

## Business Case: Capital Asset Summary

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

#### Section A: Overview & General Information

**Date Investment First Submitted:** 2010-03-18  
**Date of Last Change to Activities:** 2021-07-29  
**Investment Auto Submission Date:**  
**Date of Last Investment Detail Update:** 2021-04-29  
**Date of Last Business Case Update:** 2021-04-29  
**Date of Last Revision:** 2021-07-29

**Agency:** 422 - National Science Foundation      **Bureau:** 00 - Agency-Wide Activity

**1. Name of this Investment:** iTRAK

**2. Unique Investment Identifier (Ull):** 422-000001327

#### Section B: Investment Detail

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

Agency Strategic Objective(s):

422SO18171: Processes and Operations: Continually improve agency operations

Agency Priority Goal(s):

- Briefly describe the investment's return on investment, including benefits internal and external to the government and outcomes achieved or planned.**  
iTRAK's initial implementation was on budget and on schedule, as reported previously. Since the initial implementation and stabilization in FY15, enhancements have been managed and implemented as planned within funding allocations. As well, modernization of invoice payment to leverage the Treasury Invoice Processing Platform (IPP) has allowed the iTRAK investment to greatly reduce the access of NSF staff to the direct system and its reporting platform, thereby reducing the number of help desk tickets and user account management actions required. These efficiencies have enabled additional system enhancements to be implemented, improving iTRAK's ability to continue meeting Federal Financial Standards. Moving forward, this investment is participating in efforts to leverage robotic process automation for certain routine financial tasks, which will reduce the risk of manual error when entering transactions into the system. Additional iTRAK investment benefits and planned outcomes are as follows: - Increase automation and integration between the financial system and NSF's grant

management systems · Expand access to detailed financial information, which will improve reporting capabilities · Enable greater transparency and compliance · Reduce manual activities for financial transactions · Streamline and standardize financial processes · Increase the efficiency of business processes · Provide more accurate, timely, and reliable financial information to both internal and external stakeholders · Strengthen internal controls by providing system edit checks and audit trails for all financial transactions · Provide science and education grantees with better and more timely financial information to manage their portfolios more effectively · Provide electronic invoicing services for the vendor community · Improve data security and security controls through FedRAMP certification and continuous monitoring Legislative Mandate – Improve the effectiveness of the Federal Government’s resources through increased transparency and use of Federal spending data. Digital Accountability and Transparency Act of 2014. Pub. L. No. 113-101, 128 Stat. 1146 Outstanding Audit Finding or Material Weakness - There were a number of minor audit findings for iTRAK, which are tracked in the NSF Agency Plan Of Action and Milestones (POAM). Published Agency Strategic Plan/Annual Performance Plan - As part of NSF’s Strategic Goal to Enhance NSF’s performance of it’s mission through improved agency operations, NSF financial system, iTRAK, provides system controls, streamlined and standardized processes to ensure consistency and quality of data; and managerial reports and tools to support directorates in making informed decisions about the financial components of the programs they manage. [http://www.nsf.gov/about/performance/strategic\\_plan.jsp](http://www.nsf.gov/about/performance/strategic_plan.jsp) Presidential Direction (i.e. Presidential Directive, Presidential Memorandum, or Executive Order) – N/A Other Requirement - N/A.

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
422-000000001	to be eliminated

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.**  
3090-0290

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

Holden, Gisele

**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:	\$2.279000	\$1.335000	\$0.800000	\$0.800000
DME (Including Planning) Govt. FTEs:	\$0.704000	\$0.732000	\$0.764000	\$0.812000
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$2.983000	\$2.067000	\$1.564000	\$1.612000
O & M Costs:	\$5.867000	\$7.898000	\$5.770000	\$6.540000
O & M Internal Labor (Govt. FTE):	\$1.232000	\$1.281000	\$1.337000	\$1.421000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$7.099000	\$9.179000	\$7.107000	\$7.961000
Total Cost (Including Internal Labor (Govt. FTE)):	\$10.082000	\$11.246000	\$8.671000	\$9.573000
Total Cost Internal Labor (Govt. FTE) costs:	\$1.936000	\$2.013000	\$2.101000	\$2.233000
# of FTE rep by costs:	11	11	11	11
Total change from prior year final President's Budget (\$)		\$1.164000	\$-2.575000	
Total change from prior year final President's Budget		11.55%	-22.90%	

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)  
2008
  - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)  
2032
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):

In FY20 NSF invested additional funds to develop mandated G-Invoicing capabilities. In FY21, NSF proceeded with a technical refresh for the iTRAK system that required less funding than FY20.

## Business Case Detail: Performance Measurement Report

### Section A1: General Information

1. **Name of this Investment:** ITRAK
2. **Unique Investment Identifier (UII):** 422-000001327

## 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?
3741	iTRAK Planning - Core Financials		10/01/2011	09/30/2012	\$1.4	
79409	iTRAK Implementation - Core Financial		10/01/2012	09/30/2014	\$19.9	
169584	iTRAK Enhancements - Core Financial System		07/01/2015	01/31/2018	\$2.5	
172654	iTRAK Core Financial - Technical Refresh		11/20/2017	05/20/2018	\$0.2	
172886	iTRAK Core Financial - Single Sign On		11/16/2017	08/31/2018	\$0.2	
175356	iTRAK G-Invoicing	Design, test and deploy integration between Treasury's G-Invoicing application and iTRAK. Activity also includes build, testing and deploying updates required to existing RICEW objects to implement the integration.	10/01/2020	11/30/2022	\$0.6	Yes
175351	iTRAK Oracle Tech Refresh	Oracle Identity Manager (OIM)/ Oracle Access Manager (OAM) is required as Oracle support, including patches, will end during December 2021. We need to begin the upgrade during FY21 in order not to lose support and functionality.	10/01/2020	09/30/2021	\$0.5	Yes
175664	Deposit Fund Enhancement	Deposit Fund Enhancement - Mandated change in accounting treatment and reporting of foreign donations. Changing from a Donation account to a Deposit account. iTRAK system updates and integration testing are required to deploy this change.	05/01/2021	11/01/2021	\$0.1	Yes

Projects Table C.1

Unique Project ID	Project Name	Project Goal	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)	Software Project?
175656	iTRAK OBIEE Tech Refresh	OBIEE Technical Refresh	03/01/2021	09/30/2021	\$0.5	Yes
175655	iTRAK Hyperion Tech Refresh	Hyperion Technical refresh is required to maintain Oracle support.	02/05/2021	09/30/2021	\$0.5	Yes

## 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
169584	iTRAK Enhancements - Core Financial System - Phase 1	Perform enhancements to the iTRAK core financial system - Phase 1	169584.1	2015-07-01	2015-07-01	2015-07-01	2015-12-31	2015-12-31	2015-12-31	0.578000	0.335000	0.335000
169584	iTRAK Enhancements - Core Financial System - Phase 2	Perform enhancements to the iTRAK core financial system - Phase 2	169584.2	2016-01-01	2016-01-01	2016-01-01	2016-05-31	2016-05-31	2016-05-31	0.177000	0.106000	0.106000
169584	iTRAK Enhancements - Core Financial System - Phase 3	Perform enhancements to the iTRAK core financial system - Phase 3	169584.3	2016-04-01	2016-04-01	2016-04-01	2016-07-31	2016-07-31	2016-07-31	0.182000	0.217000	0.217000
169584	iTRAK Enhancements - Core Financial System -	Perform enhancements to the iTRAK core financial system - Phase	169584.4	2016-07-01	2016-07-01	2016-07-01	2016-12-31	2016-12-31	2016-12-31	0.071000	0.075000	0.075000



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
	Phase 4	4										
169584	iTRAK Enhancements - Core Financial System - Phase 5	Perform enhancements to the iTRAK core financial system - Phase 5	169584.5	2016-10-01	2016-10-01	2016-10-01	2017-03-31	2017-03-31	2017-03-31	0.350000	0.268000	0.268000
169584	iTRAK Enhancements - Core Financial System - Phase 6	Perform enhancements to the iTRAK core financial system - Phase 6	169584.6	2017-04-01	2017-04-01	2017-04-01	2017-09-30	2017-09-30	2017-09-30	0.847000	0.929000	0.929000
169584	iTRAK Enhancements - Core Financial System - Phase 7	Perform enhancements to the iTRAK core financial system - Phase 6	169584.7	2017-10-01	2017-10-01	2017-10-01	2018-01-31	2018-01-31	2018-01-31	0.335000	0.334000	0.334000
172886	iTRAK Core Financial - Single Sign On - Phase 1	Perform Single Sign On Implementation	172886.1	2017-11-16	2017-11-16	2017-11-16	2018-05-16	2018-05-16	2018-05-16	0.145000	0.153000	0.153000
172654	iTRAK Core Financial - Tech Refresh - Phase 1	Perform technical refresh activities - Phase 1	172654.1	2017-11-20	2017-11-20	2017-11-20	2018-05-20	2018-05-20	2018-05-20	0.235000	0.235000	0.235000
172886	iTRAK Core Financial - Single Sign On - Phase 2	Perform Single Sign On Implementation - User Provisioning	172886.2	2018-05-17	2018-05-17	2018-05-17	2018-08-31	2018-08-31	2018-08-31	0.085000	0.089600	0.089600
175664	Deposit Fund Enhancement 1	DFE - Design/Build	175664.1	2021-05-01	2021-05-01	2021-05-01	2021-06-30	2021-06-30	2021-06-30	0.044000	0.050000	0.050000
175356	G-Invoicing - Design/Build	G-Invoicing - Design and build integration	175356.1	2020-10-01	2020-10-01	2020-10-01	2021-07-01	2021-07-01		0.317000	0.317000	

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
		between iTRAK and G-Invoicing										
175351	Tech Refresh - Design/Build	FY21 Tech Refresh -Design upgrade process and execute in lower environments	175351.1	2020-10-01	2020-10-01	2020-11-02	2021-07-31	2021-07-31		0.405000	0.370000	
175656	OBIEE 1	OBIEE Design/Build	175656.1	2021-03-01	2021-03-01	2021-03-01	2021-07-31	2021-07-31		0.346000	0.346000	
175655	Hyperion 1	Hyperion Design/Build	175655.1	2021-02-05	2021-02-05	2021-02-05	2021-07-31	2021-07-31		0.352000	0.352000	
175351	Tech Refresh - Test	FY21 Tech Refresh - Execute upgrade in INT and conduct testing	175351.2	2021-08-01	2021-08-01		2021-08-31	2021-08-31		0.048000	0.048000	
175664	Deposit Fund Enhancement 2	DFE - Test	175664.2	2021-07-01	2021-07-01		2021-08-31	2021-08-31		0.044000	0.034000	
175656	OBIEE 2	OBIEE Test	175656.2	2021-08-01	2021-08-01		2021-08-31	2021-08-31		0.077000	0.077000	
175655	Hyperion 2	Hyperion Test	175655.2	2021-08-01	2021-08-01		2021-08-31	2021-08-31		0.071000	0.071000	
175351	Tech Refresh - Deploy	FY21 Tech Refresh - Deploy solution to production, then stabilize	175351.3	2021-09-01	2021-09-01		2021-09-30	2021-09-30		0.033000	0.033000	
175656	OBIEE 3	OBIEE Deploy	175656.3	2021-09-01	2021-09-01		2021-09-30	2021-09-30		0.053000	0.053000	
175655	Hyperion 3	Hyperion Deploy	175655.3	2021-09-01	2021-09-01		2021-09-30	2021-09-30		0.037000	0.037000	
175664	Deposit Fund Enhancement 3	DFE - Deploy	175664.3	2021-09-01	2021-09-01		2021-11-01	2021-11-01		0.022000	0.022000	
175356	G-Invoicing -	G-Invoicing -	175356.2	2021-08-02	2021-08-02		2022-03-31	2022-03-31		0.311000	0.311000	

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
	Test Phase 1	System, integration, regression, and UAT testing – part 1										

## 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?
26187	Cost variance from planned spend	Percent	3 - Financial Performance		10.000000	10.000000	Under target	Monthly		
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
26187	289903	0.000000	07/26/2021							

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?
					26187	287778	0.000000	06/22/2021		
					26187	286514	0.000000	05/21/2021		
					26187	284228	0.000000	04/14/2021		
					26187	281915	0.000000	03/19/2021		
					26187	278648	0.000000	02/18/2021		
					26187	277510	0.000000	01/19/2021		
					26187	275877	0.000000	12/18/2020		
					26187	274541	0.000000	11/18/2020		
					26187	273377	0.000000	10/16/2020		
					26187	269680	0.000000	09/15/2020		
					26187	267247	0.000000	08/07/2020		
					26187	265350	0.000000	07/17/2020		
					26187	263965	0.000000	06/17/2020		
					26187	261285	0.000000	05/18/2020		
					26187	260436	0.000000	04/27/2020		
					26187	258525	0.000000	03/23/2020		
					26187	257205	0.000000	02/24/2020		

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?
					26187	257204	0.000000	01/16/2020		
					26187	253581	0.000000	12/18/2019		
					26187	252209	0.000000	11/18/2019		
					26187	250906	0.000000	10/18/2019		
					26187	250905	0.000000	09/23/2019		
					26187	246868	0.000000	08/15/2019		
					26187	245759	0.000000	07/16/2019		
					26187	244316	0.000000	06/19/2019		
					26187	242860	0.000000	05/21/2019		
					26187	241377	0.000000	04/23/2019		
					26187	239453	0.000000	03/25/2019		
					26187	237606	0.000000	02/15/2019		
					26187	237605	0.000000	01/15/2019		
					26187	236116	0.000000	12/20/2018		
					26187	234682	0.000000	11/27/2018		
					26187	232902	0.000000	10/18/2018		
					26187	232901	0.000000	09/24/2018		

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?
					26187	226361	0.000000	08/23/2018		
					26187	225708	0.000000	07/20/2018		
					26187	224470	0.000000	06/22/2018		
					26187	223235	0.000000	05/30/2018		
					26187	221823	0.000000	04/23/2018		
					26187	219752	0.000000	03/23/2018		
					26187	217989	0.000000	02/23/2018		
					26187	217140	0.000000	01/26/2018		
					26187	215076	0.000000	12/21/2017		
					26187	213587	0.000000	11/22/2017		
26186	Realize operational efficiencies as evidenced by reduced ticket count	Number	2 - Strategic and Business Results		150.000000	150.000000	Under target	Monthly	422SO18171 : Processes and Operations: Continually improve agency operations	
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					26186	289902	1.270000	07/26/2021		
					26186	287777	82.000000	06/22/2021		
					26186	286513	64.000000	05/21/2021		

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?
					26186	284227	86.000000	04/14/2021		
					26186	281914	92.000000	03/19/2021		
					26186	278647	85.000000	02/18/2021		
					26186	277509	71.000000	01/19/2021		
					26186	275876	57.000000	12/18/2020		
					26186	274540	82.000000	11/18/2020		
					26186	273376	130.000000	10/16/2020		
					26186	269681	89.000000	09/15/2020		
					26186	267246	124.000000	08/07/2020		
					26186	265349	84.000000	07/17/2020		
					26186	263964	72.000000	06/17/2020		
					26186	261284	90.000000	05/18/2020		
					26186	260435	100.000000	04/27/2020		
					26186	258524	78.000000	03/23/2020		
					26186	257203	105.000000	02/24/2020		
					26186	257202	80.000000	01/16/2020		
					26186	253580	101.000000	12/18/2019		

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?
					26186	252208	94.000000	11/18/2019		
					26186	250904	123.000000	10/18/2019		
					26186	250903	149.000000	09/23/2019		
					26186	246869	140.000000	08/15/2019		
					26186	245758	101.000000	07/16/2019		
					26186	244315	118.000000	06/19/2019		
					26186	242859	116.000000	05/21/2019		
					26186	241376	102.000000	04/23/2019		
					26186	239452	99.000000	03/25/2019		
					26186	237604	51.000000	02/15/2019		
					26186	237603	101.000000	01/15/2019		
					26186	236115	105.000000	12/20/2018		
					26186	234681	89.000000	11/27/2018		
					26186	232900	138.000000	10/18/2018		
					26186	232899	162.000000	09/24/2018		
					26186	226360	130.000000	08/23/2018		
					26186	225707	127.000000	07/20/2018		



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?
26186	Maintain Firm Fixed Price cost variance from planned spend	Percent	3 - Financial Performance		26186	224469	107.000000	06/22/2018		
					26186	223234	135.000000	05/30/2018		
					26186	221822	82.000000	04/23/2018		
					26186	219751	117.000000	03/23/2018		
					26186	217988	103.000000	02/23/2018		
					26186	217139	89.000000	01/26/2018		
					26186	215075	79.000000	12/21/2017		
					26186	213586	105.000000	11/22/2017		
					26186	213585	121.000000	09/22/2017		
					26186	213584	129.000000	10/27/2017		
26185	Maintain Firm Fixed Price cost variance from planned spend	Percent	3 - Financial Performance				Under target	Monthly		Yes
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
NONE										
26184	iTRAK successfully completing batch processing on a daily basis	Percent	2 - Strategic and Business Results		95.000000	95.000000	Over target	Monthly		
					Metric ID	Actual Result ID	Actual Result	Date of Actual	Comment	

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?
								Result		
					26184	289901	99.340000	07/26/2021		
					26184	287776	99.780000	06/22/2021		
					26184	286512	99.560000	05/21/2021		
					26184	284226	98.960000	04/14/2021		
					26184	281913	99.890000	03/19/2021		
					26184	278646	99.450000	02/18/2021		
					26184	277508	99.340000	01/19/2021		
					26184	275875	99.340000	12/18/2020		
					26184	274539	99.340000	11/18/2020		
					26184	273375	97.700000	10/16/2020		
					26184	269682	99.120000	09/15/2020		
					26184	267245	99.230000	08/07/2020		
					26184	265348	99.560000	07/17/2020		
					26184	263963	98.900000	06/17/2020		
					26184	261283	99.010000	05/18/2020		
					26184	260434	99.010000	04/27/2020		

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?
					26184	258523	99.230000	03/23/2020		
					26184	257201	99.950000	02/24/2020		
					26184	257200	99.340000	01/16/2020		
					26184	253579	99.450000	12/18/2019		
					26184	252207	99.450000	11/18/2019		
					26184	250902	99.230000	10/18/2019		
					26184	250901	98.470000	09/23/2019		
					26184	246870	98.800000	08/15/2019		
					26184	245757	99.890000	07/16/2019		
					26184	244314	98.690000	06/19/2019		
					26184	242858	99.010000	05/21/2019		
					26184	241375	98.470000	04/23/2019		
					26184	239451	97.810000	03/25/2019		
					26184	237602	98.140000	02/15/2019		
					26184	237601	97.040000	01/15/2019		
					26184	236114	97.920000	12/20/2018		
					26184	234680	99.780000	11/27/2018		

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?
					26184	232898	99.010000	10/18/2018		
					26184	232897	99.230000	09/24/2018		
					26184	226359	99.460000	08/23/2018		
					26184	225706	98.580000	07/20/2018		
					26184	224468	99.000000	06/22/2018		
					26184	223233	99.780000	05/30/2018		
					26184	221821	99.790000	04/23/2018		
					26184	219750	98.230000	03/23/2018		
					26184	217987	99.550000	02/23/2018		
					26184	217138	99.770000	01/26/2018		
					26184	215074	99.540000	12/21/2017		
					26184	213583	99.530000	11/22/2017		
					26184	213582	99.770000	09/22/2017		
					26184	213581	99.430000	10/27/2017		
26183	Maintain the percentage of end user issues that are resolved within 30 business days at 95%.	Percentage	1 - Customer Satisfaction (Process Results)		95.000000	95.000000	Over target	Monthly		

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?
26183										

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?
					26183	258522	100.000000	03/23/2020		
					26183	257199	99.230000	02/24/2020		
					26183	257198	98.780000	01/16/2020		
					26183	253578	99.950000	12/18/2019		
					26183	252206	99.800000	11/18/2019		
					26183	250900	99.800000	10/18/2019		
					26183	250899	99.790000	09/23/2019		
					26183	246871	99.870000	08/15/2019		
					26183	245756	99.810000	07/16/2019		
					26183	244313	99.880000	06/19/2019		
					26183	242857	99.190000	05/21/2019		
					26183	241374	99.670000	04/23/2019		
					26183	239450	99.870000	03/25/2019		
					26183	237600	99.870000	02/15/2019		
					26183	237599	99.860000	01/15/2019		
					26183	236113	99.840000	12/20/2018		
					26183	234679	99.790000	11/27/2018		

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?
					26183	232896	99.770000	10/18/2018		
					26183	232895	99.700000	09/24/2018		
					26183	226358	99.150000	08/23/2018		
					26183	225705	99.810000	07/20/2018		
					26183	224467	99.600000	06/22/2018		
					26183	223232	99.600000	05/30/2018		
					26183	221820	98.780000	04/23/2018		
					26183	219749	99.530000	03/23/2018		
					26183	217986	99.750000	02/23/2018		
					26183	217137	99.750000	01/26/2018		
					26183	215073	99.740000	12/21/2017		
					26183	213580	99.760000	11/22/2017		
					26183	213579	99.670000	09/22/2017		
					26183	213578	99.760000	10/27/2017		
26182	Maintain the percentage of required financial statements and Treasury reports generated within	Percentage	1 - Customer Satisfaction (Process Results)		99.000000	99.000000	Over target	Semi-Annual		

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?
	the financial system.									

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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26182 284224 100.000000 04/14/2021

26182 273373 100.000000 10/16/2020

26182 260432 100.000000 04/27/2020

26182 250898 100.000000 10/18/2019

26182 241373 100.000000 04/23/2019

26182 232894 100.000000 10/18/2018

26182 221819 100.000000 04/23/2018

26182 213577 100.000000 10/27/2017

24830 Realize operational efficiencies as evidenced by reduced ticket count  
Number 2 - Strategic and Business Results

Under target Monthly

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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24830 204846 119.000000 08/30/2017

24830 204842 167.000000 07/18/2017

24830 204838 128.000000 06/22/2017



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?
					24830	196933	119.000000	08/30/2017		
					24830	196929	167.000000	07/18/2017		
					24830	196925	128.000000	06/22/2017		
					24830	190626	98.000000	05/11/2017		
					24830	187275	127.000000	04/10/2017		
					24830	185679	120.000000	03/15/2017		
					24830	183855	118.000000	02/14/2017		
					24830	181870	84.000000	01/17/2017		
					24830	178677	80.000000	12/15/2016		
					24830	177200	119.000000	11/15/2016		
					24830	174066	135.000000	10/15/2016		
					24830	174065	196.000000	09/15/2016		
					24830	172432	187.000000	08/08/2016		
					24830	170099	157.000000	07/11/2016		
					24830	166614	183.000000	06/16/2016		
					24830	165745	202.000000	05/11/2016		
					24830	163003	149.000000	04/12/2016		

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?
					24830	161521	185.000000	03/18/2016		
					24830	158978	150.000000	02/11/2016		
					24830	156640	128.000000	01/14/2016		
					24830	155495	172.000000	12/18/2015		
23694	Maintain Firm Fixed Price cost variance from planned spend	Percent	3 - Financial Performance				Under target	Monthly		
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					23694	204845	0.000000	08/30/2017		
					23694	204841	0.000000	07/18/2017		
					23694	204837	0.000000	06/22/2017		
					23694	196932	0.000000	08/30/2017		
					23694	196928	0.000000	07/18/2017		
					23694	196924	0.000000	06/22/2017		
					23694	190625	0.000000	05/11/2017		
					23694	187274	0.000000	04/10/2017		
					23694	185678	0.000000	03/15/2017		
					23694	183854	0.000000	02/14/2017		

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?
23694					23694	181869	0.000000	01/17/2017		
					23694	178676	0.000000	12/15/2016		
					23694	177199	0.000000	11/15/2016		
					23694	174064	0.000000	10/15/2016		
					23694	174063	0.000000	09/15/2016		
					23694	172431	0.000000	08/08/2016		
					23694	170098	0.000000	07/11/2016		
					23694	166613	0.000000	06/16/2016		
					23694	165744	0.000000	05/11/2016		
					23694	163002	0.000000	04/12/2016		
					23694	161520	0.000000	03/18/2016		
					23694	158977	0.000000	02/11/2016		
					23694	156639	9.000000	01/14/2016		
					23694	155498	0.000000	12/18/2015		
					23694	153644	66.730000	11/12/2015		
23693	Realize operational efficiencies through shared	Percent	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?
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services by reducing the number of help desk tickets associated with standard business processes

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
23693	153643	6.800000	11/12/2015	

23692	iTRAK successfully completing batch processing on a daily basis	Percent	2 - Strategic and Business Results				Over target	Monthly		
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
23692	204844	100.000000	08/30/2017	

23692	204840	99.880000	07/18/2017	
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23692	204836	99.880000	06/22/2017	
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23692	196931	100.000000	08/30/2017	
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23692	196927	99.880000	07/18/2017	
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23692	196923	99.880000	06/22/2017	
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23692	190624	99.770000	05/11/2017	
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23692	187273	99.660000	04/10/2017	
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Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					23692	185677	99.660000	03/15/2017		
					23692	183853	99.770000	02/14/2017		
					23692	181868	99.880000	01/17/2017		
					23692	178675	99.880000	12/15/2016		
					23692	177198	100.000000	11/15/2016		
					23692	174062	99.490000	10/15/2016		
					23692	174061	99.830000	09/15/2016		
					23692	172430	99.910000	08/08/2016		
					23692	170097	99.740000	07/11/2016		
					23692	166612	98.980000	06/16/2016		
					23692	165743	99.250000	05/11/2016		
					23692	163001	99.400000	04/12/2016		
					23692	161519	100.000000	03/18/2016		
					23692	158976	100.000000	02/11/2016		
					23692	156638	100.000000	01/14/2016		
					23692	155497	100.000000	12/18/2015		
					23692	153642	100.000000	11/12/2015		

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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?
20021	Maintain the number of unscheduled hours that iTRAK is unavailable to 48 hours or less.	Hours	1 - Customer Satisfaction (Process Results)		20023	145751	0.000000	07/13/2015		
					20023	141475	0.000000	06/09/2015		
					20023	137545	0.000000	05/08/2015		
					20023	134145	0.000000	04/13/2015		
					20023	130281	0.000000	03/10/2015		
					20023	125695	0.000000	02/12/2015		
					20023	120267	0.000000	01/14/2015		
					20023	117567	0.000000	12/18/2014		
					20023	113857	0.000000	11/17/2014	No Security Incidents	
							Under target	Quarterly	Yes	
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					20021	120265	0.810000	01/14/2015		
20019	Maintain the percentage of end user issues that are resolved within 30 business days at 95%.	Percentage	1 - Customer Satisfaction (Process Results)				Over target	Monthly		

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	
					20019	204843	100.000000	08/30/2017		
					20019	204839	99.370000	07/18/2017		
					20019	204835	100.000000	06/22/2017		
					20019	196930	100.000000	08/30/2017		
					20019	196926	99.370000	07/18/2017		
					20019	196922	100.000000	06/22/2017		
					20019	190623	99.760000	05/11/2017		
					20019	187272	99.230000	04/10/2017		
					20019	185676	99.740000	03/15/2017		
					20019	183852	99.640000	02/14/2017		
					20019	181867	99.670000	01/17/2017		
					20019	178674	99.500000	12/15/2016		
					20019	177197	93.280000	11/15/2016		
					20019	174060	100.000000	10/15/2016		
					20019	174059	93.330000	09/15/2016		
					20019	172429	99.690000	08/08/2016		



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?
					20019	170096	91.660000	07/11/2016		
					20019	166611	77.270000	06/16/2016		
					20019	165742	100.000000	05/11/2016		
					20019	163000	94.110000	04/12/2016		
					20019	161518	99.380000	03/18/2016		
					20019	158975	95.000000	02/11/2016		
					20019	156637	86.660000	01/14/2016		
					20019	155496	100.000000	12/18/2015		
					20019	153641	92.300000	11/12/2015		
					20019	151220	98.450000	10/14/2015		
					20019	151219	81.810000	09/10/2015		
					20019	148351	98.330000	08/18/2015		
					20019	145749	98.580000	07/13/2015		
					20019	141473	98.580000	06/09/2015		
					20019	137543	98.040000	05/08/2015		
					20019	134143	97.360000	04/13/2015		
					20019	130279	95.170000	03/10/2015		

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?
20017	Maintain iTRAK system availability of 24 hours a day, 365 days a year (not including planned outages).	Percentage	3 - Financial Performance		20019	125693	95.170000	02/19/2015		
					20019	120263	93.400000	01/14/2015		
					20019	117565	96.100000	12/18/2014		
					20019	113855	100.000000	11/17/2014	iTRAK went live 10/14. No unresolved issues past 30 days in October.	
							Over target	Monthly		Yes
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
20017	148349	100.000000	08/18/2015							
20017	145747	99.720000	07/13/2015							
20017	141471	99.950000	06/09/2015							
20017	137541	100.000000	05/08/2015							
20017	134141	100.000000	04/13/2015							
20017	130277	99.220000	03/10/2015							
20017	125691	100.000000	02/12/2015							
20017	120261	100.000000	01/14/2015							

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?
					20017	117563	100.000000	12/18/2014		
					20017	113853	99.810000	11/17/2014		
20015	Maintain the percentage of required financial statements and Treasury reports generated within the financial system.	Percentage	2 - Strategic and Business Results				Over target	Semi-Annual		
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
20015	187271	100.000000	04/10/2017							
20015	174058	100.000000	10/15/2016							
20015	162999	100.000000	04/12/2016							
20015	151218	100.000000	10/14/2015							
20015	134139	100.000000	04/13/2015							