

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2015-09-18
Date of Last Change to Activities: 2021-08-27
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2021-04-26
Date of Last Business Case Update: 2021-04-26
Date of Last Revision: 2021-08-27

Agency: 005 - Department of Agriculture **Bureau:** 96 - Forest Service

1. Name of this Investment: NRE-FS-Natural Resource Manager (NRM)

2. Unique Investment Identifier (UII): 005-000002223

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.

005SO18012: Enhance conservation planning with science-based tools and information.

005SO18017: Mitigate wildfire risk.

005SO18264: Support and encourage healthy dietary choices through data-driven, flexible, customer-focused approaches.

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.**

NRM is the database of record for many FS assets and performance measures. Its use is mandated by the FS policy. The monetary and non-monetary benefits of NRM are comprehensive yet hard to quantify. A few are highlighted here. For a full accounting refer to the NRM OAR Supplement. NRM Air assists land managers in tracking sources of air pollution that affect lands managed by the FS. The Clean Air Act directs federal land managers to establish AQRVs in Wilderness Areas. Monitoring helps assess ecosystem health related to air pollution impacts and supports the PSD permit process.

Air tracks sources, air pollution permits, surface water and precipitation chemistry, air monitoring sites and thresholds established to protect the lands managed by the Forest Service. NRM Aquatic Surveys is the FS database of record for fish and aquatic habitat data. Data is provided to State Agencies responsible for monitoring and evaluating compliance with Clean Water Act. Healthy streams, lakes, and rivers benefit Americans from clean drinking water to diverse recreational opportunities. One in five Americans relies on water that comes from NFS lands. Species health and mortality data in AqS improve aerial fire retardant impact monitoring. NRM Buildings track utilization rates of building and energy related metrics allowing the FS to reduce its office space footprint saving taxpayers hundreds of thousands of dollars on leasing and energy consumption. NRM Access Travel Management data is the authoritative data source to document NFS Road, Trail and Area legal access (designated and restricted uses) to the forest, and for documenting management intent for trails. Data is used to develop MVUM, OSVUM, and IVM for public recreational use. NRM Caves allows the FS to comply with the Federal Cave Resources Protection Act. Data from NRM Dams is used to report FS maintained dam info to the Corps of Engineers for the National Inventory of Dams. The condition of dams on FS lands is alive, safety, and property issue. Constructed features such as dams, bridges, buildings, and water systems need to be operating at an acceptable service level. NRM Engineering Facilities Work Items is the FS system of record for deferred maintenance reporting. The FS is responsible for improving the conditions of America's Forests. NRM FS Veg is used to assess, plan, and implement treatments to improve forested conditions resulting in reduced fire severity and increased resilience to ..

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:

Denise Wickwar

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: | \$66.601000 | \$12.307000 | \$10.714000 | \$8.554000 |
| DME (Including Planning) Govt. FTEs: | \$23.788000 | 0 | 0 | 0 |
| Sub-Total DME (including Internal Labor (Govt. FTE)): | \$90.389000 | \$12.307000 | \$10.714000 | \$8.554000 |
| O & M Costs: | \$320.291000 | \$16.701000 | \$11.986000 | \$14.146000 |
| O & M Internal Labor (Govt. FTE): | \$98.163000 | 0 | \$6.485000 | \$6.485000 |
| Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)): | \$418.454000 | \$16.701000 | \$18.471000 | \$20.631000 |
| Total Cost (Including Internal Labor (Govt. FTE)): | \$508.843000 | \$29.008000 | \$29.185000 | \$29.185000 |
| Total Cost Internal Labor (Govt. FTE) costs: | \$121.951000 | 0 | \$6.485000 | \$6.485000 |
| # of FTE rep by costs: | 405 | 0 | 0 | 0 |
| Total change from prior year final President's Budget (\$) | | \$-29.008000 | \$-23.803000 | |
| 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)**
1998
 - b. **In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)**
2040
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):**
 NRM investment received intra government collections from the Forest Service CFO in FY2012 associated with the Forest Service's implementation of the USDA Financial Management Modernization Initiative (FMMI).

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** NRE-FS-NATURAL RESOURCE MANAGER (NRM)
2. **Unique Investment Identifier (UII):** 005-000002223

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? |
|-------------------|--|--|--------------------|-------------------------|------------------------------|-------------------|
| 121745 | Citrix VDC Migration & ArcGIS 10.5.1 Upgrade/497 | | 07/06/2017 | 01/27/2018 | \$0.5 | |
| 121747 | Security Issues/486 | | 01/11/2017 | 01/27/2018 | \$0.5 | |
| 121752 | Operations/491 | | 02/28/2017 | 01/27/2018 | \$0.5 | |
| 144320 | TIM Redesign 2019 | | 10/01/2018 | 09/30/2019 | \$2.1 | |
| 174978 | Project 469-FY2020 | Business Redesign and Technology Refresh of the USDA-FS Forest Activity Tracking System | 10/01/2019 | 09/30/2020 | \$2.8 | Yes |
| 174979 | Project 540-FY2020 | Business Analysis and Human Center Design Analysis of the USDA-FS Timber Information Manager | 10/01/2019 | 09/30/2020 | \$0.3 | Yes |
| 175642 | Project-NRM Technology Modernization Phase III | NRM Technology refresh for select NRM Business Applications | 10/01/2019 | 09/30/2020 | \$4.0 | Yes |
| 174781 | Project 455-FY2020 | Business Redesign and Technology refresh of USDA-FS Special Uses Data System | 10/01/2019 | 09/30/2020 | \$1.9 | Yes |
| 210776 | Project 455 FY21 SUDS | Business Redesign refresh for USDA-FS Special Uses Data Systems. | 10/01/2020 | 09/30/2021 | \$2.5 | Yes |
| 210775 | Project 469-FY2021 FACTS | Business Redesign refresh for USDA-FS Forest Activity Tracking Systems | 10/01/2020 | 09/30/2021 | \$2.4 | Yes |
| 210829 | Project-NRM Technology Modernization Phase III | NRM Technology refresh for some NRM business applications | 10/01/2020 | 09/30/2021 | \$5.0 | Yes |
| 237652 | Project 455 SUDs FY22 | Business Redesign for USDA - FS Special Uses Data System. | 10/01/2021 | 09/30/2022 | \$3.0 | Yes |
| 237653 | Multiple Application Modernization FY22 | Continuing modernization of multiple applications including FACTs | 10/01/2021 | 09/30/2022 | \$8.6 | Yes |
| 237745 | Grants and Agreements Modernization | Modernize the Grants and Agreements Application | 10/01/2021 | 09/30/2022 | \$2.0 | Yes |

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 |
|-------------------|--|--|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| 121745 | Citrix VDC Migration & ArcGIS 10.5.1 Upgrade/497 | Upgrade NRM applications to ArcGIS/ArcSD E 10.5.1 Recompile, evaluate, test and modify as needed the 15 NRM applications which utilize the ESRI products: ArcGIS Server and ArcSDE DB. Additional Scope: Update (possibly recompile) MSI files to install all Citrix apps (27 Apps vs. the original number for apps identified for just ESRI upgrade). | 121745.2 | 2017-07-27 | 2017-07-27 | 2017-06-27 | 2018-01-27 | 2018-01-27 | 2017-12-19 | 0.505000 | 0.505000 | 0.505000 |
| 121747 | NRM Security Issues/486 | The scope of activity is limited to the issues that had been identified in security audit documents, | 121747.3 | 2017-01-11 | 2017-01-20 | 2017-01-31 | 2018-01-27 | 2018-01-27 | 2017-12-31 | 0.500000 | 0.500000 | 0.250000 |

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 |
|-------------------|----------------------------------|--|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| 121752 | Operations/491 | POAM 23848, POAM 23891, and DB_INSPE CTOR NRM Operations will deploy to sandbox, DEV, TEST and Prod in both the legacy environments. | 121752.1 | 2017-02-28 | 2017-02-28 | 2017-02-28 | 2018-01-27 | 2018-01-27 | 2018-01-31 | 0.500000 | 0.500000 | 0.500000 |
| 144320 | TIM Redesign 2019 | Initiate pre select phase, to begin process of redesign for Timber Information Management System. Partner with program areas to create necessary documentation such as project charter, and begin requirements gathering | 144320.7 | 2018-10-01 | 2018-09-30 | | 2019-09-30 | 2019-09-30 | | 2.084000 | 2.084000 | |
| 174978 | Project 469 - FY20-Q1-Q2 Sprints | 1st and 2nd quarter agile sprints as documented in the Project Plan in support of the USDA-FS FACTS Business Redesign | 174978.9 | 2019-10-01 | 2019-10-01 | | 2020-09-30 | 2020-09-30 | | 0.141000 | 0.141000 | |
| 174978 | Project 469 - | 3rd and 4th | 174978.10 | 2020-04-01 | 2020-04-01 | 2020-04-01 | 2020-09-30 | 2020-09-30 | | 1.414000 | 1.414000 | |

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 |
|-------------------|---|---|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| | FY20-Q3-Q4 Sprints | quarter agile sprints as documented in the Project Plan in support of the USDA-FS FACTS Business Redesign | | | | | | | | | | |
| 174979 | Project 540 - FY20-Q3-Q4 Sprints | 3rd and 4th quarter agile sprints as documented in the Project Plan in support of the USDA-FS TIM Business Redesign | 174979.10 | 2020-04-01 | 2020-04-01 | 2020-04-01 | 2020-09-30 | 2020-09-30 | | 0.125000 | 0.125000 | |
| 175642 | NRM Technology Modernization - FY20-Q3-Q4 Sprints | 3rd and 4th quarter agile sprints as documented in the Project Plans in support of the USDA-FS NRM Tech Mod Phase III | 175642.11 | 2020-04-01 | 2020-04-01 | 2020-04-01 | 2020-09-30 | 2020-09-30 | | 2.000000 | 2.000000 | |
| 174781 | Project 455 - FY20-Q3-Q4 Sprints | 3rd and 4th quarter agile sprints as documented in the Project Plan in support of the USDA-FS SUDS Business Redesign | 174781.8 | 2020-04-01 | 2020-04-01 | 2020-04-01 | 2020-09-30 | 2020-09-30 | | 0.963000 | 0.963000 | |
| 210776 | Project 455 - FY21 SUDS - Q1-Q2 Sprints | 1st and 2nd quarter agile sprints as | 210776.1 | 2020-10-01 | 2020-10-01 | | 2021-03-31 | 2021-03-31 | | 1.260000 | 1.260000 | |

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 |
|-------------------|--|---|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| | | documented in the Project Plan in support of the USDA-FS SUDS Business Redesign | | | | | | | | | | |
| 210775 | Project 469-FY21 FACTS - Q1-Q2 Sprints | 1st and 2nd quarter agile sprints as documented in the Project Plan in support of the USDA-FS FACTS Business Redesign | 210775.1 | 2020-10-01 | 2020-10-01 | | 2021-03-31 | 2021-03-31 | | 1.200000 | 1.200000 | |
| 210829 | NRM Technology Modernization Phase II - FY21 Q1-Q2 | 1st and 2nd quarter agile sprints as documented in the Project Plans in support of the USDA-FS NRM Tech Mod Phase III | 210829.1 | 2020-10-01 | 2020-10-01 | | 2021-03-31 | 2021-03-31 | | 2.485000 | 2.485000 | |
| 210776 | Project 455 - FY21 SUDS - Q3-Q4 Sprints | 3rd and 4th quarter agile sprints as documented in the Project Plan in support of the USDA-FS SUDS Business Redesign | 210776.2 | 2021-04-01 | 2021-04-01 | | 2021-09-30 | 2021-09-30 | | 1.260000 | 1.260000 | |
| 210775 | Project 469-FY21 FACTS - Q3-Q4 Sprints | 3rd and 4th quarter agile sprints as documented in the Project | 210775.2 | 2021-04-01 | 2021-04-01 | | 2021-09-30 | 2021-09-30 | | 1.200000 | 1.200000 | |

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 |
|-------------------|--|---|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| | | Plan in support of the USDA-FS FACTS Business Redesign | | | | | | | | | | |
| 210829 | NRM Technology Modernization Phase II - FY21 Q3-Q4 | 3rd and 4th quarter agile sprints as documented in the Project Plans in support of the USDA-FS NRM Tech Mod Phase III | 210829.2 | 2021-04-01 | 2021-04-01 | | 2021-09-30 | 2021-09-30 | | 2.485000 | 2.485000 | |
| 237652 | Project 455 SUDs FY22 | 1st and 2nd quarter agile sprints | 237652.1 | 2021-10-01 | 2021-10-01 | | 2022-03-31 | 2022-03-31 | | 1.500000 | 1.500000 | |
| 237653 | Multiple Application Modernization FY22 | 1st and 2nd quarter agile sprints | 237653.1 | 2021-10-01 | 2021-10-01 | | 2022-03-31 | 2022-03-31 | | 4.300000 | 4.300000 | |
| 237745 | Grants and Agreements Modernization FY22 | 1st and second quarter sprints | 237745.1 | 2021-10-01 | 2021-10-01 | | 2022-03-31 | 2022-03-31 | | 1.000000 | 1.000000 | |
| 237652 | Project 455 SUDs FY22 | 3rd and 4th quarter agile sprints | 237652.2 | 2022-04-01 | 2022-04-01 | | 2022-09-30 | 2022-09-30 | | 1.500000 | 1.500000 | |
| 237653 | Multiple Application Modernization FY22 | 3rd and 4th quarter agile sprints | 237653.2 | 2022-04-01 | 2022-04-01 | | 2022-09-30 | 2022-09-30 | | 4.300000 | 4.300000 | |
| 237745 | Grants and Agreements Modernization FY22 | 3rd and 4th quarter agile sprints | 237745.2 | 2022-04-01 | 2022-04-01 | | 2022-09-30 | 2022-09-30 | | 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? |
| 27240 | ePermit SPM5 - Percent service available against customer defined requirement | percent | 2 - Strategic and Business Results | 95.000000 | | | 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 Result | Comment | |
| | | | | | NONE | | | | | |
| 27239 | ePermit SPM4 - Percent of scheduled milestones and deliverables achieved on time | percent | 2 - Strategic and Business Results | 95.000000 | | | Under target | Quarterly | 005SO18001 : Modernize information technology infrastructure, facilities and support services | 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | | | | | | | | | to improve the customer experience. | |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|--|--------|---|----------|--|--|--------------|-------------|---|----|
| 27238 | ePermit SPM3 - Conduct a minimum of 1 customer assessment annually | number | 1 - Customer Satisfaction (Process Results) | 1.000000 | | | Under target | Semi-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 |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|--|---------|---------------------------|-----------|--|--|--------------|-----------|---|----|
| 27237 | ePermit SPM2 - Percent of approve/adjusted funds obligated | percent | 3 - Financial Performance | 95.000000 | | | 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 |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|----------------|--------|-------------------|----------|--|--|--------------|-----------|--------------|----|
| 27236 | ePermit SPM1 - | number | 2 - Strategic and | 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? |
|-----------|---|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|--|--------------------|
| | Implement 2 pilot permits by 12/31/2018 | | 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 |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|---|------------|----------------|--|--|--|-------------|---------|--|----|
| 24407 | IaaS allows NRM to increase CPU / RAM capacity on the Virtual server without the long procurement cycle for upgrades, nor the downtime/ outage for the installation to upgrade capacity of a server. Time to procure and install capacity upgrades decreases by 10% | percentage | 4 - Innovation | | | | Over target | Monthly | | No |
|-------|---|------------|----------------|--|--|--|-------------|---------|--|----|

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|---|------|------------------------------------|--|--|--|-------------|-------------|--|----|
| 24406 | Acres of National Forests and Grasslands under grazing permit | acre | 2 - Strategic and Business Results | | | | Over target | Semi-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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|

that are sustainably managed for all rangeland products

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|--|------------|---|--|--|--|-------------|-------------|--|----|
| 24405 | % of land special use applications for energy-related facilities that are completed within prescribed timeframes | percentage | 1 - Customer Satisfaction (Process Results) | | | | Over target | Semi-Annual | | No |
|-------|--|------------|---|--|--|--|-------------|-------------|--|----|

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

24405 149451 100.000000 12/31/2013

| | | | | | | | | | | |
|-------|--|------------|------------------------------------|-----------|-----------|-----------|-------------|---------|---|----|
| 24404 | SPM5 Percent service available against customer defined requirements (e.g. SLA, MOU, etc.) | percentage | 2 - Strategic and Business Results | 95.000000 | 95.000000 | 95.000000 | 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 |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

24404 291262 97.000000 07/31/2021 Jul 2021

| | | | | |
|-------|--------|-----------|------------|----------|
| 24404 | 289076 | 98.000000 | 06/30/2021 | Jun 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | | | | | 24404 | 287177 | 97.000000 | 05/31/2021 | May 2021 | |
| | | | | | 24404 | 287176 | 98.000000 | 04/30/2021 | Apr 2021 | |
| | | | | | 24404 | 283121 | 97.000000 | 03/31/2021 | Mar 2021 | |
| | | | | | 24404 | 281835 | 99.000000 | 02/28/2021 | Feb 2021 | |
| | | | | | 24404 | 278442 | 99.000000 | 01/31/2021 | Jan 2021 | |
| | | | | | 24404 | 276984 | 99.000000 | 12/31/2020 | Dec 2020 | |
| | | | | | 24404 | 275367 | 99.000000 | 11/30/2020 | Nov 2020 | |
| | | | | | 24404 | 275366 | 99.000000 | 10/31/2020 | Oct 2020 | |
| | | | | | 24404 | 275365 | 97.000000 | 09/30/2020 | Sep 2020 | |
| | | | | | 24404 | 275364 | 99.000000 | 08/31/2020 | Aug 2020 | |
| | | | | | 24404 | 269514 | 99.000000 | 07/31/2020 | Jul 2020 | |
| | | | | | 24404 | 269513 | 99.000000 | 06/30/2020 | Jun 2020 | |
| | | | | | 24404 | 263205 | 100.000000 | 05/31/2020 | May 2020 | |
| | | | | | 24404 | 261232 | 100.000000 | 04/30/2020 | Apr 2020 | |
| | | | | | 24404 | 258855 | 100.000000 | 02/29/2020 | Feb 2020 | |
| | | | | | 24404 | 258854 | 100.000000 | 03/20/2020 | March 2020 | |
| | | | | | 24404 | 257016 | 99.000000 | 01/31/2020 | Jan 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? |
| | | | | | 24404 | 257015 | 99.000000 | 12/30/2019 | Dec 2019 | |
| | | | | | 24404 | 254146 | 100.000000 | 11/30/2019 | Nov 2019 | |
| | | | | | 24404 | 254145 | 100.000000 | 10/31/2019 | Oct 2019 | |
| | | | | | 24404 | 250107 | 98.000000 | 09/30/2019 | Sep 2019 | |
| | | | | | 24404 | 250106 | 99.000000 | 08/31/2019 | Aug 2019 | |
| | | | | | 24404 | 250105 | 100.000000 | 02/28/2019 | Feb 2019 | |
| | | | | | 24404 | 250104 | 100.000000 | 03/31/2019 | Mar 2019 | |
| | | | | | 24404 | 250103 | 100.000000 | 04/30/2019 | Apr 2019 | |
| | | | | | 24404 | 250102 | 99.000000 | 05/31/2019 | May 2019 | |
| | | | | | 24404 | 250101 | 100.000000 | 06/30/2019 | Jun 2019 | |
| | | | | | 24404 | 250100 | 100.000000 | 07/31/2019 | Jul 2019 | |
| | | | | | 24404 | 237680 | 100.000000 | 01/31/2019 | Jan' 18 Non-Production Environments were unavailable during the Government Shutdown | |
| | | | | | 24404 | 237679 | 100.000000 | 12/31/2018 | Dec '18 non-prod env unavailable during gov't shutdown | |
| | | | | | 24404 | 237678 | 100.000000 | 11/30/2018 | Nov 2018 | |
| | | | | | 24404 | 237677 | 100.000000 | 10/31/2018 | Oct 2018 | |
| | | | | | 24404 | 237676 | 99.000000 | 09/30/2018 | Sep 2018 | |
| | | | | | 24404 | 237675 | 100.000000 | 07/31/2018 | Jul 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? |
| | | | | | 24404 | 237674 | 100.000000 | 06/30/2018 | Jun 2018 | |
| | | | | | 24404 | 223860 | 100.000000 | 05/31/2018 | May 2018 | |
| | | | | | 24404 | 222084 | 99.000000 | 04/30/2018 | Apr 2018 | |
| | | | | | 24404 | 220858 | 100.000000 | 03/31/2018 | Mar 2018 | |
| | | | | | 24404 | 219476 | 100.000000 | 02/28/2018 | Feb 2018 | |
| | | | | | 24404 | 219475 | 100.000000 | 01/31/2018 | Jan 2018 | |
| | | | | | 24404 | 216130 | 100.000000 | 12/31/2017 | Dec 2017 | |
| | | | | | 24404 | 214083 | 100.000000 | 11/30/2017 | Nov 2017 | |
| | | | | | 24404 | 211846 | 100.000000 | 10/31/2017 | Oct 2017 | |
| | | | | | 24404 | 209902 | 100.000000 | 09/30/2017 | Sep 2017 | |
| | | | | | 24404 | 207982 | 100.000000 | 07/31/2017 | Jul 2017 | |
| | | | | | 24404 | 207981 | 100.000000 | 06/30/2017 | Apr-Jun 2017 | |
| | | | | | 24404 | 207980 | 100.000000 | 05/31/2017 | May 2017 | |
| | | | | | 24404 | 194099 | 100.000000 | 08/31/2017 | Aug 2017 | |
| | | | | | 24404 | 194098 | 100.000000 | 07/31/2017 | Jul 2017 | |
| | | | | | 24404 | 194097 | 100.000000 | 06/30/2017 | Apr-Jun 2017 | |
| | | | | | 24404 | 194096 | 100.000000 | 05/31/2017 | May 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | | | | | 24404 | 188909 | 100.000000 | 04/30/2017 | Apr 2017 | |
| | | | | | 24404 | 186921 | 99.000000 | 03/31/2017 | Mar 2017 | |
| | | | | | 24404 | 184492 | 100.000000 | 02/28/2017 | Feb 2017 | |
| | | | | | 24404 | 184491 | 99.000000 | 01/31/2017 | Jan 2017 | |
| | | | | | 24404 | 181268 | 100.000000 | 12/31/2016 | Dec 2016 | |
| | | | | | 24404 | 177797 | 99.000000 | 11/30/2016 | Nov 2016 | |
| | | | | | 24404 | 175562 | 99.000000 | 10/31/2016 | Oct 2016 | |
| | | | | | 24404 | 175561 | 98.000000 | 09/30/2016 | Sep 2016 | |
| | | | | | 24404 | 173948 | 100.000000 | 08/31/2016 | Aug 2016 | |
| | | | | | 24404 | 171479 | 100.000000 | 07/31/2016 | July 2016 | |
| | | | | | 24404 | 170054 | 100.000000 | 06/30/2016 | Jun 2016 | |
| | | | | | 24404 | 167331 | 98.000000 | 05/31/2016 | May 2016 | |
| | | | | | 24404 | 165027 | 100.000000 | 04/30/2016 | Apr 2016 | |
| | | | | | 24404 | 163338 | 99.000000 | 03/31/2016 | Mar 2016 | |
| | | | | | 24404 | 160473 | 100.000000 | 02/29/2016 | Feb 2016 | |
| | | | | | 24404 | 159144 | 100.000000 | 01/31/2016 | Jan 2016 | |
| | | | | | 24404 | 156174 | 100.000000 | 12/31/2015 | Dec 2015 | |

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? |
|-----------|---|-----------------|--|----------------------------|-------------|------------------|-----------------------|-----------------------|---|--------------------|
| | | | | | 24404 | 154258 | 100.000000 | 11/30/2015 | Nov 2015 | |
| | | | | | 24404 | 153075 | 100.000000 | 10/31/2015 | Oct 2015 | |
| | | | | | 24404 | 153074 | 100.000000 | 09/30/2015 | Sep 2015 | |
| 24403 | SPM4 Percent of scheduled milestones and deliverables that are achieved on time | percentage | 2 - Strategic and Business Results | 95.000000 | 95.000000 | 95.000000 | 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 | |
| | | | | | 24403 | 291261 | 90.000000 | 06/30/2021 | Apr-Jun 2021 | |
| | | | | | 24403 | 283120 | 95.000000 | 03/31/2021 | Jan-Mar 2021 | |
| | | | | | 24403 | 276983 | 100.000000 | 12/31/2020 | Oct-Dec 2020 | |
| | | | | | 24403 | 275363 | 100.000000 | 09/30/2020 | Jul-Sep 2020 4th qtr | |
| | | | | | 24403 | 269515 | 100.000000 | 06/30/2020 | Apr-Jun 2020 | |
| | | | | | 24403 | 258853 | 100.000000 | 03/20/2020 | March 2020 | |
| | | | | | 24403 | 257014 | 100.000000 | 12/30/2019 | Oct - Dec | |
| | | | | | 24403 | 250099 | 100.000000 | 09/30/2019 | Jul-Sep 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | | | | | 24403 | 250098 | 100.000000 | 03/31/2019 | Jan-Mar 2019 | |
| | | | | | 24403 | 250097 | 75.000000 | 06/30/2019 | Apr-Jun 2019 | |
| | | | | | 24403 | 237673 | 100.000000 | 12/31/2018 | Oct-Dec 2018 | |
| | | | | | 24403 | 237672 | 100.000000 | 09/30/2018 | Jul-Sep 2018 | |
| | | | | | 24403 | 237671 | 100.000000 | 06/30/2018 | Apr - Jun '18 | |
| | | | | | 24403 | 220857 | 100.000000 | 03/31/2018 | Jan-Mar | |
| | | | | | 24403 | 219474 | 100.000000 | 12/31/2017 | Oct-Dec 2017 | |
| | | | | | 24403 | 209901 | 91.000000 | 09/30/2017 | Jul-Sep 2017 | |
| | | | | | 24403 | 207979 | 44.000000 | 06/30/2017 | Apr-Jun 2017 | |
| | | | | | 24403 | 194095 | 44.000000 | 06/30/2017 | Apr-Jun 2017 | |
| | | | | | 24403 | 186920 | 116.000000 | 03/31/2017 | Jan-Mar 2017 | |
| | | | | | 24403 | 181267 | 66.000000 | 12/31/2016 | Oct-Dec 2016 | |
| | | | | | 24403 | 175560 | 0.000000 | 09/30/2016 | No Priority Proj completed in 4th qtr | |
| | | | | | 24403 | 170053 | 63.000000 | 06/30/2016 | Apr-Jun 2016-6 projects closed | |
| | | | | | 24403 | 163337 | 100.000000 | 03/31/2016 | Jan-Mar 2016 | |
| | | | | | 24403 | 154257 | 100.000000 | 11/30/2015 | Sep-Nov 2015 | |
| | | | | | 24403 | 149450 | 2912485.800000 | 12/31/2013 | Dec 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? |
|-----------|--|-----------------|---|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| 24402 | SPM3 Conduct a minimum one Customer satisfaction assessment annually. OMB-required Minimum Assessment elements to include: 3.a. Benefit/Value realized 3.b Accuracy (Service/Product delivered meets | number | 1 - Customer Satisfaction (Process Results) | 1.000000 | 1.000000 | 1.000000 | 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 |
|-----------|------------------|---------------|-----------------------|------------------------------|
| 24402 | 291260 | 1.000000 | 08/10/2021 | Annual |
| 24402 | 269516 | 1.000000 | 08/03/2020 | Customer Survey 2020 |
| 24402 | 250096 | 1.000000 | 04/30/2019 | NRM Customer Support Survey |
| 24402 | 250095 | 1.000000 | 08/08/2019 | NRM Training Prgm Survey |
| 24402 | 237670 | 1.000000 | 06/30/2018 | Jan - Sep '18 |
| 24402 | 209900 | 1.000000 | 09/30/2017 | Help Desk surveys year round |
| 24402 | 186919 | 0.000000 | 03/31/2017 | Oct-Mar 2017 |
| 24402 | 170052 | 1.000000 | 06/30/2016 | Ongoing throughout the year |
| 24402 | 149449 | 85.700000 | 12/31/2013 | Dec 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? |
|-----------|---|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| 24401 | SPM2 Percent of approved/adjusted funding expended. | percentage | 3 - Financial Performance | 95.000000 | 95.000000 | 95.000000 | 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 |
|-----------|------------------|---------------|-----------------------|-----------------------------------|
| 24401 | 291259 | 100.000000 | 08/10/2021 | Year to Date - FINAL for Sep 2021 |
| 24401 | 269517 | 96.000000 | 06/30/2020 | % of annual spending |
| 24401 | 257013 | 21.000000 | 12/30/2019 | Oct - Dec |
| 24401 | 250094 | 99.000000 | 09/30/2019 | Jul-Sep 2019 |
| 24401 | 250093 | 79.000000 | 03/31/2019 | Jan-Mar 2019 |
| 24401 | 250092 | 94.000000 | 06/30/2019 | Apr-Jun 2019 |
| 24401 | 237669 | 23.000000 | 12/31/2018 | Oct-Dec 2018 |
| 24401 | 237668 | 99.000000 | 09/30/2018 | Jul-Sep 2018 |
| 24401 | 237667 | 82.000000 | 06/30/2018 | Oct - Jun '18 |
| 24401 | 220856 | 53.000000 | 03/31/2018 | Oct-Mar |
| 24401 | 216129 | 35.000000 | 12/31/2017 | Oct-Dec 2017 |
| 24401 | 209899 | 100.000000 | 09/30/2017 | Year End % spent |

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? |
|-----------|---|-----------------|--|----------------------------|-------------|------------------|-----------------------|-----------------------|---|--------------------|
| 24400 | SPM1 - Percentage of tickets with a severity rated as 1 or 2 that are closed or moved to a change management within 5 days of ticket creation | percentage | 2 - Strategic and Business Results | 80.000000 | 24401 | 207978 | 87.000000 | 06/30/2017 | Apr-Jun 2017 | |
| | | | | | 24401 | 194094 | 87.000000 | 06/30/2017 | Apr-Jun 2017 | |
| | | | | | 24401 | 186918 | 66.000000 | 03/31/2017 | Oct-Mar 2017 | |
| | | | | | 24401 | 181266 | 53.000000 | 12/31/2016 | Oct-Dec 2016 | |
| | | | | | 24401 | 175559 | 99.000000 | 09/30/2016 | Jul-Sep 2016 | |
| | | | | | 24401 | 170051 | 91.000000 | 06/30/2016 | YTD % thru 6/30/2016 | |
| | | | | | 24401 | 149448 | 2623021.200000 | 12/31/2013 | Dec 2013 | |
| | | | | | 80.000000 | 80.000000 | 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 | |
| | | | | | 24400 | 291258 | 100.000000 | 06/30/2021 | Apr-Jun 2021 | |
| | | | | | 24400 | 283119 | 100.000000 | 03/31/2021 | Jan-Mar 2021 | |
| | | | | | 24400 | 276982 | 100.000000 | 12/31/2020 | Oct-Dec 2020 | |
| | | | | | 24400 | 275362 | 100.000000 | 09/30/2020 | Jul-Sep 2020 4th qtr | |

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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | | | | | 24400 | 269518 | 100.000000 | 06/30/2020 | Apr-Jun 2020 | |
| | | | | | 24400 | 258852 | 100.000000 | 03/20/2020 | March 2020 | |
| | | | | | 24400 | 257012 | 100.000000 | 12/30/2019 | Oct - Dec | |
| | | | | | 24400 | 250091 | 100.000000 | 09/30/2019 | Jul-Sep 2019 | |
| | | | | | 24400 | 250090 | 100.000000 | 03/31/2019 | Jan-Mar 2019 | |
| | | | | | 24400 | 250089 | 100.000000 | 06/30/2019 | Apr-Jun 2019 | |
| | | | | | 24400 | 237666 | 100.000000 | 12/31/2018 | Oct-Dec 2018 | |
| | | | | | 24400 | 237665 | 100.000000 | 09/30/2018 | Jul-Sep 2018; | |
| | | | | | 24400 | 237664 | 100.000000 | 06/30/2018 | Apr-Jun '18 | |
| | | | | | 24400 | 220855 | 100.000000 | 03/31/2018 | Jan-Mar | |
| | | | | | 24400 | 209898 | 100.000000 | 09/30/2017 | Jul-Sep 2017 | |
| | | | | | 24400 | 207977 | 33.000000 | 06/30/2017 | Apr-Jun 2017 | |
| | | | | | 24400 | 194093 | 33.000000 | 06/30/2017 | Apr-Jun 2017 | |
| | | | | | 24400 | 186917 | 100.000000 | 03/31/2017 | Jan-Mar 2017 | |
| | | | | | 24400 | 181265 | 71.000000 | 12/31/2016 | Oct-Dec 2016 | |
| | | | | | 24400 | 175558 | 86.000000 | 09/30/2016 | Jul-Sep 2016 | |
| | | | | | 24400 | 170050 | 100.000000 | 06/30/2016 | Apr-Jun 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | | | | | 24400 | 163336 | 100.000000 | 03/31/2016 | Jan-Mar 2016 | |
| | | | | | 24400 | 154256 | 100.000000 | 11/30/2015 | Sep-Nov 2015 | |