

## 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:** 2020-09-23  
**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:** 2021-08-25

**Agency:** 005 - Department of Agriculture      **Bureau:** 45 - Agricultural Marketing Service

**1. Name of this Investment:** MRP-AMS-Web-Based Supply Chain Management (WBSCM)

**2. Unique Investment Identifier (UII):** 005-000000018

#### 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):

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

005SO18002: Maintain a high performing workforce through employee engagement and empowerment.

005SO18018: Prevent foodborne illness and protect public health.

005SO18019: Provide access to safe and nutritious food for low-income people while supporting a pathway to self-sufficiency.

005SO18264: Support and encourage healthy dietary choices through data-driven, flexible, customer-focused approaches.

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.**  
WBSCM allows quick reaction to supply and demand changes resulting in better forecasting and planning in the value chain resulting in increased productivity and lower operating costs. The benefits of the WBSCM system have been realized to a great extent. This analysis considers actual realized benefits but the emphasis is on expected future benefits to justify the continued investment in enhancements. The figures below

are common savings that were itemized in the initial Financial Profile (9/03) and that remain valid for WBSCM. Savings and efficiencies still anticipated include: • Spoilage & Shrinkage reduction: 15-25% • Separating transportation from domestic commodity bids savings: 12-15% • Order bunching results in 5% premium for commodity processing and 10% pricing premium for transportation. Both can be reduced 20-33% from improved planning & coordination. WBSCM is pursuing several enhancements as enabling technology for the business operations improvements and has scheduled them for the coming years. Once all are implemented, they are expected to realize savings in many process areas. These savings primarily will be realized by the programs, generally for customer agencies and business partners (States, School Districts, Non-Government Organizations, Indian Tribal Organizations) and not the USDA. Benefits are forecast based upon the current WBSCM five-year plan. In addition to the quantifiable cost savings, there are also benefits from WBSCM that have not been included in the cost benefit calculations but that are realizable. These include: • Benefits to citizens and business partners • Productivity and time savings benefits • Free-up staff on routine tasks permitting them to focus on strategic program decisions • An automated environment will allow the Department to manage voluntary attrition as the workforce trends toward retirement • Easing the burden on customers and vendors, making the government easier to work with has several benefits, including better prices and increased service efficiency. • Reporting to OMB, GAO or Congress will be significantly quicker using automated report generation • Reduced time spent obtaining requisitions and purchasing authority The latest ROI showed a net present value of \$203.33M and a ROI of 144%. The FY21 Operational Analysis noted that WBSCM is meeting its performance goals as identified within the scope of the operational analysis and the investment should remain in steady state or mixed life cycle for foreseeable future.

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

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

4. **Does the Investment currently include an intra- or inter-Agency shared service (common, shared, or centralized solution)?:**  
YES
5. **Does the Investment plan to include an Intra- or Inter-Agency shared service that it does not currently include (common, shared, or centralized solution)?:**  
NO
6. **If systems contained in this Investment collect data from the public, please identify the OMB Control Numbers which authorize that data collection as per the Paperwork Reduction Act. Use [Reginfo](#) at the following link to identify information collection requests and OMB control numbers. Agencies can work with their**

**Records Officers to determine the applicability.**

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

Craig Watson

- 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:	\$1.790000	0	0	0
DME (Excluding Planning) Costs:	\$110.188000	\$18.252000	\$17.690000	\$20.697000
DME (Including Planning) Govt. FTEs:	\$4.375000	0	0	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$116.353000	\$18.252000	\$17.690000	\$20.697000
O & M Costs:	\$206.109000	\$20.035000	\$20.511000	\$23.488000
O & M Internal Labor (Govt. FTE):	\$11.536000	\$0.525000	\$0.536000	\$0.547000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$217.645000	\$20.560000	\$21.047000	\$24.035000
Total Cost (Including Internal Labor (Govt. FTE)):	\$333.998000	\$38.812000	\$38.737000	\$44.732000
Total Cost Internal Labor (Govt. FTE) costs:	\$15.911000	\$0.525000	\$0.536000	\$0.547000
# of FTE rep by costs:	134	19	19	0
Total change from prior year final President's Budget (\$)		\$40.319000	0	
Total change from prior year final President's Budget		-6.09%	12.26%	

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)  
2007
  - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)  
2023
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):

Increased funding is needed to support business process improvement initiatives to be implemented in the system. We need to assess the current system and revise business practices that utilize system custom code to return to and maximum COTS functionality in order to facilitate easier, more streamlined future system upgrades and normal maintenance.

## Business Case Detail: Performance Measurement Report

### Section A1: General Information

1. **Name of this Investment:** MRP-AMS-WEB-BASED SUPPLY CHAIN MANAGEMENT (WBSCM)
2. **Unique Investment Identifier (UII):** 005-000000018

## 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?
154981	Continuous Maintenance-B	Continuous Improvement.	12/06/2018	09/30/2019	\$4.0	
154984	FMMI Integration	Integration with FMMI Financials.	01/30/2019	04/30/2020	\$2.1	Yes
192597	Monthly Releases FY20	Continuous Improvement and system defect resolution	10/01/2019	09/30/2020	\$5.8	Yes
192596	Continuous Maintenance FY20	Continuous Improvement	10/01/2019	09/30/2020	\$1.7	Yes
192595	FMMI Integration FY20	Integration with FMMI Financials	10/01/2019	09/30/2020	\$1.5	Yes
192598	BMI Functional Upgrade FY20	Functional Upgrade	10/01/2019	09/30/2020	\$5.8	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
154984	FMMI Project Prep	Project Prep and Planning	154984.1	2019-01-30	2019-01-30	2019-01-30	2019-03-01	2019-03-01	2019-03-01	0.822000	0.822000	0.822000
154984	FMMI Blueprinting	Blueprinting and Release Planning	154984.2	2019-03-02	2019-03-02	2019-03-02	2019-05-31	2019-05-31	2019-05-31	0.439000	0.439000	0.439000
154981	Continuous Maintenance Activity	Monthly release	154981.1	2018-12-06	2018-10-01	2018-10-01	2019-09-30	2019-09-30		4.000000	4.000000	
154984	FMMI Development	FMMI-WBSCM Interface Development	154984.3	2019-06-10	2019-05-28	2019-05-28	2020-03-20	2020-03-20		0.840000	0.840000	
192597	February 20	Monthly	192597.1	2020-01-01	2020-01-01	2020-01-01	2020-04-01	2020-04-01	2020-02-27	0.100000	0.100000	0.100000

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
	Release	release										
192597	March 2020 Release	Monthly release	192597.2	2020-01-07	2020-01-07	2020-01-07	2020-04-21	2020-04-21	2020-04-21	0.500000	0.500000	0.500000
192597	May 2020 Monthly Release	Monthly Release	192597.4	2020-04-01	2020-04-01	2020-04-01	2020-06-15	2020-06-15	2020-06-15	0.300000	0.300000	0.300000
192596	Continuous Maintenance Planning	Project Planning and Design	192596.3	2020-04-01	2020-04-01	2020-04-01	2020-07-01	2020-07-01		0.100000	0.100000	
192597	June 2020 Monthly Release	Monthly Release	192597.5	2020-03-15	2020-03-15	2020-03-15	2020-08-01	2020-07-15		0.500000	0.500000	
192597	July 2020 Monthly Release	Monthly Release	192597.6	2020-06-01	2020-06-01	2020-06-01	2020-08-21	2020-08-21		0.300000	0.300000	
192596	Continuous Maintenance FY20 Release	Continuous Maintenance	192596.1	2020-05-01	2020-05-01		2020-09-30	2020-09-30		1.600000	1.600000	
192595	FMMI Implementation Release 1	Implementation of new FMMI interfaces	192595.1	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-06-04	0.800000	0.800000	0.800000
192598	BMI Country-Specific Release	BMI Enhancement	192598.1	2019-12-01	2019-12-01	2019-12-01	2020-09-30	2020-09-30		0.345000	0.345000	
192598	BMI Processing and Entitlements	BMI Enhancement	192598.5	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30		0.700000	0.700000	
192598	BMI End to End Visibility	BMI Enhancement	192598.6	2020-02-10	2020-02-10	2020-02-10	2020-09-30	2020-09-30		0.800000	0.800000	
192595	FMMI Implementation for FPAC	Development and Implementation tasks for FPAC agencies	192595.4	2020-04-14	2020-04-14	2020-04-14	2020-09-30	2020-09-30		0.700000	0.700000	

## 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?
23706	Process Purchase Order Approval in less than 5 seconds.	percent	2 - Strategic and Business Results	92.000000	92.000000	92.000000	Over target	Annual	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					23706	256942	100.000000	12/31/2018		
					23706	256941	100.000000	12/31/2019		
23705	Process Commodity Order Approval in less than 5 seconds.	percent	2 - Strategic and Business Results	95.000000	95.000000	95.000000	Over target	Annual	005SO18002 : Maintain a high performing workforce	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?
									through employee engagement and empowerment.	
1082	Electronic invoicing enabling on time payments.	percent	3 - Financial Performance	90.000000						
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					23705	256944	100.000000	12/31/2018		
					23705	256943	100.000000	12/31/2019		
					23705	192963	100.000000	05/10/2017		
					90.000000	90.000000	Over target	Quarterly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					1082	291201	84.000000	06/30/2021		
					1082	291200	91.790000	03/31/2021		
					1082	291199	90.000000	12/31/2020		
					1082	291198	90.000000	09/30/2020		
					1082	291197	95.790000	06/30/2020		
					1082	269609	96.000000	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?
					1082	258936	96.500000	12/31/2019		
					1082	256951	95.000000	09/30/2019		
					1082	247548	97.300000	06/30/2019		
					1082	244137	89.000000	03/31/2019		
					1082	244136	97.300000	12/31/2018		
					1082	244135	97.430000	09/30/2018		
					1082	233204	95.560000	06/30/2018		
					1082	220944	96.000000	03/31/2018		
					1082	217484	93.230000	12/31/2017		
					1082	209857	96.900000	09/30/2017		
					1082	192953	97.490000	06/30/2017		
					1082	192952	96.330000	03/10/2017		
					1082	192951	93.570000	12/10/2016		
					1082	177842	96.290000	09/10/2016		
					1082	171378	96.490000	06/10/2016		
					1082	163225	85.910000	03/10/2016		
					1082	160507	88.600000	12/10/2015		

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?
					1082	148913	96.810000	06/10/2015		
					1082	136717	96.000000	05/10/2015		
					1082	118249	92.320000	01/07/2015		
					1082	111013	94.990000	10/06/2014		
					1082	98289	99.970000	07/02/2014		
					1082	88737	99.940000	04/03/2014		
					1082	77243	85.670000	01/07/2014	Late payments as a result of policy directive (Federal Shutdown) not system performance.	
					1082	69903	95.980000	10/23/2013		
					1082	59692	96.100000	07/09/2013		
					1082	28799	69.720000	04/01/2013		
					1082	18585	92.000000		AS of March 31, 2012	
					1082	15153	92.000000		AS of March 31, 2012	
					1082	14847	92.000000		AS of March 31, 2012	
					1082	14789	92.000000		AS of March 31, 2012	
					1082	4357	0.000000			
1081	Overall customer satisfaction.	percent	1 - Customer Satisfaction (Process Results)	82.000000	82.000000	82.000000	Over target	Monthly	005SO18264 : Support and encourage	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?
									healthy dietary choices through data-driven, flexible, customer-focused approaches.	

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
1081	291196	94.000000	06/30/2021	
1081	291195	98.000000	05/31/2021	
1081	291194	93.000000	04/30/2021	
1081	291193	96.000000	03/31/2021	
1081	291192	100.000000	02/28/2021	
1081	291191	96.000000	01/31/2021	
1081	291190	96.000000	12/31/2020	
1081	291189	100.000000	11/30/2020	
1081	291188	94.000000	10/31/2020	
1081	291187	96.000000	09/30/2020	
1081	291186	98.000000	08/31/2020	
1081	291185	100.000000	07/31/2020	
1081	291184	95.000000	06/30/2020	

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?
					1081	269608	96.000000	05/31/2020		
					1081	269607	94.000000	04/30/2020		
					1081	269606	100.000000	03/31/2020		
					1081	258935	96.000000	12/31/2019		
					1081	256950	97.000000	11/30/2019		
					1081	256949	97.000000	09/30/2019		
					1081	247547	100.000000	06/30/2019		
					1081	244134	95.000000	03/31/2019		
					1081	244133	96.000000	12/31/2018		
					1081	244132	84.000000	09/30/2018		
					1081	233203	95.000000	06/30/2018		
					1081	220943	91.000000	03/31/2018		
					1081	217483	91.000000	12/31/2017		
					1081	209856	98.000000	09/30/2017		
					1081	192950	88.000000	06/30/2017		
					1081	192949	98.000000	03/10/2017		
					1081	192948	96.000000	12/10/2016		

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?
					1081	177841	86.800000	09/10/2016		
					1081	171377	100.000000	06/10/2016		
					1081	163224	94.700000	03/10/2016		
					1081	160506	92.900000	12/10/2015		
					1081	148912	92.300000	06/10/2015		
					1081	136715	96.330000	04/10/2015		
					1081	118247	93.500000	01/07/2015		
					1081	111005	92.400000	10/06/2014		
					1081	98291	93.900000	07/02/2014		
					1081	88735	92.660000	04/03/2014		
					1081	77239	94.750000	01/07/2014		
					1081	69901	88.160000	10/23/2013		
					1081	59690	96.520000	07/09/2013		
					1081	28797	92.600000	04/01/2013		
					1081	14845	87.000000		AS of March 31, 2012	
					1081	14787	87.000000		AS of March 31, 2012	
					1081	4355	0.000000			

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?
1080	System availability 24x7 except for planned outages.	percent	1 - Customer Satisfaction (Process Results)	97.000000	97.000000	97.000000	Over target	Monthly	005SO18019 : Provide access to safe and nutritious food for low-income people while supporting a pathway to self-sufficiency.	No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
1080	291183	100.000000	06/30/2021	
1080	291182	100.000000	05/31/2021	
1080	291181	99.920000	04/30/2021	
1080	291180	100.000000	03/31/2021	
1080	291179	99.920000	02/28/2021	
1080	291178	100.000000	01/31/2021	
1080	291177	100.000000	12/31/2020	
1080	291176	99.950000	11/30/2020	
1080	291175	99.980000	10/31/2020	
1080	291174	100.000000	09/30/2020	
1080	291173	99.080000	08/31/2020	
1080	291172	99.160000	07/31/2020	



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?
					1080	291171	100.000000	06/30/2020		
					1080	269605	100.000000	05/31/2020		
					1080	269604	98.020000	04/30/2020		
					1080	269603	100.000000	03/31/2020		
					1080	258934	100.000000	02/29/2020		
					1080	258933	100.000000	01/31/2020		
					1080	258932	99.940000	12/31/2019		
					1080	256948	100.000000	11/30/2019		
					1080	256947	99.410000	09/30/2019		
					1080	247546	100.000000	06/30/2019		
					1080	247545	99.770000	07/31/2019		
					1080	244131	99.900000	05/31/2019		
					1080	244130	100.000000	04/30/2019		
					1080	244129	99.800000	03/31/2019		
					1080	244128	100.000000	02/28/2019		
					1080	244127	100.000000	01/31/2019		
					1080	244126	100.000000	12/31/2018		

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?
					1080	244125	100.000000	11/30/2018		
					1080	244124	100.000000	10/31/2018		
					1080	244123	100.000000	09/30/2018		
					1080	233202	100.000000	08/31/2018		
					1080	233201	99.500000	05/31/2018		
					1080	233200	100.000000	06/30/2018		
					1080	233199	98.740000	07/31/2018		
					1080	222141	100.000000	04/30/2018		
					1080	220942	100.000000	03/31/2018		
					1080	219220	100.000000	02/28/2018		
					1080	217482	100.000000	01/31/2018		
					1080	217481	100.000000	12/31/2017		
					1080	216099	100.000000	11/30/2017		
					1080	216098	100.000000	10/31/2017		
					1080	209855	100.000000	09/30/2017		
					1080	209854	100.000000	08/31/2017		
					1080	192947	99.220000	07/31/2017		

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?
					1080	192946	99.220000	06/30/2017		
					1080	192945	99.900000	05/10/2017		
					1080	192944	98.340000	03/10/2017		
					1080	192943	100.000000	04/10/2017		
					1080	192942	99.910000	02/10/2017		
					1080	192941	99.900000	01/10/2017		
					1080	192940	100.000000	12/10/2016		
					1080	192939	99.630000	11/10/2016		
					1080	177840	99.010000	10/10/2016		
					1080	177839	99.790000	09/10/2016		
					1080	171376	99.710000	07/10/2016		
					1080	171375	99.170000	06/10/2016		
					1080	171374	100.000000	05/10/2016		
					1080	171373	100.000000	04/10/2016		
					1080	163223	100.000000	03/10/2016		
					1080	160505	100.000000	02/10/2016		
					1080	160504	99.770000	01/10/2016		

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?
					1080	160503	100.000000	12/10/2015		
					1080	160502	99.910000	11/10/2015		
					1080	152716	99.990000	10/10/2015		
					1080	148911	100.000000	06/10/2015		
					1080	136713	99.250000	05/10/2015		
					1080	136711	99.850000	04/10/2015		
					1080	127205	99.105000	03/10/2015		
					1080	125013	100.000000	02/19/2015		
					1080	118255	99.640000	01/07/2015		
					1080	116125	100.000000	12/10/2014		
					1080	111007	100.000000	10/06/2014		
					1080	98287	95.440000	07/02/2014	NITC Data Center connectivity issues	
					1080	95191	100.000000	06/11/2014		
					1080	92425	99.520000	05/08/2014		
					1080	88733	99.980000	04/03/2014		
					1080	80509	100.000000	02/21/2014		
					1080	77245	99.880000	01/07/2014		

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?
					1080	73575	100.000000	12/03/2013		
					1080	69905	100.000000	10/23/2013		
					1080	64605	100.000000	08/05/2013		
					1080	64603	100.000000	09/03/2013		
					1080	61985	100.000000	08/06/2013		
					1080	59688	98.450000	07/09/2013		
					1080	58019	99.200000	04/01/2013		
					1080	58018	99.800000	05/03/2013		
					1080	58017	98.380000	06/04/2013		
					1080	22471	99.225000		AS of May 31, 2012	
					1080	14843	100.000000		AS of April 30, 2012	
					1080	14785	100.000000		AS of April 30, 2012	
					1080	4353	100.000000			
1079	3 second or less system response.	percent	1 - Customer Satisfaction (Process Results)	95.000000	95.000000	95.000000	Over target	Monthly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer	No

Metrics Definitions and Actual Results Table D.2 / D.3										
Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
									experience.	
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					1079	291214	97.980000	06/30/2021		
					1079	291213	97.580000	05/31/2021		
					1079	291212	97.780000	04/30/2021		
					1079	291211	97.790000	03/31/2021		
					1079	291210	98.000000	02/28/2021		
					1079	291209	98.100000	01/31/2021		
					1079	291208	98.200000	12/31/2020		
					1079	291207	98.080000	11/30/2020		
					1079	291206	97.790000	10/31/2020		
					1079	291205	97.520000	09/30/2020		
					1079	291204	97.530000	08/31/2020		
					1079	291203	97.450000	07/31/2020		
					1079	291202	97.300000	06/30/2020		
					1079	269612	96.950000	05/31/2020		
					1079	269611	97.130000	04/30/2020		

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?
					1079	269610	97.310000	03/31/2020		
					1079	258939	97.280000	02/29/2020		
					1079	258938	97.000000	01/31/2020		
					1079	258937	80.330000	12/31/2019		
					1079	256953	71.030000	11/30/2019		
					1079	256952	94.200000	09/30/2019		
					1079	247550	93.320000	06/30/2019		
					1079	247549	87.870000	07/31/2019		
					1079	244146	87.600000	05/31/2019		
					1079	244145	87.480000	04/30/2019		
					1079	244144	97.900000	03/31/2019		
					1079	244143	94.400000	02/28/2019		
					1079	244142	93.500000	01/31/2019		
					1079	244141	97.100000	12/31/2018		
					1079	244140	93.220000	11/30/2018		
					1079	244139	92.200000	10/31/2018		
					1079	244138	93.050000	09/30/2018		

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

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					1079	233208	92.170000	08/31/2018		
					1079	233207	93.810000	05/31/2018		
					1079	233206	97.950000	06/30/2018		
					1079	233205	93.310000	07/31/2018		
					1079	222142	93.040000	04/30/2018		
					1079	220945	87.440000	03/31/2018		
					1079	219221	99.070000	02/28/2018		
					1079	217486	93.150000	01/31/2018		
					1079	217485	87.440000	12/31/2017		
					1079	216101	92.180000	11/30/2017		
					1079	216100	87.190000	10/31/2017		
					1079	209859	88.390000	09/30/2017		
					1079	209858	92.210000	08/31/2017		
					1079	192962	82.880000	07/31/2017		
					1079	192961	91.270000	06/30/2017		
					1079	192960	92.310000	05/10/2017		
					1079	192959	83.480000	03/10/2017		



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?
					1079	192958	71.450000	04/10/2017		
					1079	192957	89.360000	02/10/2017		
					1079	192956	96.670000	01/10/2017		
					1079	192955	89.140000	12/10/2016		
					1079	192954	82.350000	11/10/2016		
					1079	177844	86.050000	10/10/2016		
					1079	177843	84.550000	09/10/2016		
					1079	171382	86.720000	07/10/2016		
					1079	171381	86.120000	06/10/2016		
					1079	171380	69.240000	05/10/2016		
					1079	171379	84.940000	04/10/2016		
					1079	163226	95.660000	03/10/2016		
					1079	160511	84.020000	02/10/2016		
					1079	160510	93.450000	01/10/2016		
					1079	160509	92.990000	12/10/2015		
					1079	160508	92.250000	11/10/2015		
					1079	152717	97.230000	10/10/2015		

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?
					1079	148914	80.690000	06/10/2015		
					1079	136721	94.020000	04/10/2015		
					1079	136719	90.640000	05/10/2015		
					1079	127207	86.705000	03/10/2015		
					1079	125011	94.620000	02/19/2015	NITC connectivity Issues	
					1079	118251	89.240000	01/07/2015		
					1079	116121	88.330000	12/10/2014		
					1079	111009	85.760000	10/06/2014		
					1079	98295	97.380000	07/02/2014		
					1079	95193	97.300000	06/11/2014		
					1079	92427	97.820000	05/08/2014		
					1079	88741	97.800000	04/03/2014		
					1079	80511	97.900000	02/21/2014		
					1079	77247	97.500000	01/07/2014		
					1079	73577	97.450000	12/03/2013		
					1079	69907	97.775000	10/23/2013		
					1079	64601	97.680000	09/03/2013		

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?
1078	Customer access to system during business hours.	percent	2 - Strategic and Business Results	99.000000	1079	61981	97.980000	08/06/2013		
					1079	59691	97.970000	07/09/2013		
					1079	58016	97.800000	06/04/2013		
					1079	57245	98.300000	05/03/2013		
					1079	34197	98.280000	04/01/2013		
					1079	30887	98.220000	08/03/2012		
					1079	28795	98.220000	08/03/2012		
					1079	22469	98.325000		AS of May 31, 2012	
					1079	14841	98.000000		AS of April 30, 2012	
					1079	14783	98.000000		AS of April 30, 2012	
					1079	4351	98.000000			
					99.000000	99.000000	Over target	Monthly	005SO18018 : Prevent foodborne illness and protect public health.	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					1078	291170	100.000000	06/30/2021		
					1078	291169	100.000000	05/31/2021		
					1078	291168	99.920000	04/30/2021		

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?
					1078	291167	100.000000	03/31/2021		
					1078	291166	99.920000	02/28/2021		
					1078	291165	100.000000	01/31/2021		
					1078	291164	100.000000	12/31/2020		
					1078	291163	99.950000	11/30/2020		
					1078	291162	99.980000	10/31/2020		
					1078	291161	100.000000	09/30/2020		
					1078	291160	99.080000	08/31/2020		
					1078	291159	99.160000	07/31/2020		
					1078	291158	100.000000	06/30/2020		
					1078	269602	100.000000	05/31/2020		
					1078	269601	99.190000	05/15/2020		
					1078	269600	99.190000	04/30/2020		
					1078	269599	100.000000	03/31/2020		
					1078	258931	100.000000	02/29/2020		
					1078	258930	100.000000	01/31/2020		
					1078	258929	99.970000	12/31/2019		

Metrics Definitions and Actual Results Table D.2 / D.3										
Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					1078	256946	100.000000	11/30/2019		
					1078	256945	99.650000	09/30/2019		
					1078	247544	100.000000	06/30/2019		
					1078	247543	99.770000	07/31/2019		
					1078	244122	99.900000	05/31/2019		
					1078	244121	100.000000	04/30/2019		
					1078	244120	99.800000	03/31/2019		
					1078	244119	100.000000	02/28/2019		
					1078	244118	100.000000	01/31/2019		
					1078	244117	100.000000	12/31/2018		
					1078	244116	100.000000	11/30/2018		
					1078	244115	100.000000	10/31/2018		
					1078	244114	100.000000	09/30/2018		
					1078	233198	100.000000	08/31/2018		
					1078	233197	99.500000	05/31/2018		
					1078	233196	100.000000	06/30/2018		
					1078	233195	98.740000	07/31/2018		

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?
					1078	222140	100.000000	04/30/2018		
					1078	220941	100.000000	03/31/2018		
					1078	219219	100.000000	02/28/2018		
					1078	217480	100.000000	01/31/2018		
					1078	217479	100.000000	12/31/2017		
					1078	216097	100.000000	11/30/2017		
					1078	216096	100.000000	10/31/2017		
					1078	209853	100.000000	09/30/2017		
					1078	209852	100.000000	08/31/2017		
					1078	192938	100.000000	07/31/2017		
					1078	192937	99.610000	06/30/2017		
					1078	192936	100.000000	05/10/2017		
					1078	192935	99.700000	03/10/2017		
					1078	192934	100.000000	04/10/2017		
					1078	192933	99.910000	02/10/2017		
					1078	192932	100.000000	01/10/2017		
					1078	192931	100.000000	12/10/2016		

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?
					1078	192930	100.000000	11/10/2016		
					1078	177838	99.000000	10/10/2016		
					1078	177837	99.060000	09/10/2016		
					1078	171372	100.000000	07/10/2016		
					1078	171371	100.000000	06/10/2016		
					1078	171370	100.000000	05/10/2016		
					1078	171369	100.000000	04/10/2016		
					1078	163222	100.000000	03/10/2016		
					1078	160501	100.000000	02/10/2016		
					1078	160500	99.250000	01/10/2016		
					1078	160499	100.000000	12/10/2015		
					1078	160498	100.000000	11/10/2015		
					1078	152715	100.000000	10/10/2015		
					1078	148910	100.000000	06/10/2015		
					1078	136709	99.250000	05/10/2015		
					1078	136707	99.850000	04/10/2015		
					1078	127203	99.225000	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?
					1078	125009	100.000000	02/19/2015		
					1078	118253	99.940000	01/07/2015		
					1078	116123	100.000000	12/10/2014		
					1078	111011	100.000000	10/06/2014		
					1078	98293	97.960000	07/02/2014	NITC Data Center connectivity issues	
					1078	95195	100.000000	06/11/2014		
					1078	92429	99.520000	05/08/2014		
					1078	88739	99.970000	04/03/2014		
					1078	80507	100.000000	02/21/2014		
					1078	77241	99.380000	01/07/2014		
					1078	73579	100.000000	12/03/2013		
					1078	69909	100.000000	10/23/2013		
					1078	64599	100.000000	08/07/2013		
					1078	64597	100.000000	09/03/2013		
					1078	61983	100.000000	08/06/2013		
					1078	59689	100.000000	07/09/2013		
					1078	58015	96.000000	06/04/2013		



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?
					1078	57249	100.000000	05/03/2013		
					1078	57247	99.800000	05/02/2013	Refers to OMB ID 34195 Customer Access There are two Customer Access Performance Metrics. Technical update to reflect 5-2-2013 instead on 5-3-2013 so that both metrics can submit to the ITDB	
					1078	34195	99.200000	03/01/2013		
					1078	30885	97.900000	08/03/2012		
					1078	28793	98.600000	08/03/2012		
					1078	28791	99.160000	04/01/2013		
					1078	22473	100.000000		AS of May 31, 2012	
					1078	14839	100.000000		AS of April 30, 2012	
					1078	14781	100.000000		AS of April 30, 2012	
					1078	4349	100.000000			