

## Business Case: Capital Asset Summary

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

#### Section A: Overview & General Information

**Date Investment First Submitted:** 2009-06-30  
**Date of Last Change to Activities:** 2021-07-28  
**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:** 2021-08-26

**Agency:** 005 - Department of Agriculture      **Bureau:** 03 - Office of the Secretary

**1. Name of this Investment:** DA-OCP-Integrated Acquisition System (IAS)

**2. Unique Investment Identifier (Ull):** 005-000000039

#### 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.**

An Analysis of Alternative was conducted in FY20. The methodologies used were the USDA Cost-Benefit Analysis and OMB Circular A-94. Five alternatives were analyzed:- IAS-Current State (PRISM and iProc), PRISM only solution (now Unison Contracting), and SAP Procurement for Public Sector (PPS), Oracle Contract Lifecycle Management (CLM), and GSA Contract Writing System as a Service (CWSS). Oracle CLM, and GSA CWSS were not considered viable options, leaving IAS-Current State, PRISM only, and SAP PPS as the three alternatives. Cost Analysis The total cost for IAS CP is estimated to be \$105.2 million over an 11-year lifecycle. This figure includes costs for change

management, development, enhancement, licenses, hosting, training, helpdesk support, and operation and maintenance. The total cost for SAP PPS is estimated to be \$130.6 million over an 11-year lifecycle. This figure represents the total cost for implementing the system, change management, development, enhancement, licenses, hosting, training, helpdesk support, and operation and maintenance. The total cost for Oracle CLM is estimated to be \$125.5 million over an 11-year lifecycle. This figure represents the total cost for implementing the system, change management, development, enhancement, licenses, hosting, training, helpdesk support, and operation and maintenance. The three alternatives were compared to IAS (current state) to determine whether any potential savings could be derived. IAS CP yield savings of \$14.1 million, SAP PPS incurred a loss of \$-11.3 million, and Oracle CLM incurred a loss of \$-6.2 million, over the expected 11-year lifecycle. On average yearly saving for IAS CP is \$1.3 million, yearly loss incurred for SAP PPS is \$-1 million, and yearly loss incurred for Oracle CLM is \$-0.6 million. Of the three alternatives, IAS CP has the lowest cost, highest savings, and requires the lowest overall investment. ROI For the IAS Program, the returns on investment (ROI) will be measured in terms of the present value of the expected benefits and present value of the expected costs. IAS CP has a ROI of 11.4%, SAP PPS has a ROI of -13.5%, and Oracle CLM has a ROI of -9.9%. The payback period or breakeven period is used to determine the length of time it will take to recoup the funds invested. Given that the savings from the three alternatives are low, the breakeven period is more than 11 years. With such low and negative cost savings and the breakeven period going beyond the investment lifecycle, other variables were factored into the equation to determine the best alternative. The other variables were intangible benefits, risk, product features and product complexity. Intangible benefits were assessed based on user benefit, system operations and maintenance, transition, and strategic alignment. IAS scored 51 points, IAS CP 63 points, SAP PPS 41 points, and Oracle CLM 55 points.

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 UJI                              | 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:**

Rick Toothman

**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<br>&<br>Prior | PY<br>2021  | CY<br>2022 | BY<br>2023 |
| Planning Costs:   | \$13.560000        | 0           | 0          | 0          |
| DME (Excluding Planning) Costs:                               | \$236.555000       | \$2.980000  | \$1.933000 | \$1.872000 |
| DME (Including Planning) Govt. FTEs:                          | \$13.560000        | \$0.309000  | \$0.289000 | \$0.296000 |
| Sub-Total DME (including Internal Labor (Govt. FTE)):         | \$263.675000       | \$3.289000  | \$2.222000 | \$2.168000 |
| O & M Costs:  | \$213.791000       | \$8.939000  | \$5.800000 | \$5.618000 |
| O & M Internal Labor (Govt. FTE):                             | \$40.693000        | \$0.928000  | \$0.867000 | \$0.886000 |
| Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)): | \$254.484000       | \$9.867000  | \$6.667000 | \$6.504000 |
| Total Cost (Including Internal Labor (Govt. FTE)):            | \$518.159000       | \$13.156000 | \$8.889000 | \$8.672000 |
| Total Cost Internal Labor (Govt. FTE) costs:                  | \$54.253000        | \$1.237000  | \$1.156000 | \$1.182000 |
| # of FTE rep by costs:  | 73                 | 6           | 6          | 6          |
| Total change from prior year final President's Budget (\$)    |                    | 0           | 0          |            |
| Total change from prior year final President's Budget         |                    | 0.00%       | 0.00%      |            |

| Table I.C.1 Life Cycle Costs |                    |            |            |            |
|------------------------------|--------------------|------------|------------|------------|
|                              | PY-1<br>&<br>Prior | PY<br>2021 | CY<br>2022 | BY<br>2023 |
| (%)                          |                    |            |            |            |

2.
  - a. **In which year did or will this investment begin? (specify year - e.g., PY-1= 2019)**  
2001
  - b. **In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)**  
2031
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):**  
 Since IAS receives funding from the Working Capital Fund (WCF) and transfers funds to cover internal services, IAS is categorized as both a Type 1 and Type 4 investment in BY21. Approved Funding was divided accordingly between both investments.

## Business Case Detail: Performance Measurement Report

### Section A1: General Information

1. **Name of this Investment:** DA-OCP-INTEGRATED ACQUISITION SYSTEM (IAS)
2. **Unique Investment Identifier (UII):** 005-000000039

## 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? |
|-------------------|--|--|--------------------|-------------------------|------------------------------|-------------------|
| 10                | Oracle Discoverer                        |  | 10/03/2011         | 03/30/2012              | \$0.4                        |                   |
| 11                | Risk Management Framework (C&A Phase I)  |  | 10/01/2012         | 03/29/2013              | \$0.1                        |                   |
| 7                 | Risk Management Framework (C&A Phase II) |  | 04/01/2013         | 09/30/2013              | \$0.2                        |                   |
| 8                 | eAuthentication                          |  | 02/14/2011         | 12/30/2011              | \$0.7                        |                   |
| 9                 | FMMI Conversion                          |  | 08/15/2011         | 12/30/2011              | \$0.2                        |                   |
| 303               | IAS Future State                         |  | 11/15/2013         | 05/09/2014              | \$0.1                        |                   |
| 186526            | FY20 Modernization and Enhancements      | The project will support modernization and enhancement initiatives   | 08/21/2019         | 10/23/2020              | \$3.3                        | Yes               |
| 186525            | FY20 O&M - Group 2                       | This project will enhance the system architecture and support partner systems release  | 09/23/2019         | 08/03/2020              | \$3.9                        | Yes               |
| 186528            | FY20 O&M - Group 1                       | This project will maintain and make upgrades to IAS  | 09/03/2019         | 10/05/2020              | \$5.9                        | Yes               |
| 222531            | FY21 Operations & Maintenance            | This project will maintain and make upgrades to the existing IAS system based on required COTS upgrades and other changes identified by the program necessary to support future enhancements                                     | 10/05/2020         | 09/30/2021              | \$5.3                        | Yes               |
| 222529            | FY21 Modernization and Enhancements      | This project supports the Department's modernization and enhancements initiatives provisioning new software and hardware and enhanced functionality, decommissioning of Oracle E-Business Suite, and the deployment of IAS 10.0. | 09/21/2020         | 09/09/2021              | \$2.2                        | Yes               |
| 222530            | FY21 Training                            | This project support training for IAS and the Invoice Processing Platform (IPP). Training will be conducted for  | 10/26/2020         | 08/31/2021              | \$1.3                        | No                |

Projects Table C.1

| Unique Project ID | Project Name | Project Goal   | Project Start Date | Project Completion Date | Project Lifecycle Cost (\$M) | Software Project? |
|-------------------|--------------|--|--------------------|-------------------------|------------------------------|-------------------|
|                   |              | IAS Consolidation, Acquisition Planning, Contracting, Requisitioning, IAS Reporting, IAS Overview and IPP. |                    |                         |                              |                   |

## 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 |
|-------------------|--|--|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| 186526            | DME - COTS Enablement                  | URM Updates DUNS Replacements                  | 186526.1     | 2019-10-07         | 2019-10-07           | 2019-10-07        | 2020-04-06              | 2020-04-06                | 2020-04-20             | 0.600000            | 0.600000              | 0.600000           |
| 186526            | DME - Robotics/Automation              | Contract Closeout, FS Incident Site Support    | 186526.2     | 2019-08-21         | 2019-08-21           | 2019-08-21        | 2020-04-06              | 2020-04-06                | 2020-07-15             | 0.600000            | 0.600000              | 0.600000           |
| 186528            | O&M - Reporting Maintenance            | Improving procurement reporting                | 186528.2     | 2019-09-23         | 2019-09-23           | 2019-09-23        | 2020-04-06              | 2020-04-06                | 2020-04-06             | 1.184000            | 1.184000              | 1.184000           |
| 186525            | Partner Releases                       | Development due to changes in FPDS, IPP        | 186525.2     | 2019-09-27         | 2019-09-27           | 2019-09-27        | 2020-06-15              | 2020-06-15                | 2020-06-25             | 0.789000            | 0.789000              | 0.789000           |
| 186525            | O&M - System Architecture Enhancements | Maintain and improve System Architecture       | 186525.1     | 2019-09-23         | 2019-09-23           | 2019-09-23        | 2020-08-03              | 2020-08-03                | 2020-08-03             | 3.158000            | 3.158000              | 3.158000           |
| 186526            | DME - Acquisition Planning             | Rollout Acquisition Planning to other agencies | 186526.4     | 2019-10-01         | 2019-10-01           | 2019-10-01        | 2020-09-14              | 2020-09-14                |                        | 0.600000            | 0.600000              |                    |
| 186526            | DME - System                           | IAS OCIO Data                                  | 186526.3     | 2019-08-29         | 2019-08-29           | 2019-08-29        | 2020-10-05              | 2020-10-05                |                        | 0.600000            | 0.600000              |                    |



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 |
|-------------------|---------------------------|---|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
|                   | Architecture Enhancements | Lake Exchange, Load Testing Tool  |              |                    |                      |                   |                         |                           |                        |                     |                       |                    |
| 186528            | O&M - COTS Enablement     | PRISM Upgrades  | 186528.1     | 2019-09-03         | 2019-09-03           | 2019-09-03        | 2020-10-05              | 2020-10-05                |                        | 4.736000            | 4.736000              |                    |
| 186526            | DME - IAS Modernization   | Transition to One-COTS  | 186526.5     | 2019-10-15         | 2019-10-15           | 2019-11-01        | 2020-10-23              | 2020-10-23                |                        | 0.889000            | 0.889000              |                    |
| 222531            | O&M Trimester 1           | COTS functionality, Reports Maintenance, Website Maintenance, Partner Release Update, System Architecture Maintenance | 222531.1     | 2020-10-05         | 2020-10-05           | 2020-10-01        | 2021-01-31              | 2021-01-31                | 2021-02-07             | 1.775000            | 1.775000              | 1.775000           |
| 222530            | TRN Trimester 1           | Acquisition Planning, Requisitioning, Contracting, IAS Reporting, IAS Overview, IPP Training                          | 222530.1     | 2020-10-26         | 2020-10-26           | 2020-10-26        | 2021-01-31              | 2021-01-31                | 2021-01-31             | 0.444000            | 0.444000              | 0.444000           |
| 222529            | DME Trimester 1           | COTS functionality enhancements, system architecture enhancements, modernization, robotics                            | 222529.1     | 2020-09-21         | 2020-09-21           | 2020-09-22        | 2021-02-10              | 2021-02-20                | 2021-01-04             | 0.739000            | 0.739000              | 0.739000           |
| 222531            | O&M Trimester 2           | COTS functionality, Reports Maintenance, Website Maintenance,   | 222531.2     | 2021-02-01         | 2021-02-01           | 2021-02-01        | 2021-05-21              | 2021-05-21                | 2021-06-05             | 1.775000            | 1.775000              | 1.775000           |

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 |
|-------------------|-----------------|--|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
|                   |                 | Partner Release Update, System Architecture Maintenance                                      |              |                    |                      |                   |                         |                           |                        |                     |                       |                    |
| 222530            | TRN Trimester 2 | Acquisition Planning, Requisitioning, Contracting, IAS Reporting, IAS Overview, IPP Training | 222530.2     | 2021-02-01         | 2021-02-01           | 2021-02-01        | 2021-05-21              | 2021-05-21                | 2021-05-24             | 0.444000            | 0.444000              | 0.444000           |
| 222529            | DME Trimester 2 | COTS functionality enhancements, system architecture enhancements, modernization, Robotics   | 222529.2     | 2021-02-01         | 2021-02-01           | 2021-02-01        | 2021-06-03              | 2021-06-03                | 2021-06-05             | 0.739000            | 0.739000              | 0.739000           |
| 222530            | TRN Trimester 3 | Acquisition Planning, Requisitioning, Contracting, IAS Reporting, IAS Overview, IPP Training | 222530.3     | 2021-06-01         | 2021-06-01           | 2021-06-01        | 2021-08-31              | 2021-08-31                |                        | 0.443000            | 0.443000              |                    |
| 222529            | DME Trimester 3 | COTS functionality enhancements, system architecture enhancements, modernization, Robotics   | 222529.3     | 2021-06-01         | 2021-06-01           | 2021-05-26        | 2021-09-09              | 2021-09-09                |                        | 0.740000            | 0.740000              |                    |
| 222531            | O&M Trimester 3 | COTS functionality, Reports Maintenance, Website Maintenance,                                | 222531.3     | 2021-06-01         | 2021-06-01           | 2021-05-20        | 2021-09-30              | 2021-09-30                |                        | 1.774000            | 1.774000              |                    |

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 |
|-------------------|---------------|---|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
|                   |               | Partner Release Update, System Architecture Maintenance |              |                    |                      |                   |                         |                           |                        |                     |                       |                    |

## 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? |
|-----------|--|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|--|--------------------|
| 25336     | Percentage of new regulations or interface updates incorporated into IAS, versus the total mandated. | Percentage      | 2 - Strategic and Business Results       | 99.000000                  | 99.500000   | 99.500000   | Over target           | Quarterly           | 005SO18004 : Improve stewardship of resources and utilize data-driven analyses to maximize the return on | 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|

investment.

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
| 25336     | 291241           | 100.000000    | 07/13/2021            |         |
| 25336     | 283107           | 100.000000    | 03/31/2021            |         |
| 25336     | 278434           | 100.000000    | 12/31/2020            |         |
| 25336     | 275720           | 100.000000    | 12/31/2019            |         |
| 25336     | 275719           | 100.000000    | 03/31/2020            |         |
| 25336     | 275718           | 100.000000    | 09/30/2020            |         |
| 25336     | 269484           | 100.000000    | 06/30/2020            |         |
| 25336     | 250131           | 100.000000    | 09/30/2019            |         |
| 25336     | 248451           | 100.000000    | 06/30/2019            |         |
| 25336     | 242852           | 100.000000    | 03/31/2019            |         |
| 25336     | 227282           | 100.000000    | 01/31/2019            |         |
| 25336     | 221209           | 100.000000    | 03/31/2018            |         |
| 25336     | 219661           | 98.000000     | 12/31/2017            |         |
| 25336     | 211904           | 99.900000     | 10/05/2017            |         |
| 25336     | 203775           | 99.900000     | 07/03/2017            |         |

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? |
|-----------|--|-----------------|--|----------------------------|-------------|------------------|-----------------------|-----------------------|---|--------------------|
|           |  |                 |  |                            | 25336       | 192969           | 99.900000             | 07/03/2017            |   |                    |
|           |  |                 |  |                            | 25336       | 187039           | 99.990000             | 04/03/2017            |   |                    |
|           |  |                 |  |                            | 25336       | 183103           | 99.900000             | 01/06/2017            |   |                    |
|           |  |                 |  |                            | 25336       | 183102           | 99.900000             | 10/13/2016            |   |                    |
| 25335     | Percentage of IAS Help Desk Availability during published hours. | Percentage      | 2 - Strategic and Business Results       | 95.000000                  | 98.000000   | 98.000000        | 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   |                    |
|           |  |                 |  |                            | 25335       | 291240           | 100.000000            | 07/31/2021            |   |                    |
|           |  |                 |  |                            | 25335       | 289797           | 100.000000            | 05/31/2021            |   |                    |
|           |  |                 |  |                            | 25335       | 285777           | 100.000000            | 04/30/2021            |   |                    |
|           |  |                 |  |                            | 25335       | 283108           | 100.000000            | 03/31/2021            |   |                    |
|           |  |                 |  |                            | 25335       | 278433           | 100.000000            | 01/31/2021            |   |                    |
|           |  |                 |  |                            | 25335       | 275717           | 100.000000            | 11/08/2018            |   |                    |
|           |  |                 |  |                            | 25335       | 275716           | 100.000000            | 12/10/2018            |   |                    |
|           |  |                 |  |                            | 25335       | 275715           | 100.000000            | 03/31/2019            |   |                    |

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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|           |                    |                 |  |                            | 25335       | 275714      | 100.000000            | 05/31/2019          |   |                    |
|           |                    |                 |  |                            | 25335       | 275713      | 100.000000            | 06/30/2019          |   |                    |
|           |                    |                 |  |                            | 25335       | 275712      | 100.000000            | 08/31/2019          |   |                    |
|           |                    |                 |  |                            | 25335       | 275711      | 100.000000            | 10/31/2019          |   |                    |
|           |                    |                 |  |                            | 25335       | 275710      | 100.000000            | 11/29/2019          |   |                    |
|           |                    |                 |  |                            | 25335       | 275709      | 100.000000            | 12/31/2019          |   |                    |
|           |                    |                 |  |                            | 25335       | 275708      | 100.000000            | 01/31/2020          |   |                    |
|           |                    |                 |  |                            | 25335       | 275707      | 100.000000            | 02/28/2020          |   |                    |
|           |                    |                 |  |                            | 25335       | 275706      | 100.000000            | 03/31/2020          |   |                    |
|           |                    |                 |  |                            | 25335       | 275705      | 100.000000            | 04/30/2020          |   |                    |
|           |                    |                 |  |                            | 25335       | 275704      | 100.000000            | 05/31/2020          |   |                    |
|           |                    |                 |  |                            | 25335       | 275703      | 100.000000            | 06/30/2020          |   |                    |
|           |                    |                 |  |                            | 25335       | 275702      | 100.000000            | 08/31/2020          |   |                    |
|           |                    |                 |  |                            | 25335       | 275701      | 100.000000            | 09/30/2020          |   |                    |
|           |                    |                 |  |                            | 25335       | 275700      | 100.000000            | 10/31/2020          |   |                    |
|           |                    |                 |  |                            | 25335       | 275699      | 100.000000            | 11/30/2020          |   |                    |
|           |                    |                 |  |                            | 25335       | 269485      | 100.000000            | 07/31/2020          |   |                    |

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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|           |                    |                 |  |                            | 25335       | 250130      | 100.000000            | 09/30/2019          |   |                    |
|           |                    |                 |  |                            | 25335       | 248452      | 100.000000            | 07/31/2019          |   |                    |
|           |                    |                 |  |                            | 25335       | 242851      | 100.000000            | 04/30/2019          |   |                    |
|           |                    |                 |  |                            | 25335       | 240178      | 100.000000            | 02/28/2019          |   |                    |
|           |                    |                 |  |                            | 25335       | 237242      | 100.000000            | 01/31/2019          |   |                    |
|           |                    |                 |  |                            | 25335       | 221208      | 100.000000            | 03/31/2018          |   |                    |
|           |                    |                 |  |                            | 25335       | 219660      | 100.000000            | 02/28/2018          |   |                    |
|           |                    |                 |  |                            | 25335       | 216214      | 100.000000            | 12/05/2017          |   |                    |
|           |                    |                 |  |                            | 25335       | 211903      | 99.900000             | 10/05/2017          |   |                    |
|           |                    |                 |  |                            | 25335       | 210832      | 99.900000             | 09/07/2017          |   |                    |
|           |                    |                 |  |                            | 25335       | 210831      | 99.900000             | 08/08/2017          |   |                    |
|           |                    |                 |  |                            | 25335       | 203774      | 99.900000             | 07/03/2017          |   |                    |
|           |                    |                 |  |                            | 25335       | 203773      | 99.900000             | 06/05/2017          |   |                    |
|           |                    |                 |  |                            | 25335       | 203772      | 99.990000             | 05/08/2017          |   |                    |
|           |                    |                 |  |                            | 25335       | 192968      | 99.900000             | 07/03/2017          |   |                    |
|           |                    |                 |  |                            | 25335       | 192967      | 99.900000             | 06/05/2017          |   |                    |
|           |                    |                 |  |                            | 25335       | 192966      | 99.990000             | 05/08/2017          |   |                    |

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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? |
|-----------|-----------------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| 25333     | Percentage of IAS Help Desk | Percentage      | 1 - Customer Satisfaction                | 90.000000                  | 25334       | 275698      | 100.000000            | 12/31/2019          | 005SO18001 : Modernize                            | No                 |
|           |                             |                 |  |                            | 25334       | 275697      | 100.000000            | 03/31/2020          |   |                    |
|           |                             |                 |  |                            | 25334       | 275696      | 100.000000            | 09/30/2020          |   |                    |
|           |                             |                 |  |                            | 25334       | 269486      | 100.000000            | 06/30/2020          |   |                    |
|           |                             |                 |  |                            | 25334       | 250129      | 99.900000             | 09/30/2019          |   |                    |
|           |                             |                 |  |                            | 25334       | 248453      | 100.000000            | 06/30/2019          |   |                    |
|           |                             |                 |  |                            | 25334       | 242850      | 100.000000            | 03/31/2019          |   |                    |
|           |                             |                 |  |                            | 25334       | 227280      | 100.000000            | 01/31/2019          |   |                    |
|           |                             |                 |  |                            | 25334       | 221207      | 100.000000            | 03/31/2018          |   |                    |
|           |                             |                 |  |                            | 25334       | 219659      | 100.000000            | 12/31/2017          |   |                    |
|           |                             |                 |  |                            | 25334       | 211902      | 99.900000             | 10/05/2017          |   |                    |
|           |                             |                 |  |                            | 25334       | 203771      | 99.900000             | 07/05/2017          |   |                    |
|           |                             |                 |  |                            | 25334       | 192965      | 99.900000             | 07/05/2017          |   |                    |
|           |                             |                 |  |                            | 25334       | 187037      | 99.990000             | 04/04/2017          |   |                    |
|           |                             |                 |  |                            | 25334       | 183096      | 99.500000             | 01/10/2017          |   |                    |
|           |                             |                 |  |                            | 25334       | 183095      | 99.900000             | 10/10/2016          |   |                    |
| 25333     | Percentage of IAS Help Desk | Percentage      | 1 - Customer Satisfaction                | 90.000000                  | 97.000000   | 96.000000   | Over target           | Quarterly           | 005SO18001 : Modernize                            | 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? |
|-----------|--|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|--|--------------------|
|           | calls answered during published hours. |                 | (Process Results)                        |                            |             |             |                       |                     | information technology infrastructure, facilities and support services to improve the customer experience. |                    |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
| 25333     | 291238           | 98.000000     | 06/30/2021            |         |
| 25333     | 283110           | 97.000000     | 03/31/2021            |         |
| 25333     | 278431           | 98.000000     | 12/31/2020            |         |
| 25333     | 275695           | 98.000000     | 12/31/2019            |         |
| 25333     | 275694           | 97.000000     | 03/31/2020            |         |
| 25333     | 275693           | 96.000000     | 09/30/2020            |         |
| 25333     | 269487           | 97.000000     | 06/30/2020            |         |
| 25333     | 250128           | 96.000000     | 09/30/2019            |         |
| 25333     | 248454           | 98.000000     | 06/30/2019            |         |
| 25333     | 242849           | 98.000000     | 03/31/2019            |         |
| 25333     | 227279           | 100.000000    | 01/31/2019            |         |
| 25333     | 221206           | 89.000000     | 03/31/2018            |         |
| 25333     | 219658           | 93.000000     | 12/31/2017            |         |

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? |
|-----------|--|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|--|--------------------|
| 25332     | Percentage of the allocated Quarterly Budget per the Continuing Resolution (CR) spent per quarter. | Percentage      | 3 - Financial Performance                | 98.000000                  | 25333       | 211901      | 95.000000             | 11/05/2017          |  |                    |
|           |  |                 |  |                            | 25333       | 211900      | 95.000000             | 10/05/2017          |  |                    |
|           |  |                 |  |                            | 25333       | 203770      | 99.900000             | 07/05/2017          |  |                    |
|           |  |                 |  |                            | 25333       | 192964      | 99.900000             | 07/05/2017          |  |                    |
|           |  |                 |  |                            | 25333       | 187036      | 99.990000             | 04/04/2017          |  |                    |
|           |  |                 |  |                            | 25333       | 183094      | 99.500000             | 01/06/2017          |  |                    |
|           |  |                 |  |                            | 99.500000   | 99.500000   | 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                    |             |             |                       |                     |  |                    |
| 25332     | 291242   | 125.000000      | 06/30/2021                               |                            |             |             |                       |                     |  |                    |
| 25332     | 283106   | 304.000000      | 03/31/2021                               |                            |             |             |                       |                     |  |                    |
| 25332     | 278435   | 104.000000      | 12/31/2020                               |                            |             |             |                       |                     |  |                    |
| 25332     | 275723   | 92.090000       | 12/31/2019                               |                            |             |             |                       |                     |  |                    |
| 25332     | 275722   | 90.000000       | 03/31/2020                               |                            |             |             |                       |                     |  |                    |
| 25332     | 275721   | 100.000000      | 09/30/2020                               |                            |             |             |                       |                     |  |                    |

| 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? |
|  |  |                 |  |                            | 25332       | 269483      | 86.000000             | 06/30/2020          |   |                    |
|  |  |                 |  |                            | 25332       | 250132      | 100.000000            | 09/30/2019          |   |                    |
|  |  |                 |  |                            | 25332       | 248450      | 92.130000             | 06/30/2019          |   |                    |
|  |  |                 |  |                            | 25332       | 242853      | 99.810000             | 03/31/2019          |   |                    |
|  |  |                 |  |                            | 25332       | 227283      | 98.140000             | 01/31/2019          |   |                    |
|  |  |                 |  |                            | 25332       | 221210      | 95.000000             | 03/31/2018          |   |                    |
|  |  |                 |  |                            | 25332       | 219662      | 100.000000            | 12/31/2017          |   |                    |
|  |  |                 |  |                            | 25332       | 211905      | 99.800000             | 10/05/2017          |   |                    |
|  |  |                 |  |                            | 25332       | 203776      | 77.680000             | 07/06/2017          |   |                    |
|  |  |                 |  |                            | 25332       | 192970      | 77.680000             | 07/06/2017          |   |                    |
|  |  |                 |  |                            | 25332       | 187040      | 33.100000             | 04/04/2017          |   |                    |
|  |  |                 |  |                            | 25332       | 183093      | 18.850000             | 01/09/2017          |   |                    |
|  |  |                 |  |                            | 25332       | 183092      | 99.700000             | 10/19/2016          |   |                    |
| 25014  | Percentage of patches installed within the time specified within the USDA Patch Management and System Updates Plan to ensure | Percentage      | 2 - Strategic and Business Results       |                            |             |             | Over target           | Quarterly           |   | 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? |
|-----------|--|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|           | Compliance and reduce vulnerabilities. |                 |  |                            |             |             |                       |                     |   |                    |

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

NONE

|       |   |       |   |  |  |  |             |           |  |     |
|-------|---|-------|---|--|--|--|-------------|-----------|--|-----|
| 25013 | Number of minutes from request to delivery of an additional virtual PRISM server, additional AIX, memory, or an additional AIX processor. | Hours | 1 - Customer Satisfaction (Process Results) |  |  |  | Over target | Quarterly |  | Yes |
|-------|---|-------|---|--|--|--|-------------|-----------|--|-----|

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

NONE

|       |   |        |   |  |  |  |             |             |  |     |
|-------|---|--------|---|--|--|--|-------------|-------------|--|-----|
| 25012 | Reduced number of password resets requested by customers. | Number | 1 - Customer Satisfaction (Process Results) |  |  |  | Over target | Semi-Annual |  | Yes |
|-------|---|--------|---|--|--|--|-------------|-------------|--|-----|

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

NONE

|       |   |            |                           |           |  |  |             |           |  |    |
|-------|---|------------|---------------------------|-----------|--|--|-------------|-----------|--|----|
| 23071 | Compares current IAS performance with a pre-established cost baseline, for expenses, income and prior | Percentage | 3 - Financial Performance | 99.500000 |  |  | Over target | Quarterly |  | 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|

year net positions.

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment                            |
|-----------|------------------|---------------|-----------------------|------------------------------------|
| 23071     | 171347           | 97.870000     | 06/30/2016            |                                    |
| 23071     | 163321           | 99.500000     | 04/04/2016            |                                    |
| 23071     | 156229           | 99.500000     | 01/06/2016            |                                    |
| 23071     | 153071           | 100.000000    | 09/29/2015            |                                    |
| 23071     | 148327           | 88.990000     | 07/01/2015            |                                    |
| 23071     | 136955           | 99.500000     | 05/05/2015            |                                    |
| 23071     | 114141           | 99.780000     | 01/05/2015            | 99.78% of IAS income was received. |

|      |   |            |                                    |           |  |  |             |           |  |    |
|------|---|------------|------------------------------------|-----------|--|--|-------------|-----------|--|----|
| 7837 | Regulation compliance and update into IAS as a percentage or new regulations or interface updates incorporated versus total mandated. | Percentage | 2 - Strategic and Business Results | 99.000000 |  |  | Over target | Quarterly |  | No |
|------|---|------------|------------------------------------|-----------|--|--|-------------|-----------|--|----|

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
| 7837      | 171346           | 100.000000    | 06/30/2016            |         |
| 7837      | 163320           | 100.000000    | 04/04/2016            |         |
| 7837      | 156228           | 100.000000    | 12/30/2015            |         |

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? |
|-----------|--|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| 7836      | Percentage of IAS Help Desk Availability during published hours. | Percentage      | 2 - Strategic and Business Results       | 98.000000                  | 7837        | 153070      | 100.000000            | 09/29/2015          |   |                    |
|           |  |                 |  |                            | 7837        | 148325      | 100.000000            | 07/02/2015          |   |                    |
|           |  |                 |  |                            | 7837        | 136953      | 100.000000            | 05/04/2015          |   |                    |
|           |  |                 |  |                            | 7837        | 61979       | 100.000000            | 01/08/2015          | IAS was 100% compliant in updating the FAR clauses, this quarter. |                    |
|           |  |                 |  |                            |             |             | 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? |
|-----------|---|-----------------|--|----------------------------|-------------|------------------|-----------------------|-----------------------|---|--------------------|
|           |   |                 |  |                            | 7836        | 148323           | 100.000000            | 08/03/2015            |   |                    |
|           |   |                 |  |                            | 7836        | 148321           | 100.000000            | 07/01/2015            |   |                    |
|           |   |                 |  |                            | 7836        | 141779           | 100.000000            | 06/03/2015            |   |                    |
|           |   |                 |  |                            | 7836        | 136951           | 100.000000            | 05/03/2015            |   |                    |
|           |   |                 |  |                            | 7836        | 61977            | 100.000000            | 03/02/2015            | IAS was available to users during all published hours of operation. |                    |
| 7835      | Application availability: Time to recover from problem during peak periods. | Percentage      | 2 - Strategic and Business Results       | 98.000000                  |             |                  | Over target           | Quarterly             |   | No                 |
|           |   |                 |  |                            | Metric ID   | Actual Result ID | Actual Result         | Date of Actual Result | Comment   |                    |
|           |   |                 |  |                            | 7835        | 171343           | 100.000000            | 07/05/2016            |   |                    |
|           |   |                 |  |                            | 7835        | 163318           | 100.000000            | 04/04/2016            |   |                    |
|           |   |                 |  |                            | 7835        | 156226           | 100.000000            | 01/05/2016            |   |                    |
|           |   |                 |  |                            | 7835        | 153067           | 100.000000            | 10/08/2015            |   |                    |
|           |   |                 |  |                            | 7835        | 148319           | 100.000000            | 07/02/2015            |   |                    |
|           |   |                 |  |                            | 7835        | 136949           | 99.000000             | 05/05/2015            |   |                    |
|           |   |                 |  |                            | 7835        | 61975            | 99.640000             | 01/08/2015            | 99.64% of problems recovered during for peak hours.                 |                    |
| 7834      | Percentage of patches installed   | Percentage      | 3 - Financial Performance                |                            |             |                  | Over target           | Quarterly             |   | 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|

within the time specified within the USDA Patch Management and System Updates Plan to ensure Compliance and reduce vulnerabilities.

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
| 7834      | 61973            | 100.000000    | 10/06/2014            |         |

|      |   |       |  |  |  |  |             |           |  |  |
|------|---|-------|--|--|--|--|-------------|-----------|--|--|
| 6869 | Number of minutes from request to delivery of an additional virtual PRISM server, additional AIX, memory, or an additional AIX processor. | hours |  |  |  |  | Over target | Quarterly |  |  |
|------|---|-------|--|--|--|--|-------------|-----------|--|--|

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
| 6869      | 45177            | 4.000000      | 01/16/2013            |         |

|      |                                 |       |  |  |  |  |             |           |  |  |
|------|---------------------------------|-------|--|--|--|--|-------------|-----------|--|--|
| 1639 | Reduced IAS software scan time. | hours |  |  |  |  | Over target | Quarterly |  |  |
|------|---------------------------------|-------|--|--|--|--|-------------|-----------|--|--|

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
| 1639      | 45179            | 19.000000     | 01/04/2013            |         |

|      |       |           |  |   |
|------|-------|-----------|--|---|
| 1639 | 22443 | 22.000000 |  | Familiarity with scanning software is expected to reduce scan time. |
|------|-------|-----------|--|---|

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? |
|-----------|---|-----------------|--|----------------------------|-------------|------------------|-----------------------|-----------------------|--|--------------------|
|           |   |                 |  |                            | 1639        | 22335            | 22.000000             |                       | Familiarity with scanning software is expected to reduce scan time.                            |                    |
|           |   |                 |  |                            | 1639        | 22225            | 22.000000             |                       | Familiarity with scanning software is expected to reduce scan time.                            |                    |
|           |   |                 |  |                            | 1639        | 18523            | 22.000000             |                       | Familiarity with scanning software is expected to reduce scan time.                            |                    |
|           |   |                 |  |                            | 1639        | 18413            | 22.000000             |                       | Familiarity with scanning software is expected to reduce scan time.                            |                    |
|           |   |                 |  |                            | 1639        | 18303            | 22.000000             |                       | Familiarity with scanning software is expected to reduce scan time.                            |                    |
|           |   |                 |  |                            | 1639        | 15133            | 22.000000             |                       | Familiarity with scanning software is expected to reduce scan time.                            |                    |
|           |   |                 |  |                            | 1639        | 4691             | 22.000000             |                       | Familiarity with scanning software is expected to reduce scan time.                            |                    |
| 1638      | Reduced number of password resets requested by customers. | number          |  |                            |             |                  | Over target           | Semi-Annual           |  |                    |
|           |   |                 |  |                            | Metric ID   | Actual Result ID | Actual Result         | Date of Actual Result | Comment  |                    |
|           |   |                 |  |                            | 1638        | 4689             | 1568.000000           |                       | None.  |                    |
| 1637      | Increased number of transactions processed by IAS.        | number          |  |                            |             |                  | Under target          | Quarterly             |  |                    |
|           |   |                 |  |                            | Metric ID   | Actual Result ID | Actual Result         | Date of Actual Result | Comment  |                    |
|           |   |                 |  |                            | 1637        | 4687             | 105000.000000         |                       | This performance metric is tracking under target due to lack of ARRA funds from previous year. |                    |
| 1635      | Availability of the system to users                       | Percentage      | 1 - Customer Satisfaction                | 99.500000                  |             |                  | Over target           | Quarterly             |  | 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? |
|-----------|-----------------------------------|-----------------|--|--|-------------|-------------|-----------------------|---------------------|---|--------------------|
|           | during published operating hours. |                 | (Process Results)                        |  |             |             |                       |                     |   |                    |
| Metric ID | Actual Result ID                  | Actual Result   | Date of Actual Result                    | Comment  |             |             |                       |                     |   |                    |
| 1635      | 171342                            | 100.000000      | 07/05/2016                               |  |             |             |                       |                     |   |                    |
| 1635      | 163317                            | 100.000000      | 04/04/2016                               |  |             |             |                       |                     |   |                    |
| 1635      | 156225                            | 100.000000      | 01/05/2016                               |  |             |             |                       |                     |   |                    |
| 1635      | 153066                            | 100.000000      | 10/08/2015                               |  |             |             |                       |                     |   |                    |
| 1635      | 148317                            | 100.000000      | 07/02/2015                               |  |             |             |                       |                     |   |                    |
| 1635      | 136947                            | 99.000000       | 05/05/2015                               |  |             |             |                       |                     |   |                    |
| 1635      | 61971                             | 100.000000      | 01/08/2015                               | IAS System was available to all users 100% during published operating hours. |             |             |                       |                     |   |                    |
| 1635      | 58187                             | 99.990000       | 06/26/2013                               | IAS was available to users during all published hours of operation.          |             |             |                       |                     |   |                    |
| 1635      | 46983                             | 99.990000       | 02/28/2013                               |  |             |             |                       |                     |   |                    |
| 1635      | 45175                             | 99.500000       | 01/16/2013                               | SLA agreement target percentage is 99.5%                                     |             |             |                       |                     |   |                    |
| 1635      | 28745                             | 99.990000       | 01/02/2013                               | IAS was available to users during all published hours of operation.          |             |             |                       |                     |   |                    |
| 1635      | 4683                              | 99.990000       |  | Metric currently on target.  |             |             |                       |                     |   |                    |