

Business Case: Capital Asset Summary

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

Section A: Overview & General Information

Date Investment First Submitted: 2009-06-29
Date of Last Change to Activities: 2020-08-31
Investment Auto Submission Date:
Date of Last Investment Detail Update: 2020-09-28
Date of Last Business Case Update: 2021-08-31
Date of Last Revision: 2021-08-31

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

1. Name of this Investment: Enterprise Human Resources Data Warehouse

2. Unique Investment Identifier (Ull): 027-999991219

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):

027SO18179: Streamline data collection and leverage data repositories to enhance enterprise-wide Human Resource (HR) data analytics and reduce low-value reporting requirements

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.**

The investment broadly supports the OPM mission by enabling the agency to provide the Federal Human Resources (HR) community with access to employee HR data to improve workforce planning for hiring, skills development, and retention strategies. The EHRI Data Warehouse and electronic Official Personnel Folder (eOPF) are tools which enable agencies to hire and retain the best personnel. This investment supports OPM's FY2014-2018 Strategic Plan Goal 4, Manage information technology system efficiently and effectively in support of OPM's mission (Efficient and Effective Information Technology Systems), specifically sub-goal MG04.01 (Commit to an enterprise-wide information systems strategy based on the principle that business drives strategy). This strategic goal supports the Data Warehouse Program and eOPF tools, which enable agencies to recruit, retain, and honor employees; manage IT capabilities more efficiently

and effectively; and optimize increase integration for data tools to support agencies. EHR Data Warehouse anticipates futures savings of \$3 million a year starting in Fiscal Year 18 due to the data center consolidation and migration moving in-house to Macon, GA.

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
027-000000058	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:
Vic Karcher
8. Select the qualification/experience level of the Investment-level project manager (select one):
7 - No certification, but with 4 or more years PM experience (within the last five years)

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:	\$3.388001	\$3.489003	\$3.700003	\$14.079502
DME (Including Planning) Govt. FTEs:	\$0.720999	\$0.743001	\$0.750000	0
Sub-Total DME (including Internal Labor (Govt. FTE)):	\$4.109000	\$4.232004	\$4.450003	\$14.079502
O & M Costs:	\$38.965160	\$41.066911	\$32.715347	\$31.144868
O & M Internal Labor (Govt. FTE):	\$4.162999	\$4.505999	\$4.501651	\$4.329034
Sub-Total O & M Costs (Including Internal Labor (Govt. FTE)):	\$43.128159	\$45.572910	\$37.216998	\$35.473902
Total Cost (Including Internal Labor (Govt. FTE)):	\$47.237159	\$49.804914	\$41.667001	\$49.553404
Total Cost Internal Labor (Govt. FTE) costs:	\$4.883998	\$5.249000	\$5.251651	\$4.329034
# of FTE rep by costs:	32	32	32	0
Total change from prior year final President's Budget (\$)		\$49.804914	\$41.667001	
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)
2004
 - b. In which year will this investment reach the end of its estimated useful life? (specify year - e.g., FY+5 = 2027)
2020
3. Compare the funding levels for PY and CY to the final FY 2022 President's Budget for those same years. Briefly explain any significant changes. When making comparisons, ensure that you compare same-year-to-same-year (e.g., the FY20 level for 2020 versus the FY21 level for 2020):

A decision was made in July, 2017 to consolidate for FY 2018 the eOPF and EHRIDW IT major investments into one EHR Data Warehouse IT major business case, as both support and achieve the same level of purpose and goals of the eGovernment Act of 2002. The cost estimate includes increases for congressionally mandated, OPM funded credit monitoring services to those affected by the OPM security breach. In FY 2017, data centers were migrated in-house. In FY 2018, we anticipate realizing savings.

Business Case Detail: Performance Measurement Report

Section A1: General Information

1. **Name of this Investment:** ENTERPRISE HUMAN RESOURCES DATA WAREHOUSE
2. **Unique Investment Identifier (UII):** 027-999991219

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?
eOPF	Electronic Official Personnel Folder (eOPF)	eOPF is a web-based application that is capable of storing, processing, and displaying the OPFs of all current, separated, and retired Federal Employees. When fully implemented, the eOPF will cover the entire Executive Branch with a total user popula	10/01/2004	12/31/2013	\$541.5	Yes
2	Electronic Official Personnel Folder	The eOPF objective is continue supporting the Executive Branch (Title-V) and non-Title V with this service as mandated in ePerformance Act of 2002. eOPF is a web-based application that is capable of storing, processing, and displaying the OPFs of all	10/01/2014	09/30/2016	\$7.1	Yes
FY17eOPF	Electronic Official Personnel Folder FY17	The eOPF objective is continue supporting the Executive Branch (Title-V) and non-Title V with this service as mandated in ePerformance Act of 2002. eOPF is a web-based application that is capable of storing, processing, and displaying the OPFs of all	10/01/2016	09/30/2017	\$3.5	Yes
FY18eOPF	Electronic Official Personnel Folder FY18) and non-Title V with this service as mandated in ePerformance Act of 2002. eOPF is a web-based application that is capable of storing, processing, and displaying the OPFs of all current, separated, and retired Federal Employees. When fully implemen	10/01/2017	09/30/2018	\$4.0	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
2	eOPF Development FY15 Q1	FY15 Q1 eOPF v5.1 development; workflow; training environment, database management; issue resolution and support activities; user guide creation, update and maintenance.	2.1	2014-10-01	2014-10-01	2014-10-01	2014-12-31	2014-12-31	2014-12-31	0.738828	0.738828	0.718348
2	eOPF Development FY15 Q2	FY15 Q2 eOPF v5.1 development; workflow; training environment, database management; issue resolution and support activities; user guide creation, update and maintenance.	2.2	2015-01-01	2015-01-01	2015-01-01	2015-03-31	2015-03-31	2015-03-31	0.775443	0.775443	0.818434
2	eOPF Development FY15 Q3	FY15 Q3 eOPF v5.1 development; workflow; training	2.3	2015-04-01	2015-04-01	2015-04-01	2015-06-30	2015-06-30	2015-06-30	0.834083	0.834083	0.789624

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
		environment, database management; issue resolution and support activities; user guide creation, update and maintenance.										
2	eOPF Development FY15 Q4	FY15 Q4 eOPF v5.1 development; workflow; training environment, database management; issue resolution and support activities; user guide creation, update and maintenance.	2.4	2015-07-01	2015-07-01	2015-07-01	2015-09-30	2015-09-30	2015-09-30	0.844010	0.844010	0.712365
2	eOPF Development FY16 Q1	FY16 Q1 eOPF v5.1 development; workflow; training environment, database management; issue resolution and support activities; user guide creation, update and maintenance.	2.5	2015-10-01	2015-10-01	2015-10-01	2015-12-31	2015-12-31	2015-12-31	0.980312	0.980312	0.695595
2	eOPF Development FY16 Q2	FY16 Q2 eOPF v5.1 development;	2.6	2016-01-01	2016-01-01	2016-01-01	2016-03-31	2016-03-31	2016-03-31	0.980312	0.980312	0.944245

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
2	eOPF Development FY16 Q3	FY16 Q3 eOPF v5.1 development; workflow; training environment, database management; issue resolution and support activities; user guide creation, update and maintenance.	2.7	2016-04-01	2016-04-01	2016-04-01	2016-06-30	2016-06-30	2016-06-30	0.980312	0.980312	1.093529
2	eOPF Development FY16 Q4	FY16 Q4 eOPF v5.1 development; workflow; training environment, database management; issue resolution and support activities; user guide creation, update and maintenance.	2.8	2016-07-01	2016-07-01	2016-07-01	2016-09-30	2016-09-30	2016-09-30	0.980312	0.980312	1.042967
FY17eOPF	eOPF	eOPF future	FY17eOPF.1	2016-10-01	2016-10-01	2016-10-01	2016-12-31	2016-12-31		0.863000	0.863000	

Project Activity Table C.2.1

Unique Project ID	Activity Name	Activity Description	Structure ID	Planned Start Date	Projected Start Date	Actual Start Date	Planned Completion Date	Projected Completion Date	Actual Completion Date	Planned Total Costs	Projected Total Costs	Actual Total Costs
	Development FY17 Q1	enhancements; workflow; training environment, database management; issue resolution and support activities; user guide creation, update and maintenance.										
FY17eOPF	eOPF Development FY17 Q2	eOPF future enhancements; workflow; training environment, database management; issue resolution and support activities; user guide creation, update and maintenance.	FY17eOPF.2	2017-01-01	2017-01-01	2017-01-01	2017-03-31	2017-03-31		0.863000	0.863000	
FY17eOPF	eOPF Development FY17 Q3	eOPF future enhancements; workflow; training environment, database management; issue resolution and support activities; user guide creation, update and maintenance.	FY17eOPF.3	2017-04-01	2017-04-01		2017-06-30	2017-06-30		0.863000	0.863000	
FY17eOPF	eOPF Development	eOPF future enhancements;	FY17eOPF.4	2017-07-01	2017-07-01		2017-09-30	2017-09-30		0.863000	0.863000	

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
	FY17 Q4	workflow; training environment, database management; issue resolution and support activities; user guide creation, update and maintenance.										
FY18eOPF	eOPF Development FY18 Q1	eOPF future enhancements; workflow; training environment, database management; issue resolution and support activities; user guide creation, update and maintenance.	FY18eOPF.1	2017-10-01	2017-10-01		2017-12-31	2017-12-31		0.997250	0.997250	
FY18eOPF	eOPF Development FY18 Q2	eOPF future enhancements; workflow; training environment, database management; issue resolution and support activities; user guide creation, update and maintenance.	FY18eOPF.2	2018-01-01	2018-01-01		2018-03-31	2018-03-31		0.997250	0.997250	
FY18eOPF	eOPF Development FY18 Q3	eOPF future enhancements; workflow;	FY18eOPF.3	2018-04-01	2018-04-01		2018-06-30	2018-06-30		0.997250	0.997250	

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
		training environment, database management; issue resolution and support activities; user guide creation, update and maintenance.										
FY18eOPF	eOPF Development FY18 Q4	eOPF future enhancements; workflow; training environment, database management; issue resolution and support activities; user guide creation, update and maintenance.	FY18eOPF.4	2018-07-01	2018-07-01		2018-09-30	2018-09-30		0.997250	0.997250	

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?
27445	Percentage of total eOPF billed revenue received from customer agency IAA's	Percentage	3 - Financial Performance	100.000000	100.000000	0.100000	Over target	Quarterly	027SO18179 : Streamline data collection and leverage data repositories to enhance enterprise-wide Human Resource (HR) data analytics and reduce low-value reporting requirements	No

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

27444	DW Network Availability equals (percent of time application available) / (total available time per service agreement)	Percentage	2 - Strategic and Business Results	99.500000	99.500000	0.099500	Over target	Annual	027SO18179 : Streamline data collection and leverage data repositories to enhance enterprise-wide Human Resource (HR) data analytics and reduce low-value reporting requirements	No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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NONE

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?
27443	Percentage of HR Status data loaded to the Statistical Data Mart within 30 days of receipt of all files	Percentage	2 - Strategic and Business Results	90.000000	90.000000	90.000000	Over target	Monthly	027SO18179 : Streamline data collection and leverage data repositories to enhance enterprise-wide Human Resource (HR) data analytics and reduce low-value reporting requirements	No

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

23570	2.5M License Counts by September 30, 2018	percentage	2 - Strategic and Business Results	85.000000			Over target	Monthly		No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
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23570	220573	86.500000	04/05/2018	
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23570	217871	86.600000	02/09/2018	
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23570	217237	86.900000	01/19/2018	
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23570	215743	87.500000	10/06/2017	
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23570	215742	87.700000	11/15/2017	
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23570	215741	87.400000	12/06/2017	
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23570	191453	86.700000	06/12/2017	
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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?
					23570	191452	87.300000	07/14/2017		
					23570	191451	87.400000	08/07/2017		
					23570	187734	88.100000	12/09/2016	November 2016	
					23570	187733	87.500000	01/13/2017		
					23570	187732	87.600000	02/03/2017		
					23570	187731	87.600000	03/03/2017		
					23570	187730	87.000000	04/07/2017		
					23570	187729	90.000000	05/05/2017		
					23570	175096	87.800000	08/22/2016	August	
					23570	175095	88.000000	09/30/2016		
					23570	175094	88.300000	10/22/2016	October 2016	
					23570	170596	87.600000	07/21/2016		
					23570	166739	87.300000	05/31/2016		
					23570	164353	88.100000	05/04/2016		
					23570	161996	86.800000	03/29/2016		
					23570	160120	86.700000	02/29/2016		
					23570	158986	86.700000	01/29/2016		

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?
21091	Review price accuracy and deliverables, to ensure burn rate is within 15% of planned burn rate.	Cost	3 - Financial Performance	85.000000						
					23570	155767	86.900000	12/31/2015		
					23570	153979	87.100000	11/30/2015		
					23570	153580	86.900000	10/30/2015		
							Under target	Semi-Annual	No	
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Metrics Definitions and Actual Results Table D.2 / D.3

Metric ID	Metric Description	Unit of Measure	Performance Measurement Category Mapping	Agency Baseline Capability	2020 Target	2021 Target	Measurement Condition	Reporting Frequency	Agency Strategic Objective / Agency Priority Goal	Is Metric Retired?
					21091	142263	10.000000	06/30/2015		
					21091	131479	4.000000	03/31/2015		
					21091	123251	90.000000	12/31/2014		
433	Percentage of time Tier 1 Help Desk referrals are completed within 24 hours	percentage	1 - Customer Satisfaction (Process Results)	95.000000	95.000000	0.095000	Over target	Quarterly	027SO18179 : Streamline data collection and leverage data repositories to enhance enterprise-wide Human Resource (HR) data analytics and reduce low-value reporting requirements	No
					Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment	
					433	220571	100.000000	04/10/2018		
					433	215740	96.300000	12/19/2017		
					433	191449	96.300000	09/11/2017		
					433	187726	95.000000	01/18/2017		
					433	187725	96.400000	04/07/2017		
					433	175093	96.000000	09/30/2016		
					433	170599	97.000000	07/21/2016		

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?
					433	157639	93.600000	12/31/2015		
					433	152238	88.700000	09/30/2015		
					433	149559	90.000000	06/30/2015		
					433	131485	90.000000	03/31/2015		
					433	123249	90.000000	12/31/2014		
					433	110071	91.270000	09/30/2014		
					433	103583	98.000000	06/30/2014		
					433	103581	97.800000	03/31/2014		
					433	86037	97.700000	12/31/2013		
					433	68769	74.200000	06/28/2013		
					433	68767	90.000000	09/30/2013		
					433	49671	92.900000	12/31/2012		
					433	49669	93.100000	04/02/2013		
					433	31773	97.900000	11/07/2012		
					433	31573	97.900000	11/07/2012		
					433	31565	97.900000	11/07/2012		
					433	27759	99.900000	06/29/2012	The latest results are from Q3 FY12. We will not receive the results from	

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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Q4 till Q1 FY13.

432	eOPF Network Availability equals (percent of time application available) / (total available time per service agreement)	percentage	2 - Strategic and Business Results	99.300000	99.300000	99.300000	Over target	Semi-Annual		No
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Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
432	220570	99.500000	04/10/2018	
432	215739	99.500000	12/19/2017	
432	191448	90.000000	09/11/2017	Network Availability was impacted by Data Center Migration Planned Outages.
432	187724	99.000000	01/18/2017	
432	187723	99.000000	04/07/2017	
432	175092	99.100000	09/30/2016	
432	170597	100.000000	07/21/2016	
432	157638	99.300000	12/31/2015	
432	152239	99.400000	09/30/2015	
432	149561	99.000000	06/30/2015	
432	131487	99.200000	03/31/2015	
432	110077	100.000000	09/30/2014	

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?
					432	106895	100.000000	08/29/2014		
					432	103579	96.700000	06/30/2014		
					432	103577	99.900000	12/31/2014		
					432	103575	99.700000	03/31/2014		
					432	86031	99.900000	10/31/2013		
					432	86029	100.000000	11/29/2013		
					432	68757	99.500000	01/31/2013		
					432	68755	99.500000	02/28/2013		
					432	68753	99.500000	03/29/2013		
					432	68751	99.500000	04/30/2013		
					432	68749	99.500000	05/31/2013		
					432	68747	99.500000	06/28/2013		
					432	49667	99.500000	11/30/2012		
					432	49665	99.500000	12/31/2012		
					432	31769	99.500000	11/07/2012		
					432	31571	99.500000	11/07/2012		
					432	31563	99.500000	11/07/2012		

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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					432	27757	99.500000	06/29/2012	The latest results are from Q3 FY12. We will not receive the results from Q4 till Q1 FY13.	
431	Percentage of A&A completed on time during the fiscal year	percentage	2 - Strategic and Business Results	100.000000			Over target	Semi-Annual		No

Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment
431	220569	100.000000	04/10/2018	
431	215738	100.000000	12/19/2017	
431	191447	100.000000	09/11/2017	
431	187722	100.000000	01/31/2017	
431	187721	100.000000	04/07/2017	
431	175091	90.000000	09/30/2016	
431	155766	100.000000	12/31/2015	
431	152240	100.000000	09/30/2015	
431	149560	100.000000	06/30/2015	
431	131477	100.000000	03/31/2015	
431	123247	100.000000	12/31/2014	
431	110073	100.000000	09/30/2014	

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?
430	Quarterly web-based survey administered to HR Specialists and employees using eOPF. Measure reflects percent of respondents that are satisfied or extremely satisfied with eOPF.	percentage	1 - Customer Satisfaction (Process Results)	85.000000	431	103573	100.000000	06/30/2014		
					431	103571	100.000000	03/31/2014		
					431	86025	100.000000	12/31/2013		
					431	68761	100.000000	06/28/2013		
					431	68759	100.000000	09/30/2013		
					431	49653	100.000000	12/31/2012		
					431	49651	100.000000	04/02/2013		
					431	27755	100.000000	04/06/2012	The last assessment was done in April 2012 and will not occur again till December 2012.	
					431	3745	100.000000		Measurement as of 12/31/11	
					85.000000	85.000000	Over target	Semi-Annual	027SO18179 : Streamline data collection and leverage data repositories to enhance enterprise-wide Human Resource (HR) data analytics and reduce low-value reporting requirements	No
Metric ID	Actual Result ID	Actual Result	Date of Actual Result	Comment						
430	220568	87.300000	04/10/2018							

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?
					430	215737	87.000000	01/02/2018		
					430	187720	88.000000	12/23/2016		
					430	187719	85.100000	04/07/2017		
					430	175090	88.000000	09/30/2016		
					430	170600	86.000000	07/21/2016		
					430	157640	87.000000	12/31/2015		
					430	150176	88.000000	09/30/2015		
					430	131481	88.000000	03/31/2015		
					430	115735	87.000000	12/19/2014		
					430	110075	85.000000	09/30/2014		
					430	103569	83.000000	06/30/2014		
					430	103567	86.000000	03/31/2014		
					430	86027	86.000000	12/31/2013		
					430	68765	83.000000	06/28/2013		
					430	68763	85.000000	09/30/2013		
					430	49657	89.000000	12/31/2012		
					430	49655	87.000000	04/02/2013		

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?
					430	31771	91.000000	10/15/2012		
					430	31569	91.000000	10/15/2012		
					430	31561	91.000000	10/15/2012		
					430	27753	90.000000	06/29/2012	The latest results are from Q3 FY12. We will not receive the results from Q4 till Q1 FY13.	