

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2016-11-17
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: 2021-08-25

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

1. Name of this Investment: SO-OCFO-NFC-Human Capital Management Services

2. Unique Investment Identifier (UII): 005-000003190

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.

005SO18002: Maintain a high performing workforce through employee engagement and empowerment.

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

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 return on investment is realized by the customer organizations by reducing the cost (cost avoidance) of providing the HR services to the federal employees directly or by another service provider. HCM provides HR LOB services to Federal Organizations. The SSP include personnel, time and attendance and employee benefit services to the federal organization customers. The investment detailed life-cycle cost is required to continue providing these HR and financial services to the federal organizations.

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
NONE	

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:
Patricia K Bonds
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:	0	0	0	0
DME (Excluding Planning) Costs:	\$8.338000	\$0.005000	0	\$0.001000
DME (Including Planning) Govt. FTEs:	0	\$3.666000	\$0.741000	\$0.778000
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$8.338000	\$3.671000	\$0.741000	\$0.779000
O & M Costs:	\$36.042000	\$3.109000	\$5.146000	\$3.104000
O & M Internal Labor (Govt. FTE):	\$26.477000	\$9.913000	\$11.731000	\$12.318000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$62.519000	\$13.022000	\$16.877000	\$15.422000
Total Cost (Including Internal Labor (Govt. FTE)):	\$70.857000	\$16.693000	\$17.618000	\$16.201000
Total Cost Internal Labor (Govt. FTE) costs:	\$26.477000	\$13.579000	\$12.472000	\$13.096000
# of FTE rep by costs:	215	116	104	0
Total change from prior year final President's Budget (\$)		0	0	
Total change from prior year final President's Budget		12.52%	12.52%	

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)
2017
 - 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):
NFC is a working capital fund agency

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** SO-OCFO-NFC-HUMAN CAPITAL MANAGEMENT SERVICES
2. **Unique Investment Identifier (UII):** 005-000003190

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?
126985	FY19 DME Releases		10/02/2017	12/27/2019	\$4.4	
174937	FY20 Release 3	Deployment of Software Change Requests released during FY20 Quarter 2	06/21/2020	09/21/2020	\$0.2	No
217848	FY21 EmpowHr 9.2 Enhancement	Deployment of Software Change Requests released during FY21 Quarter 1	09/30/2020	09/30/2021	\$15.4	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
126985	FY18 Q1 - EmpowHR	EmpowHR Implementation (Wave 2 - 8 components and remaining HC divisions)	126985.1	2017-10-02	2017-10-02	2017-10-02	2017-10-02	2017-12-29	2017-12-29	0.040000	0.040000	0.040000
126985	FY18 Q1 - WebTA	WebTA 4.2 Acctg Enhancements	126985.1.2	2017-10-02	2017-10-02	2017-10-02	2017-10-02	2017-12-29	2017-12-29	0.040000	0.040000	0.040000
126985	FY18 Q4 - EmpowHR	EmpowHR History Correction	126985.3	2018-07-02	2018-07-02	2018-07-02	2018-09-28	2018-09-28	2018-09-28	0.034000	0.034000	0.034000
126985	FY18 Q4 - Insight	EmpowHR AltLink Pass-Person Model changes	126985.4	2018-07-02	2018-07-02	2018-07-02	2018-09-28	2018-09-28	2018-09-28	0.038000	0.038000	0.038000
126985	FY18 Q2 -	EmpowHR	126985.5	2019-04-02	2019-04-02	2018-04-02	2019-11-29	2019-11-29	2018-06-29	0.033000	0.033000	0.033000

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
	EmpowHR	Multiple Child Supports Garnishments										
126985	FY19 Q3- - EmpowHR	EmpowHR Multiple Child Supports Garnishments	126985.6	2019-07-02	2019-07-02		2019-11-29	2019-11-29		0.033000	0.033000	
126985	FY19 Q4 - EmpowHR	EmpowHR History Correction	126985.7	2019-10-02	2019-10-02		2019-12-27	2019-12-27		0.034000	0.034000	
174937	Rel 4 Requirements	Rel 4 Requirements	174937.3	2020-06-21	2020-06-21	2020-06-21	2020-08-06	2020-08-06	2020-08-06	0.018000	0.018000	0.018000
174937	Rel 4 Development	Rel 4 Development	174937.4	2020-08-21	2020-08-21	2020-08-21	2020-09-21	2020-09-21	2020-09-21	0.195000	0.195000	0.195000
217848	EmpowHR PeopleSoft Support	Market and promote off the Shelf-functionality	217848.1	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		1.000000	1.000000	
217848	EmpowHr	EmpowHR Implementation	217848.2	2021-01-06	2021-01-06	2021-01-06	2021-09-30	2021-09-30		1.000000	1.000000	

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?
27241	Insight is available to customers between the hours of 6 AM and 6 PM CT Mon day-Friday, excluding Federal Holidays and schedule outages	percent	2 - Strategic and Business Results	0.000000	0.980000	98.000000	Over target	Quarterly	005SO18004 : Improve stewardship of resources and utilize data-driven analyses to maximize the return on investment.	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
27241	277161	100.000000	12/28/2020							
27241	277160	100.000000	09/12/2020							
27241	277159	98.000000	06/12/2020							
27241	277158	99.850000	04/30/2020							
27241	277157	98.000000	03/30/2020							
27241	277156	98.000000	02/27/2020							
27241	277155	98.000000	01/28/2020							
27241	277154	98.000000	12/30/2019							
27241	222150	1.000000	03/30/2018							
25592	NFC Contact Center is available during	Percent	3 - Financial Performance	0.000000	0.980000	98.000000	Over target	Quarterly	005SO18004 : Improve stewardship of	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?
	business hours (8 a.m. - 4 p.m.) on business days.								resources and utilize data-driven analyses to maximize the return on investment.	

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
25592	277153	100.000000	12/28/2020	
25592	277152	100.000000	09/12/2020	
25592	277151	100.000000	06/30/2020	
25592	277150	98.000000	03/30/2020	
25592	277149	98.000000	01/20/2020	
25592	254127	1.000000	07/31/2019	
25592	221413	1.000000	03/30/2018	
25592	219527	1.000000	02/28/2018	
25592	218000	1.000000	12/05/2017	
25592	208228	1.000000	12/31/2016	
25592	193701	1.000000	12/31/2016	
25592	175175	1.000000	09/30/2016	

25591	Insight is available between the	Percent	2 - Strategic and Business Results	0.000000	Over target	Monthly	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?
	hours of 6 AM and 6 PM, CT, Monday - Friday, excluding Federal holidays and scheduled system outages.									
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
25591	217999	1.000000	12/05/2017							
25591	208227	1.000000	02/28/2017							
25591	208226	1.000000	01/31/2017							
25591	208225	1.000000	12/31/2016							
25591	193700	1.000000	02/28/2017							
25591	193699	1.000000	01/31/2017							
25591	193698	1.000000	12/31/2016							
25591	175174	1.000000	09/30/2016							
25590	Web-based Time and Attendance (webTA) is available between the hours of 6 AM and 6 PM, CT, Monday - Friday, excluding Federal holidays and scheduled system outages.	Percent	2 - Strategic and Business Results	0.000000	100.000000	95.000000	Over target	Monthly	005SO18004 : Improve stewardship of resources and utilize data-driven analyses to maximize the return on investment.	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?
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					25590	277148	99.990000	12/28/2020		
					25590	277147	100.000000	11/04/2020		
					25590	277146	99.990000	10/13/2020		
					25590	277145	100.000000	09/12/2020		
					25590	277144	100.000000	08/12/2020		
					25590	277143	100.000000	07/15/2020		
					25590	277142	98.000000	06/30/2020		
					25590	277141	98.000000	05/30/2020		
					25590	277140	100.000000	04/30/2020		
					25590	277139	100.000000	03/30/2020		
					25590	277138	100.000000	02/28/2020		
					25590	277137	100.000000	01/31/2020		
					25590	254126	99.460000	08/30/2019		
					25590	244101	99.940000	04/30/2019		
					25590	244100	99.500000	02/28/2019		
					25590	244099	1.000000	03/30/2019		

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?
					25590	244098	1.000000	09/30/2018		
					25590	244097	1.000000	11/30/2018		
					25590	244096	1.000000	10/31/2018		
					25590	244095	1.000000	12/31/2018		
					25590	235088	99.500000	08/31/2018		
					25590	235087	99.960000	06/30/2018		
					25590	235086	99.940000	04/30/2018		
					25590	235085	99.970000	07/30/2018		
					25590	221412	1.000000	03/30/2018		
					25590	219526	1.000000	02/28/2018		
					25590	219525	1.000000	01/31/2018		
					25590	217998	1.000000	12/05/2017		
					25590	214418	1.000000	11/30/2017		
					25590	214417	1.000000	09/29/2017		
					25590	212510	1.000000	08/30/2017		
					25590	208224	1.000000	02/28/2017		
					25590	208223	1.000000	01/31/2017		

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?
25589	EmpowHR production system available to customers between the hours of 6 AM and 6 PM CT Monday-Friday, excluding Federal Holidays and scheduled outages.	Percent	2 - Strategic and Business Results	0.000000	25590	208222	0.990000	12/31/2016		
					25590	193697	1.000000	02/28/2017		
					25590	193696	1.000000	01/31/2017		
					25590	193695	0.990000	12/31/2016		
					25590	175173	1.000000	09/30/2016		
					100.000000	95.000000	Over target	Monthly	005SO18004 : Improve stewardship of resources and utilize data-driven analyses to maximize the return on investment.	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
25589	277136	100.000000	12/28/2020							
25589	277135	100.000000	11/04/2020							
25589	277134	99.990000	10/13/2020							
25589	277133	100.000000	09/12/2020							
25589	277132	100.000000	08/12/2020							
25589	277131	100.000000	07/15/2020							

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?
					25589	277130	100.000000	06/30/2020		
					25589	277129	100.000000	04/30/2020		
					25589	277128	100.000000	03/30/2020		
					25589	277127	100.000000	02/28/2020		
					25589	277126	99.980000	01/31/2020		
					25589	277125	100.000000	01/30/2020		
					25589	254125	99.220000	08/31/2019		
					25589	244094	99.990000	04/30/2019		
					25589	244093	99.500000	02/28/2019		
					25589	244092	1.000000	03/30/2019		
					25589	244091	1.000000	09/30/2018		
					25589	244090	1.000000	11/30/2018		
					25589	244089	1.000000	10/31/2018		
					25589	244088	1.000000	12/31/2018		
					25589	235084	99.500000	08/31/2018		
					25589	235083	99.990000	04/30/2018		
					25589	235082	99.980000	07/30/2018		

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?
					25589	221411	1.000000	03/30/2018		
					25589	219524	1.000000	02/28/2018		
					25589	219523	1.000000	01/31/2018		
					25589	217997	1.000000	12/05/2017		
					25589	214416	1.000000	11/30/2017		
					25589	214415	1.000000	09/29/2017		
					25589	214414	1.000000	08/30/2017		
					25589	208221	1.000000	02/28/2017		
					25589	208220	1.000000	01/31/2017		
					25589	208219	1.000000	12/31/2016		
					25589	193694	1.000000	02/28/2017		
					25589	193693	1.000000	01/31/2017		
					25589	193692	1.000000	12/31/2016		
					25589	175172	1.000000	09/30/2016		
25588	EmpowHR production system available to customers between the hours of 6 AM	Percent	1 - Customer Satisfaction (Process Results)	0.000000	0.990000	99.000000	Over target	Monthly	005SO18004 : Improve stewardship of resources and utilize data-driven analyses to	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?
	and 6 PM CT Monday-Friday, excluding Federal Holidays and scheduled outages.								maximize the return on investment.	

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
25588	277175	100.000000	12/28/2020	
25588	277174	100.000000	11/04/2020	
25588	277173	99.990000	10/13/2020	
25588	277172	100.000000	09/12/2020	
25588	277171	100.000000	08/12/2020	
25588	277170	100.000000	07/15/2020	
25588	277169	100.000000	06/30/2020	
25588	277168	99.990000	06/12/2020	
25588	277167	100.000000	05/30/2020	
25588	277166	98.000000	04/30/2020	
25588	277165	99.000000	03/30/2020	
25588	277164	99.990000	03/28/2020	
25588	277163	98.000000	02/27/2020	

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?
					25588	277162	99.000000	01/28/2020		
					25588	244102	99.990000	04/30/2019		
					25588	235090	99.980000	06/30/2018		
					25588	235089	99.990000	04/30/2018		
					25588	221410	1.000000	03/30/2018		
					25588	219522	1.000000	02/28/2018		
					25588	219521	1.000000	01/31/2018		
					25588	217996	1.000000	12/05/2017		
					25588	214413	1.000000	09/29/2017		
					25588	212509	1.000000	08/30/2017		
					25588	208218	1.000000	02/28/2017		
					25588	208217	1.000000	01/31/2017		
					25588	208216	1.000000	12/31/2016		
					25588	193691	1.000000	02/28/2017		
					25588	193690	1.000000	01/31/2017		
					25588	193689	1.000000	12/31/2016		
					25588	175171	1.000000	09/30/2016		

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?
-----------	--------------------	-----------------	--	----------------------------	-------------	-------------	-----------------------	---------------------	---	--------------------