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Business Case

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Section A: Investment Summary Information

Investment Name

Census - Field Support Systems

Unique Investment Identifier

006-000400800

Investment Description

This funding supports refreshing and maintaining automated systems for data collection, tracking, and training for the critical current survey and decennial programs.

Agency

Department of Commerce

Point of Contact

Andre Mendes - CIO

email   **202-482-4797**

Investment Type

Major IT Investments

Bureau

Bureau of the Census

Mission Support

Not Applicable

Shared Service Category

Not Applicable

Shared Service Identifier

Not Applicable

Date Investment First Submitted

09/20/2021

Date of Last Investment Detail Update

05/31/2022

Section B: Investment Detail

1. 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.

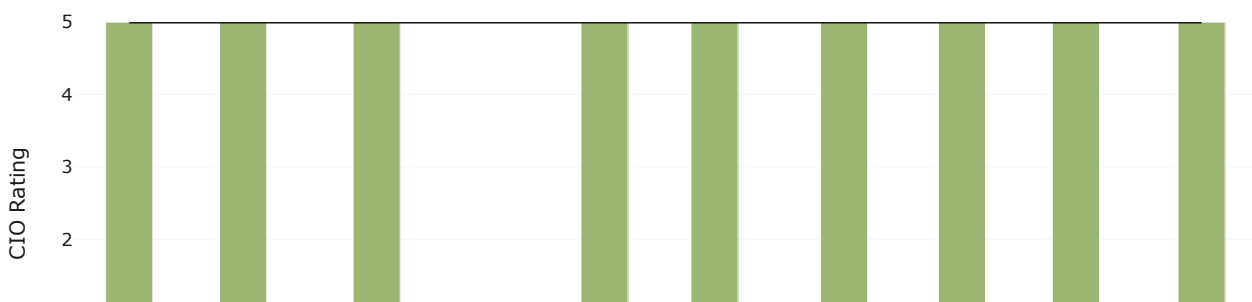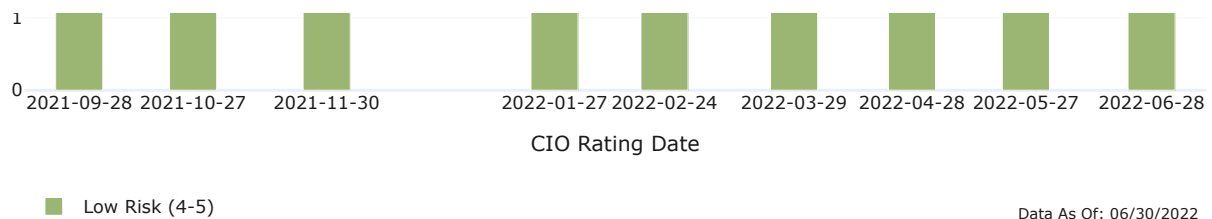## Section C: Investment and Contracts

Public URLs

- **http://www.census.gov/sipp/index.html**
- **http://www.census.gov/acs**
- **https://www.census.gov/programs-surveys/are-you-in-a-survey/about-household-surveys.html**

Contracts

- **DOCYA132315BU0042**
- **1333LB20F00000466**
- **DOCYA132314NC0196**
- **DOCYA132315BU0042**
- **DOCYA132317NC0106**
- **1331L519F13230637**
- **DOCYA132315BU0036**
- **1331L521F13230003**
- **DOCYA132315BU0039**
- **1333LB19F00000345**
- **133LB20F00000292**

Section D: Historic CIO Rating

CIO Rating Date

■ Low Risk (4-5)

Data As Of: 06/30/2022

CIO Rating	Date	Comments
5	Jun 28, 2022	FSS continues to support the refreshing and maintaining of automated systems for data collection, tracking, and training for the critical current survey and decennial programs. For this month submission investment accomplished the following: Continued activities for internal development and testing for CAPI refresh. FSS achieved 100% on both of its monthly metrics. All Help Desk tickets closed on time for a Help Desk Ticket Resolution (Target 94%) metric of 100%. The monthly Data Delivery (Target 96%) was delivered on time for all surveys. Progressing as expected.
5	May 27, 2022	FSS continues to support the refreshing and maintaining of automated systems for data collection, tracking, and training for the critical current survey and decennial programs. Accomplishments: Continued return of previous devices. FSS achieved above average results in the reported metrics for the Help Desk Ticket Resolution (99%, Target 94%). Continue to exceed Data Delivery Target of 96% and met 100% of the metric. Continue to process final old CAPI laptops. Progressing as expected.
5	Apr 28, 2022	FSS continues to support the refreshing and maintaining of automated systems for data collection, tracking, and training for the critical current survey and decennial programs. Accomplishments: Continued return of previous devices. Processing final old CAPI laptops. FSS achieved above average results in the reported metrics for the Help Desk Ticket Resolution (99%, Target 94%) and the Data Delivery (100%, Target 96%). Progressing as expected.
5	Mar 29, 2022	FSS continues to support the refreshing and maintaining of automated systems for data collection, tracking, and training for the critical current survey and decennial programs. Accomplishments: Continued activities for internal development and testing for CAPI refresh. FSS achieved above average results in the reported metrics for the Help Desk Ticket Resolution. The monthly Data Delivery (Target 96%) was delivered on time this month. Investment processing final old CAPI laptops. Progressing as expected.
5	Feb 24, 2022	FSS continues to support the refreshing and maintaining of automated systems for data collection, tracking, and training for the critical current survey and decennial programs. Continued activities for internal development and testing for CAPI refresh. FSS achieved above average results in the reported metrics for the Help Desk Ticket Resolution (100%, Target 94%). The monthly Data Delivery (Target 96%) was delivered on time this month. Investment processing final old CAPI laptops. Progressing as expected.
5	Jan 27, 2022	FSS continues to support the refreshing and maintaining of automated systems for data collection, tracking, and training for the critical current survey and decennial programs. Continued activities for internal development and testing for CAPI refresh. FSS achieved above average results in the reported metrics for the Help Desk Ticket Resolution (99%, Target 94%). The monthly Data Delivery (Target 96%) was delivered on time this month. Progressing as expected.
5	Nov 30, 2021	FSS continues to support the refreshing and maintaining of automated systems for data collection, tracking, and training for the critical current survey and decennial programs. Continued activities for internal development and testing for CAPI refresh. FSS achieved above average results in the reported metrics for the Help Desk Ticket Resolution (99%, Target 94%). The monthly Data Delivery (Target 96%) was delivered on time this month. Completed using the old devices in the Field. Majority of devices returned. Progressing as expected.
5	Oct 27, 2021	The Field Support Systems investment continues to support refreshing and maintaining automated systems for data collection, tracking, and training for the critical current survey and decennial programs. FSS continues to support the refreshing and maintaining of automated systems for data collection, tracking, and training for the critical current survey and decennial programs. During this period continued activities for internal development and testing for CAPI refresh. FSS achieved above average results in the reported metrics for the Help Desk Ticket.
5	Sep 28, 2021	FSS continues to support the refreshing and maintaining of automated systems for data collection, tracking, and training for the critical current survey and decennial programs. Continued activities for internal development and testing for CAPI refresh. For this month submission investment accomplished the following: FSS achieved above average results in the reported metrics for the Help Desk Ticket. The monthly Data Delivery (Target 96%) was delivered on time. Executed with above average results.

Data Last Updated On: 06/30/2022

Section E: Investment Spending

Table 1: Distribution by Spending Type

Spending Type	PY 2021	CY 2022	BY 2023
DME Costs	2.06812	0	0.16674
O&M Costs	31.28159	31.85547	28.82399

Spending Type	PY 2021	CY 2022	BY 2023
Total	33.34971	31.85547	28.99073

Table 2: Distribution by Cost Pools

Cost Pools	PY 2021	CY 2022	BY 2023
Internal Labor	9.68559	9.53559	9.4031
External Labor	15.54652	9.85031	12.78479
Outside Services	0.41	0.135	0.135
Hardware	0.45	0.45	0.46674
Software	3.07421	2.80152	3.315
Facilities & Power	0	0	0.15
Telecom	3.46039	1.86005	1.8881
Other	0.723	7.223	0.848
Internal Services	0	0	0
Totals	33.34971	31.85547	28.99073

Cost in millions (M)

Table 3: Distribution by IT Towers

IT Tower	PY 2021	CY 2022	BY 2023
Security & Compliance	0.58362	0.58362	0.52728
IT Management	0.1579	0.1579	0.312
Network	0	0	0
Data	0	0	0
Compute	3.12155	3.12155	3.12155
Storage	0.26898	0.26898	0.41898
End User	4.28737	2.26203	2.45682
Output	0	0	0
Application	19.21907	20.50436	19.35324
Delivery	5.25252	4.49833	2.34216
Platform	0.31898	0.31898	0.31898
Data Center	0.13972	0.13972	0.13972
Totals	33.34971	31.85547	28.99073

Cost in millions (M)

Data Last Updated On: 05/31/2022

Section F: Project and Activities Detail

Table 1: Project Details

Project Name	Project UID	Status	Project Life Cycle Cost ($M)	Cost Variance (%)	Start Date	End Date	Schedule Variance (%)	Schedule Variance (Days)
Deployment of CAPI 2019 Devices	4008D20001	Complete	4.53	-21	2019-10-01	2021-06-30	36	36

Low   Medium   High

Table 2: Activity Details

Unique Project ID	Activity Name	Activity Description	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Cost ($M)	Projected Total Cost ($M)	Actual Total Cost ($M)
4008D20001	PES Listing Ops 1	PES Listing Ops 1	2019-10-01	2019-10-01	2019-10-01	2020-02-01	2020-02-01	2020-02-01	1.23	1.23283	0.12
4008D20001	PES Listing Ops 2	PES Listing Ops 1	2020-03-01	2020-03-01	2020-02-01	2020-04-01	2020-04-01	2020-09-30	1.23	1.23283	1.9
4008D20001	CS Refresh Deployment	Refresh Deployment	2021-01-01	2021-01-01	2021-01-01	2021-06-30	2021-06-30	2021-06-30	0.84	1.178108	1.18
4008D20001	PES PI/CS Refresh Stage 1	Refresh Stage 1	2020-05-01	2020-05-01	2020-10-01	2020-09-01	2020-09-01	2020-12-31	1.23	0.890005	0.89

Table 3: Project Related Details

Deployment of CAPI 2019 Devices

1. Are information technology investments adequately implementing incremental development methodology? (Y/N)

2. What is the frequency of incremental development iterations? (ex. 1 month, 3 months, 6 months, 12 months or greater)

3. Please describe the iterative development methodology being employed. (500 characters or less)

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