

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2017-09-14
Date of Last Change to Activities: 2021-05-25
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2020-09-28
Date of Last Business Case Update: 2021-04-15
Date of Last Revision: 2021-05-25

Agency: 027 - Office of Personnel Management **Bureau:** 00 - Agency-Wide Activity

1. Name of this Investment: Retirement Benefits Services

2. Unique Investment Identifier (UII): 027-000000049

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):

027SO18174: Reduce the complexity and costs to administer Federal employee retirement earned benefits by achieving and implementing legislative reform

027SO18185: Improve retirement services by reducing the average time to answer calls to 5 minutes or less and achieve an average case processing time of 60 days or less

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.**

Return on investment is tremendously high since with only a \$15 million budget OPM effectively processes and pays \$80.9 billion (annually) in annuity/survivor gross pay and \$65 billion (annually) in payments to Healthcare Benefit Carriers through the Fiscal Service to ensure payments are accurate and on time. Benefits (internal and external to the government) and outcomes achieved: Internally OPM customers and stakeholders mentioned in section 1 use the applications in this investment to administer the Earned Benefits Trust Funds properly and ensure that benefits are accurately applied/paid to support the Federal retirement benefits plan. Externally, 2.7 million annuitants and their survivors can access a user-friendly SOL to manage their retirement cases, make

changes to their profiles, view and print their annuity, insurance, and tax statements on line, and view the history of their records. SOL reduces the need for customer support, provides faster response times and improved user experience within an optimized information. Through modernization, the collection of electronic data from data providers and the on-line retirement application will provide for a level of analytics not possible in the current environment which would enable program and policy organizations to improve actuarial projections of future retirements, conduct trend analysis, assist with workforce analysis and forecasting, and create other useful data analytics to inform anticipated workload, determine upcoming changes in the workforce that need to be backfilled or for succession planning and training. This would inform timing of decisions to hire, help agencies by identifying segments of the workforce that may need to be replace, and enable better workforce planning. Implementation of an integrated retirement system with case management capability will be beneficial to track and manage all retirement cases, enhance document and record management, manage incoming workloads, manage workforce skills to the workload, increase security of the documents, reduce paper and time processing, provide effective management reporting, and provide complete and accurate information to employees and annuitants using the Retirement Information Office (RIO) and SOL.

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
027-000000138	to be eliminated

4. **Does the Investment currently include an intra- or inter-Agency shared service (common, shared, or centralized solution)?:**
NO
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.**
3206-0099|3206-0236
7. **Provide the name of the Investment-level project manager:**
Olu Faokunla

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:	\$5.885085	\$4.141452	\$4.332494	\$4.432106
DME (Including Planning) Govt. FTEs:	\$1.143543	\$1.145361	\$0.712506	\$0.729007
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$7.028628	\$5.286813	\$5.045000	\$5.161113
O & M Costs:	\$3.536626	\$3.372598	\$3.377791	\$3.391139
O & M Internal Labor (Govt. FTE):	\$6.447773	\$6.099592	\$6.094953	\$6.121705
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$9.984399	\$9.472190	\$9.472744	\$9.512844
Total Cost (Including Internal Labor (Govt. FTE)):	\$17.013027	\$14.759003	\$14.517744	\$14.673957
Total Cost Internal Labor (Govt. FTE) costs:	\$7.591316	\$7.244953	\$6.807459	\$6.850712
# of FTE rep by costs:	50	50	50	50
Total change from prior year final President's Budget (\$)		\$14.759003	\$14.517744	
Total change from prior year final President's Budget		0.00%	0.00%	

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

2.
 - a. **In which year did or will this investment begin? (specify year - e.g., PY-1= 2019)**
1982
 - 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):**
 While it appears the FY17 number did not change, the FY18 budget number did change significantly (~\$6M difference). The difference is due to Services Online costs being included in FY18 and that the OCFO restored funding from \$9M (BY18 Passback submission) to \$12M.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** RETIREMENT BENEFITS SERVICES
2. **Unique Investment Identifier (UII):** 027-000000049

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?
1	Services Online - Redesign		08/16/2016	03/22/2018	\$1.3	
RS-ITMod-1	Legacy Application Enhancements - RS	Enhance Legacy RS Benefits systems.	12/01/2017	09/30/2021	\$4,660.5	Yes
006	Mainframe Relocation – (OPM Applications)	Create separate processing environments for the Defense Counterintelligence and Security Agency (DCSA) (Legacy NBIB) systems and OPM systems and move the Mainframe currently residing in the TRB to a consolidated Data Center in Boyers and Macon.	09/10/2019	09/30/2020	\$0.5	Yes
007	Retirement Operations Center (ROC) Boyers Printer	Acquire a printer at the Retirement Operations Center (ROC), Boyers to support retirement processing and disentangle the print operations from the Legacy NBIB's.	10/01/2019	09/30/2020	\$0.3	No
RS-ITMod-2	Online Retirement Application (Front-End Portal).	Build an ORA Portal through which potential Federal retirees, OPM Retirement Services and HR and Payroll officials can electronically process retirement cases instead of the current paper process. Contingent on Program Area (RS) funding beyond MVP.	01/02/2019	09/16/2019	\$2.1	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
1	Financial / Allotments	To implement capabilities - Financial allotment, View History, Overpayments, and Organizational Allotments.	1.5	2017-09-01	2017-09-01	2017-09-01	2017-12-01	2017-12-01	2017-12-01	0.462500	0.462500	0.462500
RS-ITMod-1	Perform Initial Application Study	Perform an analysis on the viability of the legacy applications	RS-ITMod-1.1	2017-12-01	2017-12-01	2017-12-01	2018-02-28	2018-02-28	2018-02-28	0.750000	0.750000	0.750000
1	Booklets / ID Cards	To implement capabilities - Status viewer, Annuity Booklets, ID card, and Testing.	1.6	2017-12-01	2017-12-01	2017-12-01	2018-03-02	2018-03-02	2018-03-02	0.462500	0.462500	0.462500
RS-ITMod-1	Identify Opportunities to Pilot	Plan for the re-architecture of specific applications based on application study.	RS-ITMod-1.2	2018-02-28	2018-02-28	2018-02-28	2018-05-31	2018-05-31	2018-05-31	0.150000	0.150000	0.150000
RS-ITMod-1	Conduct Pilot	Perform pilot on selected applications to gain lessons learned.	RS-ITMod-1.3	2018-06-01	2018-06-01	2018-06-01	2018-06-29	2018-06-29	2018-06-29	0.250000	0.250000	0.250000
RS-ITMod-1	Phase 1 - Automated death reporting process not dropping multiple claim (160383)	Automate DDR programs and processes to accurately drop a retirement cases.	RS-ITMod-1.5.2	2018-06-20	2018-06-20	2018-06-20	2018-08-22	2018-08-22	2018-08-22	0.013469	0.013469	0.013469
RS-ITMod-1	RATE Pre and	Update RATE	RS-	2018-06-20	2018-06-20	2018-06-20	2018-11-30	2018-11-30	2018-11-30	0.008279	0.008279	0.008279

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
	Post Actuarial Reduction (140421)	program logic	ITMod-1.5.1									
RS-ITMod-1	WAS Upgrade Version 8.5	Upgrade VOLC to IBM Websphere App. Server (WAS) 8.5.	RS-ITMod-1.5.9	2018-06-04	2018-06-04	2018-06-04	2018-11-30	2018-11-30	2018-12-14	0.032465	0.032465	0.035500
RS-ITMod-1	Electronic Record Indicator (ERR)	Add Electronic Retirement Record (ERR) Indicator field to the NATURAL online screens for the Refund Indicator.	RS-ITMod-1.5.8	2018-10-01	2018-10-01	2018-10-01	2018-12-10	2019-09-30	2019-09-16	0.077558	0.100034	0.034433
RS-ITMod-1	Voluntary Contributions (VOLC) Batch Statement Generation	Create useful code for batch generation of VOLC annual statements.03/21/2019: Project delayed due to resource constraint.	RS-ITMod-1.5.10	2018-06-14	2018-06-14	2018-06-14	2018-12-30	2021-01-31		0.037769	0.037769	0.023730
RS-ITMod-1	Develop Plans for Phase 2	Develop transition plans for the 2nd second set of applications requiring modernization.	RS-ITMod-1.4	2018-07-02	2018-07-02	2018-07-02	2018-12-31	2018-12-31	2018-12-31	1.250000	1.250000	1.250000
RS-ITMod-1	Upgrade and Encrypt Oracle Databases	Upgrade application databases to new version of Oracle 12cR1 in zLinux and introduce data-at-rest encryption.	RS-ITMod-1.5.4	2018-08-01	2018-08-01	2018-08-01	2019-01-17	2021-03-31	2021-05-15	0.013091	0.050735	0.030372

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
RS-ITMod-1	Data Bridge Release 2 - (23 Data Elements)	This has been combined with previous Phases 2 and 3. The 23 data elements will now be released in Release 2. Load 23 data elements from EHRI/RDR into FACES simple cases.	RS-ITMod-1.5.6	2018-08-03	2018-08-03	2018-08-03	2019-01-17	2019-10-31	2019-10-31	0.293654	0.500200	0.383653
RS-ITMod-1	Automation of Refund and Lump Sum Cancellation Payments	Automatically process refund and lump sum cancellation payments.5/31/2019: Projected UAT and regression testing work hours have been reduced cutting the initial projected cost in half.	RS-ITMod-1.5.7	2018-10-02	2018-10-02	2018-11-02	2019-01-18	2020-04-30	2020-06-30	0.030939	0.053358	0.011095
RS-ITMod-1	Federal Annuity Claims Expert System (FACES) Release 3.70	Parent activity for projects under FACES project.03/21/2019: Project is delayed due to sudden retirement of a key resource.05/31/2019: Starting 5/1/2019, started sprint sessions (1-5) at two week	RS-ITMod-1.5.5	2018-10-01	2018-10-01	2019-05-01	2019-02-01	2020-08-31	2020-09-26	0.081734	0.393973	0.951019

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
		interval with 34 stories to to address and resolve										
RS-ITMod-1	Phase 2 - Automated death reporting process not dropping multiple claim (160383)	Automate DDR programs and processes to accurately drop a retirement cases.	RS-ITMod-1.5.3	2019-02-01	2019-02-01	2018-12-20	2019-04-17	2019-04-17	2019-01-30	0.015860	0.015860	0.008634
RS-ITMod-1	TRB Distributed Applications Move to Macon	Move hosting of the TRB Datacenter - Washington DC- based Distributed Applications (FACES and Service Credit (SCRD)) to Macon as part of the Data Center Consolidation project.	RS-ITMod-1.5.12	2018-06-04	2018-06-04	2018-06-04	2019-04-23	2021-03-31	2021-05-23	0.541199	1.366790	1.235535
RS-ITMod-1	ARPS Health Benefits Menu Enhancement	The new functionality will enable users to report terminations of FEHB enrollment in the Health Benefits Change System when no survivors are eligible to continue coverage, report when HB coverage	RS-ITMod-1.5.15	2019-02-12	2019-02-12	2019-02-12	2019-07-31	2021-07-30		0.072512	0.144864	

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		has been converted to a lower option and allow a name										
RS-ITMod-1	Add Mailing Address and TIN to Treasury LumpSum and Refund Payment.	Currently, Treasury LumpSum and Refund Payment files do not conform to the Treasury Offset Program (TOP) requirements. This enhancement program changes will correct that.	RS-ITMod-1.5.13	2019-03-04	2019-03-04	2019-03-04	2019-08-16	2019-08-16	2019-10-11	0.042736	0.042736	0.059305
RS-ITMod-2	ORA - Minimum Viable Product (MVP).	Build an ORA Portal through the development of a pilot targeting a subset of age ncy/agencies and one payroll provider.	RS-ITMod-2.1	2019-01-02	2019-01-02	2019-01-02	2019-08-23	2020-09-01	2020-08-24	2.086941	3.130412	3.816926
RS-ITMod-1	Retirement Eligibility Services - Retirement Benefits Tracking System Enhancements .	These enhancements to the RESTS would allow multiple users to access, report, and manage retirement benefits workflow.	RS-ITMod-1.5.14	2019-03-06	2019-03-06	2019-03-06	2019-09-10	2021-09-30		0.035949	0.035949	
RS-ITMod-1	FERS Age 62-Disability Re-	Recompute FERS disability	RS-ITMod-1.5.11	2018-08-01	2018-08-01	2018-08-01	2019-10-01	2019-10-15	2019-09-30	0.020846	0.021081	0.020841

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
	computations.	cases where the annuitant is under the age of 62 on the annuity commencing date (ACD) when the annuitant attains age 62.										
RS-ITMod-1	Convert DFAS' Claims Payment File to Treasury from Check to Treasury's IPAC Electronic Processing	Isolate Government Claim Payments for DFAS and Covert from Check Payment to Treasury's electronic Intra-Governmental Payment and Collection (IPAC)IPAC. Also, make adjustments to other Voucher Reporting.	RS-ITMod-1.5.16	2019-06-03	2019-03-18	2019-03-18	2019-10-31	2021-08-31		0.066244	0.097737	
RS-ITMod-1	COBOL Version 6 Upgrade and New CICS UAT Environment	Upgrade COBOL from Version 4 to Version 6 and Build/Configure new Customer Information Control System (CICS) on IBM zOS.	RS-ITMod-1.5.17	2019-03-18	2019-03-18	2019-03-18	2019-12-16	2021-12-08		0.693056	0.693056	
RS-ITMod-1	Documentation and Case Control System (DCCS) NARA Updates.	Update DCCS system to capture National Archives and	RS-ITMod-1.5.19	2019-05-22	2019-05-22	2019-05-22	2020-01-09	2021-09-30		0.039541	0.039541	

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
		Records Administration (NARA) tracking information for closed files in the system. Phase I: Archive Process deployed to Prod on 8/28/2019. Phase II: Updates to the DCCS Online Screens.										
RS-ITMod-1	Data Bridge Release 3 - (Program Changes)	Make development changes to automate the Data Load Summary Report,correct Console Component Time Out Issues, implement Console email attachment, and enable Load Service for 'Basic' Case among others	RS-ITMod-1.5.20	2019-11-18	2019-11-18	2019-11-18	2020-01-10	2020-03-31	2020-03-31	0.062100	0.065000	0.073164
RS-ITMod-1	Annuity Roll Portal Production Migration	Provide annuity roll production data for daily operations reporting, recurring payments,	RS-ITMod-1.5.18	2019-03-18	2019-03-18	2019-03-18	2020-01-31	2021-09-30		0.081500	0.081500	

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
		historical trending, data mining & extraction, business intelligence and online applications and tools (for e.g. marital, student, earnings surveys).										
006	Mainframe Relocation – (OPM Applications) - Phase 1	Create separate processing environments for the Defense Counterintelligence and Security Agency (DCSA) (Legacy NBIB) systems and OPM systems and move the Mainframe currently residing in the TRB to a consolidated Data Center in Boyers and Macon.	006.1	2019-09-10	2019-09-10	2019-09-10	2020-03-15	2020-03-15	2020-03-15	0.233931	0.233931	0.233931
RS-ITMod-1	Update Health Benefits Workload in the Courts prog.	Update Health Benefits Workload in the Courts program.	RS-ITMod-1.5.27	2019-12-16	2019-12-16	2019-12-16	2020-04-10	2020-04-10	2020-04-10	0.038839	0.038839	0.038839
RS-ITMod-1	Present Value Factor (PVF)	Implement the present value factors which	RS-ITMod-1.5.22	2020-05-28	2020-05-28	2020-05-28	2020-06-23	2020-06-23	2020-06-23	0.012919	0.012919	0.012919

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
		affect CSRS and FERS annuities changed on October 1, 2019. These factors are used to compute the actuarial reductions for multiple programs which needed to be updated for Oct 01, 2019 and Oct 01, 2020.										
006	Mainframe Relocation Physical Split – (OPM Applications)	This project supports the physical split of OPM Mainframe operations from those of the Defense Counterintelligence and Security Agency (DCSA) and the relocation of those operations from Theodore Roosevelt Building (TRB) to Boyers, PA and Macon, GA.	006.2	2020-05-14	2020-05-14	2020-05-14	2020-07-12	2020-07-12	2020-07-12	0.062000	0.050890	0.050890
RS-ITMod-1	Generate Representative Payee Survey Letters and	Retirement Services needed to restore a	RS-ITMod-1.5.23	2020-07-17	2020-07-17	2020-07-17	2020-08-31	2020-08-31	2020-08-31	0.018633	0.018633	0.018633

Project Activity Table C.2.1

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	Address Data from Retirement Database	Microsoft Access Database that contained information that will enable them to generate representatives ' survey letters and addresses.										
RS-ITMod-1	Enterprise Human Resources Integration (EHRI)/RDR and FACES Data Bridge Release 4	Release 4 was descoped to only include the query with EHRI aimed at reducing unnecessary nightly data transfers	RS-ITMod-1.5.30	2020-04-14	2020-04-14	2020-04-14	2020-08-31	2020-08-31	2020-08-31	0.063117	0.063117	0.063117
RS-ITMod-1	Enterprise Human Resources Integration (EHRI)/RDR and FACES Data Bridge Release 5	This release recompiles shared .dll files used by FACES with no code changes.	RS-ITMod-1.5.31	2020-09-03	2020-09-03	2020-09-03	2020-09-26	2020-09-26	2020-09-26	0.002253	0.002253	0.002253
RS-ITMod-1	Correct N07 and Code 53 errors in Annuity Roll System and Federal Annuity Claims Expert System (FAC)	Add Annuity Start Date and To Date based on Cutoff Schedule in Annuity Roll System (ARS)and generate correct N07 actions in FACES when creditable Federal Employee	RS-ITMod-1.5.32	2019-04-30	2019-04-30	2019-04-30	2020-09-26	2020-09-26	2020-09-26	24.054000	0.024054	0.030054

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
		Retirement System (FERS) refunds are withheld from the FERS in the ARS Court System.										
007	Retirement Operations Center (ROC) Boyers Printer	Acquire a printer at the Retirement Operations Center (ROC), Boyers to support retirement processing and disentangle the print operations from the Legacy NBIB's.	007.1	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-05-01	0.060200	0.060200	0.080000
RS-ITMod-1	ORION and ACTION- TRB Distributed Applications Move to Macon	Move hosting of the ORION and ACTION Applications to Macon as part of the Data Center Consolidation project	RS-ITMod-1.5.21	2019-10-01	2019-10-01	2019-10-01	2020-09-30	2020-09-30	2020-05-31	0.050999	0.050999	0.070920
007	Move Retirement Print Operations from DCA to OPM Retirement Operations Center	Move Retirement Print Operations from DCA to OPM Retirement Operations Center. Re-program the On Demand and Pamphlet	007.2	2020-03-16	2020-03-16	2020-03-16	2020-09-30	2020-09-30	2020-09-30	0.240000	0.240000	0.251202

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		labels and Telephone Request Form to print on Xerox print device instead of the archaic Dot Matrix impact printer.										
RS-ITMod-1	FERS Age-62 Disability Recomputation - Online Changes	Make changes to the Federal Employees Retirement Service (FERS) Quick Cal online program that will stop certain cost of living adjustments (COLAs) from being applied to the average salary for disability in the year it was eliminated for beneficiaries	RS-ITMod-1.5.25	2020-02-03	2020-02-03	2020-02-03	2020-09-30	2020-10-30	2020-09-30	0.022264	0.022264	0.022264
RS-ITMod-1	Automate MetLife FEGLI Paid Claims	This enhancement to the system will automate the jobs and reports by building a scheduler around the MetLife FEGLI Paid Claims Jobs and eliminate the current manual intervention	RS-ITMod-1.5.29	2020-07-23	2020-07-23	2020-07-23	2020-11-15	2020-12-31	2020-12-09	0.040342	0.040342	0.038482

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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
		when data is received from MetLife.										
RS-ITMod-1	ORION-RION Escalation Enhancement	Implement update to ORION to add functionality for the Retirement Information Office (RIO) employees to escalate requests.	RS-ITMod-1.5.28	2019-10-01	2019-10-01	2019-10-01	2020-12-16	2021-05-17		0.018577	0.023438	
RS-ITMod-1	Establish Data Exchange Gateway Link between DFAS/VA and OPM	Establish Data Exchange Gateway Link between DFAS/VA and OPM for file transfer purposes.	RS-ITMod-1.5.24	2019-11-13	2019-11-13	2019-11-13	2020-12-31	2021-08-30		0.043061	0.087731	
RS-ITMod-1	RBS Investment - O & M Projects	These are the O & M projects.	RS-ITMod-1.5	2018-06-04	2018-06-04	2018-06-04	2021-03-31	2021-12-08		26.895505	4.496502	3.186510
RS-ITMod-1	FERS Age-62 Recomputation - Batch	Allow disability cases that have Office of Workers Compensation Programs (OWCP) time cases to be automatically re- calculated when they reach age 62 to correct the current errors that are generated when those events occur.	RS-ITMod-1.5.26	2020-02-03	2020-02-03	2020-02-03	2021-03-31	2021-05-31		0.270000	0.317517	

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?
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27677	Dollar amount of each financial transaction determined by dividing total direct cost associated with creating daily and monthly financial actions transmitted to Treasury by the aggregate number of transactions in the files.	Dollar Amount	3 - Financial Performance	10.000000	10.000000	10.000000	Under target	Quarterly		No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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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?
					27677	245808	0.000000	06/19/2019	Transactions to Treasury were timely and accurate	
27676	Percentage of payment transactions successfully transmitted to Treasury for payment.	Percentage	3 - Financial Performance	100.000000	100.000000	0.100000	Over target	Semi-Annual		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					27676	245807	100.000000	06/19/2019	On time as always	
27675	Percentage of SOL helpdesk inquiries resolved within 24 hours.	Percent	2 - Strategic and Business Results	90.000000	90.000000	90.000000	Over target	Monthly	027SO18174 : Reduce the complexity and costs to administer Federal employee retirement earned benefits by achieving and implementing legislative reform	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					27675	245806	95.000000	06/19/2019		
27674	Security patches deployed within 10 days of successful testing.	Percent	2 - Strategic and Business Results	96.000000	96.000000	96.000000	Over target	Semi-Annual		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	

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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?
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26288

Overall customer satisfaction with Services Online services.

Percent

1 - Customer Satisfaction (Process Results)

80.000000

80.000000

80.000000

Over target

Semi-Annual

No

Metric ID

Actual Result ID

Actual Result

Date of Actual Result

Comment

26288

245804

78.000000

06/19/2019