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

Section A: Overview & General Information

Date Investment First Submitted: 2019-09-16
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-Enterprise Content Management (ECM)

2. Unique Investment Identifier (UII): 005-000001838

Section B: Investment Detail

1. **Provide at least one Agency Strategic objective code ([A-11 Section 230](#)) and/or Agency Priority Goal code ([A-11 Section 250](#)) that this investment aligns to on performance.gov. If this investment aligns to more than one Agency strategic objective code and/or Agency Priority goal code list all that apply. If your agency does not report to performance.gov please use "0". This is required for Agency IT Portfolio Summary Part 1 and Part 2 Investments, not for Part 3 Investments.**
   Agency Strategic Objective(s):
     005SO18001: Modernize information technology infrastructure, facilities and support services to improve the customer experience.
     005SO18002: Maintain a high performing workforce through employee engagement and empowerment.

   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.**
   ECM is a steady-state investment without current development efforts that require a cost-benefit analysis. The maintenance costs are shared by all agencies utilizing the 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
005-000002317	to be eliminated

4. **Does the Investment currently include an intra- or inter-Agency shared service (common, shared, or centralized solution)?:**
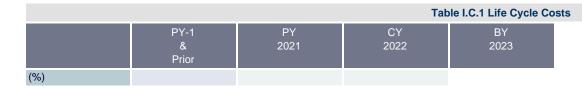   YES

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:**
    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.**

<div align="center">Table I.C.1 Life Cycle Costs</div>

	PY-1 & Prior	PY 2021	CY 2022	BY 2023
Planning Costs:	$0.148000	0	0	0
DME (Excluding Planning) Costs:	$1.335000	0	0	0
DME (Including Planning) Govt. FTEs:	0	0	0	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	$1.483000	0	0	0
O & M Costs:	$15.793000	$0.217000	$3.963000	$3.303000
O & M Internal Labor (Govt. FTE):	$5.226000	$0.110000	$0.452000	$0.452000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	$21.019000	$0.327000	$4.415000	$3.755000
Total Cost (Including Internal Labor (Govt. FTE)):	$22.502000	$0.327000	$4.415000	$3.755000
Total Cost Internal Labor (Govt. FTE) costs:	$5.226000	$0.110000	$0.452000	$0.452000
# of FTE rep by costs:	21	1	0	0

		PY 2021	CY 2022	
Total change from prior year final President's Budget ($)		$-0.327000	$-4.415000	
Total change from prior year final President's Budget		-100.00%	-100.00%	

Table I.C.1 Life Cycle Costs

	PY-1 & Prior	PY 2021	CY 2022	BY 2023
(%)				

2.

     a.   **In which year did or will this investment begin? (specify year - e.g., PY-1= 2019)**
        2005

     b.   **In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)**
        2024

3.   **Compare the funding levels for PY and CY to the final FY 2022 President's Budget for those same years. Briefly explain any significant changes. When making comparisons, ensure that you compare same-year-to-same-year (e.g., the FY20 level for 2020 versus the FY21 level for 2020):**

    No significant changes.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:**   RD-ENTERPRISE CONTENT MANAGEMENT (ECM)

2. **Unique Investment Identifier (UII):**   005-000001838

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?
173857	ECM Workflow O&M	Provide operations and maintence.	10/01/2019	09/30/2020	$0.2	No
211774	ECM Migration - O&M FY21	Provide support for operations and maintenance	10/01/2020	09/30/2021	$0.8	No
211773	ECF Imaging - O&M FY21	Provide support for operations and maintenance	10/01/2020	09/30/2021	$2.1	No
211769	ECM Workflow - O&M FY21	Provide support for operations and maintenance	10/01/2020	09/30/2021	$0.8	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
173857	O&M	ECM Workflow for FY2020	173857.1	2019-10-01	2019-10-01	2019-10-01	2020-03-31	2020-03-31		0.075000	0.075000	
173857	O&M	ECM Workflow for second hafl year of FY2020	173857.2	2020-04-01	2020-04-01		2020-09-30	2020-09-30		0.075000	0.075000	
211774	ECM Migration O&M Support - Q1 FY21	O&M Support During Q1 of FY21	211774.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2020-12-31	0.206000	0.206000	0.206000
211773	ECF Imaging O&M Support - Q1 FY21	O&M Support During Q1 of FY21	211773.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2020-12-31	0.531000	0.531000	0.531000
211769	ECM Workflow O&M Support - Q1 FY21	O&M Support Duing Q1 of FY21	211769.1	2020-10-01	2020-10-01	2020-10-01	2020-12-31	2020-12-31	2020-12-31	0.206000	0.206000	0.206000
211774	ECM Migration	O&M Support	211774.2	2021-01-01	2021-01-01	2021-01-01	2021-03-31	2021-03-31		0.206000	0.206000	

							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
	O&M Support - Q2 FY21	During Q2 of FY21										
211773	ECF Imaging O&M Support - Q2 FY21	O&M Support During Q2 of FY21	211773.2	2021-01-01	2021-01-01	2021-01-01	2021-03-31	2021-03-31	2021-03-31	0.531000	0.531000	0.531000
211769	ECM Workflow O&M Support - Q2 FY21	O&M Support During Q2 of FY21	211769.2	2021-01-01	2021-01-01	2021-01-01	2021-03-31	2021-03-31	2021-03-31	0.206000	0.206000	0.206000
211774	ECM Migration O&M Support - Q3 FY21	O&M Support During Q3 of FY21	211774.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.206000	0.206000	
211773	ECF Imaging O&M Support - Q3 FY21	O&M Support During Q3 of FY21	211773.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.531000	0.531000	
211769	ECM Workflow O&M Support - Q3 FY21	O&M Support During Q3 of FY21	211769.3	2021-04-01	2021-04-01		2021-06-30	2021-06-30		0.206000	0.206000	
211774	ECM Migration O&M Support - Q4 FY21	O&M Support During Q4 of FY21	211774.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.206000	0.206000	
211773	ECF Imaging O&M Support - Q4 FY21	O&M Support During Q4 of FY21	211773.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.531000	0.531000	
211769	ECM Workflow O&M Support - Q4 FY21	O&M Support During Q4 of FY21	211769.4	2021-07-01	2021-07-01		2021-09-30	2021-09-30		0.206000	0.206000	

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?
30292	Non-Asset Cost % – Percentage of total CY budget associated with non-asset costs.	Percentage	3 - Financial Performance	15.000000	15.000000	15.000000	Under 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
	30292	278658	12.000000	02/16/2021	

30291	Cost Variance – Percent of projects managed within a ±10% variance of the planned budget.	Percentage	3 - Financial Performance	100.000000	100.000000	100.000000	Over target	Monthly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	No

	Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
	30291	278657	100.000000	02/16/2021	

30290	Cost/Schedule	Quantity	2 - Strategic and	2.000000	2.000000	2.000000	Under target	Quarterly	005SO18001 :	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?
	Rebaselines – Number of rebaseline events due to a cost or schedule variance in the last 365 days.		Business Results						Modernize information technology infrastructure, facilities and support services to improve the customer experience.	

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30290	278656	0.000000	02/16/2021	

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?
30289	Correction Only Rebaselines – Number of rebaseline "correction" events in the last 365 days.	Quantity	2 - Strategic and Business Results	2.000000	2.000000	2.000000	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
30289	278655	1.000000	02/16/2021	

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?
30288	Reporting of Actual Costs – Number of activities missing actual costs more than 90 days after the actual completion date.	Quantity	2 - Strategic and Business Results	1.000000	1.000000	1.000000	Under 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	Comment

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?	
								Result			
					30288	278654	0.000000	02/16/2021			
30287	Longest Activity Duration - Planned duration of the longest activity.	Days	2 - Strategic and Business Results	180.000000	180.000000	180.000000	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
30287	278653	91.000000	02/16/2021	

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?
30286	Schedule Variance – Percent of projects managed within a ±10% variance of the planned schedule.	Percentage	2 - Strategic and Business Results	100.000000	100.000000	100.000000	Over target	Monthly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30286	278652	100.000000	02/16/2021	

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?
30285	Average Response Time– Average time it takes for the ECM system to respond to a user	Seconds	1 - Customer Satisfaction (Process Results)	0.500000	0.500000	0.500000	Under target	Monthly	005SO18001 : Modernize information technology infrastructure, facilities and	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?
	inquiry.								support services to improve the customer experience.	

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
30285	278651	0.330000	02/16/2021	

29950	Ensure actual annual ECM O&M costs are within =/-10% of the planned annual O&M costs in FY 2021 and FY 2022.	Percentage	3 - Financial Performance	0.000000	10.000000	10.000000	Over target	Quarterly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	Yes

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

29949	Reduce the number of help desk trouble tickets associated with the ECM IT investment on a monthly basis in FY 2021 and FY 2022 by addressing common ECM ticket issues.	Number	1 - Customer Satisfaction (Process Results)	30.000000	20.000000	20.000000	Over target	Monthly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	Yes

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

	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?
29948	Deliver ECM IT projects and activities on time, within budget, and in accordance with planned scope and quality.	Percentage	2 - Strategic and Business Results	98.000000	100.000000	2.000000	Over target	Monthly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	Yes

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

	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?
29947	Improve and sustain ECM IT investment reliability 2% from 97% to 99%.	Percentage	2 - Strategic and Business Results	97.000000	99.000000	99.000000	Over target	Monthly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	Yes

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

	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?
29946	Increase ECM IT Investment system, application, and platform availability to end-users by 2% from 97% to 99%.	Percentage	2 - Strategic and Business Results	97.000000	99.000000	99.000000	Over target	Monthly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer	Yes

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?
									experience.	

Metrics Definitions and Actual Results Table D.2 / D.3

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

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?
28724	To increase Department utilization of electronic dissementaton through ECM to produce more consistent results and increase retention of valuble hisorical documentaton.	Percentage	2 - Strategic and Business Results	70.000000	93.000000	93.000000	Over target	Annual	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	Yes

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
28724	254378	93.000000	12/30/2019	Deparment researching developing their own correspondence system
28724	247787	83.000000	10/27/2016	
28724	247786	0.000000	12/27/2017	Deparment researching developing their own correspondence system
28724	247785	90.000000	12/28/2018	Deparment researching developing their own correspondence system

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?
28723	To reduce the cost of operation for each support module by increasing the functionality or number of support modules of the ECM Suite under the same	Number	3 - Financial Performance	10.000000	2.500000	2.500000	Under target	Annual	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	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?
	maintenance budget.									

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
28723	254379	2.500000	12/30/2019	There was not optimizaiton due to speculation of changing systems
28723	247784	3.000000	10/27/2016	
28723	247783	0.000000	12/27/2017	There was not optimizaiton due to speculation of changing systems
28723	247782	3.000000	12/28/2018	There was not optimizaiton due to speculation of changing systems

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?
28722	ECM availability to customer	Percentage	2 - Strategic and Business Results	70.000000	99.000000	99.000000	Over target	Monthly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	Yes

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
28722	269695	100.000000	06/30/2020	System was available to customer 100% of required time
28722	269694	99.000000	05/31/2020	System was available to customer 99% percent of required time.
28722	269693	99.000000	03/31/2020	System was available to customer 99% percent of required time.
28722	258876	99.000000	02/29/2020	System was available to customer 99% percent of required time.
28722	258875	99.000000	01/31/2020	System was available to customer 99% percent of required time.
28722	258874	99.000000	11/30/2019	System was available to customer

			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?
									98 percent of required time.	
					28722	258873	99.000000	10/31/2019	System was available to customer 98 percent of required time.	
					28722	258872	99.000000	09/30/2019	System was available to customer 99 percent of required time.	
					28722	258871	99.000000	08/31/2019	System was available to customer 99 percent of required time.	
					28722	258870	99.000000	10/03/2018	System was available to customer 99 percent of required time.	
					28722	258869	99.000000	09/17/2018	System was available to customer 99 percent of required time.	
					28722	258868	99.000000	11/06/2018	System was available to customer 99 percent of required time.	
					28722	258867	99.000000	12/31/2018	System was available to customer 99 percent of required time.	
					28722	258866	99.000000	07/31/2019	System was available to customer 99 percent of required time.	
					28722	258865	99.000000	06/28/2019	System was available to customer 99 percent of required time.	
					28722	258864	99.000000	05/31/2019	System was available to customer 99 percent of required time.	
					28722	258863	99.000000	04/30/2019	System was available to customer 99 percent of required time.	
					28722	258862	99.000000	03/29/2019	System was available to customer 99 percent of required time.	
					28722	258861	99.000000	02/28/2019	System was available to customer 99 percent of required time.	
					28722	258860	99.000000	01/31/2019	System was available to customer 99 percent of required time.	
					28722	254380	99.000000	12/30/2019	System was available to customer 98 percent of required time.	
					28722	247781	99.000000	09/16/2019	System was available to customer 99 percent of required time.	

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?
					28722	247780	98.000000	10/31/2015	System was available to customer 98 percent of required time.	
					28722	247779	99.000000	11/30/2015	System was available to customer 99 percent of required time	
					28722	247778	99.000000	05/14/2018	99 Percent System Availability to Customers	
					28722	247777	99.000000	04/12/2018	99 Percent System Availability to Customers	
28721	Ensure ECM customers are satisfied they are achieving their business goals through ECM functionality	Percentage	1 - Customer Satisfaction (Process Results)	70.000000	95.000000	95.000000	Over target	Annual	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	Yes

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
28721	254381	95.000000	12/30/2019	Ensure ECM customers are satisfied they are achieving their business goals through ECM functionality
28721	247776	88.000000	10/27/2016	
28721	247775	90.000000	12/27/2017	90 Percent Satisfaction Level

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?
28720	Reduce correspondence delays (days) by improving timing and notification of work flow reminders to responsible parties.	Days	2 - Strategic and Business Results	2.000000	0.300000	0.300000	Under target	Annual	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	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?

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
28720	254382	0.300000	12/30/2019	Reduced correspondence by an additonal day in 2017
28720	247774	2.000000	10/27/2016	
28720	247773	1.000000	12/27/2017	Reduced correspondence by an additonal day in 2017
28720	247772	0.500000	12/28/2018	Reduced correspondence by an additonal day in 2017