

## Business Case: Capital Asset Summary

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

#### Section A: Overview & General Information

**Date Investment First Submitted:** 2019-09-17  
**Date of Last Change to Activities:** 2021-02-24  
**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-Employee Services

**2. Unique Investment Identifier (UII):** 005-000003195

#### 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.**  
NFC Direct Premium Remittance System (DPRS) mission is to provide Billing and Collection for Health Insurance Premiums from approximately 38,000 eligible NON-Federal enrollees who elect to participate in the Federal Employees Health Benefits (FEHB) Program. Employee Services return on investment allows Federal employees, retirees and their survivors to enjoy the widest selection of health plans at a reduce cost; improve integration and communication of OPM services to Federal agencies to meet emerging needs. Benefits are lowering agency costs, eliminating redundant processes, and improving the quantity and quality of health care.

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:

Douglas Burns

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:	\$0.685000	0	0	0
DME (Including Planning) Govt. FTEs:	0	\$0.807000	\$0.183000	\$0.192000
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$0.685000	\$0.807000	\$0.183000	\$0.192000
O & M Costs:	\$8.970000	\$0.798000	\$0.897000	\$0.942000
O & M Internal Labor (Govt. FTE):	\$14.111000	\$2.182000	\$2.900000	\$3.045000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$23.081000	\$2.980000	\$3.797000	\$3.987000
Total Cost (Including Internal Labor (Govt. FTE)):	\$23.766000	\$3.787000	\$3.980000	\$4.179000
Total Cost Internal Labor (Govt. FTE) costs:	\$14.111000	\$2.989000	\$3.083000	\$3.237000
# of FTE rep by costs:	131	34	29	0
Total change from prior year final President's Budget (\$)		0	0	
Total change from prior year final President's Budget		-22.01%		

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)  
2017
  - 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):

## Business Case Detail: Performance Measurement Report

### Section A1: General Information

1. **Name of this Investment:** SO-OCFO-NFC-EMPLOYEE SERVICES
2. **Unique Investment Identifier (UII):** 005-000003195

## 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?
191589	Release 1	Deployment of Software Change Request release during FY20 Quarter 1	09/29/2019	10/19/2020	\$0.1	No
191591	Release 2	Deployment of Software Change Request release during FY20 Quarter 2	12/22/2019	12/25/2020	\$0.2	No
191590	Release 4	Deployment of Software Change Request release during FY20 Quarter 4	06/21/2019	07/11/2020	\$0.1	No
200384	FY20 Release 1	To provide Insurance Help Desk Support for OPM	10/01/2019	09/30/2020	\$0.7	No
218060	FY21 CLER & DPRS Modernization	To retain critical reports according to the regulations established by the National Archives and Records Administration	10/01/2020	09/30/2021	\$4.0	No

## 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
191590	Rel 4 Development	Transfer functional requirements into software	191590.37	2019-06-21	2019-06-21	2019-06-21	2019-07-19	2019-07-19	2019-07-19	0.078000	0.078000	0.078000
191590	Rel 4 Requirements	Determine functional requirements	191590.38	2019-06-21	2019-06-21	2019-06-21	2019-07-19	2019-07-19	2019-07-19	0.028000	0.028000	0.028000
191589	Rel 1	Transfer	191589.31	2019-09-29	2019-09-29	2019-09-29	2019-10-19	2019-10-19	2019-10-19	0.096000	0.096000	0.096000

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
	Development	functional requirements into software										
191589	Rel 1 Requirements	Determine functional requirements	191589.32	2019-09-29	2019-09-29	2019-09-29	2019-10-19	2019-10-19	2019-10-19	0.034000	0.034000	0.034000
191591	Rel 2 Development	Transfer functional requirements into software	191591.33	2019-12-22	2019-12-22		2020-01-18	2020-01-18		0.170000	0.170000	
191591	Rel 2 Requirements	Determine functional requirements	191591.34	2019-12-22	2019-12-22		2020-01-18	2020-01-18		0.060000	0.060000	
200384	Improvement/Iron Mountain	GISB Scanning	200384.2	2019-11-06	2019-11-06	2019-11-06	2020-09-25	2020-09-25	2020-09-25	0.020000	0.020000	0.020000
200384	DPRS Scanning	Document Scanning	200384.1	2019-11-27	2019-11-27	2019-11-27	2020-09-30	2020-09-30	2020-09-30	0.057000	0.057000	0.057000
200384	Insurance Help-CLER Desk	Execute the requirements	200384.3	2020-01-08	2020-01-08	2020-01-08	2020-09-30	2020-09-30	2020-09-30	0.074000	0.074000	0.074000
200384	Insurance Help Desk-DPRS	Contract Support Insurance Help Desk	200384.4	2020-01-08	2020-01-08	2020-01-08	2020-09-30	2020-09-30	2020-09-30	0.524000	0.524000	0.524000
200384	DPRS Insurance Contract	Twilio Insurance Support	200384.5	2020-02-06	2020-02-06	2020-02-06	2020-09-30	2020-09-30	2020-09-30	0.006000	0.006000	0.006000
218060	Iron Mountain Subscription	Retain Critical Report	218060.3	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.820000	0.820000	
218060	Data Transmission	Transmission of data to National Archives and Records Administration	218060.3.1	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.110000	0.110000	
218060	CLER Modernization	Contract Support - CLER Help Desk Support	218060.3.2	2020-10-01	2020-10-01	2020-10-01	2021-09-30	2021-09-30		0.710000	0.710000	

## 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?
30237	Operation costs must not exceed the projected maximum costs for the quarter	Percent	3 - Financial Performance	98.000000	98.000000	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
30237	277051	98.000000	09/12/2020	
30237	277050	100.000000	06/30/2020	
30237	277049	100.000000	04/03/2020	



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?
					30237	277048	100.000000	11/03/2019		
					30237	277047	100.000000	07/03/2019		
					30237	277046	100.000000	04/03/2019		
					30237	277045	100.000000	01/06/2020		
					30237	277044	100.000000	04/06/2020		
30236	DPRS Grant User Access	Percent	2 - Strategic and Business Results	100.000000	100.000000	100.000000	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	
					30236	277043	100.000000	09/12/2020		
					30236	277042	100.000000	06/30/2020		
					30236	277041	100.000000	04/03/2020		
29201	System available to customers between the hours of 6 AM and 6 PM CT Monday - Friday, excluding Federal holidays and	Percent	2 - Strategic and Business Results	100.000000	100.000000	98.000000	Over target	Quarterly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve 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?
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scheduled  
system outagescustomer  
experience.

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29201	277071	98.000000	09/12/2020	
29201	277070	100.000000	07/12/2020	
29201	277069	100.000000	08/12/2020	
29201	277068	100.000000	06/30/2020	
29201	277067	99.690000	04/30/2020	
29201	277066	100.000000	03/30/2020	
29201	277065	100.000000	02/28/2020	
29201	277064	100.000000	01/28/2020	
29201	254132	100.000000	09/30/2019	

29200	Average time to remediate detected moderate and high vulnerabilities.	Percent	2 - Strategic and Business Results	92.000000	92.000000	92.000000	Over target	Quarterly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve the customer experience.	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
29200	277063	98.000000	09/12/2020	

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?
29199	Time to recover from problem during Peak Periods (6 AM to 8 PM CT)	Percent	1 - Customer Satisfaction (Process Results)	98.000000	29200	277062	100.000000	06/30/2020		
					29200	277061	100.000000	04/06/2020		
					29200	254131	90.000000	09/30/2019		
					98.000000	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						
29199	277060	98.000000	09/12/2020							
29199	277059	100.000000	06/30/2020							
29199	277058	100.000000	04/02/2019							
29199	277057	100.000000	04/06/2020							
29199	254130	90.000000	09/30/2019							
29198	Vulnerability Management	Percent	2 - Strategic and Business Results	100.000000	100.000000	98.000000	Over target	Monthly	005SO18001 : Modernize information technology infrastructure, facilities and support services	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?
									to improve the customer experience.	
29197	Operation costs must not exceed the projected maximum costs for the quarter	Percent	3 - Financial Performance	100.000000	Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					29198	277056	100.000000	11/04/2020		
					29198	277055	100.000000	09/12/2020		
					29198	277054	100.000000	06/30/2020		
					29198	277053	98.000000	01/06/2020		
					29198	277052	100.000000	04/06/2020		
					29198	254129	90.000000	09/30/2019		
					29197	254128	100.000000	09/30/2019		
28857	Time to recover from problem during Peak Periods (6 am to 8 pm CT)	Percent	1 - Customer Satisfaction (Process Results)	0.950000	0.950000		Over target	Quarterly	005SO18001 : Modernize information technology infrastructure,	No

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

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
28855					28855	248481	1.000000	09/30/2018		
					28855	248480	1.000000	02/28/2017		
					28855	248479	1.000000	12/05/2017		
					28855	248478	1.000000	02/28/2018		
					28855	248477	1.000000	01/02/2018		
					28855	248476	1.000000	06/30/2018		
					28855	248475	1.000000	05/30/2019		
28854	Security Access	Percent	2 - Strategic and Business Results	1.000000	1.000000		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	
					28854	248474	1.000000	12/05/2017		
28853	Average time to remediate detected moderate and high vulnerabilities	Percent	2 - Strategic and Business Results	1.000000	1.000000		Over target	Quarterly	005SO18001 : Modernize information technology infrastructure, facilities and support services to improve 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?
									customer experience.	
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					28853	248473	1.000000	12/05/2017		