Hours | | | | | Under target | Quarterly | | |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 6879 | 92337 | 99.600000 | 03/31/2014 | Quarterly Metric -2nd: The results were received on April 24, 2014. Severity 1 resolved in 4 hours, Severity 2 resolved in 8 hours. |
| 6879 | 88557 | 8.000000 | 01/13/2014 | Quarterly metric, this result is for Q1. For quarter 2, the metric will be reported in May 2014. Severity 1 resolved in 4 hours and Severity 2 resolved in 8 hours. |
| 6879 | 84073 | 100.000000 | 01/01/2014 | December data received on 15 Jan 2014 |
| 6879 | 77179 | 100.000000 | 10/29/2013 | |
| 6879 | 77177 | 100.000000 | 12/27/2013 | |
| 6879 | 73475 | 100.000000 | 11/29/2013 | |
| 6879 | 70071 | 100.000000 | 09/30/2013 | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | **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? |
| | | | | | 6879 | 62019 | 100.000000 | 05/31/2013 | | |
| | | | | | 6879 | 62017 | 100.000000 | 06/28/2013 | | |
| | | | | | 6879 | 59545 | 100.000000 | 11/01/2012 | Oct Results | |
| | | | | | 6879 | 59544 | 100.000000 | 12/13/2012 | Nov Results | |
| | | | | | 6879 | 59543 | 100.000000 | 01/16/2013 | Dec Results | |
| | | | | | 6879 | 59542 | 100.000000 | 02/14/2013 | Jan Results | |
| | | | | | 6879 | 59541 | 100.000000 | 03/14/2013 | Feb Results | |
| | | | | | 6879 | 59540 | 100.000000 | 04/11/2013 | Mar Results | |
| | | | | | 6879 | 59539 | 100.000000 | 05/15/2013 | Apr Results | |
| | | | | | 6879 | 59538 | 100.000000 | 06/13/2013 | May Results | |
| | | | | | 6879 | 59537 | 100.000000 | 07/11/2013 | Jun Results | |
| | | | | | 6879 | 46795 | 4.000000 | 10/16/2012 | | |
| 6493 | System Avalability | Percentage | | | | | Over target | Quarterly | | |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 6493 | 92341 | 99.600000 | 03/31/2014 | Quarterly Metrics -2nd: The results were received on April 24, 2014. |
| 6493 | 88563 | 100.000000 | 01/13/2014 | Quarterly metric, this result is for Q1. For quarter 2, the metric will be reported in May 2014. |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | |
| 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? |
| | | | | | 6493 | 84075 | 100.000000 | 01/01/2014 | December Data received 15 Jan 2014 - Non Production systems | |
| 6491 | Helpdesk availability to address user issues. The ability for FMMI users to attain support from the helpdesk. | Percentage | 2 - Strategic and Business Results | 92.000000 | 98.000000 | 98.000000 | Over target | Quarterly | 005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience. | No |

**Metrics Definitions and Actual Results Table D.2 / D.3** (table title)

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 6491 | 258953 | 99.960000 | 08/06/2018 | Quarterly Update (3) |
| 6491 | 222205 | 100.000000 | 04/30/2018 | Quarterly Update - 2 |
| 6491 | 217638 | 100.000000 | 01/31/2017 | Quarterly Update - 1st |
| 6491 | 214409 | 99.000000 | 10/31/2017 | Quarterly Update - 4th |
| 6491 | 193703 | 100.000000 | 08/02/2017 | Quarterly Update (3) |
| 6491 | 187585 | 99.500000 | 04/17/2017 | Quarterly Update (2) |
| 6491 | 177866 | 99.700000 | 10/28/2016 | Quarterly Update (4th) |
| 6491 | 174013 | 100.000000 | 08/10/2016 | Quarterly Update (3rd Quarter) for Help Desk Availability |
| 6491 | 165183 | 99.990000 | 05/04/2016 | Quarterly Update (2nd Quarter) for Help Desk Availability |
| 6491 | 160477 | 100.000000 | 03/03/2016 | Quarterly Update (First Quarter) for Help Desk Availability |
| 6491 | 154266 | 100.000000 | 11/03/2015 | Quarterly Update (4th Quarter) for |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **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? |
| | | | | | | | | | Help Desk Availability | |
| | | | | | 6491 | 151756 | 100.000000 | 08/31/2015 | Quarterly Update for Help Desk Availability | |
| | | | | | 6491 | 141797 | 100.000000 | 05/06/2015 | Quarterly Update for Help Desk Availability | |
| | | | | | 6491 | 102735 | 100.000000 | 08/11/2014 | July Results received on 8/4/2014. | |
| | | | | | 6491 | 102733 | 100.000000 | 08/12/2014 | Estimates for August; final metric has not been received. It will be updated once received and if there is a deviation from estimated result. | |
| | | | | | 6491 | 98491 | 100.000000 | 07/07/2014 | June estimated results received 7/7/14 | |
| | | | | | 6491 | 95091 | 100.000000 | 06/05/2014 | May results received 6/5/2014. | |
| | | | | | 6491 | 92333 | 100.000000 | 05/05/2014 | April Results received on 5/5/14. | |
| | | | | | 6491 | 88553 | 100.000000 | 04/02/2014 | February Results; received 4/2/2014 | |
| | | | | | 6491 | 88551 | 100.000000 | 04/29/2014 | March Results; received on 4/2/2014 | |
| | | | | | 6491 | 84065 | 100.000000 | 01/01/2014 | December Data provided 15 Jan 2014 | |
| | | | | | 6491 | 84063 | 100.000000 | 03/06/2014 | January metrics, actuals received on February 15. | |
| | | | | | 6491 | 77173 | 100.000000 | 11/29/2013 | | |
| | | | | | 6491 | 73471 | 100.000000 | 10/30/2013 | | |
| | | | | | 6491 | 70067 | 100.000000 | 09/30/2013 | | |
| | | | | | 6491 | 62015 | 99.600000 | 05/31/2013 | | |
| | | | | | 6491 | 62013 | 99.600000 | 06/28/2013 | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **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? |
| | | | | | 6491 | 59554 | 100.000000 | 11/01/2012 | Oct Results | |
| | | | | | 6491 | 59553 | 100.000000 | 12/13/2012 | Nov Results | |
| | | | | | 6491 | 59552 | 100.000000 | 01/16/2013 | Dec Results | |
| | | | | | 6491 | 59551 | 100.000000 | 02/14/2013 | Jan Reults | |
| | | | | | 6491 | 59550 | 100.000000 | 03/14/2013 | Feb Results | |
| | | | | | 6491 | 59549 | 100.000000 | 04/11/2013 | Mar Results | |
| | | | | | 6491 | 59548 | 100.000000 | 05/16/2013 | Apr Results | |
| | | | | | 6491 | 59547 | 100.000000 | 06/13/2013 | May Results | |
| | | | | | 6491 | 59546 | 100.000000 | 07/11/2013 | Jun Results | |
| | | | | | 6491 | 34191 | 100.000000 | 07/13/2012 | | |
| 6489 | Cycle Time: Number of days required to process year-end close of USDA books | Number | | | | | Under target | Annual | | |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 6489 | 84081 | 45.000000 | 12/15/2013 | Due to the government shutdown, the processing time wa later than planned, but subtracting the days of the government shutdown allows us to claim 45 days, meeting the requirement. |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | **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? |
| 6487 | Accounting: Maintain unqualified financial statement audit opinion | Unqualified Opinion | | | | | Over target | Annual | | |

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

| Metric ID | Metric Description | Unit of Measure | | | | | Measurement Condition | Reporting Frequency | | |
|---|---|---|---|---|---|---|---|---|---|---|
| 3116 | Help Desk Avalability | Percentage | | | | | Over target | Quarterly | | |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 3116 | 46797 | 100.000000 | 12/13/2012 | |
| 3116 | 6397 | 99.500000 | | |

| Metric ID | Metric Description | Unit of Measure | | | | | Measurement Condition | Reporting Frequency | | |
|---|---|---|---|---|---|---|---|---|---|---|
| 3115 | Alerts for System Anomalies for application and Supporting Systems server capacity, server performance, and storage capacity for defined thresholds. | Number | | | | | Over target | Quarterly | | |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 3115 | 92343 | 100.000000 | 03/31/2014 | Quarterly Metrics 2nd: The results were received on April 24, 2014 |
| 3115 | 88565 | 100.000000 | 01/13/2014 | Quarterly metric, this result is for Q1. For quarter 2, the metric will be reported in May 2014. |

### 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? |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 3115 | 84083 | 100.000000 | 01/01/2014 | December data received 15 Jan 2014 | |
| | | | | | 3115 | 22213 | 1.000000 | | | |
| | | | | | 3115 | 6395 | 99.900000 | | | |
| 3114 | CustomerSatisfaction: Overall FMMI Satisfaction | Number | | | | | Over target | Semi-Annual | | |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 3114 | 14813 | 56.000000 | | |
| 3114 | 14755 | 56.000000 | | |
| 3114 | 14667 | 56.000000 | | |

| 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? |
|---|---|---|---|---|---|---|---|---|---|---|
| 3113 | Cycle Time: Number of days required to process year-end close of USDA books | Number | | | | | Under target | Annual | | |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 3113 | 46793 | 36.000000 | 02/28/2013 | |
| 3113 | 34189 | 36.000000 | 02/28/2012 | |
| 3113 | 6391 | 36.000000 | | |

| 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? |
|---|---|---|---|---|---|---|---|---|---|---|
| 3112 | Accounting: Maintain | Percentage | 2 - Strategic and Business Results | | | | Over target | Annual | | 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? |
| | unqualified financial statement audit opinion | | | | | | | | | |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|---|---|---|---|---|
| 3112 | 118269 | 100.000000 | 01/06/2015 | FMMI received an unqualified audit opinion which met their annual goal. |
| 3112 | 46791 | 100.000000 | 02/28/2013 | |
| 3112 | 34187 | 100.000000 | 02/28/2012 | |
| 3112 | 6389 | 100.000000 | | |