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: 2021-08-18
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: 2021-08-18

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

1. Name of this Investment: Census - Field Support Systems

2. Unique Investment Identifier (UII): 006-000400800

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):
   006SO18034: Provide Accurate Data to Support Economic Activity

   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 FSS directly supports data collection efforts for reimbursable and appropriated programs. The FSS systems and applications are used to collect data for numerous critical economic and demographic national statistics. These include but are not limited to, the American Community Survey, the Current Population Survey (National Unemployment Rate) and the Survey of Construction (Housing Starts). In FY16FY17, we supported stable, proven and reliable data collection systems and applications that produce consistent results for our customers. The primary external stakeholders are the U.S. Congress, federal and state policymakers, private and government researchers and analysts, profit and non-profit human service agencies, hospitals and business analysts, and the American public. In addition, Federal Agencies such as Bureau of Labor Statistics, Bureau of Justice Statistics, Center for Disease Control (in particular National Center for Health Statistics), and the Department of Housing and Urban Development

depend on data support by FSS. The primary internal stakeholders include the Demographic Programs Directorate, the Economic Programs Directorate, Geography Division, and the American Community Survey. As for benefits to our customers, FSS provides trusted and accurate data regarding status of our economy, society and environment, enabling customers such as the American public, U.S. Congress, and both private and government sector personnel to make informed decisions. Use of automated data collection techniques within FSS helps reduce data gathering efforts and cost, and allows us to share the data more quickly with our program sponsors. By leveraging this shared service, field infrastructure, and highly trained field staff sponsors receive high-quality data at a cost-effective price.

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)?:**
NO

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.**
0601-0125|0607-0049|0607-0110|0607-0757|0607-0810|0607-0936|0607-0977|0607-1810|0920-0214|0920-0234|0920-0278|1018-0088|1121-0111|1220-0050|1220-0100|2528-0013|2528-0017
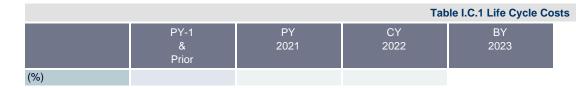
7. **Provide the name of the Investment-level project manager:**
Jason R. May

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:	$3.340690	$4.072990	$1.918120	0
DME (Including Planning) Govt. FTEs:	0	0	$0.150000	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	$3.340690	$4.072990	$2.068120	0
O & M Costs:	$17.900540	$16.525027	$20.074450	$24.246710
O & M Internal Labor (Govt. FTE):	$9.535770	$9.535650	$9.535590	$9.535590
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	$27.436310	$26.060677	$29.610040	$33.782300
Total Cost (Including Internal Labor (Govt. FTE)):	$30.777000	$30.133667	$31.678160	$33.782300
Total Cost Internal Labor (Govt. FTE) costs:	$9.535770	$9.535650	$9.685590	$9.535590
# of FTE rep by costs:	63	83	66	43

Total change from prior year final President's Budget ($)		$30.133667	$31.678160	
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)**
       2002

    b.   **In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)**
       2024

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):**

There have been no changes for the PY and CY year reported yet. CY19 will likely include the first stages of a CAPI Laptop Refresh that was not part of the Congressional Request. The CAPI Laptop Refresh is currently updating cost estimates and preparing an Acquisition Plan.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1.   **Name of this Investment:**   CENSUS - FIELD SUPPORT SYSTEMS

2.   **Unique Investment Identifier (UII):**   006-000400800

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?
4008M02001	2014 R&D of CAPI Device		10/03/2011	10/05/2012	$0.4	
4008M02002	HSPD 12		10/03/2011	03/30/2012	$0.5	
4008D11003	Field Restructuring		10/03/2011	12/14/2012	$1.0	
4008D12004	CAPI Refresh Acquisition		10/01/2012	09/30/2013	$0.4	
4008D14006	NextGen R&D		10/01/2012	09/30/2013	$0.7	
4008D14007	CAPI Refresh Acquisition - 2015		10/01/2013	09/15/2014	$0.4	
4008D14008	Next Gen CAPI Device & Data Transmission R&D		10/01/2013	08/30/2014	$0.2	
4008D15009	Deployment of CAPI 2015 Devices		10/01/2013	12/31/2015	$43.2	
4008D35010	Device R&D		10/01/2015	09/30/2017	$0.8	
4008D16011	Blaise 5 Research	This is a research project to determine the feasability of deploying Blaise 5 across multiple platforms.	12/15/2015	09/08/2016	$0.1	No
4008O19001	CAPI Refresh Acquisition - 2019	Contract award for the acquisition of the next generation CAPI device and associated services.	05/04/2018	10/01/2019	$28.7	No
4008D20001	Deployment of CAPI 2019 Devices	Deploy CAPI 2019 data collection devices and associated services to the field.	10/01/2019	06/30/2021	$4.5	No

Section C2: Project Activities

1.   **Provide all non-agile project activities for projects in Table C.1 that started in a previous FY (PY and earlier) and that have not been completed by the beginning of the CY, as well as activities that are scheduled to start in the current FY and BY.**

					Project Activity Table C.2.1							
Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
4008D16011	Device Purchase	Purchase Additional Devices to conduct research	4008D16011.1	2015-12-15	2015-12-15	2016-01-01	2016-02-15	2016-06-01	2016-05-17	0.004330	0.004330	0.000310
4008D16011	Blaise Layouts	Research Blaise Layouts, work on standards	4008D16011.3	2016-01-04	2016-01-04	2015-01-04	2016-03-04	2016-09-12	2016-09-12	0.014858	0.014858	0.032921
4008D16011	Manipulate scripts	Research Blaise 5 Manipulate scripts, compare to Blaise 4 results	4008D16011.4	2016-01-04	2016-01-04	2016-01-04	2016-03-04	2016-03-04	2016-03-04	0.005535	0.005535	0.010708
4008D16011	Windows Laptop	Research deploying Blaise 5 to a Windows Laptop	4008D16011.5	2016-01-04	2016-01-04	2016-01-04	2016-03-04	2016-08-25	2016-08-25	0.003989	0.003989	0.016496
4008D16011	Android Devices	Research deploying Blaise 5 to Android Devices	4008D16011.6	2016-01-04	2016-01-04	2016-03-01	2016-03-04	2016-09-12	2016-09-12	0.005318	0.005318	0.000931
4008D16011	Browsers	Research Blaise running in Different Browsers	4008D16011.9	2016-03-07	2016-04-07	2016-04-07	2016-05-07	2016-08-08	2016-08-22	0.002659	0.002659	0.000853
4008D16011	OIS Devices	Research deploying Blaise 5 to an IOS Devices	4008D16011.7	2016-03-07	2016-04-07	2016-04-07	2016-06-07	2016-09-12	2016-09-12	0.007977	0.007977	0.000155
4008D16011	Mobile instrument solution	Research Mobile instrument solution to determine if it can be run on the Network	4008D16011.8	2016-03-07	2016-03-07	2016-03-07	2016-06-07	2016-06-07	2016-07-15	0.011905	0.011905	0.002678

						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
4008D16011	Blaise Services	Research Blaise Services, Blaise API Calls, and calls to external applications	4008D16011.10	2016-06-08	2016-06-08	2016-07-07	2016-09-08	2016-09-23	2016-09-23	0.015703	0.015703	0.000001
4008D16011	Blaise Tools	Research Blaise Tools, including the Instrument builder, watch window, session veiwer, etc.	4008D16011.2	2016-06-08	2016-08-05	2016-08-22	2016-09-08	2016-09-23	2016-09-23	0.009609	0.009609	0.000001
4008D35010	Develop Cost/Benefit Analysis	Develop a cost/ benefit analysis for devices and related technologies that will be used to inform the selection of laptops and other devices p lanned for upgrade in 2020/2021.	4008D35010.1	2015-10-01	2015-10-01	2016-06-15	2017-09-30	2017-03-31	2017-03-31	0.421000	0.025000	0.025950
4008D35010	Develop Reco mmendation based on Cost-Benefit Analysis	Document reco mmendation for selection of laptops to be upgraded in 2020/2021 based upon results of cost/benefits analysis.	4008D35010.2	2017-04-01	2017-04-01	2017-04-01	2017-09-30	2017-09-30	2017-09-30	0.421000	0.030000	0.007860
4008O19001	Purchase Hardware	Evaluation and Selection of Winning	4008O19001.1	2018-05-04	2018-05-04	2018-10-01	2019-10-01	2019-10-01	2019-11-08	28.658000	28.658000	4.919319
4008D20001	PES Listing	PES Listing	4008D20001.1	2019-10-01	2019-10-01	2019-10-01	2020-02-01	2020-02-01	2020-02-01	1.232830	1.232830	0.119653

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
	Ops 1	Ops 1										
4008D20001	PES Listing Ops 2	PES Listing Ops 1	4008D20001.2	2020-03-01	2020-03-01	2020-02-01	2020-04-01	2020-04-01	2020-09-30	1.232830	1.232830	1.902034
4008D20001	PES PI/CS Refresh Stage 1	Refresh Stage 1	4008D20001.3	2020-05-01	2020-05-01	2020-10-01	2020-09-01	2020-09-01	2020-12-31	1.232840	0.890005	0.891273
4008D20001	CS Refresh Deployment	Refresh Deployment	4008D20001.4	2021-01-01	2021-01-01	2021-01-01	2021-06-30	2021-06-30	2021-06-30	0.835273	1.178108	1.176840

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?
25715	% of Field Staff that have successfully passed the client status check	Percentage	2 - Strategic and Business Results	95.000000	96.000000	96.000000	Over target	Quarterly	006SO18034 : Provide Accurate Data to Support Economic Activity	No

							Metrics Definitions and Actual Results Table D.2 / D.3			
Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
25715	285134	99.480000	03/31/2021	
25715	278553	99.890000	12/31/2020	
25715	274194	99.600000	09/30/2020	
25715	266021	99.970000	06/30/2020	
25715	265828	99.970000	03/31/2020	
25715	256285	99.930000	12/31/2019	
25715	253310	99.950000	09/30/2019	
25715	247319	99.920000	06/30/2019	
25715	242423	99.970000	03/31/2019	
25715	239133	99.980000	12/31/2018	
25715	233949	99.950000	09/30/2018	
25715	222283	99.960000	03/31/2018	
25715	217464	99.910000	12/31/2017	
25715	212881	99.840000	09/30/2017	
25715	193958	99.590000	06/30/2017	
25715	186969	96.500000	03/31/2017	

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?
					25715	181437	99.940000	12/30/2016		
25714	% of transmissions that are successful	Percentage	2 - Strategic and Business Results	94.000000	96.000000	96.000000	Over target	Quarterly		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
25714	285135	99.600000	03/31/2021	
25714	278554	99.600000	12/31/2020	
25714	274195	99.940000	09/30/2020	
25714	266022	99.480000	06/30/2020	
25714	265829	99.230000	03/31/2020	
25714	256284	99.110000	12/31/2019	
25714	253309	99.240000	09/30/2019	
25714	247318	99.010000	06/30/2019	
25714	242422	98.910000	03/31/2019	
25714	239132	97.000000	12/31/2018	
25714	233948	97.950000	09/30/2018	
25714	222282	97.210000	03/31/2018	
25714	217463	99.310000	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?
					25714	212880	98.220000	09/30/2017		
					25714	193957	97.466000	06/30/2017		
					25714	186968	96.400000	03/31/2017		
					25714	181436	95.310000	12/30/2016		
24391	Cost to repair devices (per unit cost)	Number	3 - Financial Performance	360.000000	354.000000	354.000000	Under target	Quarterly		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
24391	285136	335.990000	03/31/2021	
24391	278555	335.990000	12/31/2020	
24391	274196	335.990000	09/30/2020	
24391	266023	335.990000	06/30/2020	
24391	265830	335.990000	03/31/2020	
24391	256283	335.990000	12/31/2019	
24391	247317	335.990000	06/30/2019	
24391	242421	335.990000	03/31/2019	
24391	239131	450.390000	12/31/2018	We had a survey expansion in the first quarter of FY18 so more units needed repair as they were returned.
24391	233947	450.390000	09/30/2018	We had a survey expansion in the first quarter of FY18 so more units

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?
									needed repair as they were returned.	
					24391	222281	450.390000	03/31/2018	We had a survey expansion in the first quarter of FY18 so more units needed repair as they were returned.	
					24391	220638	316.590000	12/31/2017		
					24391	212879	327.480000	09/30/2017		
					24391	193956	350.830000	12/30/2016		
					24391	193955	450.290000	06/30/2017	per repair 'cost' expected to go down since AHS ramp up started mid-may,	
					24391	188858	320.410000	01/31/2017		
					24391	188857	199.940000	03/31/2017		
					24391	177531	351.000000	09/30/2016		
					24391	163767	206.760000	03/31/2016		
20525	Percent deviation of actual costs from planned costs	Percentage	3 - Financial Performance				Under target	Quarterly		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
20525	151339	4.200000	09/30/2015	
20525	143219	7.000000	06/30/2015	
20525	133127	-2.000000	03/31/2015	
20525	120013	2.000000	12/31/2014	

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?	
1470	% data delivered to sponsors on time	Percentage	2 - Strategic and Business Results	94.000000	96.000000	96.000000	Over target	Monthly		No	

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
1470	289526	100.000000	05/31/2021	
1470	287268	100.000000	04/30/2021	
1470	285137	100.000000	03/31/2021	
1470	283756	100.000000	02/28/2021	
1470	281512	100.000000	01/31/2021	
1470	278556	100.000000	12/31/2020	
1470	276651	100.000000	11/30/2020	
1470	275184	100.000000	10/31/2020	
1470	274197	0.000000	09/30/2020	For cdr_yu08, the survey can't be closed out by the RO's due to COVID-19
1470	271444	0.000000	08/31/2020	For cdr_yu07, the survey can't be closed out by the RO's due to COVID-19
1470	270739	0.000000	07/31/2020	For cdr_yu06, the survey can't be closed out by the RO's due to COVID-19
1470	266024	0.000000	06/30/2020	For cdr_yu05, the survey can't be closed out by the RO's due to COVID-19
1470	265834	0.000000	05/31/2020	For cdr_yu04, the survey can't be closed out by the RO's due to

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?
									COVID-19	
					1470	265833	0.000000	04/30/2020	For cdr_yu02, the survey can't be closed out by the RO's due to COVID-19	
					1470	265832	0.000000	03/31/2020	For cdr_yu02, the survey can't be closed out by the RO's due to COVID-19	
					1470	265831	100.000000	01/31/2016		
					1470	259245	0.000000	02/29/2020	MCS was not able to deliver data to our customers on time this month. Forthe HIS survey, problem cases were delivered to the sponsor causing their programs to fail. LTSO had to get on the FR's laptop to have the cases delivered. By doing this, the survey had to be reopened and output had to be recreated for the sponsor.	
					1470	258040	100.000000	01/31/2020		
					1470	256282	100.000000	12/31/2019		
					1470	253705	100.000000	11/30/2019		
					1470	253308	100.000000	10/31/2019		
					1470	251605	100.000000	09/30/2019		
					1470	250007	100.000000	08/31/2019		
					1470	247316	100.000000	06/30/2019		
					1470	247315	90.000000	07/31/2019	The his_xe06 survey was reopened by request of sponsor to receive a case with an updated outcome from the Atlanta RO.	

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?
					1470	245167	100.000000	05/31/2019		
					1470	243811	100.000000	04/30/2019		
					1470	242420	100.000000	03/31/2019		
					1470	240904	96.000000	02/28/2019		
					1470	239130	100.000000	12/31/2018		
					1470	239129	71.000000	01/31/2019	The ag2_va12 and ag2_vb12 surveys closed out late due to the Chicago RO having weather related issues.	
					1470	237240	91.000000	10/31/2018	A survey was reopened at the request of the survey sponsor to fix 2 cases that checked in with errors.	
					1470	237239	100.000000	11/30/2018		
					1470	233946	100.000000	09/30/2018		
					1470	231989	100.000000	08/31/2018		
					1470	229064	100.000000	06/30/2018		
					1470	229063	100.000000	07/31/2018		
					1470	224707	100.000000	05/31/2018		
					1470	223786	100.000000	04/30/2018		
					1470	222280	100.000000	03/31/2018		
					1470	220637	100.000000	02/28/2018		

					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?
					1470	219273	100.000000	01/31/2018		
					1470	217462	100.000000	12/31/2017		
					1470	216060	100.000000	11/30/2017		
					1470	214517	100.000000	10/31/2017		
					1470	212878	100.000000	07/31/2017		
					1470	212877	100.000000	08/31/2017		
					1470	212876	91.000000	09/30/2017	error on input file caused delay in cases being worked	
					1470	193954	100.000000	05/31/2017		
					1470	193953	100.000000	06/30/2017		
					1470	188856	100.000000	04/30/2017		
					1470	186967	82.000000	03/31/2017	Root Cause: surveys late due to corrupted data took longer to repair	
					1470	185596	100.000000	02/28/2017		
					1470	183277	100.000000	01/31/2017		
					1470	181435	100.000000	12/30/2016		
					1470	178885	100.000000	10/30/2016		
					1470	178884	100.000000	11/30/2016		
					1470	177530	100.000000	06/30/2016		

Metrics Definitions and Actual Results Table D.2 / D.3										
Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					1470	177529	100.000000	07/31/2016		
					1470	177528	100.000000	08/31/2016		
					1470	177527	100.000000	09/30/2016		
					1470	168139	100.000000	04/30/2016		
					1470	168138	100.000000	05/31/2016		
					1470	163770	100.000000	03/31/2016		
					1470	161491	100.000000	02/29/2016		
					1470	156607	100.000000	12/31/2015		
					1470	155250	100.000000	11/30/2015		
					1470	153924	94.000000	10/31/2015		
					1470	151342	100.000000	07/31/2015		
					1470	151341	100.000000	08/31/2015		
					1470	151340	100.000000	09/30/2015		
					1470	143221	93.000000	06/30/2015	13 of 14 were closed on time in June. Since there was such a small number of surveys this month, missing just one caused the target to be missed (by 1 business day)	
					1470	140385	100.000000	05/31/2015		
					1470	137669	100.000000	04/30/2015		

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?
					1470	133129	100.000000	03/31/2015		
					1470	127609	93.000000	02/28/2015		
					1470	125349	100.000000	01/31/2015		
					1470	120021	93.000000	12/31/2014		
					1470	117853	98.000000	11/30/2014		
					1470	112935	93.000000	10/31/2014		
					1470	110205	100.000000	09/30/2014		
					1470	102825	93.000000	07/31/2014		
					1470	102823	93.000000	08/30/2014		
					1470	99587	100.000000	06/30/2014		
					1470	95427	100.000000	05/31/2014		
					1470	92055	100.000000	04/30/2014		
					1470	88357	100.000000	03/31/2014		
					1470	83935	93.300000	02/28/2014		
					1470	77381	100.000000	12/31/2013		
					1470	73193	100.000000	10/31/2013		
					1470	73191	100.000000	11/30/2013		

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?
					1470	69611	100.000000	07/31/2013		
					1470	69609	100.000000	08/31/2013		
					1470	69607	100.000000	09/30/2013		
					1470	59921	100.000000	06/30/2013		
					1470	58344	100.000000	05/31/2013		
					1470	56379	100.000000	04/30/2013		
					1470	51309	100.000000	03/31/2013		
					1470	47957	100.000000	02/28/2013		
					1470	44457	93.000000	01/31/2013		
					1470	40761	93.000000	12/31/2012		
					1470	37279	93.000000	11/30/2012		
					1470	32639	85.000000	10/31/2012	Due to the RO transition, there were a few closing ROs that did not have any cases. We had to get TAC involved to closeout those RO's so the survey could close all the way out. This caused the survey to close a couple of days late.	
					1470	28127	100.000000	09/30/2012		
1469	Anytime Connectivity- % of time Field Representatives	Percentage	2 - Strategic and Business Results				Over target	Monthly		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?
	can complete transmissions									

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
1469	168141	96.850000	04/30/2016	
1469	168140	96.770000	05/31/2016	
1469	163766	97.390000	03/31/2016	
1469	161488	97.040000	02/29/2016	
1469	156610	96.000000	12/31/2015	
1469	155252	96.000000	11/30/2015	
1469	153923	96.500000	10/31/2015	
1469	151345	95.800000	07/31/2015	
1469	151344	96.000000	08/31/2015	
1469	151343	96.200000	09/30/2015	
1469	143225	96.300000	06/30/2015	
1469	140387	96.600000	05/31/2015	
1469	137667	97.100000	04/30/2015	
1469	133133	97.600000	03/31/2015	
1469	127611	97.800000	02/28/2015	

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?
					1469	125347	97.300000	01/31/2015		
					1469	120019	97.400000	12/31/2014		
					1469	117857	97.200000	11/30/2014		
					1469	112937	97.100000	10/31/2014		
					1469	110209	97.300000	09/30/2014		
					1469	102821	97.500000	07/31/2014		
					1469	102819	96.200000	08/30/2014		
					1469	99589	96.500000	06/30/2014		
					1469	95425	97.000000	05/31/2014		
					1469	92057	98.000000	04/30/2014		
					1469	88365	98.100000	03/31/2014		
					1469	83933	97.700000	02/28/2014		
					1469	80345	97.300000	01/31/2014		
					1469	77379	95.500000	12/31/2013		
					1469	73185	95.100000	10/31/2013		
					1469	73183	95.200000	11/30/2013		
					1469	69629	95.500000	07/31/2013		

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

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					1469	69627	95.500000	08/31/2013		
					1469	69625	95.500000	09/30/2013		
					1469	59923	95.300000	06/30/2013		
					1469	58347	94.900000	05/31/2013		
					1469	56377	95.100000	04/30/2013		
					1469	51311	93.000000	03/31/2013		
					1469	47959	94.300000	02/28/2013		
					1469	44463	90.900000	01/31/2013		
					1469	40759	88.800000	12/31/2012		
					1469	37277	90.200000	11/30/2012		
					1469	32633	90.100000	10/31/2012		
					1469	28125	89.700000	09/30/2012		
					1469	22847	89.200000			
					1469	20925	90.200000			
					1469	13415	90.600000			
					1469	4549	91.000000			
1468	% of field representatives	Percentage	2 - Strategic and Business Results				Over target	Monthly		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?
	that transmit via cellular wireless									

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
1468	168137	96.850000	04/30/2016	
1468	168136	96.770000	05/31/2016	
1468	163769	97.390000	03/31/2016	
1468	161490	97.040000	02/29/2016	
1468	156609	96.000000	12/31/2015	
1468	155251	96.000000	11/30/2015	
1468	153922	49.600000	10/31/2015	No data available this month for users on Verizon. Those users that have been switched to AT&T were not counted . This issue will be corrected to account for all users moving.
1468	151348	93.700000	07/31/2015	
1468	151347	93.000000	08/31/2015	
1468	151346	92.900000	09/30/2015	
1468	143223	93.500000	06/30/2015	
1468	140383	93.000000	05/31/2015	
1468	137673	92.500000	04/30/2015	

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?
					1468	133131	92.900000	03/31/2015		
					1468	127613	92.500000	02/28/2015		
					1468	125351	92.000000	01/31/2015		
					1468	120017	91.900000	12/31/2014		
					1468	117851	91.500000	11/30/2014		
					1468	112939	91.900000	10/31/2014		
					1468	110207	92.000000	09/30/2014		
					1468	102817	92.000000	07/31/2014		
					1468	102815	96.200000	08/30/2014		
					1468	99591	91.700000	06/30/2014		
					1468	95423	92.800000	05/31/2014		
					1468	92051	94.000000	04/30/2014		
					1468	88359	93.100000	03/31/2014		
					1468	83931	92.900000	02/28/2014		
					1468	80343	93.300000	01/31/2014		
					1468	77377	92.900000	12/31/2013		
					1468	73189	92.300000	10/31/2013		

					Metrics Definitions and Actual Results Table D.2 / D.3						
Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					1468	73187	92.200000	11/30/2013		
					1468	69617	93.500000	07/31/2013		
					1468	69615	93.500000	08/31/2013		
					1468	69613	93.000000	09/30/2013		
					1468	59920	93.700000	06/30/2013		
					1468	58346	93.600000	05/31/2013		
					1468	56381	93.000000	04/30/2013		
					1468	51307	92.500000	03/31/2013		
					1468	47961	93.200000	02/28/2013		
					1468	44455	92.700000	01/31/2013		
					1468	40757	92.600000	12/31/2012		
					1468	37281	92.100000	11/30/2012		
					1468	32637	92.300000	10/31/2012		
					1468	28123	92.800000	09/30/2012		
					1468	22845	93.000000			
					1468	20927	93.800000			
					1468	13413	94.200000			

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?
					1468	4547	94.300000			
1467	Central Records and Statistics Management-% System Maintenance completed on time	Percentage	1 - Customer Satisfaction (Process Results)				Over target	Monthly		Yes

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

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
1467	102813	100.000000	07/31/2014	
1467	102811	100.000000	08/30/2014	
1467	99583	100.000000	06/30/2014	
1467	95421	100.000000	05/31/2014	
1467	92049	100.000000	04/30/2014	
1467	88361	100.000000	03/31/2014	
1467	83929	100.000000	02/28/2014	
1467	80341	100.000000	01/31/2014	
1467	77375	100.000000	12/31/2013	
1467	73177	0.000000	10/31/2013	Due to govt shutdown in 1st half of October, maintenance was not completed as scheduled. Therefore we don't plan to include the month of Oct. in the calculation of this metric.
1467	73175	100.000000	11/30/2013	

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?**
					1467	69605	100.000000	07/31/2013		
					1467	69603	100.000000	08/31/2013		
					1467	69601	100.000000	09/30/2013		
					1467	59922	100.000000	06/30/2013		
					1467	58345	100.000000	05/31/2013		
					1467	56375	100.000000	04/30/2013		
					1467	51305	100.000000	03/31/2013		
					1467	47955	100.000000	02/28/2013		
					1467	44459	100.000000	01/31/2013		
					1467	40763	100.000000	12/31/2012		
					1467	37275	100.000000	11/30/2012		
					1467	32641	100.000000	10/31/2012		
					1467	28121	92.000000	09/30/2012		
					1467	13411	92.000000			
					1467	4545	100.000000			
1466	% of time Help Desk tickets are resolved within	Percentage	1 - Customer Satisfaction (Process Results)	92.000000	94.000000	94.000000	Over target	Monthly		No

				Metrics Definitions and Actual Results Table D.2 / D.3						
Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
	service level agreement timeframe									

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
1466	289527	99.000000	05/31/2021	
1466	287269	99.000000	04/30/2021	
1466	285138	99.000000	03/31/2021	
1466	283757	97.000000	02/28/2021	
1466	281513	96.000000	01/31/2021	
1466	278557	95.000000	12/31/2020	
1466	276652	97.000000	11/30/2020	
1466	275185	96.000000	10/31/2020	
1466	274198	97.000000	09/30/2020	
1466	271445	99.000000	08/31/2020	
1466	270740	98.000000	07/31/2020	
1466	266025	98.000000	06/30/2020	
1466	265838	100.000000	05/31/2020	
1466	265837	100.000000	04/30/2020	
1466	265836	99.000000	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?
					1466	265835	97.000000	01/31/2016		
					1466	259244	99.000000	02/29/2020		
					1466	258039	99.000000	01/31/2020		
					1466	256281	98.000000	12/31/2019		
					1466	253704	99.000000	11/30/2019		
					1466	253307	100.000000	10/31/2019		
					1466	251604	99.000000	09/30/2019		
					1466	250006	100.000000	08/31/2019		
					1466	247314	99.000000	06/30/2019		
					1466	247313	99.000000	07/31/2019		
					1466	245166	98.000000	05/31/2019		
					1466	243810	100.000000	04/30/2019		
					1466	242419	100.000000	03/31/2019		
					1466	240903	99.000000	02/28/2019		
					1466	239128	100.000000	12/31/2018		
					1466	239127	100.000000	01/31/2019		
					1466	237238	99.000000	10/31/2018		

						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?
					1466	237237	99.000000	11/30/2018		
					1466	233945	99.000000	09/30/2018		
					1466	231988	99.000000	08/31/2018		
					1466	229062	99.000000	06/30/2018		
					1466	229061	99.000000	07/31/2018		
					1466	224706	100.000000	05/31/2018		
					1466	223785	100.000000	04/30/2018		
					1466	222279	100.000000	03/31/2018		
					1466	220636	99.000000	02/28/2018		
					1466	219272	98.000000	01/31/2018		
					1466	217461	99.000000	12/31/2017		
					1466	216059	98.000000	11/30/2017		
					1466	214516	99.000000	10/31/2017		
					1466	212875	97.000000	07/31/2017		
					1466	212874	100.000000	08/31/2017		
					1466	212873	98.000000	09/30/2017		
					1466	193952	98.000000	05/31/2017		

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?
					1466	193951	97.000000	06/30/2017		
					1466	188855	97.000000	04/30/2017		
					1466	186966	96.000000	02/28/2017		
					1466	186965	98.000000	03/31/2017		
					1466	183276	94.000000	01/31/2017		
					1466	181434	100.000000	12/30/2016		
					1466	178883	100.000000	10/30/2016		
					1466	178882	99.000000	12/12/2016		
					1466	177526	99.000000	09/30/2016		
					1466	168135	100.000000	04/30/2016		
					1466	168134	99.000000	05/31/2016		
					1466	163768	99.000000	03/31/2016		
					1466	161489	99.000000	02/29/2016		
					1466	156608	98.000000	12/31/2015		
					1466	155249	98.000000	11/30/2015		
					1466	153921	98.000000	10/31/2015		
					1466	151351	96.000000	07/31/2015		

			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?
					1466	151350	98.000000	08/31/2015		
					1466	151349	97.000000	09/30/2015		
					1466	143227	97.000000	06/30/2015		
					1466	140389	96.000000	05/31/2015		
					1466	137671	95.000000	04/30/2015		
					1466	133135	95.000000	03/31/2015		
					1466	127607	97.000000	02/28/2015		
					1466	125353	98.000000	01/31/2015		
					1466	120015	95.000000	12/31/2014		
					1466	117855	100.000000	11/30/2014		
					1466	112933	99.000000	10/31/2014		
					1466	110203	99.000000	09/30/2014		
					1466	102809	99.000000	07/31/2014		
					1466	102807	100.000000	08/30/2014		
					1466	99585	99.000000	06/30/2014		
					1466	95419	99.000000	05/31/2014		

							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?
					1466	92053	99.000000	04/30/2014		
					1466	88363	98.000000	03/31/2014		
					1466	83927	99.000000	02/28/2014		
					1466	80347	98.000000	01/31/2014		
					1466	77373	98.000000	12/31/2013		
					1466	73181	99.000000	10/31/2013		
					1466	73179	98.000000	11/30/2013		
					1466	69623	99.000000	07/31/2013		
					1466	69621	99.000000	08/31/2013		
					1466	69619	97.000000	09/30/2013		
					1466	59919	99.000000	06/30/2013		
					1466	58343	99.000000	05/31/2013		
					1466	56383	100.000000	04/30/2013		
					1466	51313	98.000000	03/31/2013		
					1466	47963	98.000000	02/28/2013		
					1466	44461	97.000000	01/31/2013		
					1466	40755	93.000000	12/31/2012		

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?
					1466	37273	96.000000	11/30/2012		
					1466	32635	98.000000	10/31/2012		
					1466	28119	96.000000	09/30/2012		