

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2015-09-17
Date of Last Change to Activities: 2020-05-29
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2021-04-27
Date of Last Business Case Update: 2021-04-27
Date of Last Revision: 2021-08-25

Agency: 005 - Department of Agriculture **Bureau:** 32 - Animal and Plant Health Inspection Service

1. Name of this Investment: MRP-APHIS-Certification, Accreditation, Registration, Permitting, and Other Licensing (CARPOL)

2. Unique Investment Identifier (UII): 005-000000185

Section B: Investment Detail

- Provide at least one Agency Strategic objective code ([A-11 Section 230](#)) and/or Agency Priority Goal code ([A-11 Section 250](#)) that this investment aligns to on performance.gov. If this investment aligns to more than one Agency strategic objective code and/or Agency Priority goal code list all that apply. If your agency does not report to performance.gov please use "0". This is required for Agency IT Portfolio Summary Part 1 and Part 2 Investments, not for Part 3 Investments.**

Agency Strategic Objective(s):

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

005SO18004: Improve stewardship of resources and utilize data-driven analyses to maximize the return on investment.

005SO18287: Protect agricultural health by preventing and mitigating the spread of agricultural pests and disease.

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.**

A feasibility study was conducted to evaluate the alternative approaches to implementing the proposed CARPOL solution and determine whether the alternatives would be technically, financially, and operationally viable. It was determined that the most viable option with the highest return on investment (ROI) would be a COTS system. The estimated savings of \$10 million, when compared with maintaining existing systems, and an estimated \$14 million when compared with re-engineering existing systems. The internal and external benefits include: reduction in system development,

modernization, and enhancement (DME) costs, improved and streamlined business processes across program units, improved data management, improved business intelligence, reduction in authorization cycle time, and improved customer service.

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
005-000002197	to be eliminated
005-000002188	to be eliminated
005-000001822	to be eliminated
005-000001786	to be eliminated
005-000001405	to be eliminated
005-000000074	to be reduced

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)?:
YES
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:
Ashok Anant
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:	\$1.291000	0	0	0
DME (Excluding Planning) Costs:	\$57.323000	\$19.360000	\$12.470000	\$8.000000
DME (Including Planning) Govt. FTEs:	0	0	0	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$58.614000	\$19.360000	\$12.470000	\$8.000000
O & M Costs:	\$13.132000	\$2.000000	\$2.030000	0
O & M Internal Labor (Govt. FTE):	\$0.525000	\$1.077000	0	\$1.092000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$13.657000	\$3.077000	\$2.030000	\$1.092000
Total Cost (Including Internal Labor (Govt. FTE)):	\$72.271000	\$22.437000	\$14.500000	\$9.092000
Total Cost Internal Labor (Govt. FTE) costs:	\$0.525000	\$1.077000	0	\$1.092000
# of FTE rep by costs:	34	7	7	0
Total change from prior year final President's Budget (\$)		0	0	
Total change from prior year final President's Budget		1.42%	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)
2013
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2020
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 change.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** MRP-APHIS-CERTIFICATION, ACCREDITATION, REGISTRATION, PERMITTING, AND OTHER LICENSING (CARPOL)
2. **Unique Investment Identifier (UII):** 005-000000185

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?
175	APHIS eFile Solution Integration	Develop software system to replace 8 systems currently in place.	10/01/2014	02/28/2019	\$48.0	Yes
174	PMO Support		10/01/2013	09/30/2016	\$3.0	
128792	MuleSoft Integration		07/13/2017	05/31/2018	\$0.4	
128791	Salesforce Training		07/28/2017	05/31/2018	\$0.1	

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
175	Develop Animal Care Permitting.	Develop permitting capability.	175.6	2014-10-01	2014-09-30	2014-09-30	2015-10-15	2015-10-15	2015-10-15	2.312000	2.313000	2.823000
175	Develop BRS Permitting	Develop permitting capability.	175.9	2015-10-15	2015-10-15	2015-10-16	2015-12-31	2015-12-31	2015-12-31	2.312000	2.313000	2.312000
175	Kickoff Task 3	Review requirements and begin framework development.	175.10	2016-04-01	2016-04-01	2016-09-01	2016-05-01	2016-05-01	2016-10-03	0.750000	0.750000	0.750000
174	Provide ongoing PMO Support.	Support CARPOL PMO activities.	174.4	2014-12-01	2014-12-01	2014-12-01	2016-07-31	2015-03-31	2015-03-31	2.000000	0.350000	0.284000
175	Iterative Development	Perform iterative user acceptance	175.13	2016-07-01	2016-07-01	2016-07-01	2016-09-30	2016-09-30	2016-09-30	0.750000	0.750000	1.600000

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
		testing; demo minimally marketable feature set.										
174	Provide ongoing PMO support (FY16 3rd & 4th qtr)	Support CARPOL PMO FY2016 third and fourth quarter activities.	174.7	2016-04-01	2016-04-01	2016-04-01	2016-09-30	2016-11-30	2016-11-30	0.500000	0.500000	0.500000
175	Develop VS Permitting.	Develop permitting capability.	175.7	2016-01-01	2016-01-01	2016-01-01	2017-09-30	2018-05-30	2018-05-30	2.312500	2.313000	2.313000
175	Develop PPQ Permitting.	Develop permitting capability.	175.8	2016-04-01	2016-04-01	2016-04-01	2017-09-30	2018-05-30	2018-05-30	2.313000	2.313000	2.313000
128792	MuleSoft Install/config	Install and configure MuleSoft Anypoint software at NITC.	128792.1	2017-07-13	2017-07-13	2017-07-13	2017-09-30	2018-04-30	2018-04-30	0.223000	0.223000	
128792	MuleSoft Training	Train APHIS staff on using MuleSoft Anypoint software.	128792.2	2018-02-05	2018-02-05	2018-02-12	2018-02-28	2018-02-28	2018-02-16	0.130000	0.130000	0.130000
128791	Salesforce Training	Provide basic Salesforce platform training for APHIS staff	128791.1	2017-09-01	2017-09-01	2017-09-01	2018-05-31	2018-05-31		0.103000	0.103000	

Section D: Operational Data

1. Provide the date and results of the last Operational Analysis (for operational and mixed life cycle systems/Investments):

1. **Date of Analysis:**
2. **Analysis Results:**
3. **Analysis Conclusion:**

2. **Report a minimum of 5 metrics using the following table to provide metrics and actual results for each individual metric:**

Metrics Definitions and Actual Results Table D.2 / D.3										
Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
29520	Reduced number of calls from stakeholders for help with permits	Number of stakeholder encounters	2 - Strategic and Business Results	75.000000	75.000000	75.000000	Under target	Annual	005SO18001 : 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						
				NONE						
29519	More efficient/faster permit issuance	Number of permits issued	3 - Financial Performance	50.000000	75.000000	75.000000	Over target	Annual	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	
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		

NONE

29518 Increased number of AC Annual Reports submitted electronically over previous year Total number of reports submitted 2 - Strategic and Business Results 500.000000 500.000000 500.000000 Over target Annual 005SO18001 : 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
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NONE

29517 Majority of end users respond favorably to customer satisfaction survey Percentage of favorable responses 1 - Customer Satisfaction (Process Results) 75.000000 75.000000 75.000000 Over target Annual 005SO18001 : 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
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NONE

29516 Unplanned system downtime is rare Percentage of time system is available to users 2 - Strategic and Business Results 95.000000 95.000000 95.000000 Over target Monthly 005SO18287 : Protect agricultural health by preventing and mitigating the spread of

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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agricultural pests and disease.

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29516	268611	100.000000	08/10/2020	
29516	268610	100.000000	07/13/2020	
29516	264129	100.000000	06/10/2020	
29516	264128	100.000000	05/14/2020	
29516	264127	100.000000	03/12/2020	
29516	264126	100.000000	02/14/2020	
29516	261230	100.000000	04/14/2020	

24727	Reduction in cost per authorization	Percentage reduction in cost per authorization	3 - Financial Performance	10.000000	10.000000		Over target	Monthly	005SO18287 : Protect agricultural health by preventing and mitigating the spread of agricultural pests and disease.	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

24726	Reduction in number of help-related calls for basic information regarding permit	Number of calls for assistance	2 - Strategic and Business Results	25.000000	25.000000		Over target	Monthly	005SO18287 : Protect agricultural health by preventing and mitigating the	No
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Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
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requirements

spread of agricultural pests and disease.

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

24725	System down time is rare	Percentage of time system remains up	2 - Strategic and Business Results	95.000000	95.000000		Over target	Monthly	005SO18287 : Protect agricultural health by preventing and mitigating the spread of agricultural pests and disease.	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

24724	Increase speed of processing permit authorizations	Percentage increase over current processing times	2 - Strategic and Business Results	8.000000	8.000000		Over target	Annual	005SO18287 : Protect agricultural health by preventing and mitigating the spread of agricultural pests and disease.	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

24723	Majority of end users respond favorably to customer satisfaction	Percentage of respondents	1 - Customer Satisfaction (Process Results)	75.000000	75.000000		Over target	Annual	005SO18287 : Protect agricultural health by preventing and mitigating the	No
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Metrics Definitions and Actual Results Table D.2 / D.3										
Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
	survey								spread of agricultural pests and disease.	
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	

NONE