

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2009-06-30
Date of Last Change to Activities: 2021-06-29
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2021-06-29
Date of Last Business Case Update: 2021-06-29
Date of Last Revision: 2021-06-29

Agency: 007 - Department of Defense--Military Programs **Bureau:** 21 - Army

1. Name of this Investment: Global Combat Support System-Army

2. Unique Investment Identifier (Ull): 007-000005070

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):

007SO18273: Improve and strengthen business operations through a move to DoD-enterprise or shared services; reduce administrative and regulatory burden

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.**

Based on the approved program Economic Analysis, The Army should achieve a total estimated hard dollar savings of \$1,003.7M by not having to fund STAMIS. The Army should also achieve cost avoidances of \$1,948.9M and productivity improvements of \$8,810.9M. The details of these efficiencies are: -Estimated Class II (Individual equipment), III (Fuel), IV (Construction materials) and IX (Repair parts/spares) inventory right-sizing benefit of \$348.5M. -Estimated inventory efficiencies of \$370.4M from improved reparable tracking and turn-ins. -Estimated reduction in STAMIS IT costs of \$1,003.7M. -Estimated efficiencies in reorder costs, totaling \$1,229.9M. -Estimated Army efficiencies that will be obtained by personnel time or added value of services totaling \$8,810.9M. The estimated benefit of \$348.5M represents the right-sizing of inventory (Class II, III packaged, IV, and IX supplies at tactical & retail SSAs) across the supply chain. Estimated inventory efficiencies of \$370.4M in reparable turn-ins represents

efficiencies the Army could achieve by reducing the number of items needed by execution of more efficient business processes. Units will be able to identify, track, and turn-in a higher number of reparable items. The ERP system forces the turn-in of old items before ordering new and give leaders visibility of the all repair items. The estimated efficiency in reorder costs of \$1,229.9M represents the efficiencies that the Army could achieve by reducing costs with multiple reorders of lost, wrong, or delayed shipments. Units will be able to track and redirect shipments of items. The ERP system will not allow the unit to reorder the same item, unless it's for a separate effort or justification. The Estimated efficiency benefit of improved business processes & reduction in other Logistics (LOG) IT system costs, totaling \$8,810.9M is due to improved business processes. All the other current LOG IT systems (beyond STAMIS) in the LOG Domain could benefit by GCSS-Army AFTER the initial deployment of the GCSS-Army solution. The efficiency benefits will significantly reduce the burden placed on our Soldiers in the field. The benefits DO NOT imply that we should reduce the number of Soldiers in today's Army. Rather, these benefits will more effectively employ those soldiers. Now that GCSS-Army is fully deployed and being sustained, the combat developer is monitoring and measuring the achieved benefits. .

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 Ull | To Be Status |
| 007-000004528 | to be eliminated |
| 007-000004392 | to be eliminated |
| 007-000004507 | to be eliminated |
| 007-000004490 | to be eliminated |
| 007-000004510 | to be eliminated |
| 007-000004509 | to be eliminated |

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:

COL Robert Wolfe

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: | \$52.653000 | \$66.419000 | \$73.444000 | \$64.010000 |
| DME (Including Planning) Govt. FTEs: | 0 | 0 | 0 | 0 |
| Sub-Total DME (including Internal Labor (Govt. FTE)): | \$52.653000 | \$66.419000 | \$73.444000 | \$64.010000 |
| O & M Costs: | 0 | \$205.100000 | \$178.230000 | \$134.321000 |
| O & M Internal Labor (Govt. FTE): | 0 | \$12.050000 | \$7.817000 | \$0.643000 |
| Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)): | 0 | \$217.150000 | \$186.047000 | \$134.964000 |
| Total Cost (Including Internal Labor (Govt. FTE)): | \$52.653000 | \$283.569000 | \$259.491000 | \$198.974000 |
| Total Cost Internal Labor (Govt. FTE) costs: | 0 | \$12.050000 | \$7.817000 | \$0.643000 |
| # of FTE rep by costs: | 0 | 42 | 42 | 37 |
| Total change from prior year final President's Budget (\$) | | \$7.121000 | \$-37.760000 | |
| Total change from prior year final President's Budget | | 2.58% | -12.70% | |

| Table I.C.1 Life Cycle Costs | | | | |
|------------------------------|--------------------|------------|------------|------------|
| | PY-1 & Prior | PY 2021 | CY 2022 | BY 2023 |
| (%) | | | | |

2.
 - a. In which year did or will this investment begin? (specify year - e.g., PY-1= 2019)
2002
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2027
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):
 FY22 and FY23 INC1: FY2022 efforts to complete Disconnected Operations development. No funding programmed for FY23. FY22 and FY23 INC2: FY2022 RDTE and OPA efforts to complete development and fielding/deployment of Increment2. No RDTE or OPA funding programmed for FY23.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** GLOBAL COMBAT SUPPORT SYSTEM-ARMY
2. **Unique Investment Identifier (UII):** 007-000005070

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? |
|-------------------|---|---|--------------------|-------------------------|------------------------------|-------------------|
| P5070-102 | Global Combat Support System - Army Increment 1 | GCSS-Army modernizes logistics, streamlining supply & maintenance operations, property accountability, logistics management & integration procedures. | 11/05/2002 | 09/30/2027 | \$4,153.8 | |
| P5070-103 | GCSS-ARMY Increment 2 | Building on GCSS-Army Inc1 foundation, Inc2 provides the Army Enterprise Aviation maintenance, enhanced BI/BW & APS functional capabilities to deliver greater efficiencies, improve information flow & accuracy in real time to decision makers. | 10/01/2016 | 09/30/2032 | \$592.2 | |

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 |
|-------------------|---------------------|--|-----------------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| P5070-102 | IOT&E - Increment 1 | Independent Operational Test & Evaluation at Fort Bliss, including the Operational Monitoring that will be executed by the Operation | P5070-102.PA 5070-103 | 2011-09-01 | 2011-09-01 | 2011-09-01 | 2011-10-21 | 2011-10-21 | 2011-10-21 | 9.180000 | 9.180000 | 6.122000 |

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 Command. | | | | | | | | | | |
| P5070-102 | Operational/Site Implementation - Increment 1 | Wave 1 Fielding (SARSS & Tactical Finance) - FY12 | P5070-102.PA 5070-105 | 2012-07-01 | 2012-07-01 | 2012-07-01 | 2012-09-30 | 2012-09-30 | 2012-09-30 | 48.340000 | 48.340000 | 26.290000 |
| P5070-102 | Product Solution Development - Increment 1 | Release 1.2 Development and testing. Additional GCSS-Army capability including mobile defense solution and enterprise equipment master. | P5070-102.PA 5070-104 | 2011-09-01 | 2011-09-01 | 2011-09-01 | 2013-06-30 | 2013-09-30 | 2013-09-27 | 200.460000 | 203.114000 | 205.342000 |
| P5070-102 | Product Solution Development - Increment 1 | Continue development and testing of Release 1.2. Additional GCSS-Army capability supporting auditability requirement by FY17 for the Army and the sunset of SAMS and PBUSE system s/applications. | P5070-102.PA 5070-108 | 2013-01-31 | 2013-01-31 | 2013-01-31 | 2013-06-30 | 2014-09-30 | 2014-09-30 | 70.042000 | 70.042000 | 75.704000 |
| P5070-102 | Operational/Site Implementation - Increment 1 | Wave 1 Fielding (SARSS & tactical Finance) - FY13 | P5070-102.PA 5070-106 | 2012-10-01 | 2012-10-01 | 2012-12-23 | 2013-09-30 | 2013-09-30 | 2013-09-27 | 73.340000 | 73.340000 | 78.216400 |

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 |
|-------------------|---|---|-----------------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| P5070-102 | Operational/Site Implementation - Increment 1 | Continue Wave 1 deployment to replace SARSS applications to both CONUS and OCONUS sites and add tactical finance capability to Supply Support Activities in FY14. | P5070-102.PA 5070-107 | 2013-10-01 | 2013-10-01 | 2013-10-01 | 2014-09-30 | 2014-09-30 | 2014-09-30 | 77.014000 | 77.014000 | 74.470000 |
| P5070-102 | Operational/Site Implementation - Increment I | Continue Wave I deployment to replace SARSS applications to both CONUS and OCONUS sites and add tactical finance capability to Supply Support Activities in FY15. | P5070-102.PA 5070-109 | 2014-10-01 | 2014-10-01 | 2014-10-01 | 2015-09-30 | 2015-09-30 | 2015-09-30 | 108.959000 | 134.987000 | 119.379000 |
| P5070-102 | Wave 2 Fielding | Field GCSS-Army Increment 1 Wave 2 to replace SAMS-E and PBUSE applications to both CONUS and OCONUS. | P5070-102.PA 5070-110 | 2017-10-01 | 2017-10-01 | 2017-10-01 | 2017-12-31 | 2017-12-31 | 2017-11-03 | 33.700000 | 33.700000 | 10.260000 |
| P5070-102 | Transition of Services | Planning for hosting and sustainment transition. | P5070-102.PA 5070-113 | 2017-10-01 | 2017-10-01 | 2017-10-01 | 2018-10-01 | 2026-10-01 | | 0.001000 | 3.000000 | 0.000000 |
| P5070-102 | Sustainment Modernization | Perform system maintenance | P5070-102.PA 5070-111 | 2017-10-01 | 2017-10-01 | 2017-10-01 | 2019-03-01 | 2026-09-30 | | 129.023000 | 89.087000 | 0.000000 |

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 |
|-------------------|------------------------|---|-----------------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| | | and provide quarterly releases. | | | | | | | | | | |
| P5070-102 | Transition of Services | Knowledge base transfer to Army Shared Services Center. | P5070-102.PA 5070-114 | 2018-10-01 | 2018-10-01 | 2018-10-01 | 2020-03-01 | 2026-03-01 | | 0.001000 | 0.000000 | 0.000000 |
| P5070-103 | Activity 1 | Improves GGCS-A | P5070-103.PA 5070-115 | 2016-10-01 | 2016-10-01 | 2016-10-01 | 2032-09-30 | 2032-09-30 | | 4.153000 | 0.000000 | 0.000000 |

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? |
|-----------|------------------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| 26968 | Percentage of Customers that | percent | 1 - Customer Satisfaction | 0.000000 | | | 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|

are satisfied with PM deployed capabilities based on the total number of respondents.

(Process Results)

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|--|------------|---|----------|--|--|-------------|---------|--|-----|
| 26967 | Readiness Driver Fill Rate. This metric measures the breadth (how many) and the depth (how much of each) of an Authorized Stockage List (ASL). The ASL is the stock package an SSA uses to support its customer base. The ASL contains critical and non critical parts and supplies. This metric focuses on the performance of the Maintenance Significant Parts known as Readiness Drivers. The current direction is to stock more Readiness Driver and less non- | Percentage | 1 - Customer Satisfaction (Process Results) | 0.000000 | | | 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | critical items. | | | | | | | | | |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|---|------------|---|----------|--|--|-------------|---------|--|-----|
| 26966 | Customer Reconciliation. This process is intended to resolve discrepancies between customer and SSA records. Every customer order that is not on the SSA record is usually reordered at cost. When this cost is extrapolated across the Army, Reserve and National Guard, the recurring cost of reordering becomes significant. | Percentage | 1 - Customer Satisfaction (Process Results) | 0.000000 | | | Over target | Monthly | | Yes |
|-------|---|------------|---|----------|--|--|-------------|---------|--|-----|

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|---|---------|---|----------|--|--|--------------|---------|--|-----|
| 26965 | Overdue Deliveries with Dues-Out. The Supply Support Activity provides repair parts and supplies. Its | numeric | 1 - Customer Satisfaction (Process Results) | 0.000000 | | | Under 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? |
|-----------|---|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | tailored package of stocks must be replenished. Tracking inbound shipments is key to maintaining a functioning level of stocks. OVERDUE inbound shipments are researched to avoid stock shortages, which may degrade the mission. An arbitrary number (45 days) used to define "OVERDUE". GCSS-Army increased the efficiency of this process by calculating average delivery time by individual material. | | | | | | | | | |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|--|------------|---|----------|--|--|-------------|---------|--|-----|
| 26964 | Readiness Driver Satisfaction. This metric measures the degree to which Maintenance Significant Parts (MSP) were provided to the | Percentage | 1 - Customer Satisfaction (Process Results) | 0.000000 | | | 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|

customer upon demand in order to execute its maintenance mission.

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|--|---------|------------------------------------|----------|----------|----------|--------------|-----------|--|----|
| 26963 | Zero Balance with Due Outs - This balance indicates the Authorized Stockage List (ASL) lines at zero balance with due outs as a percentage of the total ASL lines. | percent | 2 - Strategic and Business Results | 0.000000 | 8.000000 | 8.000000 | Under target | Quarterly | 007SO18273 : Improve and strengthen business operations through a move to DoD-enterprise or shared services; reduce administrative and regulatory burden | No |
|-------|--|---------|------------------------------------|----------|----------|----------|--------------|-----------|--|----|

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|---|---------|------------------------------------|----------|----------|----------|--------------|---------|--|----|
| 26962 | Average Response Time - Average response time for all dialog transaction steps executed in P10, averaged across the month. Average dialog response time per step is a standard SAP metric. Dialog | Seconds | 2 - Strategic and Business Results | 0.000000 | 2.000000 | 2.000000 | Under target | Monthly | 007SO18273 : Improve and strengthen business operations through a move to DoD-enterprise or shared services; reduce administrative and regulatory burden | 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|

response time does not include database update time, or end user network latency time.

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|---|---------|------------------------------------|----------|-----------|-----------|-------------|---------|--|----|
| 26961 | Data Availability - percentage of time the system is available without unplanned outages. Includes ECC (P10), Portal (P20), and network within the GCSS-Army enclave. This does not include outages out of the control of the program, like network outages "in front" of the enclave or AKO being unavailable. | Percent | 2 - Strategic and Business Results | 0.000000 | 95.000000 | 95.000000 | Over target | Monthly | 007SO18273 : Improve and strengthen business operations through a move to DoD-enterprise or shared services; reduce administrative and regulatory burden | No |
|-------|---|---------|------------------------------------|----------|-----------|-----------|-------------|---------|--|----|

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|--|---------|---|----------|-----------|-----------|-------------|-----------|--|----|
| 26960 | ASL Fill Rate - measures the performance of a Supply Support | Percent | 1 - Customer Satisfaction (Process Results) | 0.000000 | 29.000000 | 29.000000 | Over target | Quarterly | 007SO18273 : Improve and strengthen business | 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|

Activity (SSA) to satisfy a request for a supported customer. It is expressed as a percentage of the SSA 's demand accommodation multiplied by demand satisfaction.

operations through a move to DoD-enterprise or shared services; reduce administrative and regulatory burden

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|-------------------------------|------------|---|----------|--|--|-------------|-----------|--|-----|
| 26959 | Mission Critical Function KPP | Percentage | 1 - Customer Satisfaction (Process Results) | 0.000000 | | | Over target | Quarterly | | Yes |
|-------|-------------------------------|------------|---|----------|--|--|-------------|-----------|--|-----|

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|---------------------------|----------|---|----------|--|--|-------------|---------|--|-----|
| 26958 | ASL - Authorized Stockage | currency | 1 - Customer Satisfaction (Process Results) | 0.000000 | | | Over target | Monthly | | Yes |
|-------|---------------------------|----------|---|----------|--|--|-------------|---------|--|-----|

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|--|------|---|----------|--|--|-------------|---------|--|-----|
| 26957 | Data Availability (ECC, SeeBeyond, Portal, and Network) Metric reflect availability after 4-hour | time | 1 - Customer Satisfaction (Process Results) | 0.000000 | | | 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? |
|-----------|---|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | approved maintenance window or any approved maintenance exceptions. | | | | | | | | | |

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|---|--------------------------|---------------------------|----------|-------------|-------------|-------------|--------|--|----|
| 26956 | Financial metric that compares the current estimated program cost to the baseline established with the Milestone FDD FY13 estimate. | Life Cycle Cost Estimate | 3 - Financial Performance | 0.000000 | 4153.750000 | 4153.750000 | Over target | Annual | 007SO18273 : Improve and strengthen business operations through a move to DoD-enterprise or shared services; reduce administrative and regulatory burden | No |
|-------|---|--------------------------|---------------------------|----------|-------------|-------------|-------------|--------|--|----|

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|---|-----|------------------------------------|----------|--|--|--------------|---------|--|-----|
| 26955 | Overage Repairables. Repairables are critical repair parts that can be repaired at a fraction of the original cost. When a repairable item is needed to make equipment mission capable it is ordered from | USD | 2 - Strategic and Business Results | 0.000000 | | | Under 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? |
| | the servicing supply support activity. The requiring activity must return the unserviceable like item. The customer has 10 days to return the like unserviceable item after which point it becomes OVERAGE. Monitoring the 10 day regulatory policy promotes mission readiness and fiscal prudence. | | | | | | | | | |
| | | | | | Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment | |

NONE