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

Section A: Overview & General Information

Date Investment First Submitted: 2014-09-10
Date of Last Change to Activities: 2021-05-25
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2021-05-25
Date of Last Business Case Update: 2021-05-25
Date of Last Revision: 2021-05-25

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

1. Name of this Investment: USA Staffing and USA Hire

2. Unique Investment Identifier (UII): 027-999990129

Section B: Investment Detail

1. **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):

    027SO18172: Drive improvements to the hiring process so agencies are able to hire the best candidate in a timely manner

    Agency Priority Goal(s):

2. **Briefly describe the investment's return on investment, including benefits internal and external to the government and outcomes achieved or planned.**
As a shared service, USA Staffing and USA Hire provide talent acquisition technology and services at a government-wide scale. USA Staffing is an end-to-end talent acquisition solution designed by and for Federal agencies. USA Staffing is the foundation for a successful hiring process, securely connecting staffers, managers, applicants, and new hires to the data and tools they need. USA Hire was created to provide access to high quality, objective and competency-based occupational assessments supported by government-wide job analysis. Agencies have a choice when seeking talent acquisition solutions in this competitive market space and 82% of federal hiring is conducted using USAS s single platform, single line of code significantly reducing procurement, IT management, IT security and privacy, and customization costs. USA Staffing customers play an essential role prioritizing system requirements and providing feedback on system functionality in alignment with agency hiring goals

and priorities. We welcome representatives from each customer agency to participate on our USA Staffing Advisory Board. The USA Staffing Program Office hosts regular Advisory Board meetings to discuss items relevant to the entire user community, such as enhancement ideas, hiring initiatives, and policy updates. During these meetings, USA Staffing provides system demonstrations and collects feedback on key enhancements. In addition, agencies can participate in Advisory Board sub-groups on specific topics such as interconnections, assessments, and reporting to provide real-time input on system functionality and enhancements. This feedback allows OPM to add significant user value to USAS by expanding system functionality while maintaining steady, predictable pricing. Additionally, USAS has developed standardized interconnections for agency customers downstream systems. These are being used across government to improve data quality, eliminate re-entry, digitize eOPF transmissions, create process transparency and streamline hiring processes. Agencies may choose to use USA Hire as part of their assessment strategy. USA Hire offers Federal agencies the following benefits: assessments designed to measure competencies critical to success across Federal occupations; applicant-friendly, off-the-shelf assessments for 118 occupational series; innovative online assessments (simulations, computer-adaptive testing, and automatically-scored writing assessments); and, support of OPM personnel psychologists with expertise in implementing high-quality, legally defensible assessments for use in Federal hiring. Without this shared service model, similar assessments are cost-prohibitive and out of reach for most agencies.

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
027-999990127	to be eliminated

4. **Does the Investment currently include an intra- or inter-Agency shared service (common, shared, or centralized solution)?:**
YES

5. **Does the Investment plan to include an Intra- or Inter-Agency shared service that it does not currently include (common, shared, or centralized solution)?:**
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:**
   MC Price

8. **Select the qualification/experience level of the Investment-level project manager (select one):**
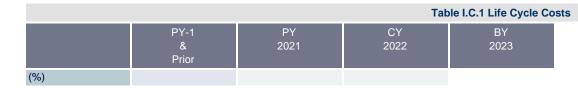   1 - FAC-P/PM(DAWIA-3)- Senior

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:	$0.023000	$0.023000	$0.023000	$0.023000
DME (Excluding Planning) Costs:	$0.220000	$0.220000	$0.220000	$0.220000
DME (Including Planning) Govt. FTEs:	$1.107000	$1.107000	$1.107000	$1.107000
Sub-Total DME (including Internal Labor (Govt. FTE)):	$1.350000	$1.350000	$1.350000	$1.350000
O & M Costs:	$43.126000	$46.965000	$42.626000	$42.472000
O & M Internal Labor (Govt. FTE):	$12.047000	$12.393000	$13.705000	$14.888000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	$55.173000	$59.358000	$56.331000	$57.360000
Total Cost (Including Internal Labor (Govt. FTE)):	$56.523000	$60.708000	$57.681000	$58.710000
Total Cost Internal Labor (Govt. FTE) costs:	$13.154000	$13.500000	$14.812000	$15.995000
# of FTE rep by costs:	89	92	101	110

Total change from prior year final President's Budget ($)		$60.708000	$57.681000	
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)**
        1999

    b.   **In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)**
        2028

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):**

    Current numbers acknowledge the actual cost for PY18. Cost reflected in CY19 reflect increase in customer base. PY18 and CY19 costs also reflect incorporation of USA Hire into investment.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:**   USA STAFFING AND USA HIRE

2. **Unique Investment Identifier (UII):**   027-999990129

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?
34	FY14 CAU Phase 3		10/01/2013	03/29/2014	$4.4	
35	FY14 CAU Phase 4		04/01/2014	09/27/2014	$4.5	
37	FY15 USA Staffing Enhancements Q4		03/02/2015	09/30/2015	$5.1	
38	FY15 CAU Phase 5		10/01/2014	03/31/2015	$5.3	
1	FY12 Q2 Core USA Staffing System Update		10/03/2011	03/31/2012	$3.0	
10	FY12 EOD Update 1202*		03/07/2012	05/30/2012	$0.6	
11	USA Staffing for FY2011		10/01/2010	09/30/2011	$23.5	
12	FY13 Q2 Core USA Staffing System Update 1301		10/08/2012	04/27/2013	$0.4	
13	FY13 Q4 Core USA Staffing System Update 1302		05/13/2013	11/09/2013	$0.4	
14	FY13 EOD Update 1301		10/01/2012	02/23/2013	$0.8	
15	FY13 EOD Update 1302		03/11/2012	09/07/2013	$1.0	
16	FY13 Q1 Oracle Security Patch (Database and Operating System)		10/01/2012	12/08/2012	$0.0	
17	FY13 Q2 Oracle Security Patch (Database and Operating System)		12/10/2012	02/09/2013	$0.0	
18	FY13 Q3 Oracle Security Patch (Database and Operating System)		02/11/2013	05/11/2013	$0.0	
19	FY13 Q4 Oracle Security Patch (Database and Operating System)		05/13/2013	08/10/2013	$0.0	
2	FY12 Q4 Core USA Staffing System Update		04/02/2012	09/29/2012	$3.1	
20	FY13 Continuity of Operations (COOP) Plan Test and Update		11/01/2012	04/30/2013	$0.0	
21	FY13 Contingency Plan Test and Update		11/01/2012	04/30/2013	$0.0	

Projects Table C.1						
Unique Project ID	Project Name	Project Goal	Project Start Date	Project Completion Date	Project Lifecycle Cost ($M)	Software Project?
22	FY13 CAU Phase 1		10/01/2012	03/31/2013	$1.8	
23	FY13 CAU Phase 2		04/02/2013	09/28/2013	$1.8	
3	FY12 Q1 Oracle Security Patch (Database and Operating System)		10/18/2011	11/30/2011	$0.0	
4	FY12 Q2 Oracle Security Patch (Database and Operating System)		01/17/2012	02/29/2012	$0.0	
41	FY17 USA Staffing Classification Phase 1	Completion of Phase 1 of development of classification integration.	01/01/2017	04/30/2017	$0.1	Yes
42	FY16 USA Staffing Data Infrastructure Phase 1		04/01/2016	09/30/2016	$1.0	
45	FY17 USA Staffing Classification Phase 2	Completion of Phase 2 of development of classification integration.	05/01/2017	09/30/2017	$0.3	Yes
5	FY12 Q3 Oracle Security Patch (Database and Operating System)		04/17/2012	05/31/2012	$0.0	
6	FY12 Q4 Oracle Security Patch (Database and Operating System)		07/17/2012	08/31/2012	$0.0	
7	FY12 Continuity of Operations (COOP) Plan Test and Update		03/01/2012	03/31/2012	$0.0	
8	FY12 Contingency Plan Test and Update		04/01/2012	04/30/2012	$0.0	
9	FY12 EOD Update 1201*		10/04/2011	03/06/2012	$0.7	
47	FY18 USA Staffing Performance Maintenance Q2	Deployment of changes approved by the Change Control Board.	10/01/2017	03/31/2018	$0.2	Yes
48	FY18 USA Staffing Enhancements Q4	Deployment of changes approved by the Change Control Board.	04/01/2018	09/30/2018	$0.2	Yes
51	FY19 USA Staffing Performance Maintenance Q4	FY19 USA Staffing Performance Maintenance Q4.	04/01/2019	09/30/2019	$0.2	Yes

Projects Table C.1						
Unique Project ID	Project Name	Project Goal	Project Start Date	Project Completion Date	Project Lifecycle Cost ($M)	Software Project?
49	FY18 USA Hire Interconnection Enhancements	FY18 USA Hire Interconnection Enhancements.	07/01/2017	12/31/2017	$0.5	Yes
52	FY19 USA Hire Performance Maintenance Q2	FY19 USA Hire Performance Maintenance Q2.	10/01/2018	03/31/2019	$0.5	Yes
50	FY19 USA Staffing Performance Maintenance Q2	FY19 USA Staffing Performance Maintenance Q2.	10/01/2018	03/31/2019	$0.2	Yes
53	FY19 USA Hire Performance Maintenance Q4	FY19 USA Hire Performance Maintenance Q4.	04/01/2019	09/30/2019	$0.5	Yes
56	FY20 USA Staffing Performance Maintenance Q4	FY20 USA Staffing Performance Maintenance Q4.	04/01/2020	09/30/2020	$0.2	Yes
58	FY20 USA Hire Performance Maintenance Q4	FY20 USA Hire Performance Maintenance Q4.	04/01/2020	09/30/2020	$0.5	Yes
55	FY20 USA Staffing Performance Maintenance Q2	FY20 USA Staffing Performance Maintenance Q2.	10/01/2019	03/31/2020	$0.2	Yes
57	FY20 USA Hire Performance Maintenance Q2	FY20 USA Hire Performance Maintenance Q2.	10/01/2019	03/31/2020	$0.5	Yes
65	FY21 USA Hire Performance Maintenance Q2	FY21 USA Hire Performance Maintenance Q2	10/01/2020	03/31/2021	$0.5	Yes
67	FY21 USA Staffing Performance Maintenance Q2	FY21 USA Staffing Performance Maintenance Q2	10/01/2020	03/31/2021	$0.2	Yes
68	FY21 USA Staffing Performance Maintenance Q4	FY21 USA Staffing Performance Maintenance Q4	04/01/2020	09/30/2021	$0.2	Yes
66	FY21 USA Hire Performance Maintenance Q4	FY21 USA Hire Performance Maintenance Q4	04/01/2021	09/30/2021	$0.5	Yes
71	FY22 USA Staffing Performance Maintenance Q2	FY22 USA Staffing Performance Maintenance Q2	10/01/2021	03/31/2022	$0.2	Yes
69	FY22 USA Hire Performance Maintenance Q2	FY22 USA Hire Performance Maintenance Q2	10/01/2021	03/31/2022	$0.5	Yes
72	FY22 USA Staffing Performance Maintenance Q4	FY22 USA Staffing Performance Maintenance Q4	04/01/2022	09/30/2022	$0.2	Yes
70	FY22 USA Hire Performance Maintenance Q4	FY22 USA Hire Performance Maintenance Q4	04/01/2022	09/30/2022	$0.5	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
41	FY17 USA Staffing Classification Phase 1		41.1	2017-01-01	2017-01-01	2017-01-01	2017-04-30	2017-04-30	2017-04-30	0.107000	0.107000	0.107000
45	FY17 USA Staffing Classification Phase 2		45.1	2017-05-01	2017-05-01	2017-05-01	2017-09-30	2017-09-30	2017-09-30	0.322000	0.322500	0.322000
49	FY18 USA Hire Interconnection Enhancements		49.1	2017-07-01	2017-07-01	2017-07-01	2017-12-31	2017-12-31		0.521000	0.521000	
47	FY18 USA Staffing Enhancements Q2		47.1	2017-10-01	2017-10-01	2017-10-01	2018-03-31	2018-03-31	2018-03-31	0.225000	0.225000	0.225000
48	FY18 USA Staffing Enhancements Q4		48.1	2018-04-01	2018-04-01	2018-04-01	2018-09-30	2018-09-30		0.225000	0.225000	
52	FY19 USA Hire Performance Maintenance Q2		52.1	2018-10-01	2018-10-01		2019-03-31	2019-03-31		0.450000	0.450000	0.000000
50	FY19 USA Staffing Performance Maintenance Q2		50.1	2018-10-01	2018-10-01		2019-03-31	2019-03-31		0.225000	0.225000	
51	FY19 USA Staffing Performance Maintenance	Activity is complete.	51.1	2019-04-01	2019-04-01		2019-09-30	2019-09-30		0.225000	0.225000	0.000000

Project Activity Table C.2.1												
Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
	Q4											
53	FY19 USA Hire Performance Maintenance Q4		53.1	2019-04-01	2019-04-01		2019-09-30	2019-09-30		0.450000	0.450000	0.000000
55	FY20 USA Staffing Performance Maintenance Q2		55.1	2019-10-01	2019-10-01		2020-03-31	2020-03-31		0.000225	0.000225	
57	FY20 USA Hire Performance Maintenance Q2		57.1	2019-10-01	2019-10-01		2020-03-31	2020-03-31		0.000225	0.000225	0.000000
56	FY20 USA Staffing Performance Maintenance Q4		56.1	2020-04-01	2020-04-01	2020-04-01	2020-09-30	2020-09-30	2020-09-30	0.000225	0.000225	0.000225
58	FY20 USA Hire Performance Maintenance Q4		58.1	2020-04-01	2020-04-01		2020-09-30	2020-09-30		0.000571	0.000571	0.000000
65	FY21 USA Hire Performance Maintenance Q2		65.1	2020-10-01	2020-10-01	2020-10-01	2021-03-31	2021-03-31		0.450000	0.450000	
67	FY21 USA Staffing Performance Maintenance Q2	FY21 USA Staffing Performance Maintenance Q2	67.1	2020-10-01	2020-10-01	2020-10-01	2021-03-31	2021-03-31		0.225000	0.225000	
68	FY21 USA Staffing Performance Maintenance Q4		68.1	2021-04-01	2021-04-01	2021-04-01	2021-09-30	2021-09-30		0.000225	0.000225	
66	FY21 USA Hire Performance Maintenance		66.1	2021-04-01	2021-04-01	2021-04-01	2021-09-30	2021-09-30		0.000450	0.000450	

						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
	Q4											
71	FY22 USA Staffing Performance Maintenance Q2		71.1	2021-10-01	2021-10-01		2022-03-31	2022-03-31		0.225000	0.225000	
69	FY22 USA Hire Performance Maintenance Q2		69.1	2021-10-01	2021-10-01		2022-03-31	2022-03-31		0.450000	0.450000	
72	FY22 USA Staffing Performance Maintenance Q4		72.1	2022-04-01	2022-04-01		2022-09-30	2022-09-30		0.225000	0.225000	
70	FY22 USA Hire Performance Maintenance Q4		70.1	2022-04-01	2022-04-01		2022-09-30	2022-09-30		0.450000	0.450000	

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?
27916	Overall user satisfaction with USA Hire online testing process	Percent Satisfied (1-100%)	2 - Strategic and Business Results	0.000000	85.000000	85.000000	Over target	Monthly	027SO18172 : Drive improvements to the hiring process so agencies are able to hire the best candidate in a timely manner	No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
27916	285897	87.000000	03/31/2021	
27916	285896	87.000000	02/28/2021	
27916	285895	86.000000	01/31/2021	
27916	285894	90.000000	12/31/2020	
27916	285893	89.000000	11/30/2020	
27916	285892	87.000000	10/31/2020	
27916	285891	90.000000	09/30/2020	
27916	285890	89.000000	08/31/2020	
27916	285889	91.000000	07/31/2020	
27916	285888	89.000000	06/30/2020	
27916	285887	89.000000	05/31/2020	
27916	285886	91.000000	04/30/2020	
27916	285885	90.000000	03/31/2020	

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?
					27916	285884	89.000000	02/29/2020		
					27916	285883	88.000000	01/31/2020		
					27916	285882	88.000000	12/31/2019		
					27916	285881	88.000000	11/30/2019		
					27916	285880	88.000000	10/31/2019		
					27916	285879	89.000000	09/30/2019		
					27916	285878	88.000000	08/31/2019		
					27916	246902	82.000000	10/31/2018		
					27916	246901	72.000000	11/30/2018		
					27916	246900	83.000000	12/31/2018		
					27916	246899	82.000000	01/31/2019		
					27916	246898	83.000000	02/28/2019		
					27916	246897	83.000000	03/31/2019		
					27916	246896	84.000000	04/30/2019		
					27916	246895	84.000000	05/31/2019		
					27916	246894	84.000000	06/30/2019		
					27916	246893	84.000000	07/31/2019		

				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?
27915	USA Hire program ability to be cost recoverable. Percentage of Revenue over Cost.	Percentage (1-100%)	3 - Financial Performance	0.000000	100.000000	0.100000	Over target	Annual		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
			NONE	

26221	Overall customer satisfaction with USA Hire products and services	Percent Satisfied (1-100%)	1 - Customer Satisfaction (Process Results)	0.000000	80.000000	80.000000	Over target	Semi-Annual		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
26221	285901	90.000000	03/31/2021	
26221	285900	94.000000	09/30/2020	
26221	285899	92.000000	03/31/2020	
26221	285898	85.000000	09/30/2019	
26221	246892	92.000000	03/31/2019	
26221	235112	94.000000	09/30/2018	
26221	222219	85.720000	03/31/2018	

25936	Overall user	Percentage	2 - Strategic and		79.000000	79.000000	Over target	Monthly	027SO18172 :	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?
	satisfaction with Application Manager		Business Results						Drive improvements to the hiring process so agencies are able to hire the best candidate in a timely manner	

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
25936	285913	83.000000	04/30/2021	
25936	285912	83.000000	03/31/2021	
25936	285911	82.000000	02/28/2021	
25936	285910	83.000000	01/31/2021	
25936	285909	83.000000	12/31/2020	
25936	285908	84.000000	11/30/2020	
25936	285907	84.000000	10/31/2020	
25936	285906	83.000000	09/30/2020	
25936	285905	84.000000	08/31/2020	
25936	285904	84.000000	07/31/2020	
25936	285903	83.000000	06/30/2020	
25936	285902	83.000000	05/31/2020	
25936	267009	78.000000	09/30/2016	

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?
					25936	267008	77.000000	08/31/2016		
					25936	246891	82.000000	03/31/2019		
					25936	246890	83.000000	04/30/2019		
					25936	246889	83.000000	05/31/2019		
					25936	246888	82.000000	06/30/2019		
					25936	246887	82.000000	07/31/2019		
					25936	239485	82.000000	02/28/2019		
					25936	237024	81.000000	11/30/2018		
					25936	237023	82.000000	12/31/2018		
					25936	237022	82.000000	01/31/2019		
					25936	235111	80.000000	10/31/2018		
					25936	231954	81.000000	10/12/2018		
					25936	230748	76.000000	10/31/2015		
					25936	230747	77.000000	11/30/2015		
					25936	230746	77.000000	12/31/2015		
					25936	230745	84.000000	01/31/2016		
					25936	230744	77.000000	02/29/2016		

					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?
					25936	230743	79.000000	03/31/2016		
					25936	230742	78.000000	04/30/2016		
					25936	230741	77.000000	05/31/2016		
					25936	230740	78.000000	06/30/2016		
					25936	230739	78.000000	07/31/2016		
					25936	230738	66.000000	06/30/2018	Below target to significant reduction in surveys received due to imminent shut down of system.	
					25936	230737	82.000000	07/31/2018		
					25936	222218	79.000000	04/30/2018		
					25936	220668	47.000000	03/30/2018	Below target to significant reduction in surveys received due to imminent shut down of system.	
					25936	219645	80.000000	02/28/2018		
					25936	217248	80.000000	12/31/2017		
					25936	217247	84.000000	01/31/2018		
					25936	215731	78.000000	08/31/2017		
					25936	215730	78.000000	09/30/2017		
					25936	215729	76.000000	10/31/2017		
					25936	215728	75.000000	11/30/2017		

					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?
					25936	187830	79.000000	11/30/2016		
					25936	187829	79.000000	12/31/2016		
					25936	187828	79.000000	01/31/2017		
					25936	187827	79.000000	02/28/2017		
					25936	187826	80.000000	03/31/2017		
25255	Overall user satisfactions with Onboarding Manager	Percentage	2 - Strategic and Business Results	0.000000	80.000000	81.000000	Over target	Monthly	027SO18172 : Drive improvements to the hiring process so agencies are able to hire the best candidate in a timely manner	No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
25255	246886	89.000000	03/31/2019	
25255	246885	88.000000	04/30/2019	
25255	246884	89.000000	05/31/2019	
25255	246883	86.000000	06/30/2019	
25255	246882	88.000000	07/31/2019	
25255	239484	89.000000	02/28/2019	
25255	237021	79.000000	11/30/2018	Reduced use of OM as a result of government wise lapse in funding.
25255	237020	87.000000	12/31/2018	

						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?
					25255	237019	87.000000	01/31/2019		
					25255	235110	89.000000	10/31/2018		
					25255	230736	80.000000	08/31/2018		
20375	Customer satisfaction of Applicants and New Hires for products and services received	Percent Satisfied (1-100%)	1 - Customer Satisfaction (Process Results)				Over target	Semi-Annual		Yes

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
20375	153614	66.000000	09/30/2015	
20375	153613	67.000000	03/31/2015	
20375	104413	79.600000	03/31/2013	
20375	104411	93.500000	04/01/2013	
20375	104409	88.000000	09/30/2013	
20375	104407	93.000000	03/31/2014	

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping		2020 Target	2021 Target	Measurement Condition	Reporting Frequency		Is Metric Retired?
20373	Percent of USA Staffing system availability time (not including scheduled down time for functional releases)	Percent (1-100%)	1 - Customer Satisfaction (Process Results)		99.500000	99.500000	Over target	Semi-Annual		No

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		
					20373	285937	99.760000	03/31/2021		
					20373	285936	99.960000	02/28/2021		
					20373	285935	99.760000	01/31/2021		
					20373	285934	99.900000	12/31/2020		
					20373	285933	99.880000	11/30/2020		
					20373	285932	99.800000	10/31/2020		
					20373	285931	99.870000	09/30/2020		
					20373	285930	99.220000	08/31/2020		
					20373	285929	99.940000	07/31/2020		
					20373	285928	99.950000	06/30/2020		
					20373	285927	99.980000	05/31/2020		
					20373	285926	99.870000	04/30/2020		
					20373	285925	99.810000	03/31/2020		
					20373	285924	99.970000	02/29/2020		
					20373	285923	99.710000	01/31/2020		
					20373	285922	99.970000	12/31/2019		

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?
					20373	285921	99.460000	11/30/2019		
					20373	285920	99.910000	10/31/2019		
					20373	285919	99.760000	09/30/2019		
					20373	285918	99.940000	08/31/2019		
					20373	285917	99.900000	07/31/2019		
					20373	285916	99.530000	06/30/2019		
					20373	285915	99.970000	05/31/2019		
					20373	285914	99.960000	04/30/2019		
					20373	246881	99.880000	03/31/2019		
					20373	231953	99.990000	09/30/2018		
					20373	230735	99.910000	06/30/2018		
					20373	230734	99.910000	07/31/2018		
					20373	230733	99.870000	08/31/2018		
					20373	223341	99.990000	05/31/2018		
					20373	222215	99.990000	04/30/2018		
					20373	220665	99.990000	03/30/2018		
					20373	219642	99.990000	02/28/2018		

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?
					20373	217242	100.000000	12/31/2017		
					20373	217241	99.980000	01/31/2018		
					20373	215719	99.990000	08/31/2017		
					20373	215718	99.980000	09/23/2017		
					20373	215717	99.980000	10/31/2017		
					20373	215716	100.000000	11/30/2017		
					20373	187842	99.560000	11/30/2016		
					20373	187841	99.950000	12/31/2016		
					20373	187840	100.000000	01/31/2017		
					20373	187839	98.130000	02/28/2017	Unexpected internet provider outage	
					20373	187838	99.950000	03/31/2017		
					20373	174852	99.940000	08/31/2016		
					20373	174851	99.780000	09/30/2016		
					20373	170788	99.840000	07/31/2016		
					20373	168335	99.880000	06/30/2016		
					20373	166303	99.200000	05/31/2016	USA Staffing in an unusual occurrence, slightly missed the target on availability during this reporting period, however, it is	

				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?
									expected to either meet or exceed the target during the next reporting period.	
					20373	164357	99.950000	04/30/2016		
					20373	162023	99.920000	03/31/2016		
					20373	159783	99.980000	02/29/2016		
					20373	158196	99.930000	01/31/2016		
					20373	155777	99.950000	12/31/2015		
					20373	153988	99.940000	11/30/2015		
					20373	153619	99.800000	07/31/2015		
					20373	153618	99.270000	08/31/2015		
					20373	153617	99.950000	09/30/2015		
					20373	153616	99.970000	10/31/2015		
					20373	142265	98.840000	06/30/2015		
					20373	140359	99.840000	05/31/2015		
					20373	135155	99.940000	04/30/2015		
					20373	131505	99.930000	03/31/2015		
					20373	127065	99.970000	02/28/2015		
					20373	124655	99.890000	01/31/2015		

						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?
					20373	118399	99.920000	12/31/2014		
					20373	115739	99.780000	11/30/2014		
					20373	112323	99.920000	10/31/2014		
					20373	110103	99.500000	09/30/2014		
					20373	106957	99.950000	08/31/2014		
					20373	104405	99.960000	10/31/2012		
					20373	104403	99.990000	11/30/2012		
					20373	104401	99.980000	12/31/2012		
					20373	104399	99.980000	01/31/2013		
					20373	104397	99.670000	02/28/2013		
					20373	104395	99.880000	03/31/2013		
					20373	104393	99.980000	04/30/2013		
					20373	104391	100.000000	05/31/2013		
					20373	104389	99.990000	06/30/2013		
					20373	104387	99.200000	07/31/2013		
					20373	104385	99.400000	08/31/2013		
					20373	104383	99.420000	09/30/2013		

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?
					20373	104381	99.960000	10/31/2013		
					20373	104379	99.930000	11/30/2013		
					20373	104377	99.980000	12/31/2013		
					20373	104375	99.910000	01/31/2014		
					20373	104373	99.970000	02/28/2014		
					20373	104371	99.080000	03/31/2014		
					20373	104369	99.650000	04/30/2014		
					20373	104367	99.830000	05/30/2014		
					20373	104365	99.840000	06/30/2014		
					20373	102683	99.900000	07/31/2014		
20371	Percent of selections made compared to the total number of vacancy announcements within USA Staffing	Percentage (1-100%)	2 - Strategic and Business Results		100.000000	100.000000	Over target	Annual		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
20371	285938	355114.000000	09/30/2020	For all of FY20.
20371	246880	71.350000	12/31/2018	

					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?
					20371	246879	70.790000	03/31/2019		
					20371	246878	71.920000	06/30/2019		
					20371	153615	0.920000	09/30/2015		
					20371	110099	115.000000	09/30/2014		
					20371	104363	1.040000	09/30/2013		
20369	USA Staffing help desk inquiries compared to numbers of applications (measures usability of applicant interface)	Percent of Inquiries (0-100%)	1 - Customer Satisfaction (Process Results)		1.500000	1.400000	Under target	Semi-Annual		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
20369	285963	0.100000	04/30/2021	
20369	285962	0.100000	03/31/2021	
20369	285961	0.120000	02/28/2021	
20369	285960	0.090000	01/31/2021	
20369	285959	0.080000	12/31/2020	
20369	285958	0.080000	11/30/2020	
20369	285957	0.090000	10/31/2020	

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?
					20369	285956	0.090000	09/30/2020		
					20369	285955	0.110000	08/31/2020		
					20369	285954	0.170000	07/31/2020		
					20369	285953	0.150000	06/30/2020		
					20369	285952	0.120000	05/31/2020		
					20369	285951	0.190000	04/30/2020		
					20369	285950	0.120000	03/31/2020		
					20369	285949	0.100000	02/29/2020		
					20369	285948	0.100000	01/31/2020		
					20369	285947	0.110000	12/31/2019		
					20369	285946	0.110000	11/30/2019		
					20369	285945	0.130000	10/31/2019		
					20369	285944	0.160000	09/30/2019		
					20369	285943	0.110000	08/31/2019		
					20369	285942	0.120000	07/31/2019		
					20369	285941	0.120000	06/30/2019		
					20369	285940	0.130000	05/31/2019		

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?
					20369	285939	0.110000	04/30/2019		
					20369	246877	0.130000	03/31/2019		
					20369	231952	0.260000	09/30/2018		
					20369	230732	0.180000	06/30/2018		
					20369	230731	0.190000	07/31/2018		
					20369	230730	0.190000	08/31/2018		
					20369	223340	0.180000	05/31/2018		
					20369	222214	0.180000	04/30/2018		
					20369	220664	0.170000	03/30/2018		
					20369	219641	0.160000	02/28/2018		
					20369	217240	0.140000	12/31/2017		
					20369	217239	0.150000	01/31/2018		
					20369	215715	0.100000	08/31/2017		
					20369	215714	0.100000	09/30/2017		
					20369	215713	0.120000	10/31/2017		
					20369	215712	0.120000	11/30/2017		
					20369	187837	0.100000	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?
					20369	187836	0.100000	12/31/2016		
					20369	187835	0.100000	01/31/2017		
					20369	187834	0.100000	02/28/2017		
					20369	187833	0.100000	03/31/2017		
					20369	174850	0.090000	08/31/2016		
					20369	174849	0.090000	09/30/2016		
					20369	170789	0.090000	07/31/2016		
					20369	168337	0.090000	06/30/2016		
					20369	166305	0.090000	05/31/2016		
					20369	164356	0.100000	04/30/2016		
					20369	162022	0.100000	03/31/2016		
					20369	159782	0.100000	02/29/2016		
					20369	158195	0.100000	01/31/2016		
					20369	155775	0.110000	12/31/2015		
					20369	153986	0.001100	11/30/2015		
					20369	153623	0.090000	07/31/2015		
					20369	153622	0.100000	08/31/2015		

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?
					20369	153621	0.100000	09/30/2015		
					20369	153620	0.001000	10/31/2015		
					20369	142267	0.090000	06/30/2015		
					20369	140361	0.090000	05/31/2015		
					20369	135157	0.090000	04/30/2015		
					20369	131503	0.080000	03/31/2015		
					20369	127063	0.080000	02/28/2015		
					20369	124657	0.080000	01/31/2015		
					20369	118401	0.070000	12/31/2014		
					20369	115741	0.060000	11/30/2014		
					20369	112321	0.300000	10/31/2014		
					20369	110105	0.080000	09/30/2014		
					20369	106959	0.080000	08/31/2014		
					20369	104361	0.090000	10/31/2012		
					20369	104359	0.090000	11/30/2012		
					20369	104357	0.080000	12/31/2012		
					20369	104355	0.080000	01/31/2013		

Table caption: **Metrics Definitions and Actual Results Table D.2 / D.3**

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?
					20369	104353	0.080000	02/28/2013		
					20369	104351	0.080000	03/31/2013		
					20369	104349	0.080000	04/30/2013		
					20369	104347	0.080000	05/31/2013		
					20369	104345	0.080000	06/30/2013		
					20369	104343	0.090000	07/31/2013		
					20369	104341	0.090000	08/31/2013		
					20369	104339	0.080000	09/30/2013		
					20369	104337	0.070000	10/31/2013		
					20369	104335	0.070000	11/30/2013		
					20369	104333	0.070000	12/31/2013		
					20369	104331	0.070000	01/31/2014		
					20369	104329	0.090000	02/28/2014		
					20369	104327	0.090000	03/31/2014		
					20369	104325	0.090000	04/30/2014		
					20369	104323	0.080000	05/30/2014		
					20369	104321	0.080000	06/30/2014		

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?
					20369	102681	0.080000	07/31/2014		
20367	USA Staffing program ability to be cost recoverable. Percentage is Revenue over Cost.	Percent Yes (1-100%)	3 - Financial Performance		100.000000	0.100000	Over target	Annual		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
NONE				

20365	Percent of customers confirming USA Staffing services contribute to improve organizational effectiveness	Percent Yes (1-100%)	1 - Customer Satisfaction (Process Results)		80.000000	0.080000	Over target	Semi-Annual		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
20365	246876	96.000000	03/31/2019	
20365	235109	100.000000	09/30/2018	
20365	222213	93.000000	03/31/2018	
20365	187832	93.750000	03/31/2017	
20365	153609	95.000000	09/30/2015	
20365	135153	87.000000	03/31/2015	

	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?
					20365	123149	100.000000	09/30/2014		
					20365	104317	96.400000	03/31/2013		
					20365	104315	89.660000	09/30/2013		
					20365	104313	100.000000	03/31/2014		
20363	Overall customer satisfaction with USA Staffing products and services	Percent Satisfied (1-100%)	1 - Customer Satisfaction (Process Results)		80.000000	81.000000	Over target	Semi-Annual		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
20363	246875	98.000000	03/31/2019	
20363	235108	98.000000	09/30/2018	
20363	223339	81.000000	05/31/2018	
20363	222212	96.000000	03/31/2018	
20363	187831	100.000000	03/31/2017	
20363	153608	94.000000	09/30/2015	
20363	135151	97.000000	03/31/2015	
20363	123151	90.000000	09/30/2014	