

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2013-09-11
Date of Last Change to Activities: 2021-04-26
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2021-04-26
Date of Last Business Case Update: 2021-04-26
Date of Last Revision: 2021-08-25

Agency: 005 - Department of Agriculture **Bureau:** 14 - Office of Chief Financial Officer

1. Name of this Investment: SO-OCFO-NFC-Payroll Services

2. Unique Investment Identifier (UII): 005-000000235

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.

005SO18004: Improve stewardship of resources and utilize data-driven analyses to maximize the return on investment.

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.**
The NFC Shared Services IT Systems Investment provides Human Resource line of business (HRLOB) and hosting services to 170 Federal Organizations. The shared services provided include accurate and timely payroll to approximately 650,000 federal employees within the federal organization customers. The investment detailed life-cycle cost is required to continue providing these human resource and financial services to the federal organizations. The return on investment is realized by the customer organizations by reducing the cost (cost avoidance) of providing the HR services to the federal employees directly or by another service provider.

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:

Renee Pellissier

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:	\$8.189000	\$0.181000	\$2.609000	\$1.834000
DME (Including Planning) Govt. FTEs:	0	\$10.954000	\$1.987000	\$2.087000
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$8.189000	\$11.135000	\$4.596000	\$3.921000
O & M Costs:	\$130.488000	\$4.521000	\$4.492000	\$4.598000
O & M Internal Labor (Govt. FTE):	\$228.221000	\$29.612000	\$31.458000	\$33.031000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$358.709000	\$34.133000	\$35.950000	\$37.629000
Total Cost (Including Internal Labor (Govt. FTE)):	\$366.898000	\$45.268000	\$40.546000	\$41.550000
Total Cost Internal Labor (Govt. FTE) costs:	\$228.221000	\$40.566000	\$33.445000	\$35.118000
# of FTE rep by costs:	2,330	291	277	0
Total change from prior year final President's Budget (\$)		0	0	
Total change from prior year final President's Budget		-6.35%	-6.35%	

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)
2014
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2020
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):
NFC is a working capital fund agency

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** SO-OCFO-NFC-PAYROLL SERVICES
2. **Unique Investment Identifier (UII):** 005-000000235

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?
76013	Upgrade of Insight Reporting Tool		01/25/2016	06/18/2016	\$0.7	
82773	FY16 DME Releases		10/01/2015	09/30/2016	\$3.9	
84042	FY16 OPM DME Releases		10/01/2015	09/30/2016	\$0.1	
84038	FY16 Customer Implementations		10/01/2015	09/30/2016	\$1.3	
84040	FY16 Cyber Security		03/03/2016	09/30/2016	\$10.0	
104253	FY17 DME Releases		07/04/2016	11/30/2017	\$8.7	
126935	FY18 DME PPS Project		08/08/2017	09/28/2018	\$9.8	
148070	FY19 Releases		04/05/2017	06/28/2019	\$2.4	
175112	FY20 Release 3	Deployment of Software Change Requests released during FY20 Quarter 3	03/15/2020	04/04/2020	\$0.4	No
175113	FY20 Release 4	Deployment of Software Change Requests released during FY20 Quarter 4	06/21/2020	07/11/2020	\$0.4	No
174766	FY20 Release 2	Deployment of Software Change Requests released during FY20 Quarter 2	12/22/2019	01/25/2020	\$0.6	No
203773	FY20 Release 4	Deployment	03/16/2020	09/30/2020	\$0.1	Yes
224872	FY21 Software Renew	Renewal of Software License	01/01/2020	09/30/2021	\$2.1	No
218050	FY21 Release	Conversion of webTA to release 5.x	11/15/2020	09/30/2021	\$39.6	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
82773	PPS - Establish Separate Salary Cap Field and Establish Separate Locality Rate Table Phase III	SCR - PPS - Establish Separate Salary Cap Field and Establish Separate Locality Rate Table Phase III Production migration 12/6/2015	82773.5.9	2015-10-01	2015-10-01	2015-10-01	2015-12-06	2015-12-06	2016-04-01	0.025000	0.025000	0.025000
82773	PPS -(10666) Establish new Allowance Transaction Code, Transitional Cost of Living (taxable)	SCR - PPS -(10666) Establish new Allowance Transaction Code, Transitional Cost of Living (taxable) Production migration 12/20/2015	82773.5.1	2015-10-01	2015-10-01	2015-10-01	2015-12-20	2015-12-20	2016-01-08	0.040000	0.040000	0.040000
84038	Architect of the Capitol Implementation into EmpowHR	Architect of the Capitol Implementation into EmpowHR Production Migration 11/14/2015.	84038.1	2015-10-01	2015-10-01	2015-10-01	2016-01-03	2016-01-03	2016-01-03	0.405000	0.405000	0.405000
82773	PPS - CR 20012 - OCC - Matching on Thrift Plan 91	SCR - PPS - CR 20012 - OCC - Matching on Thrift Plan 91 Production migration 3/27/2016	82773.5.10	2015-10-01	2015-10-01	2015-10-01	2016-03-27	2016-03-27	2016-05-02	0.022000	0.022000	0.022000
76013	Insight implementation for WebTA	Development, Test, Production.	76013.1	2016-01-25	2016-01-25	2016-01-25	2016-06-18	2016-06-18	2016-06-18	0.700000	0.700000	0.700000

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
data												
84038	Woodrow Wilson Implementation into Paycheck 8	Woodrow Wilson Implementation into Paycheck 8 Requirements Definition.	84038.5	2015-10-01	2015-10-01	2015-10-01	2016-07-17	2016-07-17	2016-07-17	0.010000	0.010000	0.010000
84038	Federal Maritime Commission Implementation into Paycheck 8	Implement Federal Maritime Commission in Paycheck 8.	84038.6	2015-10-01	2015-10-01	2015-10-01	2016-07-17	2016-07-17	2016-08-08	0.026000	0.026000	0.026000
82773	DHS Production migration 11/22/16	Department of Homeland Security Upgrade to webTA 4.2	82773.5.16	2015-10-01	2015-10-01	2015-10-01	2016-09-22	2016-09-22	2016-09-22	0.550000	0.550000	0.550000
84038	Treasury's Office of Technical Assistance Implementation into Paycheck 8	Treasury's Office of Technical Assistance Implementation into Paycheck 8 Production migration 12/24/2015.	84038.7	2015-10-01	2015-10-01	2015-10-01	2016-09-25	2016-09-25	2016-09-25	0.010000	0.010000	0.010000
84042	TIPS - Remove Event Code Edit When Decreasing or Cancelling Non Premium Conversion Enrollment	SCR - TIPS - Remove Event Code Edit When Decreasing or Cancelling Non Premium Conversion Enrollment Requirements Definition	84042.1	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-09-30	0.104000	0.104000	0.104000
84038	Federal Mediation and	Federal Maritime	84038.3	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-05-16	0.009000	0.009000	0.009000

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
	Conciliation Service	Commission Implementation Requirements Definition										
84038	US Commission on Civil Rights Requirements Definition	US Commission on Civil Rights Implementation into Paycheck 8.	84038.4	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-05-16	0.007000	0.007000	0.007000
84038	Broadcast Board of Governors Implementation into PPS, EmpowHR, and webTA 4.2	Broadcast Board of Governors Implementation into PPS, EmpowHR, and webTA 4.2 Requirements Definition.	84038.8	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-09-30	0.003000	0.003000	0.003000
84038	American Battle Monuments Commission Implementation into PPS, EmpowHR, and a TA system	American Battle Monuments Commission Implementation into PPS, EmpowHR, and a TA system Requirements Definition.	84038.9	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-09-30	0.015000	0.015000	0.015000
84038	US Capitol Police Implementation into EmpowHR	US Capitol Police Implementation into EmpowHR Requirements Definition.	84038.10	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-09-30	0.464000	0.464000	0.464000
84038	Commodity Futures Trading Commission Implementation into EmpowHR	Commodity Futures Trading Commission Implementation into EmpowHR	84038.11	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-12-11	2016-09-30	0.211000	0.211000	0.211000

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
		Requirements Definition.										
84040	DASD Encryption	Encrypt mainframe data at rest for all mainframe applications to increase NFC's Cyber Security Strength.	84040.1	2016-03-07	2016-03-07	2016-03-07	2016-09-30	2016-09-30	2016-09-30	0.300000	0.300000	0.300000
84040	SEIM Replacement	Tech refresh for NFC SEIM tool. The new SEIM tool will meet the security requirements to collect and maintain all event logs from all infrastructure and platform devices for 3 years.	84040.2	2016-03-07	2016-03-07	2016-03-07	2016-09-30	2016-09-30	2016-10-28	1.500000	1.500000	1.600000
84040	McAfee End Point Suite deployment	Configure and deploy McAfee Enterprise Policy Orchestrator to consolidate the virus protection fro all end point devices and servers.	84040.3	2016-03-07	2016-03-07	2016-03-07	2016-09-30	2016-09-30	2016-09-30	0.110000	0.110000	0.110000
84040	Firewall Upgrade	Migrate end of service NFC firewall appliances to new security chassis.	84040.4	2016-03-07	2016-03-07	2016-03-07	2016-09-30	2016-09-30	2016-09-30	1.265000	1.265000	1.265000
84040	VSM6	Virtual Tape	84040.5	2016-03-07	2016-03-07	2016-03-07	2016-09-30	2016-09-30	2016-09-30	2.546000	2.546000	2.546000

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
	Replacement	Library replacement for end of life equipment for backup and security recovery. Effort will transition from physical mainframe tape storage devices to the virtual tape storage.										
84040	Windows 10 OS Deployment	Deploy Windows 10 OS for End user devices to address open Security POAMs.	84040.6	2016-03-07	2016-03-07	2016-03-07	2016-09-30	2016-09-30	2016-10-31	1.590000	1.590000	1.590000
82773	EmpowHR - FSA RD RMA NRCS EmpowHR Manage Performance Component Changes	SCR - EmpowHR - FSA RD RMA NRCS EmpowHR Manage Performance Component Changes Production migration 12/20/2015	82773.5.2	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-01-08	0.035000	0.035000	0.035000
82773	EmpowHR - One USDA EmpowHR Security, Workflow and Separate SetIDs	SCR - EmpowHR - One USDA EmpowHR Security, Workflow and Separate SetIDs Requirements Definition	82773.5.3	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2015-10-16	0.320000	0.320000	0.320000

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
82773	PPS - CR20525, Delay of PAYE for CV07 for 2014	SCR - PPS - CR20525, Delay of PAYE for CV07 for 2014 Requirements Definition	82773.5.4	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2015-10-16	0.049000	0.049000	0.049000
82773	PPS - Change Performance Appraisal Levels	SCR - PPS - Change Performance Appraisal Levels Requirements Definition	82773.5.5	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2015-10-16	0.018000	0.018000	0.018000
82773	PPS - FS Mass Terminated TSP Deductions	SCR - PPS - FS Mass Terminated TSP Deductions Requirements Definition	82773.5.6	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2015-10-16	0.029000	0.029000	0.029000
82773	PPS - CR27072 - IRS Request for Delay of PAYE 2015	SCR - PPS - CR27072 - IRS Request for Delay of PAYE 2015 Requirements Definition	82773.5.7	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2015-10-16	0.040000	0.040000	0.040000
82773	PPS - Taxable Parking Adjustments 2014	SCR - PPS - Taxable Parking Adjustments 2014 Requirements Definition	82773.5.8	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2015-10-16	0.014000	0.014000	0.014000
82773	PPS - Comp Time for Travel Forfeiture Report	SCR - PPS - Comp Time for Travel Forfeiture Report Production	82773.5.11	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-04-15	0.014000	0.014000	0.014000

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
		migration 3/27/2016.										
82773	Peace Corps Requirements Definition	Peace Corps Requirements Definition	82773.5.12	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-06-13	0.067000	0.067000	0.067000
82773	PPS - State Tax Flag - Contribution File	PPS - State Tax Flag - Contribution File - Requirements Definition	82773.5.13	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-04-15	0.006000	0.006000	0.006000
82773	PPS ABCO - CR 22644 - IRS Changes in BOC for Rejected and Adjusted Payments	SCR - PPS ABCO - CR 22644 - IRS Changes in BOC for Rejected and Adjusted Payments Requirements Definition	82773.5.14	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-11-14	2016-11-21	0.011000	0.011000	0.011000
82773	WebTA - FSIS WebTA 4.0 Requirements	SCR - WebTA - FSIS WebTA 4.0 Requirements	82773.5.15	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-11-28	2016-12-05	1.479000	1.479000	1.479000
82773	EmpowHR - FEMA - Transmit EmpowHR Files/Data to FEMA Using FTP	SCR - EmpowHR - FEMA - Transmit EmpowHR Files/Data to FEMA Using FTP Requirements Definition	82773.5.17	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-08-08	0.048000	0.048000	0.048000
82773	EmpowHR - EmpowHR Work Email Feed to PPS	SCR - EmpowHR - EmpowHR Work Email Feed to PPS Requirements	82773.5.18	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-09-30	0.128000	0.128000	0.128000

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
		Definition										
82773	USDA Production migration 7/5/16	Software upgrade from 3.8 to 4.2	82773.5.19	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-09-05	0.683000	0.683000	0.683000
82773	PPS - Use of Transaction Code 41 Premium Pay for GAO's Criminal Investigators	SCR - PPS - Use of Transaction Code 41 Premium Pay for GAO's Criminal Investigators Requirements Definition	82773.5.20	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-09-30	0.011000	0.011000	0.110000
82773	WebTA - DHS TSA Allow Submission of Automated Leave Request by User Other Than the Employee	SCR - WebTA - DHS TSA Allow Submission of Automated Leave Request by User Other Than the Employee Requirements Definition	82773.5.21	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-09-30	0.033000	0.033000	0.033000
82773	PPS - Estimate of Cost for eOPF Data Feed to Interior	SCR PPS - Estimate of Cost for eOPF Data Feed to Interior Requirements Definition	82773.5.22	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-09-30	0.011000	0.011000	0.011000
82773	PPS - eOPF Datafeed SF 2809 and TSP Docs for POI 1798 Agency 65	SCR - PPS - eOPF Datafeed SF 2809 and TSP Docs for POI 1798 Agency 65 Requirements Definition	82773.5.23	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-05-02	0.012000	0.012000	0.012000

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
82773	EmpowHR - New Hire Report	SCR - EmpowHR - New Hire Report Requirements Definition	82773.5.24	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-08-08	0.009000	0.009000	0.009000
82773	WebTA - RD Accounting Project	SCR - WebTA - RD Accounting Project Requirements Definition	82773.5.25	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-11-28	0.012000	0.012000	0.012000
82773	WebTA - Remove Last 4 Digits of Current Employees SSN From User IDs	SCR - WebTA - Remove Last 4 Digits of Current Employees SSN From User IDs Requirements Definition	82773.5.26	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-08-08	0.022000	0.022000	0.022000
82773	WebTA - Creation of Two T&A Audit Reports	SCR - WebTA - Creation of Two T&A Audit Reports Requirements Definition	82773.5.27	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-11-28	0.031000	0.031000	0.031000
82773	Requirements Definition	Implemen SBA into PPS user client interface WebTa 4.2	82773.5.28	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-09-30	0.100000	0.100000	0.100000
82773	PPS - CR 15849 , Direct submission from Schwab to NFC	SCR - PPS - CR 15849 , Direct submission from Schwab to NFC Requirements Definition	82773.5.29	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-09-30	0.006000	0.006000	0.100000
82773	PPS - TSA Operation	SCR - PPS - TSA Operation	82773.5.30	2015-10-01	2015-10-01	2015-10-01	2016-09-30	2016-09-30	2016-09-30	0.013000	0.013000	0.013000

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
	Support for 256 Union Dues Refunds, and 200 FERS-RAE Actions	Support for 256 Union Dues Refunds, and 200 FERS-RAE Actions Requirements Definition										
104253	Q1 Release	System changes that are implemetned in CY17 PP01	104253.1	2016-07-25	2016-07-25	2016-07-25	2017-01-23	2017-01-23	2017-01-23	2.167000	2.141000	2.141000
104253	Q2 Release	System changes that are implemetned in CY17 PP06	104253.2	2016-11-21	2016-11-21	2016-11-21	2017-05-05	2017-05-05	2017-05-05	2.090000	2.090000	1.805000
104253	Q3 Release	System changes that are implemetned in CY17 PP13	104253.3	2017-01-23	2017-01-23	2017-01-23	2017-08-04	2017-08-04	2017-08-04	2.217000	2.217000	2.243000
104253	Q4 Release	System changes that are implemetned in CY17 PP20	104253.4	2017-05-01	2017-05-01	2017-05-01	2017-11-10	2017-11-10	2017-11-10	2.202000	2.284000	2.202000
126935	FY18 Q1-PPS1	Wounded Warrior Federal Leave Act	126935.1	2017-10-02	2017-10-02	2017-10-02	2017-12-29	2017-12-29	2017-12-29	0.527000	0.527000	0.527000
126935	FY18 Q1 ABCO2	Stafford Act Employees	126935.1.2	2017-10-02	2017-12-29	2017-10-02	2017-12-29	2017-12-29	2017-12-29	0.097000	0.097000	0.097000
126935	FY18 Q1 - PPS3	Stafford Act Pay Plan	126935.1.3	2017-10-02	2017-10-02	2017-10-02	2017-12-29	2017-12-29	2017-12-29	0.307000	0.307000	0.307000
126935	FY18 Q1-PPS4	Remove DNFSB from data files to TR	126935.1.4	2017-10-02	2017-10-02	2017-10-02	2017-12-29	2017-12-29	2017-12-29	0.017000	0.017000	0.017000
126935	FY18 Q1-PPS5	Change Payroll Transmission	126935.1.5	2017-10-02	2017-10-02	2017-10-02	2017-12-29	2017-12-29	2017-12-29	0.005000	0.005000	0.005000

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
		to Use Connect Direct										
126935	FY18 Q1-PPS6	Processing of Agency's Retro Reimbursement of Transit Benefit Payments	126935.1.6	2017-10-02	2017-10-02	2017-10-02	2017-12-29	2017-12-29	2017-12-29	0.009000	0.009000	0.009000
126935	FY18 Q1-PPS7	Union Dues	126935.1.7	2017-10-02	2017-10-02	2017-10-02	2017-12-29	2017-12-29	2017-12-29	0.072000	0.072000	0.072000
126935	FY18 Q1 - PPS8	Establish LBFMS as GAO New Service Provider	126935.1.8	2017-10-02	2017-10-02	2017-10-02	2017-12-29	2017-12-29	2017-12-29	0.007000	0.007000	0.007000
126935	FY18 Q1 - PPS9	Separate vendor files for OTS and OCC loans	126935.1.9	2017-10-02	2017-10-02	2017-10-02	2017-12-29	2017-12-29	2017-12-29	0.013000	0.013000	0.013000
126935	FY18 Q2 - PPS	Extract PAYTA data for CBP	126935.2	2018-04-02	2018-04-02	2018-04-02	2018-06-29	2018-06-29	2018-06-29	0.438000	0.438000	0.438000
126935	FY18 Q2 - PPS1	Max Time Off Award	126935.2.1	2018-04-02	2018-04-02	2018-04-02	2018-06-29	2018-06-29	2018-06-29	0.061000	0.061000	0.061000
126935	FY18 Q2 - PPS2	Deimplementat ion from PPS	126935.2.2	2018-04-02	2018-04-02	2018-04-02	2018-06-29	2018-06-29	2018-06-29	0.339000	0.339000	0.339000
126935	FY18 Q2 - PPS3	Download DHS Payroll Data	126935.2.3	2018-04-02	2018-04-02	2018-04-02	2018-06-29	2018-06-29	2018-06-29	0.024000	0.024000	0.024000
126935	FY18 Q2 - PPS4	Ensure Correct 401(k) Contribution Rates for OFR Employees Enrolled in T5 Plan	126935.2.4	2018-04-02	2018-04-02	2018-04-02	2018-06-29	2018-06-29	2018-06-29	0.014000	0.014000	0.014000
148070	FY18 PP20	Release 1	148070.12	2017-09-05	2017-09-05	2017-09-05	2018-10-05	2018-10-05	2018-10-12	0.574000	0.574000	0.574000
148070	FY19 PP01	Release 2	148070.2	2018-12-11	2018-12-11	2018-06-11	2019-01-11	2019-01-11		0.020000	0.020000	
148070	FY19 PP01	Release 2	148070.13	2018-12-11	2018-12-11	2018-06-11	2019-01-11	2019-01-11	2019-02-15	0.020000	0.020000	
148070	FY19 PP06	Release 3	148070.3	2018-02-22	2018-02-22	2018-02-22	2019-03-22	2019-03-22		0.438000	0.438000	

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
148070	FY19 PP06	Release 3	148070.14	2018-02-22	2018-02-22	2018-02-22	2019-03-22	2019-03-22	2019-03-29	0.438000	0.438000	
148070	FY19 PP13	Release 4	148070.4	2018-05-28	2018-05-28	2018-05-28	2019-06-28	2019-06-28		0.438000	0.438000	
148070	FY19 PP13	Release 4	148070.15	2018-05-28	2018-05-28	2018-05-28	2019-06-28	2019-06-28		0.438000	0.438000	
174766	Rel 2 Development	Transfer functional requirements into software.	174766.33	2019-12-22	2019-12-22		2020-01-25	2020-01-25		0.457000	0.457000	
174766	Rel 2 Requirements	Determine functional requirements.	174766.34	2019-12-22	2019-12-22		2020-01-25	2020-01-25		0.161000	0.161000	
175112	Rel 3 Development	Transfer functional requirements into software.	175112.35	2020-03-15	2020-03-15		2020-04-04	2020-04-04		0.311000	0.311000	
175112	Rel 3 Requirement	Determine functional requirements.	175112.36	2020-03-15	2020-03-15		2020-04-04	2020-04-04		0.110000	0.110000	
175113	Rel 4 Development	Transfer functional requirements into software.	175113.37	2020-06-21	2020-06-21		2020-07-11	2020-07-11		0.290000	0.290000	
175113	Rel 4 Requirements	Determine functional requirements.	175113.38	2020-06-21	2020-06-21		2020-07-11	2020-07-11		0.102000	0.102000	
203773	Rel 1 Requirement	PPS- USDA FUND Website Report Changes	203773.39	2020-05-27	2020-05-27	2020-05-27	2020-09-30	2020-09-30		0.016000	0.016000	
203773	Rel 2 Requirement	PPS-USDA FS Fair Labor Standards Act (FLSA) Exemption Modification	203773.40	2020-03-16	2020-03-17	2020-03-17	2020-09-30	2020-09-30		0.015000	0.015000	
224872	WebTa, Oracle DB JBoss 508 Compliance	Software Renewal	224872.5	2021-03-06	2021-03-06	2021-03-06	2021-09-30	2021-09-30		0.379000	0.379000	
224872	Fortify	Static Code	224872.5.1	2021-03-06	2021-03-06	2021-03-06	2021-09-30	2021-09-30		0.379000	0.379000	

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
Analysis												
218050	Rel 1 Requirement	PPS- USDA FUND Website Report Changes	218050.41	2021-01-01	2021-01-01	2021-01-01	2021-09-30	2021-09-30		2.446000	2.446000	
218050	Rel 1 Development	NCC Call Center Support	218050.41.1	2021-01-01	2021-01-01	2021-01-01	2021-09-30	2021-09-30		0.863000	0.863000	
218050	GDCI Hosting Support	GDCO Paycheck 8 Support	218050.41.2	2021-01-04	2021-01-04	2021-01-04	2021-09-30	2021-09-30		1.583000	1.583000	

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?
30235	WebTA Hosting Plus	Percent	2 - Strategic and Business Results	90.000000	99.000000	98.000000	Over target	Quarterly	005SO18001 : Modernize information	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?
-----------	--------------------	-----------------	--	----------------------------	-------------	-------------	-----------------------	---------------------	---	--------------------

technology infrastructure, facilities and support services to improve the customer experience.

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

NONE

27235	Security Access	Percent	2 - Strategic and Business Results	90.000000	90.000000	98.000000	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
-----------	------------------	---------------	-----------------------	---------

27235 260501 99.960000 12/06/2019

27235 254118 99.000000 09/06/2019

27235 248489 1.000000 07/11/2019

27235 243920 1.000000 03/31/2019

27235 243919 1.000000 12/31/2018

27235 235094 1.000000 10/31/2018

27235 221733 1.000000 03/30/2018

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?
-----------	--------------------	-----------------	--	----------------------------	-------------	-------------	-----------------------	---------------------	---	--------------------

27234	Application availability: on-line availability of Hosting Environment (internal network, infrastructure, and operating system) to users to perform business functions.	Percent	2 - Strategic and Business Results	90.000000	99.000000	99.000000	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
27234	277030	99.660000	01/07/2021	
27234	277029	100.000000	10/13/2020	
27234	277028	99.910000	07/09/2020	
27234	260500	100.000000	12/06/2019	
27234	254117	100.000000	09/06/2019	
27234	248488	1.000000	07/11/2019	
27234	243918	1.000000	03/31/2019	
27234	243917	1.000000	12/31/2018	
27234	235093	1.000000	10/31/2018	
27234	221732	1.000000	03/30/2018	

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?
8197	Salary payments(excluding manual checks) are issued and available to employees on scheduled paydaydays PPS Production	Percent	3 - Financial Performance	90.000000	99.000000	99.000000	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
8197	277027	99.650000	01/07/2021	
8197	277026	100.000000	10/13/2020	
8197	277025	100.000000	07/09/2020	
8197	277024	100.000000	03/06/2020	
8197	260502	100.000000	12/06/2019	
8197	254119	100.000000	09/06/2019	
8197	243922	1.000000	03/31/2019	
8197	243921	1.000000	12/31/2018	
8197	227261	99.900000	06/30/2018	
8197	221735	1.000000	03/30/2018	
8197	185162	1.000000	12/31/2016	
8197	171476	1.000000	06/30/2016	

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?
8195	Vulnerability Management	Percent	2 - Strategic and Business Results	0.950000	8197	163144	1.000000	03/31/2016		
					8197	159168	1.000000	12/31/2015		
					8197	154291	1.000000	09/30/2015		
					8197	77057	1.000000	12/31/2013		
							Over target	Quarterly		Yes
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					8195	171475	1.000000	06/30/2016		
					8195	163143	1.000000	03/31/2016		
					8195	156894	1.000000	12/31/2015		
					8195	154290	0.900000	09/30/2015		
					8195	77053	1.000000	12/31/2013		
8193	Average time to remediate detected moderate and high vulnerabilities.	Percent	2 - Strategic and Business Results	0.950000			Over target	Quarterly		Yes
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					8193	171474	1.000000	06/30/2016		
					8193	163142	0.430000	03/31/2016		

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?
8191	Average time to remediate detected moderate and high incidents.	Percent	1 - Customer Satisfaction (Process Results)	0.950000	8193	156893	0.750000	12/31/2015		
					8193	154289	1.000000	09/30/2015		
					8193	77055	1.000000	12/31/2013		
							Over target	Quarterly		Yes
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
8191	171473	0.960000	06/30/2016							
8191	163141	1.000000	03/31/2016							
8191	156892	1.000000	12/31/2015							
8191	154288	1.000000	09/30/2015							
8191	77061	1.000000	12/31/2013							
8189	Time to recover from problem during non-peak periods.	Percent	2 - Strategic and Business Results	0.950000			Over target	Quarterly		No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
8189	217995	1.000000	12/05/2017							
8189	185166	0.950000	02/28/2017							

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?
8187	Time to recover from problem during Peak Periods (6 AM to 8 PM CT)	Percent	2 - Strategic and Business Results	0.950000	8189	185165	1.000000	12/31/2016		
					8189	171472	1.000000	06/30/2016		
					8189	163140	1.000000	03/31/2016		
					8189	156891	1.000000	12/31/2015		
					8189	154287	0.999000	09/30/2015		
					8189	77059	1.000000	12/31/2013		
							Over target	Quarterly		No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
8187	217994	1.000000	12/05/2017							
8187	214432	1.000000	09/30/2017							
8187	185164	0.990000	02/28/2017							
8187	185163	1.000000	12/31/2016							
8187	171471	1.000000	06/30/2016							
8187	163139	1.000000	03/31/2016							
8187	156890	1.000000	12/31/2015							
8187	154286	0.999000	09/30/2015							

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?
					8187	77051	1.000000	12/31/2013		
8185	Payroll System available to customers between the hours of 6 AM and 6 PM CT Monday - Friday, excluding Federal holidays and scheduled system outages	Percent	2 - Strategic and Business Results	90.000000	99.000000	99.000000	Over target	Monthly	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						
8185	277023	100.000000	01/07/2021							
8185	277022	100.000000	11/20/2020							
8185	277021	100.000000	12/13/2020							
8185	277020	99.990000	12/04/2020							
8185	277019	100.000000	10/06/2020							
8185	277018	100.000000	09/12/2020							
8185	277017	100.000000	08/12/2020							
8185	277016	99.500000	07/09/2020							
8185	277015	100.000000	06/12/2020							
8185	277014	100.000000	05/16/2020							

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?
					8185	277013	99.970000	04/06/2020		
					8185	277012	99.650000	03/06/2020		
					8185	260499	99.970000	02/06/2020		
					8185	254116	99.740000	10/07/2019		
					8185	254115	99.740000	09/06/2019		
					8185	254114	0.980000	08/06/2019		
					8185	248487	1.000000	07/11/2019		
					8185	243916	1.000000	05/30/2019		
					8185	243915	1.000000	04/30/2019		
					8185	243914	99.950000	02/28/2019		
					8185	237260	99.990000	12/31/2018		
					8185	235092	1.000000	10/31/2018		
					8185	235091	99.000000	09/30/2018		
					8185	227260	1.000000	08/31/2018		
					8185	227259	99.900000	04/30/2018		
					8185	227258	99.950000	06/30/2018		
					8185	227257	99.980000	07/30/2018		

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?
					8185	221740	99.960000	03/30/2018		
					8185	221739	1.000000	02/28/2018		
					8185	221738	1.000000	01/31/2018		
					8185	221737	1.000000	12/31/2017		
					8185	221736	1.000000	09/30/2017		
					8185	171470	1.000000	07/31/2016		
					8185	171469	1.000000	06/30/2016		
					8185	165134	1.000000	04/30/2016		
					8185	163138	1.000000	03/31/2016		
					8185	161105	0.980000	02/29/2016	A network outage on February 24th prevented users from accessing the applications.	
					8185	159167	1.000000	01/31/2016		
					8185	156889	1.000000	12/31/2015		
					8185	154285	1.000000	11/30/2015		
					8185	154284	1.000000	10/31/2015		
					8185	154283	1.000000	09/30/2015		
					8185	144797	1.000000	05/31/2015		

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?
					8185	144795	0.999000	06/30/2015		
					8185	137147	0.999600	03/31/2015		
					8185	137145	0.999000	04/30/2015		
					8185	128431	1.000000	02/28/2015		
					8185	125121	1.000000	01/31/2015		
					8185	118273	0.999700	12/31/2014		
					8185	116137	1.000000	11/30/2014		
					8185	114145	0.999900	10/31/2014		
					8185	111049	1.000000	08/31/2014		
					8185	111047	1.000000	09/30/2014		
					8185	102351	1.000000	07/31/2014		
					8185	98505	1.000000	06/30/2014		
					8185	96121	1.000000	05/30/2014		
					8185	92523	1.000000	05/29/2014		
					8185	92521	1.000000	04/30/2014		
					8185	88573	1.000000	03/31/2014		
					8185	84535	1.000000	03/18/2014		

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?
8183	Web-based Time adn Attendance (webTA) is available between the hours of 6 AM and 6 PM, CT, Monday - Friday, excluding Federal holidays and scheduled system outages.	Percent	1 - Customer Satisfaction (Process Results)	0.950000	8185	84089	1.000000	02/28/2014		
					8185	80551	1.000000	01/31/2014		
					8185	77049	1.000000	12/31/2013		
					8185	73481	0.999600	10/31/2013		
					8185	73479	1.000000	11/30/2013		
							Over target	Monthly		Yes
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
8183	171468	1.000000	07/31/2016							
8183	171467	1.000000	06/30/2016							
8183	167639	1.000000	05/31/2016							
8183	165133	1.000000	04/30/2016							
8183	163137	1.000000	03/31/2016							
8183	161104	0.980000	02/29/2016	A network outage on February 24th prevented users from accessing the						

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?
									applications.	
8183					159166	1.000000	01/31/2016			
8183					156888	1.000000	12/31/2015			
8183					154282	1.000000	11/30/2015			
8183					154281	1.000000	10/31/2015			
8183					154280	1.000000	09/30/2015			
8183					149360	1.000000	07/31/2015			
8183					144793	1.000000	05/31/2015			
8183					144791	1.000000	06/30/2015			
8183					137143	0.999800	03/31/2015			
8183					137141	0.999000	04/30/2015			
8183					128435	1.000000	02/28/2015			
8183					125127	1.000000	01/31/2015			
8183					118275	0.999500	12/31/2014			
8183					116139	1.000000	11/30/2014			
8183					114147	0.999900	10/31/2014			
8183					111053	1.000000	08/31/2014			

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?
8183					8183	111051	1.000000	09/30/2014		
					8183	102349	1.000000	07/31/2014		
					8183	98501	1.000000	06/30/2014		
					8183	96117	1.000000	05/30/2014		
					8183	92531	1.000000	05/29/2014		
					8183	92529	1.000000	04/30/2014		
					8183	88567	1.000000	03/31/2014		
					8183	84533	1.000000	03/18/2014		
					8183	84091	1.000000	02/28/2014		
					8183	80549	1.000000	01/31/2014		
					8183	77047	1.000000	12/31/2013		
					8183	73485	1.000000	11/30/2013		
					8183	69857	0.999400	10/31/2013		
8181	EmpowHR production system available to customers between the hours of 6 AM and 6 PM CT Monday-Friday, excluding Federal	Percent	1 - Customer Satisfaction (Process Results)	0.990000			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?
	Holidays and scheduled outages.									

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
8181	171466	1.000000	07/31/2016	
8181	171465	1.000000	06/30/2016	
8181	167638	1.000000	05/31/2016	
8181	165132	1.000000	04/30/2016	
8181	163136	1.000000	03/31/2016	
8181	161103	0.980000	02/29/2016	A network outage on February 24th prevented users from accessing the application.
8181	159165	1.000000	01/31/2016	
8181	156887	1.000000	12/31/2015	
8181	154279	1.000000	11/30/2015	
8181	154278	1.000000	10/31/2015	
8181	154277	1.000000	09/30/2015	
8181	149359	1.000000	07/31/2015	
8181	144789	1.000000	05/31/2015	
8181	144787	0.999000	06/30/2015	

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?
					8181	137139	0.999600	03/31/2015		
					8181	137137	0.998000	04/30/2015		
					8181	128433	1.000000	02/28/2015		
					8181	125123	1.000000	01/31/2015		
					8181	118277	0.999500	12/31/2014		
					8181	116135	1.000000	11/30/2014		
					8181	114149	0.999900	10/31/2014		
					8181	111057	1.000000	08/31/2014		
					8181	111055	1.000000	09/30/2014		
					8181	102347	1.000000	07/31/2014		
					8181	98499	1.000000	06/30/2014		
					8181	96119	1.000000	05/30/2014		
					8181	92519	1.000000	05/29/2014		
					8181	92517	1.000000	04/30/2014		
					8181	88571	1.000000	03/31/2014		
					8181	84531	1.000000	03/18/2014		
					8181	84087	1.000000	02/28/2014		

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?
8179	PPS Production System available to customers between the hours of 6 AM and 6 PM CT Monday-Friday, excluding Federal holidays and scheduled system outages.	Percent	2 - Strategic and Business Results	1.000000	8181	80545	1.000000	01/31/2014		
					8181	77045	1.000000	12/31/2013		
					8181	73483	1.000000	11/30/2013		
					8181	69853	1.000000	10/31/2013		
							Over target	Monthly		No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
8179	219587	1.000000	01/31/2018							
8179	219586	1.000000	02/28/2018							
8179	213285	99.770000	08/30/2017							
8179	185161	1.000000	02/28/2017							
8179	185160	1.000000	01/31/2017							
8179	185159	1.000000	12/31/2016							
8179	185158	1.000000	11/30/2016							

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?
					8179	185157	1.000000	10/31/2016	A network outage on February 24th prevented users from accessing the applications.	
					8179	185156	1.000000	09/30/2016		
					8179	185155	1.000000	08/31/2016		
					8179	171464	1.000000	07/31/2016		
					8179	171463	1.000000	06/30/2016		
					8179	167637	1.000000	05/31/2016		
					8179	165131	1.000000	04/30/2016		
					8179	163135	1.000000	03/31/2016		
					8179	161102	0.980000	02/29/2016		
					8179	159164	1.000000	01/31/2016		
					8179	156886	1.000000	12/31/2015		
					8179	154276	1.000000	11/30/2015		
					8179	154275	1.000000	10/31/2015		
					8179	154274	1.000000	09/30/2015		
					8179	149358	1.000000	07/31/2015		
					8179	144785	1.000000	05/31/2015		
					8179	144783	0.998000	06/30/2015		

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?
					8179	137135	0.999300	03/31/2015		
					8179	137133	0.998000	04/30/2015		
					8179	128437	1.000000	02/28/2015		
					8179	125125	1.000000	01/31/2015		
					8179	118271	1.000000	12/31/2014		
					8179	116141	1.000000	11/30/2014		
					8179	114143	0.999900	10/31/2014		
					8179	111045	1.000000	08/31/2014		
					8179	111043	1.000000	09/30/2014		
					8179	102345	1.000000	07/31/2014		
					8179	98503	1.000000	06/30/2014		
					8179	96115	1.000000	05/30/2014		
					8179	92527	1.000000	05/29/2014		
					8179	92525	1.000000	04/30/2014		
					8179	88569	1.000000	03/31/2014		
					8179	84529	1.000000	03/18/2014		
					8179	84085	1.000000	02/28/2014		

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?
					8179	80547	1.000000	01/31/2014		
					8179	77043	1.000000	12/31/2013		
					8179	73487	1.000000	11/30/2013		
					8179	69855	1.000000	10/31/2013		
8177	Web-based Time and Attendance (webTA) is available between the hours of 6 AM and 6 PM CT, Monday - Friday excluding Federal holidays and scheduled outages	Percent	1 - Customer Satisfaction (Process Results)	90.000000	99.000000	99.000000	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	
					8177	277011	100.000000	01/07/2021		
					8177	277010	100.000000	10/13/2020		
					8177	277009	100.000000	07/09/2020		
					8177	260504	99.990000	03/06/2020		
					8177	260503	99.950000	12/06/2019		
					8177	254120	99.820000	09/06/2019		

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?
					8177	248491	1.000000	07/11/2019		
					8177	248490	1.000000	05/07/2019		
					8177	243924	1.000000	03/31/2019		
					8177	243923	1.000000	12/31/2018		
					8177	221734	99.990000	12/29/2017		
					8177	185154	1.000000	12/31/2016		
					8177	171462	1.000000	06/30/2016		
					8177	163134	1.000000	03/31/2016		
					8177	156885	1.000000	12/31/2015		
					8177	154273	1.000000	09/30/2015		
					8177	77041	1.000000	12/31/2013		