

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2014-09-12
Date of Last Change to Activities: 2016-10-20
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2021-04-15
Date of Last Business Case Update: 2021-04-15
Date of Last Revision: 2021-04-15

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

- 1. Name of this Investment:** USAJOBS
- 2. Unique Investment Identifier (UJI):** 027-999991218

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.**
Since USAJOBS provides a central portal/repository for Job Opportunity Announcements, the cost savings alone provide significant benefits to net a positive return on investment. Currently, USAJOBS supports 127 customers who do not have to spend investment dollars to build and maintain individual job boards and interfaces to support the job posting process. In addition, benefits include lower costs for interoperability, because USAJOBS provides a Staffing Integration Framework (SIF) that is adopted by the Talent Acquisition Systems (TASs). As a result, agencies do not have to pay for point-to-point interfaces to USAJOBS. In addition, the SIF also lowers the barrier-to-entry for new Talent Acquisition System providers, which enables the government to seek better value solutions for its hiring needs. Lastly, the benefits of USAJOBS includes streamlined reporting capabilities to remove/reduce hiring-related data calls pertaining to the dataset collected in USAJOBS. USAJOBS estimates it helps

agencies avoid anywhere from a \$250,000 to \$10M investment in creating its own job and opportunity boards. We are able to provide third party recruitment partners access to the 200K+ job announcements posted each year at no cost. We also carry the burden of securing the data and managing the job seeker/applicant's privacy which significantly reduces risk and avoids cost burdens for the agency.

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.

3206-0219|3046-0046

7. Provide the name of the Investment-level project manager:

Rhonda Wood

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:	\$0.789001	\$0.769000	\$0.737000	\$0.683000
DME (Excluding Planning) Costs:	\$3.156997	\$3.073998	\$2.946000	\$2.733000
DME (Including Planning) Govt. FTEs:	\$1.615999	\$1.573998	\$1.509000	\$1.400000
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$5.561997	\$5.416996	\$5.192000	\$4.816000
O & M Costs:	\$8.686998	\$8.850999	\$8.926000	\$9.371000
O & M Internal Labor (Govt. FTE):	\$1.728000	\$1.761002	\$1.775000	\$1.864000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$10.414998	\$10.612001	\$10.701000	\$11.235000
Total Cost (Including Internal Labor (Govt. FTE)):	\$15.976995	\$16.028997	\$15.893000	\$16.051000
Total Cost Internal Labor (Govt. FTE) costs:	\$3.343999	\$3.335000	\$3.284000	\$3.264000
# of FTE rep by costs:	17	17	17	17
Total change from prior year final President's Budget (\$)		\$16.028997	\$15.893000	
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)
2011
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2029
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):

The program's budget accounts for inflationary cost increases. USAJOBS conducts due diligence on a quarterly basis to look for cost savings whenever possible. The program is currently assessing its infrastructure/operational costs.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** USAJOBS
2. **Unique Investment Identifier (UII):** 027-999991218

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	USAJOBS		10/01/2010	09/30/2016	\$51.9	

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	FY 2014 Operations & Maintenance	Operations and Maintenance activities to support USAJOBS website	1.43	2013-10-01	2013-10-01		2014-09-30	2014-09-30		7.242000	7.242000	
1	Release 5.2	Release focus is Responsive Design	1.34	2015-08-10	2015-08-10	2015-08-10	2015-09-30	2015-09-30	2015-09-30	0.603670	0.603670	0.602490
1	FY 2015 Operations & Maintenance	Operations and Maintenance activities to support USAJOBS website	1.44	2014-10-01	2014-10-01		2015-09-30	2015-09-30		8.133000	8.133000	
1	Release 5.2/FY16	Release focus is Responsive Design	1.35	2015-10-01	2015-10-01	2015-10-01	2015-10-30	2015-10-30	2015-10-30	0.365830	0.365830	0.364546
1	Release 5.3	Release focus is Account Login	1.36	2015-11-02	2015-11-02	2015-11-02	2016-01-22	2016-01-22	2016-01-22	0.943640	0.943640	0.940778
1	Release 5.4	Release focus is Application	1.37	2016-01-25	2016-01-25	2016-01-25	2016-04-15	2016-04-15	2016-04-15	0.982100	0.982100	0.979107

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
		Guide										
1	Release 5.5	Release focus is Job Bank	1.38	2016-04-18	2016-04-18	2016-04-18	2016-07-08	2016-07-08	2016-07-08	0.982100	0.982100	0.977921
1	Release 5.6	Release focus is Communications and Information Collection	1.39	2016-07-11	2016-07-11	2016-07-11	2016-09-30	2016-09-30	2016-09-30	0.982100	0.982100	0.981854
1	FY 2016 Operations & Maintenance	Operations and Maintenance activities to support USAJOBS website	1.45	2015-10-01	2015-10-12		2016-09-30	2016-09-30		8.291000	8.291000	

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?
27846	Measuring limited downtime	Percentage	2 - Strategic and Business Results	0.000000	80.000000	80.000000	Over target	Semi-Annual	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
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NONE

27845	Measuring code coverage	Percentage	2 - Strategic and Business Results	0.000000	70.000000	70.000000	Over target	Semi-Annual	027SO18172 : Drive improvements to the hiring process so agencies are able to hire the best candidate in a timely manner	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

27844	Measuring agency customer satisfaction	Number	1 - Customer Satisfaction (Process Results)	0.000000	65.000000	65.000000	Over target	Semi-Annual	027SO18172 : Drive improvements to the hiring process so agencies are able to hire the best candidate in a timely manner	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

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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?
27843	Engagement - number of profiles converted from the original 2M active users	Number	2 - Strategic and Business Results	0.000000	2000000.000000	2000.000000	Over target	Semi-Annual	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
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NONE

27842	Engagement - number of searchable resumes	Number	2 - Strategic and Business Results	0.000000	1500000.000000	1500.000000	Over target	Semi-Annual	027SO18172 : Drive improvements to the hiring process so agencies are able to hire the best candidate in a timely manner	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

27841	Measuring job seeker's satisfaction on a mobile device	Number	1 - Customer Satisfaction (Process Results)	0.000000	77.000000	77.000000	Over target	Monthly	027SO18172 : Drive improvements to the hiring process so agencies are able to hire the best candidate in a timely manner	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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27841	231957	78.500000	10/01/2018	
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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?
27840	Measuring job seeker's satisfaction on the desktop	Number	1 - Customer Satisfaction (Process Results)	0.000000	72.000000	72.000000	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
27840	231956	69.900000	10/01/2018	

23500	Identify and measure development velocity to ensure adequate resources and code delivery expectations.	Percent of velocity targets met per sprint	2 - Strategic and Business Results	0.000000			Over target	Semi-Annual		Yes
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
23500	230246	97.000000	06/01/2018	
23500	230245	97.000000	07/01/2018	
23500	230244	97.000000	08/01/2018	
23500	222269	95.000000	08/01/2017	
23500	222268	95.000000	09/01/2017	
23500	222267	95.000000	10/01/2017	
23500	222266	95.000000	11/01/2017	

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?
					23500	222265	95.000000	12/01/2017		
					23500	222264	95.000000	01/01/2018		
					23500	222263	95.000000	02/01/2018		
					23500	222262	98.000000	03/01/2018		
					23500	222261	97.000000	04/01/2018		
					23500	222260	97.000000	05/01/2018		
					23500	194629	95.000000	04/01/2017		
					23500	194628	95.000000	05/01/2017		
					23500	194627	95.000000	06/01/2017		
					23500	194626	95.000000	07/01/2017		
					23500	187713	95.000000	10/19/2016		
					23500	187712	95.000000	11/19/2016		
					23500	187711	95.000000	12/19/2016		
					23500	187710	95.000000	01/01/2017		
					23500	187709	95.000000	02/01/2017		
					23500	187708	95.000000	03/01/2017		
					23500	174848	80.000000	01/19/2016		

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?
23500					23500	174847	85.000000	02/16/2016		
					23500	174846	90.000000	03/19/2016		
					23500	174845	90.000000	04/19/2016		
					23500	174844	90.000000	05/19/2016		
					23500	174843	90.000000	06/19/2016		
					23500	174842	95.000000	07/19/2016		
					23500	174841	95.000000	08/19/2016		
					23500	174840	95.000000	09/19/2016		
					23500	158057	80.000000	10/19/2015		
					23500	158056	75.000000	11/19/2015		
					23500	158055	70.000000	12/19/2015		
21487	Review price accuracy and deliverables, to ensure burn rate is within 10% of planned burn rate.	Cost	3 - Financial Performance	0.000000			Under target	Semi-Annual		Yes
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
21487	174839	1.000000	01/19/2016							
21487	174838	1.000000	02/16/2016							

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?
					21487	174837	1.000000	03/19/2016		
					21487	174836	1.000000	04/19/2016		
					21487	174835	1.000000	05/19/2016		
					21487	174834	1.000000	06/19/2016		
					21487	174833	1.000000	07/19/2016		
					21487	174832	1.000000	08/19/2016		
					21487	174831	1.000000	09/19/2016		
					21487	158054	1.000000	10/19/2015		
					21487	158053	1.000000	11/19/2015		
					21487	158052	1.000000	12/19/2015		
					21487	150174	10.000000	10/01/2015		
21485	Remain current in security patches	Percentage	2 - Strategic and Business Results	0.000000	95.000000	95.000000	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	
					21485	231955	100.000000	10/01/2018		

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?
					21485	230243	100.000000	06/01/2018		
					21485	230242	100.000000	07/01/2018		
					21485	230241	100.000000	08/01/2018		
					21485	222259	100.000000	08/01/2017		
					21485	222258	100.000000	09/01/2017		
					21485	222257	100.000000	10/01/2017		
					21485	222256	100.000000	11/01/2017		
					21485	222255	100.000000	12/01/2017		
					21485	222254	100.000000	01/01/2018		
					21485	222253	100.000000	02/01/2018		
					21485	222252	100.000000	03/01/2018		
					21485	222251	100.000000	04/01/2018		
					21485	222250	100.000000	05/01/2018		
					21485	194625	100.000000	04/01/2017		
					21485	194624	100.000000	05/01/2017		
					21485	194623	100.000000	06/01/2017		
					21485	194622	100.000000	07/01/2017		

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?
					21485	187707	100.000000	11/01/2016		
					21485	187706	100.000000	12/01/2016		
					21485	187704	100.000000	02/01/2017		
					21485	174826	100.000000	06/01/2016		
					21485	174823	100.000000	09/01/2016		
					21485	174822	100.000000	10/01/2016		
					21485	158051	100.000000	09/01/2015		
					21485	158050	100.000000	10/01/2015		
					21485	158049	100.000000	11/01/2015		
					21485	158048	100.000000	12/01/2015		
					21485	148584	100.000000	09/12/2013		
					21485	148583	100.000000	02/08/2014		
					21485	148582	100.000000	01/11/2014		
					21485	148581	100.000000	12/08/2013		
					21485	148580	100.000000	11/02/2013		
					21485	148579	100.000000	10/06/2013		
					21485	148578	100.000000	04/05/2014		

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?
					21485	148577	100.000000	05/03/2014		
					21485	148576	100.000000	02/01/2015		
					21485	148575	100.000000	03/01/2015		
					21485	148574	100.000000	04/01/2015		
					21485	148573	100.000000	05/01/2015		
					21485	148572	100.000000	06/01/2015		
					21485	148571	100.000000	07/01/2015		
					21485	123169	100.000000	10/01/2014		
					21485	123167	100.000000	11/01/2014		
					21485	123165	100.000000	12/01/2014		
					21485	123163	100.000000	01/01/2015		
					21485	103997	100.000000	08/01/2014		
					21485	103995	100.000000	07/01/2014		
					21485	103993	100.000000	06/01/2014		
21483	System availability, excluding planned maintenance	Percentage	1 - Customer Satisfaction (Process Results)	0.000000	99.500000	99.500000	Over target	Semi-Annual	027SO18172 : Drive improvements to the hiring process so agencies are able to hire the best candidate in	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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a timely manner

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
21483	230240	99.700000	06/01/2018	
21483	230239	99.700000	07/01/2018	
21483	230238	99.700000	08/01/2018	
21483	222249	99.700000	08/01/2017	
21483	222248	99.700000	09/01/2017	
21483	222247	99.700000	10/01/2017	
21483	222246	99.700000	11/01/2017	
21483	222245	99.700000	12/01/2017	
21483	222244	99.700000	01/01/2018	
21483	222243	99.700000	02/01/2018	
21483	222242	99.700000	03/01/2018	
21483	222241	99.700000	04/01/2018	
21483	222240	99.700000	05/01/2018	
21483	194621	99.700000	04/01/2017	
21483	194620	99.700000	05/01/2017	

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?
					21483	194619	99.700000	06/01/2017		
					21483	194618	99.700000	07/01/2017		
					21483	187702	99.700000	11/01/2016		
					21483	187701	99.700000	12/01/2016		
					21483	187700	99.700000	01/01/2017		
					21483	187699	99.700000	02/01/2017		
					21483	187698	99.700000	03/01/2017		
					21483	174821	99.700000	02/01/2016		
					21483	174820	99.700000	03/01/2016		
					21483	174819	99.700000	04/01/2016		
					21483	174818	99.700000	05/01/2016		
					21483	174817	99.700000	06/01/2016		
					21483	174816	99.700000	07/01/2016		
					21483	174815	99.700000	08/01/2016		
					21483	174814	99.700000	09/01/2016		
					21483	174813	99.700000	10/01/2016		
					21483	158046	99.700000	06/01/2014		

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?
					21483	158045	99.700000	07/01/2014		
					21483	158044	99.700000	08/01/2014		
					21483	158043	99.700000	09/01/2014		
					21483	158042	99.700000	10/01/2014		
					21483	158041	99.700000	11/01/2014		
					21483	158040	99.700000	12/01/2014		
					21483	158039	99.700000	01/01/2015		
					21483	158038	99.700000	02/01/2015		
					21483	158037	99.700000	03/01/2015		
					21483	158036	99.700000	04/01/2015		
					21483	158035	99.700000	05/01/2015		
					21483	158034	99.700000	06/01/2015		
					21483	158033	99.700000	07/01/2015		
					21483	158032	99.700000	08/01/2015		
					21483	158031	99.700000	09/01/2015		
					21483	158030	99.700000	10/01/2015		
					21483	158029	99.700000	11/01/2015		

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?
					21483	158028	99.700000	12/01/2015		
					21483	158027	99.700000	01/01/2016		
					21483	148569	99.700000	10/01/2012		
					21483	148568	99.700000	10/01/2013		
					21483	148567	99.700000	11/01/2013		
					21483	148566	99.700000	12/01/2013		
					21483	148565	99.700000	01/01/2014		
					21483	148564	99.700000	02/01/2014		
					21483	148563	99.700000	03/01/2014		
					21483	148561	99.700000	05/01/2014		
21481	Successful integration with independent back-end system providers	Percentage of Systems Integrated	2 - Strategic and Business Results	0.000000			Over target	Semi-Annual		Yes
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					21481	230237	99.000000	06/01/2018		
					21481	230236	99.000000	07/01/2018		
					21481	230235	99.000000	08/01/2018		
					21481	222239	99.000000	08/01/2017		

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?
					21481	222238	99.000000	09/01/2017		
					21481	222237	99.000000	10/01/2017		
					21481	222236	99.000000	11/01/2017		
					21481	222235	99.000000	12/01/2017		
					21481	222234	99.000000	01/01/2018		
					21481	222233	99.000000	02/01/2018		
					21481	222232	99.000000	03/01/2018		
					21481	222231	99.000000	04/01/2018		
					21481	222230	99.000000	05/01/2018		
					21481	194617	99.000000	04/01/2017		
					21481	194616	99.000000	05/01/2017		
					21481	194615	99.000000	06/01/2017		
					21481	194614	99.000000	07/01/2017		
					21481	187697	99.000000	11/01/2016		
					21481	187696	99.000000	12/01/2016		
					21481	187695	99.000000	01/01/2017		
					21481	187694	99.000000	02/01/2017		

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?
					21481	187693	99.000000	03/01/2017		
					21481	174812	99.000000	02/01/2016		
					21481	174811	99.000000	03/01/2016		
					21481	174810	99.000000	04/01/2016		
					21481	174809	99.000000	05/01/2016		
					21481	174808	99.000000	06/01/2016		
					21481	174807	99.000000	07/01/2016		
					21481	174806	99.000000	08/01/2016		
					21481	174805	99.000000	09/01/2016		
					21481	174804	99.000000	10/01/2016		
					21481	158026	98.000000	01/01/2013		
					21481	158025	98.000000	04/01/2013		
					21481	158024	98.000000	07/01/2013		
					21481	158023	99.000000	01/01/2014		
					21481	158022	99.000000	04/01/2014		
					21481	158021	99.000000	07/01/2014		
					21481	158020	99.000000	10/01/2014		

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?
21481					21481	158019	99.000000	01/01/2015		
					21481	158018	99.000000	04/01/2015		
					21481	158017	99.000000	07/01/2015		
					21481	158016	99.000000	10/01/2015		
					21481	158015	99.000000	11/01/2015		
					21481	158014	99.000000	12/01/2015		
					21481	158013	99.000000	01/01/2016		
					21481	148560	98.000000	10/01/2012		
					21481	148559	98.000000	10/01/2013		
21479	Availability of Application Status Percentage	Percentage	1 - Customer Satisfaction (Process Results)	0.000000			Over target	Monthly		Yes
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
21479	174803	99.700000	02/01/2016							
21479	174802	99.700000	03/01/2016							
21479	174801	99.700000	04/01/2016							
21479	174800	99.700000	05/01/2016							
21479	174799	99.700000	06/01/2016							

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?
					21479	174798	99.700000	07/01/2016		
					21479	174797	99.700000	08/01/2016		
					21479	174796	99.700000	09/01/2016		
					21479	174795	99.700000	10/01/2016		
					21479	158012	99.700000	09/01/2015		
					21479	158011	99.700000	10/01/2015		
					21479	158010	99.700000	11/01/2015		
					21479	158009	99.700000	12/01/2015		
					21479	158008	99.700000	01/01/2016		
					21479	148558	99.700000	02/01/2015		
					21479	148557	99.700000	03/01/2015		
					21479	148556	99.700000	04/01/2015		
					21479	148555	99.700000	05/01/2015		
					21479	148554	99.700000	06/01/2015		
					21479	148553	99.700000	07/01/2015		
					21479	148552	99.700000	08/01/2015		
					21479	123161	99.700000	09/01/2014		

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?
					21479	123159	99.700000	10/01/2014		
					21479	123157	99.700000	11/01/2014		
					21479	123155	99.700000	12/01/2014		
					21479	123153	99.700000	01/01/2015		
					21479	103991	99.700000	06/01/2014		
					21479	103989	99.700000	07/01/2014		
					21479	103987	99.700000	08/01/2014		
21477	Site performance tracking uptime for the USAJOBS	Percentage	1 - Customer Satisfaction (Process Results)	0.000000			Over target	Semi-Annual		Yes
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
21477	230234	99.000000	06/01/2018							
21477	230233	99.000000	07/01/2018							
21477	230232	99.000000	08/01/2018							
21477	222229	99.000000	08/01/2017							
21477	222228	99.000000	09/01/2017							
21477	222227	99.000000	10/01/2017							
21477	222226	99.000000	11/01/2017							

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?
					21477	222225	99.000000	12/01/2017		
					21477	222224	99.000000	01/01/2018		
					21477	222223	99.000000	02/01/2018		
					21477	222222	99.000000	03/01/2018		
					21477	222221	99.000000	04/01/2018		
					21477	222220	99.000000	05/01/2018		
					21477	194613	99.000000	04/01/2017		
					21477	194612	99.000000	05/01/2017		
					21477	194611	99.000000	06/01/2017		
					21477	194610	99.000000	07/01/2017		
					21477	187692	99.000000	11/01/2016		
					21477	187691	99.000000	12/01/2016		
					21477	187690	99.000000	01/01/2017		
					21477	187689	99.000000	02/01/2017		
					21477	187688	99.000000	03/01/2017		
					21477	174794	99.000000	02/01/2016		
					21477	174793	99.000000	03/01/2016		

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?
					21477	174792	99.000000	04/01/2016		
					21477	174791	99.000000	05/01/2016		
					21477	174790	99.000000	06/01/2016		
					21477	174789	99.000000	07/01/2016		
					21477	174788	99.000000	08/01/2016		
					21477	174787	99.000000	09/01/2016		
					21477	174786	99.000000	10/01/2016		
					21477	158007	99.000000	09/01/2015		
					21477	158006	99.000000	11/01/2015		
					21477	158005	99.000000	12/01/2015		
					21477	158004	99.000000	01/01/2016		
					21477	158003	99.000000	10/01/2015		
					21477	148551	99.000000	03/20/2013		
					21477	148550	99.000000	10/01/2013		
					21477	148549	99.000000	11/01/2013		
					21477	148548	99.000000	12/01/2013		
					21477	148547	99.000000	01/01/2014		

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?
					21477	148546	99.000000	02/01/2014		
					21477	148545	99.000000	03/01/2014		
					21477	148544	99.000000	04/01/2014		
					21477	148543	99.000000	05/01/2014		
					21477	148542	99.000000	02/01/2015		
					21477	148541	99.000000	03/01/2015		
					21477	148540	99.000000	04/01/2015		
					21477	148539	99.000000	05/01/2015		
					21477	148538	99.000000	06/01/2015		
					21477	148537	99.000000	07/01/2015		
					21477	148536	99.000000	08/01/2015		
					21477	123181	99.000000	09/01/2014		
					21477	123179	99.000000	10/01/2014		
					21477	123177	99.000000	11/01/2014		
					21477	123175	99.000000	12/01/2014		
					21477	123173	99.000000	01/01/2015		
					21477	103985	99.000000	06/01/2014		

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?
					21477	103983	99.000000	07/01/2014		
					21477	103981	99.000000	08/01/2014		