

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2016-11-18
Date of Last Change to Activities: 2018-03-26
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: 2021-04-29

Agency: 006 - Department of Commerce **Bureau:** 07 - Bureau of the Census

- 1. Name of this Investment:** Census - Schedule A Human Resources Recruiting, Payroll System (C-SHARPS)
- 2. Unique Investment Identifier (UJI):** 006-000403700

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):

006SO18250: Conduct a Complete and Accurate Decennial Census

Agency Priority Goal(s):

006APG200119: Conduct a Complete and Accurate 2020 Decennial Census

- 2. Briefly describe the investment's return on investment, including benefits internal and external to the government and outcomes achieved or planned.**
The C-SHaRPS program intends to achieve the following five business goals to support the mission of the Census Bureau: Mitigate risks by automating HR business rules and processes for Schedule A employees; Improve communication between Schedule A applicants and employees and the Census Bureau; Provide data for Census Bureau managers to make better decisions and take required actions in the management of Schedule A employees; Reduce the burden on Schedule A applicants and employees; Focus the Census Bureau on mission critical tasks. The C-SHaRPS solution will achieve these goals by providing all capabilities to support the full spectrum of HR processes applicable to Schedule A employees, in alignment with the OPM HR Line of Business (LOB) Business Reference Model, by using a combination of existing and new systems.

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

Table I.B.1 Affected Investment Information	
Investment UII	To Be Status
NONE	

4. Does the Investment currently include an intra- or inter-Agency shared service (common, shared, or centralized solution)?:

YES

5. Does the Investment plan to include an Intra- or Inter-Agency shared service that it does not currently include (common, shared, or centralized solution)?:

NO

6. If systems contained in this Investment collect data from the public, please identify the OMB Control Numbers which authorize that data collection as per the Paperwork Reduction Act. Use [Reginfo](#) at the following link to identify information collection requests and OMB control numbers. Agencies can work with their Records Officers to determine the applicability.

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

Viola Lewis

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

1 - FAC-P/PM(DAWIA-3)- Senior

Section C: Life Cycle Costs

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

Table I.C.1 Life Cycle Costs				
	PY-1 & Prior	PY 2021	CY 2022	BY 2023
Planning Costs:	0	0	0	0
DME (Excluding Planning) Costs:	0	0	0	0
DME (Including Planning) Govt. FTEs:	0	0	0	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	0	0	0	0
O & M Costs:	\$27.098000	\$35.443000	\$2.150000	0
O & M Internal Labor (Govt. FTE):	0	0	0	0
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$27.098000	\$35.443000	\$2.150000	0
Total Cost (Including Internal Labor (Govt. FTE)):	\$27.098000	\$35.443000	\$2.150000	0
Total Cost Internal Labor (Govt. FTE) costs:	0	0	0	0
# of FTE rep by costs:	0	0	0	0
Total change from prior year final President's Budget (\$)		\$35.443000	\$2.150000	
Total change from prior year final President's Budget		0.00%	0.00%	

Table I.C.1 Life Cycle Costs

	PY-1 & Prior	PY 2021	CY 2022	BY 2023
(%)				

2.
 - a. In which year did or will this investment begin? (specify year - e.g., PY-1= 2019)
2017
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2021
3. Compare the funding levels for PY and CY to the final FY 2022 President's Budget for those same years. Briefly explain any significant changes. When making comparisons, ensure that you compare same-year-to-same-year (e.g., the FY20 level for 2020 versus the FY21 level for 2020):
No change. This is the first year for this investment

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** CENSUS - SCHEDULE A HUMAN RESOURCES RECRUITING, PAYROLL SYSTEM (C-SHARPS)
2. **Unique Investment Identifier (UII):** 006-000403700

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?
4037P17006	Census Integration Testing		08/01/2017	12/31/2017	\$3.1	
4037P17003	Program Management		02/13/2017	03/14/2017	\$0.4	
4037P17004	Discovery and Design		01/03/2017	03/09/2017	\$0.7	
4037P17005	Vendor Re-engineering		02/06/2017	08/31/2017	\$10.5	

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
4037P17004	Design Personnel & Payroll Solution	Modify existing interface control documents and create detailed design specification document	4037P17004.2	2017-01-03	2017-01-03	2017-01-03	2017-02-17	2017-02-17	2017-02-22	0.326000	0.200000	0.200000
4037P17004	Design Recruiting & Selection Solution (R&S)	Design interface control documents for R&S interfaces, develop test evaluation management plan, drafted detailed design specification document	4037P17004.1	2017-01-03	2017-01-03	2017-01-03	2017-03-09	2017-03-09	2017-03-09	0.326000	0.200000	0.200000

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
4037P17003	Implement PM procedures	Manage schedule, manage status, manage risk, and create lesson learns report	4037P17003.1	2017-02-13	2017-02-13	2017-02-13	2017-03-14	2017-03-14	2017-03-14	0.408000	0.408000	0.408000
4037P17005	Develop Personnel & Payroll	Prepare DAPPS in existing environment for TRR, modify existing Personnel & Payroll interfaces, and develop testing strategy	4037P17005.2	2017-02-15	2017-02-23	2017-02-23	2017-07-14	2017-08-31	2017-08-31	5.228000	5.228000	2.406500
4037P17005	Develop R&S Solution	Develop R&S solution sprints, develop new R&S interfaces, and develop testing strategy	4037P17005.1	2017-02-06	2017-02-06	2017-02-06	2017-08-23	2017-08-23	2017-08-31	5.228000	5.228000	2.406500
4037P17006	Integrate & Test R&S	Develop R&S testing sprint scenarios, conduct load testing, and create Test Analysis Report (TAR)	4037P17006.1	2017-08-01	2017-08-01	2017-08-01	2017-12-31	2017-12-31	2017-12-31	1.550000	1.550000	0.047000
4037P17006	Integrate & Test Personnel & Payroll	Conduct Personnel & Payroll testing in DEV environment, test applications in TEST	4037P17006.2	2017-08-01	2017-08-01	2017-08-01	2017-12-31	2017-12-31	2017-12-31	1.550000	1.550000	0.047000

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
		environment, conduct load testing, and create TAR										

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?
27228	The percentage of contract costs contractors must use when the costs may be either greater, substantially lower or not adequate to complete the	percentage	3 - Financial Performance		75.500000	75.500000	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?
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balance of work remaining in the contract

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
27228	285124	100.000000	03/31/2021	
27228	278515	100.000000	12/31/2020	
27228	274204	100.000000	09/30/2020	
27228	265920	100.000000	06/30/2020	
27228	265894	100.000000	03/31/2020	
27228	256290	100.000000	12/31/2019	
27228	251613	100.000000	09/30/2019	
27228	247364	100.000000	06/30/2019	
27228	243819	100.000000	04/30/2019	
27228	233960	100.000000	09/30/2018	
27228	227250	100.000000	06/30/2018	

27227	Accuracy of information provided to the customer	percentage	1 - Customer Satisfaction (Process Results)		99.500000	99.500000	Over target	Monthly		No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
27227	289536	99.100000	05/31/2021	New CSRs were hired to support

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?
									PES and the percentage is 99.1 versus 99.5. There were 203 calls and 99.5% equates to 201.99 calls were indicated accuracy and only 201.17 indicated accuracy. There is one call difference.?	
					27227	287395	99.930000	04/30/2021		
					27227	285125	99.870000	03/31/2021		
					27227	283760	99.670000	02/28/2021		
					27227	281497	99.860000	01/31/2021		
					27227	278517	99.560000	12/31/2020		
					27227	278516	99.240000	11/30/2020	Start up of a new data collection operation where 10,000+ new hires began work resulted in the drop in the metric.	
					27227	275174	99.890000	10/31/2020		
					27227	274205	99.860000	09/30/2020		
					27227	271435	99.510000	08/31/2020		
					27227	270735	99.150000	07/31/2020	In July, the Help Desk hired and trained new Staff in preparation for peak operations. The difference was related to the new staff.	
					27227	265921	99.120000	06/30/2020	In June, the Help Desk hired and trained new Staff in preparation for peak operations. The difference was related to the new staff.	
					27227	265897	99.680000	05/31/2020		

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?
					27227	265896	99.610000	04/30/2020		
					27227	265895	99.700000	03/31/2020		
					27227	259251	99.350000	02/29/2020	In February, the Help Desk hired and trained new Staff in preparation for peak operations. The slight difference was related to the new staff.	
					27227	258046	99.770000	01/31/2020		
					27227	256289	100.000000	12/31/2019		
					27227	253711	99.340000	11/30/2019	Onboarding new staff at the Help desk in preparation for Peak Operations.	
					27227	253317	99.210000	10/31/2019	Onboarding new staff at the Help desk in preparation for Peak Operations.	
					27227	251612	99.500000	09/30/2019		
					27227	250014	99.240000	08/31/2019	30,000 new employees in the last 4 weeks.	
					27227	247363	99.320000	06/30/2019	Over 10,000 new employees were onboarded this month and the new system users affected the percentage.	
					27227	247362	99.340000	07/31/2019	Over 15,000 new employees were onboarded this month and the new system users affected the percentage.	
					27227	245174	99.750000	05/31/2019		
					27227	243818	99.560000	04/30/2019		
					27227	242431	98.040000	03/31/2019		

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

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

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
27226	289537	100.000000	05/31/2021	
27226	287396	100.000000	04/30/2021	
27226	285126	100.000000	03/31/2021	
27226	283761	100.000000	02/28/2021	
27226	281498	100.000000	01/31/2021	
27226	278519	100.000000	12/31/2020	
27226	278518	100.000000	11/30/2020	
27226	275175	100.000000	10/31/2020	
27226	274206	100.000000	09/30/2020	
27226	271436	100.000000	08/31/2020	
27226	270736	100.000000	07/31/2020	
27226	265922	100.000000	06/30/2020	
27226	265900	100.000000	05/31/2020	
27226	265899	100.000000	04/30/2020	
27226	265898	100.000000	03/31/2020	

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?
					27226	259250	100.000000	02/29/2020		
					27226	258045	100.000000	01/31/2020		
					27226	256288	100.000000	12/31/2019		
					27226	253710	100.000000	11/30/2019		
					27226	253316	100.000000	10/31/2019		
					27226	251611	100.000000	09/30/2019		
					27226	250013	100.000000	08/31/2019		
					27226	247361	100.000000	06/30/2019		
					27226	247360	100.000000	07/31/2019		
					27226	245173	100.000000	05/31/2019		
					27226	243817	100.000000	04/30/2019		
					27226	242430	100.000000	03/31/2019		
					27226	241225	100.000000	02/28/2019		
					27226	237844	100.000000	12/31/2018		
					27226	237843	100.000000	01/31/2019		
					27226	237004	100.000000	10/31/2018		
					27226	237003	100.000000	11/30/2018		

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

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					27226	233958	100.000000	09/30/2018		
					27226	232192	0.000000	08/31/2018	2020 C-SHaRP Ecosystem Enhancements were being tested in ITE. Appropriate Messaging was posted to notify potential applicants of when the 2020 system would be operational.	
					27226	227247	100.000000	06/30/2018		
					27226	227246	100.000000	07/31/2018		
					27226	224714	100.000000	05/31/2018		
					27226	223792	100.000000	04/30/2018		
					27226	222289	100.000000	03/31/2018		
					27226	220646	100.000000	01/31/2018		
					27226	220645	100.000000	02/28/2018		
27225	The percentage and/or total time R&A and LMS systems are online and accessible.	percentage	2 - Strategic and Business Results		99.500000	99.500000	Over target	Monthly		No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
27225	289538	99.990000	05/31/2021							
27225	287397	99.990000	04/30/2021							
27225	285127	99.990000	03/31/2021							

Metrics Definitions and Actual Results Table D.2 / D.3										
Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					27225	283762	99.990000	02/28/2021		
					27225	281499	99.990000	01/31/2021		
					27225	278521	99.990000	12/31/2020		
					27225	278520	99.990000	11/30/2020		
					27225	275176	99.990000	10/31/2020		
					27225	274207	99.990000	09/30/2020		
					27225	271437	99.990000	08/31/2020		
					27225	270737	99.990000	07/31/2020		
					27225	265923	99.990000	06/30/2020		
					27225	265903	99.990000	05/31/2020		
					27225	265902	99.990000	04/30/2020		
					27225	265901	99.990000	03/31/2020		
					27225	259249	99.000000	02/29/2020		
					27225	258044	99.990000	01/31/2020		
					27225	256287	99.990000	12/31/2019		
					27225	253709	100.000000	11/30/2019		
					27225	253315	99.900000	10/31/2019		

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?
					27225	251610	99.900000	09/30/2019		
					27225	250012	99.900000	08/31/2019		
					27225	247359	100.000000	06/30/2019		
					27225	247358	100.000000	07/31/2019		
					27225	245172	99.900000	05/31/2019		
					27225	243816	99.750000	04/30/2019		
					27225	242429	99.750000	03/31/2019		
					27225	241224	99.750000	02/28/2019		
					27225	237842	100.000000	12/31/2018		
					27225	237841	99.500000	01/31/2019		
					27225	237002	99.500000	10/31/2018		
					27225	237001	100.000000	11/30/2018		
					27225	233957	99.000000	09/30/2018		
					27225	232191	0.000000	08/31/2018	2020 C-SHaRP Ecosystem Enhancements were being tested in ITE. Appropriate Messaging was posted to notify potential applicants of when the 2020 system would be operational.	
					27225	227245	99.000000	06/30/2018		

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

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
27224	The percentage of applications successfully transferred to DAPPS.	percentage	2 - Strategic and Business Results		27225	227244	100.000000	07/31/2018		
					27225	224713	100.000000	05/31/2018		
					27225	223791	100.000000	04/30/2018		
					27225	222288	99.000000	03/31/2018		
					27225	220644	99.000000	01/31/2018		
					27225	220643	99.000000	02/28/2018		
					95.500000	95.500000	Over target	Monthly		No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
27224	289539	100.000000	05/31/2021							
27224	287398	100.000000	04/30/2021							
27224	285128	100.000000	03/31/2021							
27224	283763	100.000000	02/28/2021							
27224	281500	100.000000	01/31/2021							
27224	278523	100.000000	12/31/2020							
27224	278522	99.990000	11/30/2020							
27224	275177	99.990000	10/31/2020							

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?
					27224	274208	99.990000	09/30/2020		
					27224	271438	99.990000	08/31/2020		
					27224	270738	99.990000	07/31/2020		
					27224	265924	99.990000	06/30/2020		
					27224	265906	99.990000	05/31/2020		
					27224	265905	99.990000	04/30/2020		
					27224	265904	99.990000	03/31/2020		
					27224	259248	99.990000	02/29/2020		
					27224	258043	99.990000	01/31/2020		
					27224	256286	99.990000	12/31/2019		
					27224	253708	99.990000	11/30/2019		
					27224	253314	99.990000	10/31/2019		
					27224	251609	99.990000	09/30/2019		
					27224	250011	99.990000	08/31/2019		
					27224	247357	99.850000	06/30/2019		
					27224	247356	99.990000	07/31/2019		
					27224	245171	99.850000	05/31/2019		

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?
					27224	243815	99.750000	04/30/2019		
					27224	242428	99.750000	03/31/2019		
					27224	241223	99.750000	02/28/2019		
					27224	237840	99.500000	12/31/2018		
					27224	237839	99.500000	01/31/2019		
					27224	237000	99.500000	10/31/2018		
					27224	236999	99.500000	11/30/2018		
					27224	233956	99.000000	09/30/2018		
					27224	232190	0.000000	08/31/2018	2020 C-SHaRP Ecosystem Enhancements were being tested in ITE. Appropriate Messaging was posted to notify potential applicants of when the 2020 system would be operational.	
					27224	227243	100.000000	06/30/2018		
					27224	227242	100.000000	07/31/2018		
					27224	224712	100.000000	05/31/2018		
					27224	223790	100.000000	04/30/2018		
					27224	222287	99.000000	03/31/2018		
					27224	220642	100.000000	01/31/2018		

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

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					27224	220641	99.000000	02/28/2018		