

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:
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: 2021-04-16

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

1. Name of this Investment: Learning Management Capabilities

2. Unique Investment Identifier (UJI): 027-999990119

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):

027SO18183: Invest in OPM management and provide the tools managers need to maximize employee performance, improving OPM's score in dealing with poor performers, by 4 percentage points

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.**
 Learning Management Capabilities (LMC) investment is located in the USALearning Program Office with two (2) Business Lines: LMS Services and the Knowledge Portal. These business lines are developed to provide learning and training solutions to Federal agencies. Agencies have a choice when seeking learning management solutions. They can build in-house learning systems or use an in-house manual training process; purchase a public-or private-sector learning management system; or partner with another Federal agency or Shared Service Center to conduct learning management services for them. Agencies purchase LMS solutions via authority of the Revolving Fund: - 5 USC 1304 (e)(1) which authorizes the establishment of a revolving fund without fiscal year limitation for financing investigations, training and such other functions as the Office is authorized or required to perform on a reimbursable basis, including personnel

management services performed at the request of individual agencies. - 5 USC 4116 which directs that the U.S. Office of Personnel Management (OPM), on request of an agency, shall advise and assist in the establishment, operation, and maintenance of the training programs and plans of the agency under this chapter, to the extent of its facilities and personnel available for that purpose. USALearning fulfills its mission via two openly competed small business single award integrators to procure optimal integrated solutions: - Learning Management Systems (LMS) Blanket Purchase Agreement (BPA) contract awarded in 2015 to replace the original GoLearn contract vehicle with a \$168 Million ceiling over 5 years - Knowledge Portal Indefinite Delivery Indefinite Quantity (IDIQ) contract allows USALearning to be system and software solution agnostic to configure, implement, and integrate proprietary and open-source interoperable solutions through custom software engineering. The LMS program is a cost reimbursable entity and sustains its operation via a fee for service structure. The respective business lines charge a flat fee (10% or 15%) of the contracted costs to cover program salaries, supplies, travel, IT Security Support and any OPM incurred common service charges. The objective annually is to be cost-recoverable. All earned revenue over cost (EROCC) is rolled back into product and program improvements and to maintain resource flexibility for surge engagements.

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
027-999990118	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)?:**

YES

6. **If systems contained in this Investment collect data from the public, please identify the OMB Control Numbers which authorize that data collection as per the Paperwork Reduction Act. Use [Reginfo](#) at the following link to identify information collection requests and OMB control numbers. Agencies can work with their Records Officers to determine the applicability.**

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

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	0	0	0
DME (Excluding Planning) Costs:	\$6.300004	\$17.499997	\$18.025000	\$18.565000
DME (Including Planning) Govt. FTEs:	0	0	0	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$6.300004	\$17.499997	\$18.025000	\$18.565000
O & M Costs:	\$24.471997	\$68.996004	\$71.046000	\$73.157000
O & M Internal Labor (Govt. FTE):	\$0.956001	\$1.004001	\$1.054000	\$1.107000
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$25.427998	\$70.000005	\$72.100000	\$74.264000
Total Cost (Including Internal Labor (Govt. FTE)):	\$31.728002	\$87.500002	\$90.125000	\$92.829000
Total Cost Internal Labor (Govt. FTE) costs:	\$0.956001	\$1.004001	\$1.054000	\$1.107000
# of FTE rep by costs:	7	10	11	11
Total change from prior year final President's Budget (\$)		\$87.500002	\$90.125000	
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)
2002
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2030
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 changes to the PY17 and CY18 budget totals for this investment increased because this investment is now comprised of all the systems within the Learning Management Services program. The totals from the FY18 Passback submission only represented a portion of the IT costs for the Learning Management Services program.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** LEARNING MANAGEMENT CAPABILITIES
2. **Unique Investment Identifier (UII):** 027-999990119

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?
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NONE

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
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NONE

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?
26306	Training and education content developed by LMC meets customer (agency) requirements	Percent Yes (1-100%)	2 - Strategic and Business Results	90.000000	90.000000	90.000000	Over target	Monthly	027SO18183 : Invest in OPM management and provide the tools managers need to maximize employee performance, improving OPM's score in dealing with poor performers, by 4 percentage points	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
26306	228905	90.000000	05/01/2019							
26305	FISMA/IT Security continuous monitoring quarterly reports or FEDRAMP reports	Number	2 - Strategic and Business Results	0.000000	100.000000	100.000000	Over target	Quarterly		No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
26305	228904	100.000000	05/01/2019							
26304	LMS program ability to be cost recoverable. Percent is revenue over costs	Percent Yes (1-100%)	3 - Financial Performance	0.000000	100.000000	100.000000	Over target	Annual		No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
26304	228903	100.000000	05/01/2019							

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?
26303	Percent of agencies confirming LMC training and education services contribute to improving organization effectiveness	Percent Satisfied (1-100%)	2 - Strategic and Business Results	70.000000	70.000000	70.000000	Over target	Annual		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					26303	228902	72.000000	05/01/2019		
26302	Agencies' satisfaction with USA Learning and Knowledge Portal products and services	Percent Satisfied (1-100%)	1 - Customer Satisfaction (Process Results)	70.000000	70.000000	70.000000	Over target	Annual		No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					26302	228901	70.000000	05/01/2019		