

## 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:** 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:** 2021-08-26

**Agency:** 005 - Department of Agriculture      **Bureau:** 55 - Rural Development

**1. Name of this Investment:** RD-Residential Loans, Grants & Guarantees (RLGG)

**2. Unique Investment Identifier (UII):** 005-000003410

#### 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):

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):

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

The RLGG investment is comprised of over a 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) residential loan, guarantee, and grant programs. These programs include the single-family housing (SFH) loan, loan guarantee, and grant business mission programs and the services these programs provide to rural residents across the United States. Without the RLGG investment, RD RHS, RUS, and RBCS would not be able to operate its residential programs, deliver the associated loan, guarantee, and grant services. Without the RLGG IT investment, RD would not be able to fulfill its SFH mission. RLGG's life cycle quantitative ROI is incalculable as the cumulative life cycle benefits including the economic benefits of

RD's SFH programs on growing and sustaining SFH in rural communities across the U.S. is incalculable. The qualitative ROI of the RLGG investment is achieved through the successful operation, management, and performance of the RD's RHS, RUS, and RBCS residential loan, guarantee, and grant programs and services. The residential program and services help rural residents to acquire SFH loans, guarantees, and grants in rural communities across the U.S. The residential programs and services are essential to sustaining and promoting the livelihood of rural citizens and the economic prosperity of rural areas and communities. Continued funding of the RLGG investment will allow RD to continue to operate and maintain RLGG systems and applications as well as pursue and implement essential digital transformation and modernization initiatives as the architecture and technologies of the RLGG systems, sub-systems, and application are antiquated, inefficient, and difficult and costly to operate and maintain. The capabilities and benefits of the RLGG investment transformation and modernization initiatives will allow RD to: Deliver more efficient and effective SFH loan, grant, and guaranteed customer-facing technology, services, and value-added data intelligence tools. Enhance the SFH loan, grant, and guaranteed business functions including origination, servicing and monitoring, disposition, and management reporting processes. Improve the efficiency of the workflow - enabling valuable human resources to spend more time serving customers Reduce risk, especially risk to PII related to manual data handling Provide standard decision support to employees to facilitate uniform application of guidelines. Automate paper-based processes Consolidate customer data into a single CRM Improve transparency to customers Synchronize data across systems; Provide dashboards to facilitate reporting. The performance of the RLGG IT investment and the delivery of the planned and actual RLGG outcomes and benefits, as described above, will be captured and reflected in Table D.1, which will demonstrate how the RLGG 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
005-000002317	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:**

Cherelle James

**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	\$4.214000	\$7.200000
DME (Including Planning) Govt. FTEs:	0	0	\$1.055000	\$1.055000
Sub-Total DME (including Internal Labor (Govt. FTE)):	0	0	\$5.269000	\$8.255000
O & M Costs:	0	0	\$5.243000	\$4.790000
O & M Internal Labor (Govt. FTE):	0	0	\$0.452000	\$0.452000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	0	0	\$5.695000	\$5.242000
Total Cost (Including Internal Labor (Govt. FTE)):	0	0	\$10.964000	\$13.497000
Total Cost Internal Labor (Govt. FTE) costs:	0	0	\$1.507000	\$1.507000
# of FTE rep by costs:	0	0	0	0
Total change from prior year final President's Budget (\$)		0	\$-10.964000	
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-RESIDENTIAL LOANS, GRANTS & GUARANTEES (RLGG)
2. **Unique Investment Identifier (UII):** 005-000003410

## 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?
212211	Unifi O&M- FY21	Unifi O&M- FY21	10/01/2020	09/30/2021	\$1.2	No
211392	LoanServ - O&M FY21	LoanServ - O&M FY21	10/01/2020	09/30/2021	\$2.1	No
211424	Unifi Modernization - DME	Unifi Modernization - DME- FY21	04/01/2021	10/30/2022	\$8.0	Yes
211391	SFH Direct Endorsement - DME- FY21	SFH Direct Endorsement - DME- FY21	02/01/2021	07/30/2022	\$5.0	Yes
211287	LoanServ - O&M FY20	LoanServ - O&M FY20	10/01/2019	09/30/2020	\$2.0	No
212494	URLA - O&M FY21	URLA - O&M FY21	10/01/2020	09/30/2021	\$2.0	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
211287	O&M Support - Q1	O&M support during Q1 of FY20	211287.1	2019-10-01	2019-10-01	2019-10-01	2019-12-31	2019-12-31	2019-12-31	0.510000	0.510000	0.510000
211287	O&M Support - Q2	O&M support during Q2 of FY20	211287.2	2020-01-01	2020-01-01	2020-01-01	2020-03-31	2020-03-31	2020-03-31	0.510000	0.510000	0.510000
211287	O&M Support - Q3	O&M support during Q3 of FY20	211287.3	2020-04-01	2020-04-01	2020-04-01	2020-06-30	2020-06-30	2020-06-30	0.510000	0.510000	0.510000
211287	O&M Support - Q4	O&M support during Q4 of FY20	211287.4	2020-07-01	2020-07-01	2020-07-01	2020-09-30	2020-09-30	2020-09-30	0.510000	0.510000	0.510000
212211	O&M Support - Q1	O&M support during Q1 of	212211.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2020-12-31	0.292000	0.292000	0.292000

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												
211392	O&M Support - Q1	O&M support during Q1 of FY21	211392.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2020-12-31	0.519000	0.519000	0.519000
212494	O&M Support - Q1	O&M support during Q1 of FY21	212494.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2020-12-31	0.500000	0.500000	0.500000
212211	O&M Support - Q2	O&M support during Q2 of FY21	212211.2	2021-01-01	2021-01-01	2021-01-01	2021-03-31	2021-03-31	2021-03-31	0.292000	0.292000	0.292000
211392	O&M Support - Q2	O&M support during Q2 of FY21	211392.2	2021-01-01	2021-01-01	2021-01-01	2021-03-31	2021-03-31	2021-03-31	0.519000	0.519000	0.519000
212494	O&M Support - Q2	O&M support during Q2 of FY21	212494.2	2021-01-01	2021-01-01	2021-01-01	2021-03-31	2021-03-31	2021-03-31	0.500000	0.500000	
211391	Planning	Project Initiation & Planning Phase	211391.1	2021-02-01	2021-02-01	2021-02-01	2021-04-02	2021-04-02		0.300000	0.300000	
211424	Planning	Project Initiation & Planning Phase	211424.1	2021-04-01	2021-04-01		2021-05-31	2021-05-31		0.400000	0.400000	
212211	O&M Support - Q3	O&M support during Q3 of FY21	212211.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.292000	0.292000	
211392	O&M Support - Q3	O&M support during Q3 of FY21	211392.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.519000	0.519000	
212494	O&M Support - Q3	O&M support during Q3 of FY21	212494.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.500000	0.500000	
212211	O&M Support - Q4	O&M support during Q4 of FY21	212211.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.292000	0.292000	
211392	O&M Support - Q4	O&M support during Q4 of	211392.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.519000	0.519000	



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												
212494	O&M Support - Q4	O&M support during Q4 of FY21	212494.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.500000	0.500000	
211391	Execution	Agile Design, Development, Test, and Implementation Phases	211391.2	2021-04-03	2021-04-03		2022-07-30	2022-07-30		4.700000	4.700000	
211424	Execution	Agile Design, Development, Test, and Implementation Phases	211424.2	2021-06-01	2021-06-01		2022-10-30	2022-10-30		7.600000	7.600000	

## Section D: Operational Data

- Provide the date and results of the last Operational Analysis (for operational and mixed life cycle systems/Investments):
  - Date of Analysis:
  - Analysis Results:
  - Analysis Conclusion:
- 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?
30298	Non-Asset Cost % – Percentage of total CY budget associated with non-asset costs. (unit = Percentage)	Percentage	3 - Financial Performance	15.000000	15.000000	15.000000	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
30298	278667	10.000000	02/16/2021	

30297	Cost Variance – Percent of project s 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
30297	283931	100.000000	04/08/2021	

30297	283930	100.000000	03/08/2021	
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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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30297 278666 100.000000 02/16/2021

30296	Correction Only Rebaselines – Number of rebaseline “correction” events in the last 365 days. (unit = Quantity)	Quantity	2 - Strategic and Business Results	2.000000	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.	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30296	278665	1.000000	02/16/2021	

30295	Reporting of Actual Costs – Number of activities missing actual costs more than 90 days after the actual completion date. (unit = Quantity)	Quantity	2 - Strategic and Business Results	1.000000	1.000000	1.000000	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.	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30295	283933	0.000000	04/08/2021	

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?	
30294	Schedule Variance – Percent of projects managed within a ±10% variance of the planned schedule. (unit = Percentage)	Percentage	2 - Strategic and Business Results	100.000000	30295	283932	0.000000	03/08/2021	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	
					30295	278664	0.000000	02/16/2021			
					100.000000	100.000000	100.000000	Over target			Monthly
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result			Comment
					30294	283935	100.000000	04/08/2021			
					30294	283934	100.000000	03/08/2021			
30294	278663	100.000000	02/16/2021								
30293	Stakeholder Satisfaction – Number of Stage Gate Reviews successfully completed, demonstrating satisfaction of all stakeholders. (unit = Quantity)	Quantity	1 - Customer Satisfaction (Process Results)	2.000000	2.000000	2.000000	Over target	Semi-Annual	005SO18288 : Expand rural business opportunity and rural quality of life with access to capital; improvd infrastructure, broadband access, and connectivity; and support for	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?
									workforce availability.	
29926	Ensure actual annual RLGG 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	Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					30293	283936	2.000000	04/08/2021		
					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
29925	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 ticket issues.	Number of help desk tickets per month	1 - Customer Satisfaction (Process Results)	30.000000	Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
									NONE	
					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 support for workforce availability.	Yes

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

29924	Modernize the architecture and/or technology of one or more RLGG customer-facing applications supporting the RLGG programs in FY 2021 and FY 2022.	Number of modernized customer-facing systems	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

29923	Improve and sustain RLGG 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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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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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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NONE

29922	Increase RLGG 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