

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2015-09-17
Date of Last Change to Activities: 2020-05-29
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-Certification, Accreditation, Registration, Permitting, and Other Licensing (CARPOL)

2. Unique Investment Identifier (UII): 005-000000185

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.

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

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.**

A feasibility study was conducted to evaluate the alternative approaches to implementing the proposed CARPOL solution and determine whether the alternatives would be technically, financially, and operationally viable. It was determined that the most viable option with the highest return on investment (ROI) would be a COTS system. The estimated savings of \$10 million, when compared with maintaining existing systems, and an estimated \$14 million when compared with re-engineering existing systems. The internal and external benefits include: reduction in system development,

modernization, and enhancement (DME) costs, improved and streamlined business processes across program units, improved data management, improved business intelligence, reduction in authorization cycle time, and improved customer service.

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 |
| 005-000002197 | to be eliminated |
| 005-000002188 | to be eliminated |
| 005-000001822 | to be eliminated |
| 005-000001786 | to be eliminated |
| 005-000001405 | to be eliminated |
| 005-000000074 | to be reduced |

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:

Ashok Anant

8. Select the qualification/experience level of the Investment-level project manager (select one):

1 - FAC-P/PM(DAWIA-3)- Senior

Section C: Life Cycle Costs

1. Provide the total estimated life cycle costs for the investment in millions. Note: Do not enter information in the grey cells as these will be calculated.

| Table I.C.1 Life Cycle Costs | | | | |
|---|--------------------|-------------|-------------|------------|
| | PY-1 & Prior | PY 2021 | CY 2022 | BY 2023 |
| Planning Costs: | \$1.291000 | 0 | 0 | 0 |
| DME (Excluding Planning) Costs: | \$57.323000 | \$19.360000 | \$12.470000 | \$8.000000 |
| DME (Including Planning) Govt. FTEs: | 0 | 0 | 0 | 0 |
| Sub-Total DME (including Internal Labor (Govt. FTE)): | \$58.614000 | \$19.360000 | \$12.470000 | \$8.000000 |
| O & M Costs: | \$13.132000 | \$2.000000 | \$2.030000 | 0 |
| O & M Internal Labor (Govt. FTE): | \$0.525000 | \$1.077000 | 0 | \$1.092000 |
| Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)): | \$13.657000 | \$3.077000 | \$2.030000 | \$1.092000 |
| Total Cost (Including Internal Labor (Govt. FTE)): | \$72.271000 | \$22.437000 | \$14.500000 | \$9.092000 |
| Total Cost Internal Labor (Govt. FTE) costs: | \$0.525000 | \$1.077000 | 0 | \$1.092000 |
| # of FTE rep by costs: | 34 | 7 | 7 | 0 |
| Total change from prior year final President's Budget (\$) | | 0 | 0 | |
| Total change from prior year final President's Budget | | 1.42% | 0.00% | |

Table I.C.1 Life Cycle Costs

| | PY-1 & Prior | PY 2021 | CY 2022 | BY 2023 |
|-----|--------------------|------------|------------|------------|
| (%) | | | | |

- 2.
- In which year did or will this investment begin? (specify year - e.g., PY-1= 2019)**
2013
 - 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):**
No significant change.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** MRP-APHIS-CERTIFICATION, ACCREDITATION, REGISTRATION, PERMITTING, AND OTHER LICENSING (CARPOL)
2. **Unique Investment Identifier (UII):** 005-000000185

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? |
|-------------------|----------------------------------|--|--------------------|-------------------------|------------------------------|-------------------|
| 175 | APHIS eFile Solution Integration | Develop software system to replace 8 systems currently in place. | 10/01/2014 | 02/28/2019 | \$48.0 | Yes |
| 174 | PMO Support | | 10/01/2013 | 09/30/2016 | \$3.0 | |
| 128792 | MuleSoft Integration | | 07/13/2017 | 05/31/2018 | \$0.4 | |
| 128791 | Salesforce Training | | 07/28/2017 | 05/31/2018 | \$0.1 | |

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 |
|-------------------|---------------------------------|--|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| 175 | Develop Animal Care Permitting. | Develop permitting capability. | 175.6 | 2014-10-01 | 2014-09-30 | 2014-09-30 | 2015-10-15 | 2015-10-15 | 2015-10-15 | 2.312000 | 2.313000 | 2.823000 |
| 175 | Develop BRS Permitting | Develop permitting capability. | 175.9 | 2015-10-15 | 2015-10-15 | 2015-10-16 | 2015-12-31 | 2015-12-31 | 2015-12-31 | 2.312000 | 2.313000 | 2.312000 |
| 175 | Kickoff Task 3 | Review requirements and begin framework development. | 175.10 | 2016-04-01 | 2016-04-01 | 2016-09-01 | 2016-05-01 | 2016-05-01 | 2016-10-03 | 0.750000 | 0.750000 | 0.750000 |
| 174 | Provide ongoing PMO Support. | Support CARPOL PMO activities. | 174.4 | 2014-12-01 | 2014-12-01 | 2014-12-01 | 2016-07-31 | 2015-03-31 | 2015-03-31 | 2.000000 | 0.350000 | 0.284000 |
| 175 | Iterative Development | Perform iterative user acceptance | 175.13 | 2016-07-01 | 2016-07-01 | 2016-07-01 | 2016-09-30 | 2016-09-30 | 2016-09-30 | 0.750000 | 0.750000 | 1.600000 |

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 |
|-------------------|--|--|--------------|--------------------|----------------------|-------------------|-------------------------|---------------------------|------------------------|---------------------|-----------------------|--------------------|
| | | testing; demo minimally marketable feature set. | | | | | | | | | | |
| 174 | Provide ongoing PMO support (FY16 3rd & 4th qtr) | Support CARPOL PMO FY2016 third and fourth quarter activities. | 174.7 | 2016-04-01 | 2016-04-01 | 2016-04-01 | 2016-09-30 | 2016-11-30 | 2016-11-30 | 0.500000 | 0.500000 | 0.500000 |
| 175 | Develop VS Permitting. | Develop permitting capability. | 175.7 | 2016-01-01 | 2016-01-01 | 2016-01-01 | 2017-09-30 | 2018-05-30 | 2018-05-30 | 2.312500 | 2.313000 | 2.313000 |
| 175 | Develop PPQ Permitting. | Develop permitting capability. | 175.8 | 2016-04-01 | 2016-04-01 | 2016-04-01 | 2017-09-30 | 2018-05-30 | 2018-05-30 | 2.313000 | 2.313000 | 2.313000 |
| 128792 | MuleSoft Install/config | Install and configure MuleSoft Anypoint software at NITC. | 128792.1 | 2017-07-13 | 2017-07-13 | 2017-07-13 | 2017-09-30 | 2018-04-30 | 2018-04-30 | 0.223000 | 0.223000 | |
| 128792 | MuleSoft Training | Train APHIS staff on using MuleSoft Anypoint software. | 128792.2 | 2018-02-05 | 2018-02-05 | 2018-02-12 | 2018-02-28 | 2018-02-28 | 2018-02-16 | 0.130000 | 0.130000 | 0.130000 |
| 128791 | Salesforce Training | Provide basic Salesforce platform training for APHIS staff | 128791.1 | 2017-09-01 | 2017-09-01 | 2017-09-01 | 2018-05-31 | 2018-05-31 | | 0.103000 | 0.103000 | |

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:**

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? |
| 29520 | Reduced number of calls from stakeholders for help with permits | Number of stakeholder encounters | 2 - Strategic and Business Results | 75.000000 | 75.000000 | 75.000000 | Under target | Annual | 005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience. | |
| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment | | | | | | |
| | | | | NONE | | | | | | |
| 29519 | More efficient/faster permit issuance | Number of permits issued | 3 - Financial Performance | 50.000000 | 75.000000 | 75.000000 | Over target | Annual | 005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience. | |
| Metric ID | Actual Result ID | Actual Result | Date of Actual | Comment | | | | | | |

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

| Metric ID | Metric Description | Unit of Measure | Performance Measurement Category Mapping | Agency Baseline Capability | 2020 Target | 2021 Target | Measurement Condition | Reporting Frequency | Agency Strategic Objective / Agency Priority Goal | Is Metric Retired? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
| | | | | | | | | Result | | |

NONE

| | | | | | | | | | | |
|-------|---|-----------------------------------|------------------------------------|------------|------------|------------|-------------|--------|---|--|
| 29518 | Increased number of AC Annual Reports submitted electronically over previous year | Total number of reports submitted | 2 - Strategic and Business Results | 500.000000 | 500.000000 | 500.000000 | Over target | Annual | 005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience. | |
|-------|---|-----------------------------------|------------------------------------|------------|------------|------------|-------------|--------|---|--|

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

NONE

| | | | | | | | | | | |
|-------|---|-----------------------------------|---|-----------|-----------|-----------|-------------|--------|---|--|
| 29517 | Majority of end users respond favorably to customer satisfaction survey | Percentage of favorable responses | 1 - Customer Satisfaction (Process Results) | 75.000000 | 75.000000 | 75.000000 | Over target | Annual | 005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience. | |
|-------|---|-----------------------------------|---|-----------|-----------|-----------|-------------|--------|---|--|

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

NONE

| | | | | | | | | | | |
|-------|-----------------------------------|---|------------------------------------|-----------|-----------|-----------|-------------|---------|---|--|
| 29516 | Unplanned system downtime is rare | Percentage of time system is available to users | 2 - Strategic and Business Results | 95.000000 | 95.000000 | 95.000000 | Over target | Monthly | 005SO18287 : Protect agricultural health by preventing and mitigating the spread of | |
|-------|-----------------------------------|---|------------------------------------|-----------|-----------|-----------|-------------|---------|---|--|

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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|

agricultural pests and disease.

| Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment |
|-----------|------------------|---------------|-----------------------|---------|
| 29516 | 268611 | 100.000000 | 08/10/2020 | |
| 29516 | 268610 | 100.000000 | 07/13/2020 | |
| 29516 | 264129 | 100.000000 | 06/10/2020 | |
| 29516 | 264128 | 100.000000 | 05/14/2020 | |
| 29516 | 264127 | 100.000000 | 03/12/2020 | |
| 29516 | 264126 | 100.000000 | 02/14/2020 | |
| 29516 | 261230 | 100.000000 | 04/14/2020 | |

| | | | | | | | | | | |
|-------|-------------------------------------|--|---------------------------|-----------|-----------|--|-------------|---------|---|----|
| 24727 | Reduction in cost per authorization | Percentage reduction in cost per authorization | 3 - Financial Performance | 10.000000 | 10.000000 | | Over target | Monthly | 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 |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|--|--------------------------------|------------------------------------|-----------|-----------|--|-------------|---------|---|----|
| 24726 | Reduction in number of help-related calls for basic information regarding permit | Number of calls for assistance | 2 - Strategic and Business Results | 25.000000 | 25.000000 | | Over target | Monthly | 005SO18287 : Protect agricultural health by preventing and mitigating the | 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? |
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|
|-----------|--------------------|-----------------|--|----------------------------|-------------|-------------|-----------------------|---------------------|---|--------------------|

requirements

spread of agricultural pests and disease.

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

NONE

| | | | | | | | | | | |
|-------|--------------------------|--------------------------------------|------------------------------------|-----------|-----------|--|-------------|---------|---|----|
| 24725 | System down time is rare | Percentage of time system remains up | 2 - Strategic and Business Results | 95.000000 | 95.000000 | | Over target | Monthly | 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 |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|--|---|------------------------------------|----------|----------|--|-------------|--------|---|----|
| 24724 | Increase speed of processing permit authorizations | Percentage increase over current processing times | 2 - Strategic and Business Results | 8.000000 | 8.000000 | | 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 |
|-----------|------------------|---------------|-----------------------|---------|
|-----------|------------------|---------------|-----------------------|---------|

NONE

| | | | | | | | | | | |
|-------|--|---------------------------|---|-----------|-----------|--|-------------|--------|---|----|
| 24723 | Majority of end users respond favorably to customer satisfaction | Percentage of respondents | 1 - Customer Satisfaction (Process Results) | 75.000000 | 75.000000 | | Over target | Annual | 005SO18287 : Protect agricultural health by preventing and mitigating the | 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? |
| | survey | | | | | | | | spread of agricultural pests and disease. | |
| | | | | | Metric ID | Actual Result ID | Actual Result | Date of Actual Result | Comment | |

NONE