

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2019-02-21
Date of Last Change to Activities: 2021-08-24
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2021-04-27
Date of Last Business Case Update: 2021-04-27
Date of Last Revision: 2021-08-24

Agency: 005 - Department of Agriculture **Bureau:** 25 - Farm Production and Conservation Business Center

- 1. Name of this Investment:** FPAC-FBC-1001 Customer Engagement and Management Services
- 2. Unique Investment Identifier (UII):** 005-000003311

Section B: Investment Detail

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

Agency Strategic Objective(s):

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

Agency Priority Goal(s):

- 2. Briefly describe the investment's return on investment, including benefits internal and external to the government and outcomes achieved or planned.**
 On May 23, 2019, Secretary Sonny Perdue announced that the USDA would provide aid to assist farmers impacted by trade disruptions prompted by retaliatory tariffs on their products through the Market Facilitation Program (MFP). On June 29, farmers.gov enabled employees to complete MFP program applications for producers. To date, over 173K applications have been submitted through the portal of which 11,500 are approved. On August 19, the farmers.gov utilized a new automated obligation system enabling seamless payments to customers – which reduced manual entry for employees. Farmers.gov also supported the 2018 Market Facilitation Program and processed more than 661K applications throughout the application period. 1.7M unauthenticated Farmers.gov website front-end page views (not unique) 1M+ Customer Interactions (receipts for service) 2018-2019 Wildfire Hurricane Indemnity Program

(WHIP and WHIP+) Applications In 2018, the Wildfire Hurricane Indemnity Program (WHIP) was announced to provide disaster payments to producers to offset losses from hurricanes and wildfires during 2017. Farmers.gov processed a total of 43,000 WHIP program applications since June 2018. In June 2019, Congress appropriated additional funding in assistance for a range of losses resulting from disasters throughout 2018 and 2019, known as WHIP+. On August 26, 2019, the WHIP+ program application utilized a new automated obligation system enabling seamless payments to customers.

Farmers.gov also provides constituents information regarding the WHIP program and other Disaster Programs through the Disaster Assistance Discovery tool. Farm Loans Program View Loans: In April 2019, Farmers.gov launched the ability for FPAC customers to view their farm loan information, history, and payments on their desktop computer or mobile phone. This feature greatly improves the ability of the customer to access their information when and where they need it. Farmers.gov also provides a Farm Loan Discovery Tool to help constituents quickly identify which loan programs might be a good fit. H-2A Farmer Facing Portal: Currently, to submit H-2A visas, producers must engage with multiple agencies in a highly distributed and complicated process. In the future, Farmers.gov will provide a consolidated portal for H-2A visa information and provide producers an end to end H-2A tracking capability improving the producer experience and eliminating the need to contact multiple individual agencies. Future Deliverables Conservation Discovery Tool Conservation Assistance Request Applications eSign DMS Customer Interaction Redesign Farm Records Mapping Farm Loan Online Applications Farm Loan Online Payments TSP Selection Customer Data Import/Export Lightweight Conservation Resource Inventory and Assessment Customer Mobile Views of their Data.

3. **If this investment will result in the elimination or the reduction of another major or non-major investment(s), please complete the following:**

Table I.B.1 Affected Investment Information	
Investment UII	To Be Status
005-000003311	to be reduced

4. **Does the Investment currently include an intra- or inter-Agency shared service (common, shared, or centralized solution)?:**
YES
5. **Does the Investment plan to include an Intra- or Inter-Agency shared service that it does not currently include (common, shared, or centralized solution)?:**
YES
6. **If systems contained in this Investment collect data from the public, please identify the OMB Control Numbers which authorize that data collection as per the Paperwork Reduction Act. Use [Reginfo](#) at the following link to identify information collection requests and OMB control numbers. Agencies can work with their Records Officers to determine the applicability.**

7. Provide the name of the Investment-level project manager:

Joyce Burdick

8. Select the qualification/experience level of the Investment-level project manager (select one):

7 - No certification, but with 4 or more years PM experience (within the last five years)

Section C: Life Cycle Costs

1. Provide the total estimated life cycle costs for the investment in millions. Note: Do not enter information in the grey cells as these will be calculated.

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:	\$20.776000	\$39.798000	\$18.986000	\$28.317000
DME (Including Planning) Govt. FTEs:	0	0	0	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$20.776000	\$39.798000	\$18.986000	\$28.317000
O & M Costs:	\$35.199000	\$7.394000	\$6.309000	\$6.308000
O & M Internal Labor (Govt. FTE):	\$0.672000	\$0.723000	\$1.180000	\$1.204000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$35.871000	\$8.117000	\$7.489000	\$7.512000
Total Cost (Including Internal Labor (Govt. FTE)):	\$56.647000	\$47.915000	\$26.475000	\$35.829000
Total Cost Internal Labor (Govt. FTE) costs:	\$0.672000	\$0.723000	\$1.180000	\$1.204000
# of FTE rep by costs:	5	5	5	5
Total change from prior year final President's Budget (\$)		0	0	
Total change from prior year final President's Budget				

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)
2019
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2029
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):

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** FPAC-FBC-1001 CUSTOMER ENGAGEMENT AND MANAGEMENT SERVICES
2. **Unique Investment Identifier (UII):** 005-000003311

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?
181843	FY19 Farmers.Gov Program Increment 3 - DME Releases	WHIPIR Mulesoft Enhancements, View Loans, WHIP Research and Design	11/12/2018	03/28/2019	\$5.2	Yes
181841	FY19 Farmers.Gov Program Increment 4 - DME Releases	WHIP UI/UX Enhancements, View Loan Analytics, WHIP Analysis, Conservation Design Artifacts	03/29/2019	06/06/2019	\$2.8	Yes
181847	FY19 Farmers.Gov Program Increment 5 - DME Releases	WHIP UI/UX Enhancements, WHIP Data Improvements, WHIP 2017, MFP2 Conservation Practice Details	06/07/2019	08/16/2019	\$3.9	Yes
181840	FY19 Farmers.Gov Program Increment 6 - DME Releases	Deployment of 2017 WHIP, WHIP+ and Automated Obligations & Payment, Conservation (RAP, DM and eSign, unified map)	08/17/2019	10/23/2019	\$6.0	Yes
181846	FY19 Farmers.Gov Program Support	Support for program mgmt, and communications services	04/01/2019	05/31/2020	\$2.8	Yes
181839	FY19 Farmers.Gov Portal DME	Website Continuing Development and Operations	03/29/2019	05/21/2020	\$3.1	Yes
181844	FY19 Software Licensing	Procurement of software licenses in support of Farmers.gov	11/01/2018	03/31/2020	\$30.4	No
181845	FY19 Inter/Intra Agency Agreements	Support for farmers.gov initiatives and QMT	10/01/2018	04/30/2020	\$1.0	No
181842	FY19 Farmers.gov - MFP 2 Releases (CCC)	Farmers.gov Portal Salesforce Development (CCC)	06/07/2019	05/21/2020	\$1.3	Yes
183853	FY19 TMF - APE	Common Conservation Application Platform Evaluation	10/01/2018	03/28/2020	\$1.5	No
203573	FY20 Farmers.Gov Portal Minor Releases Monthly Support	Incremental releases for acreage reporting, CCG Deprecation, Farm Loans content mgmt, enhancements to Farmers.gov website and QMT testing	01/16/2020	08/11/2021	\$38.9	Yes
221208	FY20 Farmers.Gov Portal	Monthly Farmers.gov	01/16/2020	08/11/2021	\$8.6	No

Projects Table C.1

Unique Project ID	Project Name	Project Goal	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)	Software Project?
	O&M Monthly Support	operations and maintenance, transactional portal and content mgmt suport				

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
181845	Oct 18 FY19 Inter/Intra Agency Agreements	Oct 18 FY19 Inter/Intra Agency Agreements	181845.1.1	2018-10-01	2018-10-01	2018-10-01	2018-10-31	2018-10-31	2018-10-31	0.050000	0.050000	0.050000
183853	Oct 18 TMF - APE	Oct 18 TMF - APE	183853.1.1	2018-10-01	2018-10-01	2018-10-01	2018-10-31	2018-10-31	2018-10-31	0.722000	0.722000	0.722000
181843	Nov 18 FY19 Farmers.Gov Program Increment 3 - DME Releases	Nov 18 FY19 Farmers.Gov Program Increment 3 - DME Releases	181843.1.1	2018-11-12	2018-11-12	2018-11-12	2018-11-30	2018-11-30	2018-11-30	1.040000	1.058000	1.058000
181844	Nov 18 FY19 Software Licensing	Nov 18 FY19 Software Licensing	181844.1.1	2018-11-01	2018-11-01	2018-11-01	2018-11-30	2018-11-30	2018-11-30	1.195000	1.195000	1.195000
181845	Nov 18 FY19 Inter/Intra Agency Agreements	Nov 18 FY19 Inter/Intra Agency Agreements	181845.1.2	2018-11-01	2018-11-01	2018-11-01	2018-11-30	2018-11-30	2018-11-30	0.050000	0.050000	0.050000
183853	Nov 18 TMF - APE	Nov 18 TMF - APE	183853.1.2	2018-11-01	2018-11-01	2018-11-01	2018-11-30	2018-11-30	2018-11-30	0.001000	0.001000	0.001000
181843	Dec 18 FY19 Farmers.Gov Program	Dec 18 FY19 Farmers.Gov Program	181843.1.2	2018-12-01	2018-12-01	2018-12-01	2018-12-31	2018-12-31	2018-12-31	1.040000	1.058000	1.058000

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
	Increment 3 - DME Releases	Increment 3 - DME Releases										
181844	Dec 18 FY19 Software Licensing	Dec 18 FY19 Software Licensing	181844.1.2	2018-12-01	2018-12-01	2018-12-01	2018-12-31	2018-12-31	2018-12-31	1.195000	1.195000	1.195000
181845	Dec 18 FY19 Inter/Intra Agency Agreements	Dec 18 FY19 Inter/Intra Agency Agreements	181845.1.3	2018-12-01	2018-12-01	2018-12-01	2018-12-31	2018-12-31	2018-12-31	0.050000	0.050000	0.050000
183853	Dec 18 TMF - APE	Dec 18 TMF - APE	183853.1.3	2018-12-01	2018-12-01	2018-12-01	2018-12-31	2018-12-31	2018-12-31	0.001000	0.001000	0.001000
181843	Jan 19 FY19 Farmers.Gov Program Increment 3 - DME Releases	Jan 19 FY19 Farmers.Gov Program Increment 3 - DME Releases	181843.1.3	2019-01-01	2019-01-01	2019-01-01	2019-01-31	2019-01-31	2019-01-31	1.040000	1.058000	1.058000
181844	Jan 19 FY19 Software Licensing	Jan 19 FY19 Software Licensing	181844.1.3	2019-01-01	2019-01-01	2019-01-01	2019-01-31	2019-01-31	2019-01-31	1.195000	1.195000	1.195000
181845	Jan 19 FY19 Inter/Intra Agency Agreements	Jan 19 FY19 Inter/Intra Agency Agreements	181845.1.4	2019-01-01	2019-01-01	2019-01-01	2019-01-31	2019-01-31	2019-01-31	0.050000	0.050000	0.050000
183853	Jan 19 TMF - APE	Jan 19 TMF - APE	183853.1.4	2019-01-01	2019-01-01	2019-01-01	2019-01-31	2019-01-31	2019-01-31	0.001000	0.001000	0.001000
181843	Feb 19 FY19 Farmers.Gov Program Increment 3 - DME Releases	Feb 19 FY19 Farmers.Gov Program Increment 3 - DME Releases	181843.1.4	2019-02-01	2019-02-01	2019-02-01	2019-02-28	2019-02-28	2019-02-28	1.040000	1.058000	1.058000
181844	Feb 19 FY19 Software Licensing	Feb 19 FY19 Software Licensing	181844.1.4	2019-02-01	2019-02-01	2019-02-01	2019-02-28	2019-02-28	2019-02-28	1.195000	1.195000	1.195000
181845	Feb 19 FY19 Inter/Intra Agency Agreements	Feb 19 FY19 Inter/Intra Agency Agreements	181845.1.5	2019-02-01	2019-02-01	2019-02-01	2019-02-28	2019-02-28	2019-02-28	0.050000	0.050000	0.050000
183853	Feb 19 TMF - APE	Feb 19 TMF - APE	183853.1.5	2019-02-01	2019-02-01	2019-02-01	2019-02-28	2019-02-28	2019-02-28	0.001000	0.001000	0.001000

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
183853	Mar 19 TMF - APE	Mar 19 TMF - APE	183853.1.6	2019-03-01	2019-03-01	2019-03-01	2019-03-27	2019-03-31	2019-03-31	0.001000	0.001000	0.001000
181843	FY19 Farmers.Gov Program Increment 3 - DME Releases	FY19 Farmers.Gov Program Increment 3 - DME Releases	181843.1	2018-11-12	2018-11-12	2018-11-12	2019-03-28	2019-03-28	2019-03-28	5.203000	5.203000	5.203000
181843	Mar 19 FY19 Farmers.Gov Program Increment 3 - DME Releases	Mar 19 FY19 Farmers.Gov Program Increment 3 - DME Releases	181843.1.5	2019-03-01	2019-03-01	2019-03-01	2019-03-28	2019-03-28	2019-03-28	1.043000	0.971000	0.971000
181841	Mar 19 FY19 Farmers.Gov Program Increment 4 - DME Releases	Mar 19 FY19 Farmers.Gov Program Increment 4 - DME Releases	181841.1.1	2019-03-29	2019-03-29	2019-03-29	2019-03-31	2019-03-31	2019-03-31	0.693000	0.000000	0.000000
181839	Mar 19 FY19 Farmers.Gov Portal DME	Mar 19 FY19 Farmers.Gov Portal DME	181839.1.1	2019-03-29	2019-03-29	2019-03-29	2019-03-31	2019-04-30	2019-04-30	0.180000	0.180000	0.180000
181844	Mar 19 FY19 Software Licensing	Mar 19 FY19 Software Licensing	181844.1.5	2019-03-01	2019-03-01	2019-03-01	2019-03-31	2019-03-31	2019-03-31	1.195000	1.195000	1.195000
181845	Mar 19 FY19 Inter/Intra Agency Agreements	Mar 19 FY19 Inter/Intra Agency Agreements	181845.1.6	2019-03-01	2019-03-01	2019-03-01	2019-03-31	2019-03-31	2019-03-31	0.050000	0.050000	0.050000
181841	Apr 19 FY19 Farmers.Gov Program Increment 4 - DME Releases	Apr 19 FY19 Farmers.Gov Program Increment 4 - DME Releases	181841.1.2	2019-04-01	2019-04-01	2019-04-01	2019-04-30	2019-04-30	2019-04-30	0.693000	1.089000	1.089000
181846	Apr 19 FY19 Farmers.Gov Program Support	Apr 19 FY19 Farmers.Gov Program Support	181846.1.1	2019-04-01	2019-04-01	2019-04-01	2019-04-30	2019-06-30	2019-06-30	0.223000	0.269000	0.269000
181839	Apr 19 FY19 Farmers.Gov Portal DME	Apr 19 FY19 Farmers.Gov Portal DME	181839.1.2	2019-04-01	2019-04-01	2019-04-01	2019-04-30	2019-04-30	2019-04-30	0.180000	0.180000	0.180000

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
181844	Apr 19 FY19 Software Licensing	Apr 19 FY19 Software Licensing	181844.1.6	2019-04-01	2019-04-01	2019-04-01	2019-04-30	2019-04-30	2019-04-30	2.516000	2.498000	2.498000
181845	Apr 19 FY19 Inter/Intra Agency Agreements	Apr 19 FY19 Inter/Intra Agency Agreements	181845.1.7	2019-04-01	2019-04-01	2019-04-01	2019-04-30	2019-04-30	2019-04-30	0.050000	0.050000	0.050000
181841	May 19 FY19 Farmers.Gov Program Increment 4 - DME Releases	May 19 FY19 Farmers.Gov Program Increment 4 - DME Releases	181841.1.3	2019-05-01	2019-05-01	2019-05-01	2019-05-31	2019-05-31	2019-05-31	0.693000	1.121000	1.121000
181846	May 19 FY19 Farmers.Gov Program Support	May 19 FY19 Farmers.Gov Program Support	181846.1.2	2019-05-01	2019-05-01	2019-05-01	2019-05-31	2019-06-30	2019-06-30	0.223000	0.285000	0.285000
181839	May 19 FY19 Farmers.Gov Portal DME	May 19 FY19 Farmers.Gov Portal DME	181839.1.3	2019-05-01	2019-05-01	2019-05-01	2019-05-31	2019-05-31	2019-05-31	0.180000	0.180000	0.180000
181844	May 19 FY19 Software Licensing	May 19 FY19 Software Licensing	181844.1.7	2019-05-01	2019-05-01	2019-05-01	2019-05-31	2019-05-31	2019-05-31	2.516000	2.499000	2.499000
181845	May 19 FY19 Inter/Intra Agency Agreements	May 19 FY19 Inter/Intra Agency Agreements	181845.1.8	2019-05-01	2019-05-01	2019-05-01	2019-05-31	2019-05-31	2019-05-31	0.050000	0.050000	0.050000
181841	FY19 Farmers.Gov Program Increment 4 - DME Releases	FY19 Farmers.Gov Program Increment 4 - DME Releases	181841.1	2019-03-29	2019-03-29	2019-03-29	2019-06-06	2019-06-06	2019-06-06	2.771000	2.771000	2.771000
181841	Jun 19 FY19 Farmers.Gov Program Increment 4 - DME Releases	Jun 19 FY19 Farmers.Gov Program Increment 4 - DME Releases	181841.1.4	2019-06-01	2019-06-01	2019-06-01	2019-06-06	2019-06-06	2019-06-06	0.692000	0.561000	0.561000
181847	Jun 19 FY19 Farmers.Gov Program Increment 5 -	Jun 19 FY19 Farmers.Gov Program Increment 5 -	181847.1.1	2019-06-07	2019-06-01	2019-06-01	2019-06-30	2019-06-30	2019-06-30	1.310000	1.813000	1.813000

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
	DME Releases	DME Releases										
181846	Jun 19 FY19 Farmers.Gov Program Support	Jun 19 FY19 Farmers.Gov Program Support	181846.1.3	2019-06-01	2019-06-01	2019-06-01	2019-06-30	2019-06-30	2019-06-30	0.223000	0.217000	0.217000
181839	Jun 19 FY19 Farmers.Gov Portal DME	Jun 19 FY19 Farmers.Gov Portal DME	181839.1.4	2019-06-01	2019-06-01	2019-06-01	2019-06-30	2019-06-30	2019-06-30	0.180000	0.180000	0.180000
181844	Jun 19 FY19 Software Licensing	Jun 19 FY19 Software Licensing	181844.1.8	2019-06-01	2019-06-01	2019-06-01	2019-06-30	2019-06-30	2019-06-30	2.018000	2.010000	2.010000
181845	Jun 19 FY19 Inter/Intra Agency Agreements	Jun 19 FY19 Inter/Intra Agency Agreements	181845.1.9	2019-06-01	2019-06-01	2019-06-01	2019-06-30	2019-06-30	2019-06-30	0.050000	0.050000	0.050000
181842	Jun 19 FY19 Farmers.gov - MFP 2 Releases (CCC)	Jun 19 FY19 Farmers.gov - MFP 2 Releases (CCC)	181842.1.1	2019-06-07	2019-06-01	2019-06-01	2019-06-30	2019-06-30	2019-06-30	0.107000	0.107000	0.107000
181847	Jul 19 FY19 Farmers.Gov Program Increment 5 - DME Releases	Jul 19 FY19 Farmers.Gov Program Increment 5 - DME Releases	181847.1.2	2019-07-01	2019-07-01	2019-07-01	2019-07-31	2019-07-31	2019-07-31	1.310000	1.813000	1.813000
181846	Jul 19 FY19 Farmers.Gov Program Support	Jul 19 FY19 Farmers.Gov Program Support	181846.1.4	2019-07-01	2019-07-01	2019-07-01	2019-07-31	2019-07-31	2019-07-31	0.223000	0.240000	0.240000
181839	Jul 19 FY19 Farmers.Gov Portal DME	Jul 19 FY19 Farmers.Gov Portal DME	181839.1.5	2019-07-01	2019-07-01	2019-07-01	2019-07-31	2019-07-31	2019-07-31	0.424000	0.420000	0.420000
181844	Jul 19 FY19 Software Licensing	Jul 19 FY19 Software Licensing	181844.1.9	2019-07-01	2019-07-01	2019-07-01	2019-07-31	2019-07-31	2019-07-31	2.018000	2.012000	2.012000
181845	Jul 19 FY19 Inter/Intra Agency Agreements	Jul 19 FY19 Inter/Intra Agency Agreements	181845.1.10	2019-07-01	2019-07-01	2019-07-01	2019-07-31	2019-07-31	2019-07-31	0.050000	0.050000	0.050000

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
181842	Jul 19 FY19 Farmers.gov - MFP 2 Releases (CCC)	Jul 19 FY19 Farmers.gov - MFP 2 Releases (CCC)	181842.1.2	2019-07-01	2019-07-01	2019-07-01	2019-07-31	2019-07-31	2019-07-31	0.107000	0.107000	0.107000
181847	FY19 Farmers.Gov Program Increment 5 - DME Releases	FY19 Farmers.Gov Program Increment 5 - DME Releases	181847.1	2019-06-07	2019-06-01	2019-06-01	2019-08-16	2019-08-16	2019-08-16	3.930000	3.930000	3.930000
181847	Aug 19 FY19 Farmers.Gov Program Increment 5 - DME Releases	Aug 19 FY19 Farmers.Gov Program Increment 5 - DME Releases	181847.1.3	2019-08-01	2019-08-01	2019-08-01	2019-08-16	2019-08-16	2019-08-16	1.310000	0.304000	0.304000
181840	Aug 19 FY19 Farmers.Gov Program Increment 6 - DME Releases	Aug 19 FY19 Farmers.Gov Program Increment 6 - DME Releases	181840.1.1	2019-08-17	2019-08-17	2019-08-17	2019-08-31	2019-08-31	2019-08-31	1.985000	0.907000	0.907000
181846	Aug 19 FY19 Farmers.Gov Program Support	Aug 19 FY19 Farmers.Gov Program Support	181846.1.5	2019-08-01	2019-08-01	2019-08-01	2019-08-31	2019-08-31	2019-08-31	0.223000	0.217000	0.217000
181839	Aug 19 FY19 Farmers.Gov Portal DME	Aug 19 FY19 Farmers.Gov Portal DME	181839.1.6	2019-08-01	2019-08-01	2019-08-01	2019-08-31	2019-08-31	2019-08-31	0.244000	0.275000	0.275000
181844	Aug 19 FY19 Software Licensing	Aug 19 FY19 Software Licensing	181844.1.10	2019-08-01	2019-08-01	2019-08-01	2019-08-31	2019-08-31	2019-08-31	7.640000	7.623000	7.623000
181845	Aug 19 FY19 Inter/Intra Agency Agreements	Aug 19 FY19 Inter/Intra Agency Agreements	181845.1.11	2019-08-01	2019-08-01	2019-08-01	2019-08-31	2019-08-31	2019-08-31	0.050000	0.050000	0.050000
181842	Aug 19 FY19 Farmers.gov - MFP 2 Releases (CCC)	Aug 19 FY19 Farmers.gov - MFP 2 Releases (CCC)	181842.1.3	2019-08-01	2019-08-01	2019-08-01	2019-08-31	2019-08-31	2019-08-31	0.107000	0.107000	0.107000
181840	Sep 19 FY19	Sep 19 FY19	181840.1.2	2019-09-01	2019-09-01	2019-09-01	2019-09-30	2019-09-30	2019-09-30	1.985000	3.784000	3.784000

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
	Farmers.Gov Program Increment 6 - DME Releases	Farmers.Gov Program Increment 6 - DME Releases										
181846	Sep 19 FY19 Farmers.Gov Program Support	Sep 19 FY19 Farmers.Gov Program Support	181846.1.6	2019-09-01	2019-09-01	2019-09-01	2019-09-30	2019-09-30	2019-09-30	0.223000	0.216000	0.216000
181839	Sep 19 FY19 Farmers.Gov Portal DME	Sep 19 FY19 Farmers.Gov Portal DME	181839.1.7	2019-09-01	2019-09-01	2019-09-01	2019-09-30	2019-09-30	2019-09-30	0.244000	0.244000	0.244000
181844	Sep 19 FY19 Software Licensing	Sep 19 FY19 Software Licensing	181844.1.11	2019-09-01	2019-09-01	2019-09-01	2019-09-30	2019-09-30	2019-09-30	7.643000	7.733000	7.733000
181845	Sep 19 FY19 Inter/Intra Agency Agreements	Sep 19 FY19 Inter/Intra Agency Agreements	181845.1.12	2019-09-01	2019-09-01	2019-09-01	2019-09-30	2019-09-30	2019-09-30	0.050000	0.050000	0.050000
181842	Sep 19 FY19 Farmers.gov - MFP 2 Releases (CCC)	Sep 19 FY19 Farmers.gov - MFP 2 Releases (CCC)	181842.1.4	2019-09-01	2019-09-01	2019-09-01	2019-09-30	2019-09-30	2019-09-30	0.107000	0.107000	0.107000
183853	Sep 19 TMF - APE	Sep 19 TMF - APE	183853.1.7	2019-09-12	2019-09-12	2019-09-12	2019-09-30	2019-09-30	2019-09-30	0.105000	0.056000	0.056000
181840	FY19 Farmers.Gov Program Increment 6 - DME Releases	FY19 Farmers.Gov Program Increment 6 - DME Releases	181840.1	2019-08-17	2019-08-17	2019-08-17	2019-10-23	2019-10-23	2019-10-23	5.954000	5.954000	4.691000
181840	Oct 19 FY19 Farmers.Gov Program Increment 6 - DME Releases	Oct 19 FY19 Farmers.Gov Program Increment 6 - DME Releases	181840.1.3	2019-10-01	2019-10-01	2019-10-01	2019-10-23	2019-10-23	2019-10-23	1.984000	1.263000	
181846	Oct 19 FY19 Farmers.Gov Program Support	Oct 19 FY19 Farmers.Gov Program Support	181846.1.7	2019-10-01	2019-10-01	2019-10-01	2019-10-31	2019-10-31	2019-10-31	0.223000	0.198000	0.198000

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
181839	Oct 19 FY19 Farmers.Gov Portal DME	Oct 19 FY19 Farmers.Gov Portal DME	181839.1.8	2019-10-01	2019-10-01	2019-10-01	2019-10-31	2019-10-31	2019-10-31	0.244000	0.243000	0.243000
181844	Oct 19 FY19 Software Licensing	Oct 19 FY19 Software Licensing	181844.1.12	2019-10-01	2019-10-01	2019-10-01	2019-10-31	2019-10-31	2019-10-31	0.021000	0.011000	0.011000
181845	Oct 19 FY19 Inter/Intra Agency Agreements	Oct 19 FY19 Inter/Intra Agency Agreements	181845.1.13	2019-10-01	2019-10-01	2019-10-01	2019-10-31	2019-10-31	2019-10-31	0.050000	0.050000	0.050000
181842	Oct 19 FY19 Farmers.gov - MFP 2 Releases (CCC)	Oct 19 FY19 Farmers.gov - MFP 2 Releases (CCC)	181842.1.5	2019-10-01	2019-10-01	2019-10-01	2019-10-31	2019-10-31	2019-10-31	0.107000	0.107000	0.107000
183853	Oct 19 TMF - APE	Oct 19 TMF - APE	183853.1.8	2019-10-01	2019-10-01	2019-10-01	2019-10-31	2019-10-31	2019-10-31	0.105000	0.001000	0.001000
181846	Nov 19 FY19 Farmers.Gov Program Support	Nov 19 FY19 Farmers.Gov Program Support	181846.1.8	2019-11-01	2019-11-01	2019-11-01	2019-11-30	2019-11-30	2019-11-30	0.223000	0.156000	0.156000
181839	Nov 19 FY19 Farmers.Gov Portal DME	Nov 19 FY19 Farmers.Gov Portal DME	181839.1.9	2019-11-01	2019-11-01	2019-11-01	2019-11-30	2019-11-30	2019-11-30	0.244000	0.240000	0.240000
181844	Nov 19 FY19 Software Licensing	Nov 19 FY19 Software Licensing	181844.1.13	2019-11-01	2019-11-01	2019-11-01	2019-11-30	2019-11-30	2019-11-30	0.018000	0.018000	0.018000
181845	Nov 19 FY19 Inter/Intra Agency Agreements	Nov 19 FY19 Inter/Intra Agency Agreements	181845.1.14	2019-11-01	2019-11-01	2019-11-01	2019-11-30	2019-11-30	2019-11-30	0.050000	0.050000	0.050000
181842	Nov 19 FY19 Farmers.gov - MFP 2 Releases (CCC)	Nov 19 FY19 Farmers.gov - MFP 2 Releases (CCC)	181842.1.6	2019-11-01	2019-11-01	2019-11-01	2019-11-30	2019-11-30	2019-11-30	0.107000	0.107000	0.107000
183853	Nov 19 TMF - APE	Nov 19 TMF - APE	183853.1.9	2019-11-01	2019-11-01	2019-11-01	2019-11-30	2019-11-30	2019-11-30	0.105000	0.056000	0.056000
181846	Dec 19 FY19	Dec 19 FY19	181846.1.9	2019-12-01	2019-12-01	2019-12-01	2019-12-31	2019-12-31	2019-12-31	0.223000	0.180000	0.180000

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
	Farmers.Gov Program Support	Farmers.Gov Program Support										
181839	Dec 19 FY19 Farmers.Gov Portal DME	Dec 19 FY19 Farmers.Gov Portal DME	181839.1.10	2019-12-01	2019-12-01	2019-12-02	2019-12-31	2019-12-31	2019-12-31	0.244000	0.240000	0.240000
181844	Dec 19 FY19 Software Licensing	Dec 19 FY19 Software Licensing	181844.1.14	2019-12-01	2019-12-01	2019-12-01	2019-12-31	2019-12-31	2019-12-31	0.018000	0.006000	0.006000
181845	Dec 19 FY19 Inter/Intra Agency Agreements	Dec 19 FY19 Inter/Intra Agency Agreements	181845.1.15	2019-12-01	2019-12-01	2019-12-01	2019-12-31	2019-12-31	2019-12-31	0.050000	0.050000	0.050000
181842	Dec 19 FY19 Farmers.gov - MFP 2 Releases (CCC)	Dec 19 FY19 Farmers.gov - MFP 2 Releases (CCC)	181842.1.7	2019-12-01	2019-12-01	2019-12-01	2019-12-31	2019-12-31	2019-12-31	0.107000	0.107000	0.107000
183853	Dec 19 TMF - APE	Dec 19 TMF - APE	183853.1.10	2019-12-01	2019-12-01	2019-12-01	2019-12-31	2019-12-31	2019-12-31	0.105000	0.077000	0.077000
181846	Jan 20 FY19 Farmers.Gov Program Support	Jan 20 FY19 Farmers.Gov Program Support	181846.1.10	2020-01-01	2020-01-01	2020-01-01	2020-01-31	2020-01-31	2020-01-31	0.223000	0.224000	0.224000
181839	Jan 20 FY19 Farmers.Gov Portal DME	Jan 20 FY19 Farmers.Gov Portal DME	181839.1.11	2020-01-01	2020-01-01	2020-01-01	2020-01-31	2020-01-31	2020-01-31	0.244000	0.267000	0.267000
181844	Jan 20 FY19 Software Licensing	Jan 20 FY19 Software Licensing	181844.1.15	2020-01-01	2020-01-01	2020-01-01	2020-01-31	2020-01-31	2020-01-31	0.018000	0.013000	0.013000
181845	Jan 20 FY19 Inter/Intra Agency Agreements	Jan 20 FY19 Inter/Intra Agency Agreements	181845.1.16	2020-01-01	2020-01-01	2020-01-01	2020-01-31	2020-01-31	2020-01-31	0.050000	0.050000	0.050000
181842	Jan 20 FY19 Farmers.gov - MFP 2 Releases (CCC)	Jan 20 FY19 Farmers.gov - MFP 2 Releases (CCC)	181842.1.8	2020-01-01	2020-01-01	2020-01-01	2020-01-31	2020-01-31	2020-01-31	0.107000	0.107000	0.107000

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
183853	Jan 20 TMF - APE	Jan 20 TMF - APE	183853.1.11	2020-01-01	2020-01-01	2020-01-01	2020-01-31	2020-01-31	2020-01-31	0.105000	0.088000	0.088000
203573	Jan 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Jan 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.1	2020-01-16	2020-01-16	2020-01-16	2020-01-31	2020-01-31	2020-01-31	1.088000	1.088000	1.088000
221208	Jan 20 FY20 Farmers.Gov Portal O&M Monthly Support	Jan 20 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.1	2020-01-16	2020-01-16	2020-01-16	2020-01-31	2020-01-31	2020-01-31	0.192000	0.192000	0.192000
181846	Feb 20 FY19 Farmers.Gov Program Support	Feb 20 FY19 Farmers.Gov Program Support	181846.1.11	2020-02-01	2020-02-01	2020-02-01	2020-02-29	2020-02-29	2020-02-29	0.223000	0.204000	0.204000
181839	Feb 20 FY19 Farmers.Gov Portal DME	Feb 20 FY19 Farmers.Gov Portal DME	181839.1.12	2020-02-01	2020-02-01	2020-02-01	2020-02-29	2020-02-29	2020-02-29	0.244000	0.243000	0.243000
181844	Feb 20 FY19 Software Licensing	Feb 20 FY19 Software Licensing	181844.1.16	2020-02-01	2020-02-01	2020-02-01	2020-02-29	2020-02-29	2020-02-29	0.018000	0.009000	0.009000
181845	Feb 20 FY19 Inter/Intra Agency Agreements	Feb 20 FY19 Inter/Intra Agency Agreements	181845.1.17	2020-02-01	2020-02-01	2020-02-01	2020-02-29	2020-02-29	2020-02-29	0.050000	0.050000	0.050000
181842	Feb 20 FY19 Farmers.gov - MFP 2 Releases (CCC)	Feb 20 FY19 Farmers.gov - MFP 2 Releases (CCC)	181842.1.9	2020-02-01	2020-02-01	2020-02-01	2020-02-29	2020-02-29	2020-02-29	0.107000	0.107000	0.107000
183853	Feb 20 TMF - APE	Feb 20 TMF - APE	183853.1.12	2020-02-01	2020-02-01	2020-02-01	2020-02-29	2020-02-29	2020-02-29	0.105000	0.164000	0.164000
203573	Feb 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Feb 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.2	2020-02-01	2020-02-01	2020-02-01	2020-02-29	2020-02-29	2020-02-29	2.307000	2.307000	2.307000

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
221208	Feb 20 FY20 Farmers.Gov Portal O&M Monthly Support	Feb 20 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.2	2020-02-01	2020-02-01	2020-02-01	2020-02-29	2020-02-29	2020-02-29	0.514000	0.514000	0.514000
181839	FY19 Farmers.Gov Portal DME	FY19 Farmers.Gov Portal DME	181839.1	2019-03-29	2019-03-29	2019-03-29	2020-03-11	2020-03-11	2020-03-11	3.100000	3.100000	3.100000
181839	Mar 20 FY19 Farmers.Gov Portal DME	Mar 20 FY19 Farmers.Gov Portal DME	181839.1.13	2020-03-01	2020-03-01	2020-03-01	2020-03-11	2020-03-11	2020-03-11	0.248000	0.208000	0.208000
183853	TMF - APE	TMF - APE	183853.1	2018-10-01	2018-10-01	2018-10-01	2020-03-28	2020-03-28	2020-03-28	1.455000	1.455000	1.455000
183853	Mar 20 TMF - APE	Mar 20 TMF - APE	183853.1.13	2020-03-01	2020-03-01	2020-03-01	2020-03-28	2020-03-28	2020-03-28	0.098000	0.286000	0.286000
181846	Mar 20 FY19 Farmers.Gov Program Support	Mar 20 FY19 Farmers.Gov Program Support	181846.1.12	2020-03-01	2020-03-01	2020-03-01	2020-03-31	2020-03-31	2020-03-31	0.223000	0.209000	0.209000
181844	FY19 Software Licensing	FY19 Software Licensing	181844.1	2018-11-01	2018-11-01	2018-11-01	2020-03-31	2020-03-31	2020-03-31	30.436000	30.418000	30.418000
181844	Mar 20 FY19 Software Licensing	Mar 20 FY19 Software Licensing	181844.1.17	2020-03-01	2020-03-01	2020-03-01	2020-03-31	2020-03-31	2020-03-31	0.017000	0.011000	0.011000
181845	Mar 20 FY19 Inter/Intra Agency Agreements	Mar 20 FY19 Inter/Intra Agency Agreements	181845.1.18	2020-03-01	2020-03-01	2020-03-01	2020-03-31	2020-03-31	2020-03-31	0.050000	0.050000	0.050000
181842	Mar 20 FY19 Farmers.gov - MFP 2 Releases (CCC)	Mar 20 FY19 Farmers.gov - MFP 2 Releases (CCC)	181842.1.10	2020-03-01	2020-03-01	2020-03-01	2020-03-31	2020-03-31	2020-03-31	0.107000	0.107000	0.107000
203573	Mar 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Mar 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.3	2020-03-01	2020-03-01	2020-03-01	2020-03-31	2020-03-31	2020-03-31	2.307000	2.307000	2.307000
221208	Mar 20 FY20	Mar 20 FY20	221208.1.3	2020-03-01	2020-03-01	2020-03-01	2020-03-31	2020-03-31	2020-03-31	0.514000	0.514000	0.514000

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
	Farmers.Gov Portal O&M Monthly Support	Farmers.Gov Portal O&M Monthly Support										
181846	Apr 20 FY19 Farmers.Gov Program Support	Apr 20 FY19 Farmers.Gov Program Support	181846.1.13	2020-04-01	2020-04-01	2020-04-01	2020-04-30	2020-04-30	2020-04-30	0.123000	0.142000	
181845	FY19 Inter/Intra Agency Agreements	FY19 Inter/Intra Agency Agreements	181845.1	2018-10-01	2018-10-01	2018-10-01	2020-04-30	2020-04-30	2020-04-30	0.953000	0.953000	0.900000
181845	Apr 20 FY19 Inter/Intra Agency Agreements	Apr 20 FY19 Inter/Intra Agency Agreements	181845.1.19	2020-04-01	2020-04-01	2020-04-01	2020-04-30	2020-04-30	2020-04-30	0.053000	0.053000	
181842	Apr 20 FY19 Farmers.gov - MFP 2 Releases (CCC)	Apr 20 FY19 Farmers.gov - MFP 2 Releases (CCC)	181842.1.11	2020-04-01	2020-04-01	2020-04-01	2020-04-30	2020-04-30	2020-04-30	0.107000	0.107000	
203573	Apr 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Apr 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.4	2020-04-01	2020-04-01	2020-04-01	2020-04-30	2020-04-30	2020-04-30	2.341000	2.341000	2.341000
221208	Apr 20 FY20 Farmers.Gov Portal O&M Monthly Support	Apr 20 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.4	2020-04-01	2020-04-01	2020-04-01	2020-04-30	2020-04-30	2020-04-30	0.514000	0.514000	0.514000
181842	FY19 Farmers.gov - MFP 2 Releases (CCC)	FY19 Farmers.gov - MFP 2 Releases (CCC)	181842.1	2019-06-07	2019-06-01	2019-06-01	2020-05-21	2020-05-21		1.278000	1.278000	1.070000
181842	May 20 FY19 Farmers.gov - MFP 2	May 20 FY19 Farmers.gov - MFP 2	181842.1.12	2020-05-01	2020-05-01	2020-05-01	2020-05-21	2020-05-21		0.101000	0.101000	

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
	Releases (CCC)	Releases (CCC)										
181846	FY19 Farmers.Gov Program Support	FY19 Farmers.Gov Program Support	181846.1	2019-04-01	2019-04-01	2019-04-01	2020-05-31	2020-05-31		2.800000	2.800000	2.615000
181846	May 20 FY19 Farmers.Gov Program Support	May 20 FY19 Farmers.Gov Program Support	181846.1.14	2020-05-01	2020-05-01	2020-05-01	2020-05-31	2020-05-31		0.001000	0.043000	
203573	May 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	May 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.5	2020-05-01	2020-05-01	2020-05-01	2020-05-31	2020-05-31	2020-05-31	2.341000	2.341000	2.341000
221208	May 20 FY20 Farmers.Gov Portal O&M Monthly Support	May 20 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.5	2020-05-01	2020-05-01	2020-05-01	2020-05-31	2020-05-31	2020-05-31	0.514000	0.514000	0.514000
203573	Jun 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Jun 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.6	2020-06-01	2020-06-01	2020-06-01	2020-06-30	2020-06-30	2020-06-30	2.341000	2.341000	2.341000
221208	Jun 20 FY20 Farmers.Gov Portal O&M Monthly Support	Jun 20 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.6	2020-06-01	2020-06-01	2020-06-01	2020-06-30	2020-06-30	2020-06-30	0.514000	0.514000	0.514000
203573	Jul 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Jul 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.7	2020-07-01	2020-07-01	2020-07-01	2020-07-31	2020-07-31	2020-07-31	2.399000	2.399000	2.399000
221208	Jul 20 FY20 Farmers.Gov	Jul 20 FY20 Farmers.Gov	221208.1.7	2020-07-01	2020-07-01	2020-07-01	2020-07-31	2020-07-31	2020-07-31	0.628000	0.628000	0.628000

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
	Portal O&M Monthly Support	Portal O&M Monthly Support										
203573	Aug 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Aug 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.8	2020-08-01	2020-08-01	2020-08-01	2020-08-31	2020-08-31	2020-08-31	2.345000	2.345000	2.345000
221208	Aug 20 FY20 Farmers.Gov Portal O&M Monthly Support	Aug 20 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.8	2020-08-01	2020-08-01	2020-08-01	2020-08-31	2020-08-31	2020-08-31	0.518000	0.518000	0.518000
203573	Sep 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Sep 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.9	2020-09-01	2020-09-01	2020-09-01	2020-09-30	2020-09-30	2020-09-30	2.338000	2.338000	2.338000
221208	Sep 20 FY20 Farmers.Gov Portal O&M Monthly Support	Sep 20 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.9	2020-09-01	2020-09-01	2020-09-01	2020-09-30	2020-09-30	2020-09-30	0.504000	0.504000	0.504000
203573	Oct 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Oct 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.10	2020-10-01	2020-10-01	2020-10-01	2020-10-31	2020-10-31	2020-10-31	2.337000	2.328000	2.328000
221208	Oct 20 FY20 Farmers.Gov Portal O&M Monthly Support	Oct 20 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.10	2020-10-01	2020-10-01	2020-10-01	2020-10-31	2020-10-31	2020-10-31	0.523000	0.523000	0.523000
203573	Nov 20 FY20 Farmers.Gov Portal Minor Releases Monthly	Nov 20 FY20 Farmers.Gov Portal Minor Releases Monthly	203573.1.11	2020-11-01	2020-11-01	2020-11-01	2020-11-30	2020-11-30	2020-11-30	1.976000	1.985000	1.985000

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
	Support	Support										
221208	Nov 20 FY20 Farmers.Gov Portal O&M Monthly Support	Nov 20 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.11	2020-11-01	2020-11-01	2020-11-01	2020-11-30	2020-11-30	2020-11-30	0.442000	0.442000	0.442000
203573	Dec 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Dec 20 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.12	2020-12-01	2020-12-01	2020-12-01	2020-12-31	2020-12-31	2020-12-31	1.818000	1.818000	1.818000
221208	Dec 20 FY20 Farmers.Gov Portal O&M Monthly Support	Dec 20 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.12	2020-12-01	2020-12-01	2020-12-01	2020-12-31	2020-12-31	2020-12-31	0.454000	0.454000	0.454000
203573	Jan 21 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Jan 21 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.13	2021-01-01	2021-01-01	2021-01-01	2021-01-31	2021-01-31	2021-01-31	1.788000	1.788000	1.788000
221208	Jan 21 FY20 Farmers.Gov Portal O&M Monthly Support	Jan 21 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.13	2021-01-01	2021-01-01	2021-01-01	2021-01-31	2021-01-31	2021-01-31	0.397000	0.397000	0.397000
203573	Feb 21 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Feb 21 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.14	2021-02-01	2021-02-01	2021-02-01	2021-02-28	2021-02-28	2021-02-28	1.791000	1.791000	1.791000
221208	Feb 21 FY20 Farmers.Gov Portal O&M Monthly Support	Feb 21 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.14	2021-02-01	2021-02-01	2021-02-01	2021-02-28	2021-02-28	2021-02-28	0.402000	0.402000	0.402000
203573	Mar 21 FY20	Mar 21 FY20	203573.1.15	2021-03-01	2021-03-01	2021-03-01	2021-03-31	2021-03-31	2021-03-31	1.794000	1.794000	1.794000

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
	Farmers.Gov Portal Minor Releases Monthly Support	Farmers.Gov Portal Minor Releases Monthly Support										
221208	Mar 21 FY20 Farmers.Gov Portal O&M Monthly Support	Mar 21 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.15	2021-03-01	2021-03-01	2021-03-01	2021-03-31	2021-03-31	2021-03-31	0.407000	0.407000	0.407000
203573	Apr 21 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Apr 21 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.16	2021-04-01	2021-04-01	2021-04-01	2021-04-30	2021-04-30	2021-04-30	1.794000	1.794000	1.794000
221208	Apr 21 FY20 Farmers.Gov Portal O&M Monthly Support	Apr 21 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.16	2021-04-01	2021-04-01	2021-04-01	2021-04-30	2021-04-30	2021-04-30	0.411000	0.411000	0.411000
203573	May 21 FY20 Farmers.Gov Portal Minor Releases Monthly Support	May 21 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.17	2021-05-01	2021-05-01	2021-05-01	2021-05-31	2021-05-31	2021-05-31	1.762000	1.762000	1.762000
221208	May 21 FY20 Farmers.Gov Portal O&M Monthly Support	May 21 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.17	2021-05-01	2021-05-01	2021-05-01	2021-05-31	2021-05-31	2021-05-31	0.411000	0.411000	0.411000
203573	Jun 21 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Jun 21 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.18	2021-06-01	2021-06-01	2021-06-01	2021-06-30	2021-06-30	2021-06-30	1.741000	1.736000	1.736000
221208	Jun 21 FY20 Farmers.Gov Portal O&M	Jun 21 FY20 Farmers.Gov Portal O&M	221208.1.18	2021-06-01	2021-06-01	2021-06-01	2021-06-30	2021-06-30	2021-06-30	0.350000	0.350000	0.350000

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
	Monthly Support	Monthly Support										
203573	Jul 21 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Jul 21 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.19	2021-07-01	2021-07-01	2021-07-01	2021-07-31	2021-07-31	2021-07-31	1.705000	1.705000	
221208	Jul 21 FY20 Farmers.Gov Portal O&M Monthly Support	Jul 21 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.19	2021-07-01	2021-07-01	2021-07-01	2021-07-31	2021-07-31	2021-07-31	0.301000	0.301000	
203573	FY20 Farmers.Gov Portal Minor Releases Monthly Support	FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1	2020-01-16	2020-01-16	2020-01-16	2021-08-11	2021-08-11	2021-08-11	38.916000	38.911000	36.603000
203573	Aug 21 FY20 Farmers.Gov Portal Minor Releases Monthly Support	Aug 21 FY20 Farmers.Gov Portal Minor Releases Monthly Support	203573.1.20	2021-08-01	2021-08-01	2021-08-01	2021-08-11	2021-08-11	2021-08-11	0.603000	0.603000	
221208	FY20 Farmers.Gov Portal O&M Monthly Support	FY20 Farmers.Gov Portal O&M Monthly Support	221208.1	2020-01-16	2020-01-16	2020-01-16	2021-08-11	2021-08-11	2021-08-11	8.616000	8.616000	8.209000
221208	Aug 21 FY20 Farmers.Gov Portal O&M Monthly Support	Aug 21 FY20 Farmers.Gov Portal O&M Monthly Support	221208.1.20	2021-08-01	2021-08-01	2021-08-01	2021-08-11	2021-08-11	2021-08-11	0.106000	0.106000	

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?
30653	Committed vs. Delivered Farmers.gov "Conservation Functionality" and "Portal Enhancement" Objectives	Percentage	2 - Strategic and Business Results	80.000000	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						
30653	290947	94.500000	07/01/2021							
30652	Actual vs. Planned Business Value of Farmers.gov	Percentage	2 - Strategic and Business Results	80.000000	80.000000	80.000000	Over target	Quarterly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer	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?
									experience.	
29525	Percent of time monthly program roadmap validation with business is completed	percentage	2 - Strategic and Business Results		Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					30652	290946	121.000000	07/01/2021		
					90.000000	90.000000	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	
					29525	275297	100.000000	11/13/2020	Annual Results FY20	
29524	Percent of monthly AgMax investment deliverables & activities completed	percentage	2 - Strategic and Business Results		79.900000	79.900000	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	
					29524	290950	100.000000	08/12/2021		
					29524	287068	100.000000	06/14/2021	June 2021 Results	
					29524	285754	100.000000	05/10/2021	May 2021 Results	

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?
					29524	282926	100.000000	04/14/2021	April 2021 Results	
					29524	282093	99.000000	01/12/2021	January 2021 Results	
					29524	282092	99.000000	02/05/2021	February 2021 Results	
					29524	282091	100.000000	03/10/2021	March 2021 Results	
					29524	275295	100.000000	05/01/2020	May 2020 Results	
					29524	275294	100.000000	06/01/2020	June 2020 Results	
					29524	275293	90.000000	07/16/2020	July 2020 Results	
					29524	275292	95.000000	08/06/2020	August 2020 Results	
					29524	275291	99.000000	09/01/2020	September 2020 Results	
					29524	275290	99.000000	10/22/2020	October 2020 Results	
					29524	275289	99.000000	11/13/2020	November 2020 Results	
					29524	275288	99.000000	12/04/2020	December 2020 Results	
29523	Percent of deliverables successfully implemented for WHIP 2017, WHIP + and MFP funds allocated through disaster programs	percentage	2 - Strategic and Business Results		95.000000	95.000000	Over target	Annual	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	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?
29522	Number of active AgMax projects pending completion with a cost variance other than zero	number	3 - Financial Performance		Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					29523	282094	100.000000	01/12/2021	Annual Results January 2021	
29522	Number of active AgMax projects pending completion with a cost variance other than zero	number	3 - Financial Performance		2.000000	2.000000	Under target	Monthly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	No
29522	Number of active AgMax projects pending completion with a cost variance other than zero	number	3 - Financial Performance		Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					29522	290949	0.000000	07/15/2021		
					29522	290948	0.000000	08/12/2021		
					29522	287067	0.000000	06/14/2021	June 2021 Results	
					29522	285753	0.000000	05/10/2021	May 2021 Results	
					29522	282925	0.000000	04/14/2021	April 2021 Results	
					29522	282090	0.000000	01/12/2021	January 2021 Results	
					29522	282089	0.000000	02/05/2021	February 2021 Results	
					29522	282088	0.000000	03/10/2021	March 2021 Results	
					29522	275287	0.000000	05/01/2020	May 2020 Results	
					29522	275286	0.000000	06/01/2020	June 2020 Results	

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?
29521	Results of annual Business Application Survey - Farmers.gov	percentage	1 - Customer Satisfaction (Process Results)							
					29522	275285	0.000000	07/15/2020	July 2020 Results	
					29522	275284	0.000000	08/06/2020	August 2020 Results	
					29522	275283	0.000000	09/01/2020	September 2020 Results	
					29522	275282	0.000000	10/22/2020	October 2020 Results	
					29522	275281	0.000000	11/13/2020	November 2020 Results	
					29522	275280	0.000000	12/04/2020	December 2020 Results	
					70.000000	70.000000	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	
					29521	275296	72.440000	10/22/2020	Annual Survey Results FY20	
29123	Farmers.gov uptime, hours in a year as the denominator and (hours in a year less hours that farmers was offline) as the denominator	percentage	2 - Strategic and Business Results	99.500000	99.500000		Under target	Quarterly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	No

Page 30 / 34 of Business Case	Date of Last Revision: 2021-08-24	Business Case (2022)
-------------------------------	-----------------------------------	----------------------

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?
29120	Use annual survey of producers, field offices and HQ customers to assess the value of farmers.gov to their work	percentage	1 - Customer Satisfaction (Process Results)	75.000000	29121	256233	100.000000	12/26/2019	Results Period Nov 01, 2019 - Dec 01, 2019	
					29121	256232	100.000000	01/30/2020	Results Period Dec 01, 2019 - Jan 01, 2020	
					29121	256231	100.000000	02/14/2020	Results Period Jan 01, 2020 - Feb 01, 2020	
					75.000000		Under target	Annual	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
NONE										
28378	COC: Socially Disadvantaged (SDA) farmers County Office Committee Membership. Percentage of voting members of County Committees who are Socially Disadvantaged by race or ethnicity.	percentage	2 - Strategic and Business Results	6.600000	6.700000		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	
NONE										

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

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

28377	COC: System end-to-end latency. Average elapsed time from to end user from submit to system response. Measured weekdays only during business hours, excluding federal holidays.	seconds	2 - Strategic and Business Results	3.000000	3.000000		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

28376	COC: System availability. Percentage of time request to the system are completed without error.	percentage	2 - Strategic and Business Results	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
-----------	------------------	---------------	-----------------------	---------

NONE

28375	OTIS: Data Collection: Entry of Outreach Data into the OTIS system results in less than 2% loss of information.	percentage	2 - Strategic and Business Results	2.000000	2.000000		Under target	Annual	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

28373	Monthly financial data for the investment, obligated vs. actual: This goal captures the ability to fully utilizes, track and monitor the planned budget for this investment. Actual results will be within +/- 10% of obligated for non payroll spend.	percentage	3 - Financial Performance	89.900000	89.900000		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
28373	260447	99.000000	04/09/2020	Results Period Mar 1, 2020 - Apr 01, 2020
28373	257968	96.000000	03/02/2020	Results Period Feb 1, 2020 - Mar 01, 2020
28373	256230	99.050000	12/26/2019	Results Period Nov 01, 2019 - Dec 01, 2019
28373	256229	95.500000	01/30/2020	Results Period Dec 01, 2019 - Jan 01, 2020
28373	256228	96.000000	02/14/2020	Results Period Jan 1, 2020 - Feb 01, 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?
					28373	252044	99.000000	11/05/2019	Results Period Oct 01, 2019 - Nov 01, 2019	