

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: 2019-09-18
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: 2021-08-25

Agency: 005 - Department of Agriculture **Bureau:** 32 - Animal and Plant Health Inspection Service

1. Name of this Investment: MRP-APHIS-Animal Disease Traceability Information System (ADTIS)

2. Unique Investment Identifier (Ull): 005-000001659

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):

005SO18287: Protect agricultural health by preventing and mitigating the spread of agricultural pests and disease.

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.**
As a result of ADTIS [formerly NAIS], the Federal and State governments savings in connection with the administration of animal disease control and eradication programs are significant, but they are only part of the overall benefits. Economic benefits in both the domestic and international marketplace resulting from enhanced traceability may be greater than the cost savings realized during animal disease control and eradication efforts. For industry, the effect of not implementing some aspects of ADTIS may result in significant losses as great as \$1.32 billion on average per year over a 10-year period due mostly to reduced export market access. Implementation of ADTIS becomes more cost effective as participation levels increase and actually may not be economically viable at lower participation levels. The cattle industry cost represents 91.5 percent of the total cost of ADTIS for the primary food animal species (cattle, sheep, swine, and poultry). Identification tags and tagging cattle represent 75 percent of the cattle sectors

annual adoption cost. Tags and tagging costs vary among cattle producers with 50 head from \$3.30 to \$5.22 per cow, depending on current identification practices. The total cost for implementing ADTIS in the cattle sector as described in the study is \$175.9 million annually (at a 90 percent participation level). Although significant, the cost is less than one-half of a percent of the retail value of U.S. beef products. The swine and poultry industries each have a lower cost because animal tracing requirements for these species require less infrastructure and often no individual identification devices. The APHIS 2019 Impact Report states that the use of the ADTIS system increased the agency's ability to electronically collect data for the national animal disease tracing system, using mobile technology to speed the import of approximately 194,841 cattle from Canada.

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)?:**

YES

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:**

Camille Chapman

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: | \$22.720000 | \$3.000000 | \$2.400000 | \$2.000000 |
| DME (Including Planning) Govt. FTEs: | \$1.906000 | 0 | 0 | 0 |
| Sub-Total DME (including Internal Labor (Govt. FTE)): | \$24.626000 | \$3.000000 | \$2.400000 | \$2.000000 |
| O & M Costs: | \$20.021000 | \$1.552000 | \$1.954000 | \$1.100000 |
| O & M Internal Labor (Govt. FTE): | \$5.865000 | \$0.446000 | 0 | \$0.446000 |
| Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)): | \$25.886000 | \$1.998000 | \$1.954000 | \$1.546000 |
| Total Cost (Including Internal Labor (Govt. FTE)): | \$50.512000 | \$4.998000 | \$4.354000 | \$3.546000 |
| Total Cost Internal Labor (Govt. FTE) costs: | \$7.771000 | \$0.446000 | 0 | \$0.446000 |
| # of FTE rep by costs: | 26 | 4 | 4 | 0 |
| Total change from prior year final President's Budget (\$) | | 0 | 0 | |
| 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)
2004
 - 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):
reduced congressional appropriations.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** MRP-APHIS-ANIMAL DISEASE TRACEABILITY INFORMATION SYSTEM (ADTIS)
2. **Unique Investment Identifier (UII):** 005-000001659

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? |
|-------------------|---------------------------|---|--------------------|-------------------------|------------------------------|-------------------|
| ADT9010004 | FISMA Compliance FY13. | | 10/01/2012 | 09/30/2013 | \$0.1 | |
| ADT9010006 | FTE Support FY13. | | 10/01/2012 | 09/30/2013 | \$0.2 | |
| ADT9010007 | FISMA Compliance FY14. | | 10/01/2013 | 09/30/2014 | \$0.0 | |
| ADT9010008 | Acquisition Support FY14. | | 10/01/2013 | 09/30/2014 | \$0.5 | |
| ADT9010009 | FTE Support FY14. | | 10/01/2013 | 09/30/2014 | \$0.2 | |
| 128381 | AIMS refactor | Code efficiency, improved performance. | 04/01/2019 | 05/31/2019 | \$0.0 | |
| 164523 | ADT requirements analysis | Plan to address current code/system deficiencies. | 08/01/2019 | 11/30/2019 | \$0.3 | |

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 |
|-------------------|------------------------|--|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| ADT9010004 | Security -FY13 | SA&A RMF Steps 1-3 & POA&M Remediation | ADT9010004.1 | 2012-10-01 | 2012-10-01 | 2012-10-01 | 2013-09-30 | 2013-09-30 | 2013-09-30 | 0.120000 | 0.120000 | 0.120000 |
| ADT9010006 | FTE -FY13 | Steady State IT Support | ADT9010006.1 | 2012-10-01 | 2012-10-01 | 2012-10-01 | 2013-09-30 | 2013-09-30 | 2013-09-30 | 0.181000 | 0.181000 | 0.181000 |
| 128381 | Existing code analysis | TBD | 128381.1 | 2019-04-01 | 2019-04-01 | 2019-04-01 | 2019-05-31 | 2019-05-31 | 2019-05-31 | 0.043000 | 0.043000 | 0.043000 |
| 164523 | Contract award | Put ADT requirements analysis contract in place. | 164523.1 | 2019-08-01 | 2019-07-12 | 2019-08-01 | 2019-10-11 | 2019-10-11 | 2019-08-26 | 0.300000 | 0.300000 | 0.026000 |

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 |
|-------------------|--------------------|---|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| 164523 | Solutions Analysis | Contractor works with ADT stakeholders to perform solutions analysis. | 164523.2 | 2019-08-26 | 2019-08-26 | 2019-08-26 | 2019-11-30 | 2019-11-30 | | 0.036000 | 0.224000 | |

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:** initiate modernization/replacement action

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? |
|-----------|--|-------------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| 21147 | Failure of the contractor to perform satisfactorily , resulting in loss of funds and services. | contract in force | 2 - Strategic and Business Results | 90.000000 | 90.000000 | 90.000000 | Over target | Monthly | 005SO18287 : Protect agricultural health by preventing and mitigating the spread of agricultural pests | 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|

and disease.

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
| 21147 | 268953 | 95.000000 | 07/31/2020 | |
| 21147 | 268952 | 95.000000 | 06/30/2020 | |
| 21147 | 268951 | 100.000000 | 06/01/2020 | |
| 21147 | 268950 | 100.000000 | 05/01/2020 | |
| 21147 | 268949 | 100.000000 | 04/01/2020 | |
| 21147 | 268948 | 100.000000 | 03/05/2020 | |
| 21147 | 268947 | 100.000000 | 02/12/2020 | |
| 21147 | 268946 | 100.000000 | 01/10/2020 | |
| 21147 | 268945 | 100.000000 | 12/06/2019 | |
| 21147 | 268944 | 100.000000 | 11/12/2019 | |
| 21147 | 268943 | 100.000000 | 10/11/2019 | |
| 21147 | 268942 | 100.000000 | 09/13/2019 | |
| 21147 | 268941 | 100.000000 | 08/15/2019 | |
| 21147 | 268940 | 100.000000 | 07/12/2019 | |
| 21147 | 268939 | 100.000000 | 06/14/2019 | |

| 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? |
| | | | | | 21147 | 268938 | 100.000000 | 01/10/2019 | | |
| | | | | | 21147 | 244238 | 90.000000 | 05/17/2019 | | |
| | | | | | 21147 | 244237 | 90.000000 | 04/22/2019 | | |
| | | | | | 21147 | 244236 | 90.000000 | 03/15/2019 | | |
| | | | | | 21147 | 244235 | 90.000000 | 02/15/2019 | | |
| | | | | | 21147 | 244234 | 90.000000 | 12/19/2018 | | |
| | | | | | 21147 | 244233 | 90.000000 | 11/20/2018 | | |
| | | | | | 21147 | 244232 | 90.000000 | 10/16/2018 | | |
| | | | | | 21147 | 233219 | 98.000000 | 09/14/2018 | | |
| | | | | | 21147 | 233218 | 98.000000 | 02/14/2018 | | |
| | | | | | 21147 | 233217 | 98.000000 | 03/16/2018 | | |
| | | | | | 21147 | 233216 | 98.000000 | 04/12/2018 | | |
| | | | | | 21147 | 233215 | 98.000000 | 05/11/2018 | | |
| | | | | | 21147 | 233214 | 98.000000 | 06/14/2018 | | |
| | | | | | 21147 | 233213 | 99.000000 | 07/16/2018 | | |
| | | | | | 21147 | 233212 | 98.000000 | 08/14/2018 | | |
| | | | | | 21147 | 211854 | 99.000000 | 11/15/2017 | | |

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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | | | | | 21147 | 209868 | 99.000000 | 10/17/2017 | | |
| | | | | | 21147 | 209867 | 98.000000 | 09/19/2017 | | |
| | | | | | 21147 | 203778 | 98.000000 | 07/07/2017 | | |
| | | | | | 21147 | 203777 | 98.000000 | 06/01/2017 | | |
| | | | | | 21147 | 188868 | 98.000000 | 05/01/2017 | | |
| | | | | | 21147 | 186777 | 99.000000 | 04/06/2017 | | |
| | | | | | 21147 | 184666 | 99.000000 | 03/07/2017 | | |
| | | | | | 21147 | 183271 | 98.000000 | 02/06/2017 | | |
| | | | | | 21147 | 183270 | 98.000000 | 01/03/2017 | | |
| | | | | | 21147 | 183269 | 98.000000 | 12/15/2016 | | |
| | | | | | 21147 | 175699 | 100.000000 | 11/07/2016 | | |
| | | | | | 21147 | 175698 | 100.000000 | 09/30/2016 | | |
| | | | | | 21147 | 173752 | 100.000000 | 09/21/2016 | | |
| | | | | | 21147 | 171383 | 100.000000 | 08/04/2016 | | |
| | | | | | 21147 | 170005 | 98.000000 | 07/01/2016 | | |
| | | | | | 21147 | 167305 | 98.000000 | 05/31/2016 | | |
| | | | | | 21147 | 164929 | 100.000000 | 05/02/2016 | | |

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? |
|-----------|--|--------------------|--|----------------------------|-------------|------------------|-----------------------|-----------------------|---|--------------------|
| | | | | | 21147 | 163229 | 100.000000 | 04/06/2016 | | |
| | | | | | 21147 | 163228 | 100.000000 | 03/14/2016 | | |
| | | | | | 21147 | 160512 | 100.000000 | 03/09/2016 | | |
| | | | | | 21147 | 159069 | 100.000000 | 02/03/2016 | | |
| | | | | | 21147 | 156151 | 100.000000 | 01/13/2016 | | |
| | | | | | 21147 | 154146 | 100.000000 | 12/08/2015 | | |
| | | | | | 21147 | 152718 | 100.000000 | 11/04/2015 | | |
| | | | | | 21147 | 151371 | 100.000000 | 10/14/2015 | | |
| | | | | | 21147 | 111035 | 0.000000 | 09/30/2014 | contractor met target | |
| 21145 | Help Desk contractor performs within contract parameters | meets requirements | 3 - Financial Performance | 100.000000 | 100.000000 | 100.000000 | Under target | Annual | 005SO18287 : Protect agricultural health by preventing and mitigating the spread of agricultural pests and disease. | No |
| | | | | | Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment | |
| | | | | | 21145 | 268937 | 100.000000 | 10/11/2019 | | |
| | | | | | 21145 | 244231 | 100.000000 | 10/16/2018 | | |
| | | | | | 21145 | 209866 | 100.000000 | 10/17/2017 | | |

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? |
|-----------|---|-----------------|---|----------------------------|-------------|------------------|-----------------------|-----------------------|--|--------------------|
| 1104 | Number of compliants received on the application functionality. | Number | 1 - Customer Satisfaction (Process Results) | 5.000000 | 21145 | 175697 | 100.000000 | 09/30/2016 | | |
| | | | | | 21145 | 151370 | 100.000000 | 10/14/2015 | | |
| | | | | | 21145 | 111037 | 100.000000 | 09/30/2014 | performance was within parameters | |
| | | | | | 5.000000 | 5.000000 | Under target | Quarterly | 005SO18287 : Protect agricultural health by preventing and mitigating the spread of agricultural pests and disease. | No |
| | | | | | | | | | | |
| | | | | | Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment | |
| | | | | | 1104 | 268936 | 0.000000 | 06/30/2020 | | |
| | | | | | 1104 | 268935 | 0.000000 | 03/05/2020 | | |
| | | | | | 1104 | 268934 | 1.000000 | 01/10/2020 | | |
| | | | | | 1104 | 268933 | 0.000000 | 10/11/2019 | | |
| | | | | | 1104 | 268932 | 1.000000 | 07/12/2019 | | |
| | | | | | 1104 | 268931 | 2.000000 | 01/10/2019 | | |
| | | | | | 1104 | 244230 | 4.000000 | 04/22/2019 | | |
| | | | | | 1104 | 244229 | 3.000000 | 10/16/2018 | | |
| | | | | | 1104 | 233211 | 2.000000 | 01/02/2018 | | |

| 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? |
| | | | | | 1104 | 233210 | 3.000000 | 04/12/2018 | | |
| | | | | | 1104 | 233209 | 2.000000 | 07/16/2018 | | |
| | | | | | 1104 | 209865 | 1.000000 | 10/17/2017 | | |
| | | | | | 1104 | 186776 | 4.000000 | 04/06/2017 | | |
| | | | | | 1104 | 183268 | 3.000000 | 01/03/2017 | | |
| | | | | | 1104 | 175696 | 3.000000 | 09/30/2016 | | |
| | | | | | 1104 | 170004 | 0.000000 | 07/01/2016 | | |
| | | | | | 1104 | 163227 | 0.000000 | 04/06/2016 | | |
| | | | | | 1104 | 156150 | 0.000000 | 01/13/2016 | | |
| | | | | | 1104 | 151369 | 0.000000 | 10/14/2015 | | |
| | | | | | 1104 | 148909 | 0.000000 | 08/04/2015 | | |
| | | | | | 1104 | 141825 | 0.000000 | 06/12/2015 | | |
| | | | | | 1104 | 141823 | 0.000000 | 05/01/2015 | submittd in June 2015 because of change of cimar systems | |
| | | | | | 1104 | 141821 | 0.000000 | 04/01/2015 | submittd in June 2015 because of change of cimar systems | |
| | | | | | 1104 | 128421 | 0.000000 | 03/02/2015 | No functionality issues reported to help desk. | |
| | | | | | 1104 | 125019 | 0.000000 | 02/10/2015 | No customer complaints were received regarding system functionality. | |
| | | | | | 1104 | 118265 | 0.000000 | 01/02/2015 | No customer complaints were | |

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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | | | | | | | | | received regarding functionality | |
| | | | | | 1104 | 116131 | 0.000000 | 12/12/2014 | No customer complaints were received regarding functionality | |
| | | | | | 1104 | 114133 | 0.000000 | 11/06/2014 | no customer complaints were received regarding functionality | |
| | | | | | 1104 | 111039 | 0.000000 | 10/03/2014 | Under target, no functionality complaints received for this period. | |
| | | | | | 1104 | 103665 | 1.000000 | 08/08/2014 | under target, only 1 complaint was received, regarding NITC. | |
| | | | | | 1104 | 103663 | 0.000000 | 09/09/2014 | under target, no complaints received | |
| | | | | | 1104 | 98241 | 0.000000 | 07/01/2014 | No complaints about functionality received this month | |
| | | | | | 1104 | 96111 | 0.000000 | 06/03/2014 | under target, no complaints were received | |
| | | | | | 1104 | 92389 | 0.000000 | 05/08/2014 | under target, no complaints were received | |
| | | | | | 1104 | 88673 | 0.000000 | 03/02/2014 | under target, no complaints were received | |
| | | | | | 1104 | 88671 | 0.000000 | 04/02/2014 | under target, no complaints were received | |
| | | | | | 1104 | 80489 | 0.000000 | 12/31/2013 | Under Target. no complaints were received | |
| | | | | | 1104 | 80487 | 0.000000 | 02/05/2014 | Under target, no complaints were received | |
| | | | | | 1104 | 77237 | 0.000000 | 01/08/2014 | under target. no complaints were received. | |
| | | | | | 1104 | 73321 | 1.000000 | 11/29/2013 | under target. only 1 complaint was received | |
| | | | | | 1104 | 70033 | 0.000000 | 10/31/2013 | Under target. no complaints were received. | |
| | | | | | 1104 | 64577 | 2.000000 | 08/30/2013 | under target, less than 5 complaints received. | |
| | | | | | 1104 | 61961 | 0.000000 | 07/31/2013 | 62 tickets received, 62 tickets | |

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? |
|-----------|-----------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|--|--------------------|
| 1104 | Customer Satisfaction | Score | Customer Satisfaction | Customer Satisfaction | | | | | | closed. |
| | | | | | 1104 | 59462 | 0.000000 | 06/30/2013 | Under Target. | |
| | | | | | 1104 | 58027 | 3.000000 | 05/30/2013 | Under Target. | |
| | | | | | 1104 | 57251 | 0.000000 | 04/30/2013 | Under Target. No complaints were received regarding the application functionality. | |
| | | | | | 1104 | 51801 | 0.000000 | 02/28/2013 | Under Target. No complaints were received regarding the application functionality. | |
| | | | | | 1104 | 51799 | 0.000000 | 03/31/2013 | Under Target. No complaints were received regarding the applicaiton functionality. | |
| | | | | | 1104 | 45127 | 0.000000 | 01/31/2013 | Under Target. No complaints were received regarding the application functionality. | |
| | | | | | 1104 | 42261 | 0.000000 | 11/30/2012 | Under Target. No complaints were received regarding the application functionality. | |
| | | | | | 1104 | 42259 | 0.000000 | 12/31/2012 | Under Target. No complaints were received regarding the application functionality. | |
| | | | | | 1104 | 42131 | 0.000000 | 11/30/2012 | Under Target. No complaints were received regarding the application functionality. | |
| | | | | | 1104 | 42129 | 0.000000 | 12/31/2012 | Under Target. No complaints were received regarding the application functionality. | |
| | | | | | 1104 | 41965 | 0.000000 | 11/30/2012 | Under Target. No complaints were received regarding the application functionality. | |
| | | | | | 1104 | 41963 | 0.000000 | 12/31/2012 | Under Target. No complaints were received regarding the application functionality. | |
| | | | | | 1104 | 18475 | 4.000000 | | | |

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? |
|-----------|---|-----------------|---|----------------------------|-------------|------------------|-----------------------|-----------------------|---|--------------------|
| | | | | | 1104 | 18365 | 4.000000 | | | |
| | | | | | 1104 | 18259 | 4.000000 | | | |
| | | | | | 1104 | 15095 | 4.000000 | | | |
| | | | | | 1104 | 4399 | 4.000000 | | | |
| 1103 | Percentage of application availability for use by the customer. | Percentage | 1 - Customer Satisfaction (Process Results) | 99.890000 | 99.000000 | 99.000000 | Over target | Annual | 005SO18287 : Protect agricultural health by preventing and mitigating the spread of agricultural pests and disease. | No |
| | | | | | Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment | |
| | | | | | 1103 | 268930 | 99.900000 | 10/11/2019 | | |
| | | | | | 1103 | 244228 | 99.900000 | 10/16/2018 | | |
| | | | | | 1103 | 209864 | 99.900000 | 10/17/2017 | | |
| | | | | | 1103 | 175695 | 99.900000 | 09/30/2016 | | |
| | | | | | 1103 | 151368 | 99.900000 | 10/14/2015 | | |
| | | | | | 1103 | 111033 | 99.900000 | 09/30/2014 | availability met target | |
| | | | | | 1103 | 4397 | 99.900000 | | | |
| | | | | | | | | | | |
| 1102 | Average minutes to transition to | Number | 1 - Customer Satisfaction | 10.000000 | 10.000000 | 10.000000 | Under target | Annual | 005SO18287 : Protect | 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? |
|-----------|---|-----------------|---|---------------------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | next customer support tier. | | (Process Results) | | | | | | agricultural health by preventing and mitigating the spread of agricultural pests and disease. | |
| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment | | | | | | |
| 1102 | 268929 | 10.000000 | 10/11/2019 | | | | | | | |
| 1102 | 244227 | 8.000000 | 10/16/2018 | | | | | | | |
| 1102 | 209863 | 10.000000 | 10/17/2017 | | | | | | | |
| 1102 | 175694 | 8.000000 | 09/30/2016 | | | | | | | |
| 1102 | 151367 | 5.000000 | 10/14/2015 | | | | | | | |
| 1102 | 111031 | 10.000000 | 09/30/2014 | customer transition was under target | | | | | | |
| 1102 | 14807 | 8.000000 | | Metric was first introduced in FY2012 | | | | | | |
| 1102 | 14749 | 8.000000 | | Metric was first introduced in FY2012 | | | | | | |
| 1102 | 14661 | 8.000000 | | Metric was first introduced in FY2012 | | | | | | |
| 1102 | 4395 | 8.000000 | | Metric was first introduced in FY2012 | | | | | | |
| 1101 | Percentage of Server Availability for use | Percentage | 1 - Customer Satisfaction (Process Results) | 99.900000 | 99.000000 | 99.000000 | Over target | Annual | 005SO18287 : Protect agricultural health by preventing and mitigating the spread of agricultural pests and disease. | No |

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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? |
|-----------|---|-----------------|--|----------------------------|-------------|------------------|-----------------------|-----------------------|---|--------------------|
| | | | | | 1100 | 244225 | 98.000000 | 10/16/2018 | | |
| | | | | | 1100 | 209861 | 99.000000 | 10/17/2017 | | |
| | | | | | 1100 | 175692 | 99.000000 | 09/30/2016 | | |
| | | | | | 1100 | 151365 | 100.000000 | 10/14/2015 | | |
| | | | | | 1100 | 111027 | 98.000000 | 10/15/2014 | registered premises met target | |
| | | | | | 1100 | 4391 | 98.000000 | | targets and baselines in percent | |
| 1099 | Maintain number of systems integrated into the Animal Disease Traceability System | Number | 2 - Strategic and Business Results | 8.000000 | 8.000000 | 8.000000 | Under target | Annual | 005SO18287 : Protect agricultural health by preventing and mitigating the spread of agricultural pests and disease. | No |
| | | | | | Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment | |
| | | | | | 1099 | 268926 | 8.000000 | 10/11/2019 | | |
| | | | | | 1099 | 244224 | 8.000000 | 10/16/2018 | | |
| | | | | | 1099 | 209860 | 8.000000 | 10/17/2017 | | |
| | | | | | 1099 | 175691 | 8.000000 | 09/30/2016 | | |
| | | | | | 1099 | 151364 | 10.000000 | 10/14/2015 | | |
| | | | | | 1099 | 111025 | 8.000000 | 09/30/2014 | number of systems was maintained | |

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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | | | | | 1099 | 4389 | 8.000000 | | | |