

Exhibit 300: Capital Asset Summary

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

Section A: Overview & Summary Information

Date Investment First Submitted: 2009-06-30
Date of Last Change to Activities: 2012-07-27
Investment Auto Submission Date: 2012-02-29
Date of Last Investment Detail Update: 2012-02-29
Date of Last Exhibit 300A Update: 2012-02-29
Date of Last Revision: 2012-08-30

Agency: 393 - National Archives and Records Administration **Bureau:** 00 - Agency-Wide Activity

Investment Part Code: 01

Investment Category: 00 - Agency Investments

1. Name of this Investment: Case Management and Reporting System (CMRS)

2. Unique Investment Identifier (Ull): 393-000000004

Section B: Investment Detail

- 1. Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

The National Personnel Records Center (NPRC) in St. Louis, Missouri is a component of the Federal Record Center Program (FRCP) which is a fee-for-service program. NPRC is the largest component of NARA and services the personnel records of former military and civilian Federal personnel. Since 1960, the Military Personnel Records Center (MPR) in St. Louis, Missouri, has served as the primary source for military service information that 20th-century veterans and their families need to obtain rights and benefits such as health care, home loan guaranties, education, employment, service-connected injury compensation, and burial allowances. The information is found in the more than 55.5 million personnel and medical case files or 39 million auxiliary records in the centers custody. MPR experienced a significant backlog problem that resulted in response times to customers exceeding 16 weeks. A Business Process Re-engineering (BPR) project was conducted in 1997. An Information Technology (IT) solution (CMRS) to the case backlog was proposed to support the reconfiguration of two other aspects of the MPR reference process: human resources and the work process. CMRS provides IT functionality to automate the end-to-end case processing for military records. It includes a robust web portal so that veterans can request their military records on-line. Requests received via mail, phone, fax, or walk-in are scanned and merged into a single processing stream. CMRS then automates several steps that assist the MPR staff in locating the record, selecting the required documents, preparing the response to the

customers and advising the customer of the status of their request.

2. **How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.**

The Case Management and Reporting System readily supports the objectives of Goal 1 of the NARA Strategic Plan by satisfying deficiencies identified in the timely and accurate dissemination of official information. Since implementation, NARA's rate of response in satisfying requests for personnel records information from the public and other federal entities within 10 days has increased from 11.7% to 77.6%. As the CMRS workload continues to grow, it will not be possible to sustain or further improve this rate of response.

3. **Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.**

A contract for the upgrade of CMRS was awarded in PY. The contract includes upgrade of Siebel and Oracle software, as well as refresh of the supporting hardware suite.

4. **Provide a list of planned accomplishments for current year (CY) and budget year (BY).**

The CMRS Upgrade is targeted for completion during the CY. This will yield a more easily supportable environment with readily supportable hardware and software. Performance and security will also be significantly enhanced and it will be possible to more readily resolve weaknesses identified in system audits.

5. **Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.**

2001-06-01

Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding

| | PY-1 & Prior | PY 2011 | CY 2012 | BY 2013 |
|--|--------------------|------------|------------|------------|
| Planning Costs: | \$0.0 | \$0.0 | \$0.0 | \$0.0 |
| DME (Excluding Planning) Costs: | \$56.7 | \$0.0 | \$0.0 | \$0.0 |
| DME (Including Planning) Govt. FTEs: | \$0.5 | \$0.0 | \$0.0 | \$0.0 |
| Sub-Total DME (Including Govt. FTE): | \$57.2 | 0 | 0 | 0 |
| O & M Costs: | \$2.4 | \$2.5 | \$1.8 | \$1.0 |
| O & M Govt. FTEs: | \$0.3 | \$0.1 | \$0.1 | \$0.1 |
| Sub-Total O & M Costs (Including Govt. FTE): | \$2.7 | \$2.6 | \$1.9 | \$1.1 |
| Total Cost (Including Govt. FTE): | \$59.9 | \$2.6 | \$1.9 | \$1.1 |
| Total Govt. FTE costs: | \$0.8 | \$0.1 | \$0.1 | \$0.1 |
| # of FTE rep by costs: | 9 | 1 | 1 | 1 |
| | | | | |
| Total change from prior year final President's Budget (\$) | | \$0.4 | \$0.7 | |
| Total change from prior year final President's Budget (%) | | 15.20% | 63.70% | |

2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:

Summary of funding has changed to reflect the change in Schedule and the higher than anticipated costs for planned technology refresh.

Section D: Acquisition/Contract Strategy (All Capital Assets)

Table I.D.1 Contracts and Acquisition Strategy

| Contract Type | EVM Required | Contracting Agency ID | Procurement Instrument Identifier (PIID) | Indefinite Delivery Vehicle (IDV) Reference ID | IDV Agency ID | Solicitation ID | Ultimate Contract Value (\$M) | Type | PBSA ? | Effective Date | Actual or Expected End Date |
|---------------|--------------|--------------------------------|--|--|---------------|-----------------|-------------------------------|------|--------|----------------|-----------------------------|
| Awarded | 8800 | NAMA-07-F-0111 | GS-35F-0051K | 4730 | | | | | | | |
| Awarded | 8800 | NAMA-10-F-0011 | GS-35F-0051K | 4730 | | | | | | | |

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities: 2012-07-27

Section B: Project Execution Data

Table II.B.1 Projects

| Project ID | Project Name | Project Description | Project Start Date | Project Completion Date | Project Lifecycle Cost (\$M) |
|------------|--------------|--|--------------------|-------------------------|------------------------------|
| 1 | CMRS Upgrade | Upgrade of CMRS Software and Hardware. | | | |

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

| Project ID | Name | Total Cost of Project Activities (\$M) | End Point Schedule Variance (in days) | End Point Schedule Variance (%) | Cost Variance (\$M) | Cost Variance (%) | Total Planned Cost (\$M) | Count of Activities |
|------------|--------------|--|---------------------------------------|---------------------------------|----------------------|-------------------|--------------------------|---------------------|
| 1 | CMRS Upgrade | | | | | | | |

Key Deliverables

| Project Name | Activity Name | Description | Planned Completion Date | Projected Completion Date | Actual Completion Date | Duration (in days) | Schedule Variance (in days) | Schedule Variance (%) |
|--------------|---|--|-------------------------|---------------------------|------------------------|--------------------|------------------------------|-----------------------|
| 1 | Prototype Upgrade of Siebel 7.7 to 8.1 | Perform Oracle / Siebel Phase II Upgrade in Development Environment. | 2011-10-05 | 2011-10-05 | 2011-10-14 | 134 | -9 | -6.72% |
| 1 | Install Production Hardware for CMRS Upgrade. | Hardware Installation and Security Certification. | 2011-10-21 | 2011-10-21 | 2011-11-10 | 41 | -20 | -48.78% |

| Key Deliverables | | | | | | | | |
|------------------|---------------------------------------|---|-------------------------|---------------------------|------------------------|--------------------|------------------------------|-----------------------|
| Project Name | Activity Name | Description | Planned Completion Date | Projected Completion Date | Actual Completion Date | Duration (in days) | Schedule Variance (in days) | Schedule Variance (%) |
| 1 | Training | Train the Trainer on the Upgraded CMRS. | 2011-10-28 | 2011-10-28 | 2011-11-23 | 4 | -26 | -650.00% |
| 1 | QA Server Build | Install and Configure Software to support CMRS QA environment. | 2012-03-16 | 2012-03-23 | 2012-03-20 | 53 | -4 | -7.55% |
| 1 | TTO Completion | Develop and Coordinate Transition to Operations Documentation. | 2012-03-21 | 2012-05-20 | 2012-05-29 | 78 | -69 | -88.46% |
| 1 | Production Server Build | Install and Configure Software to support CMRS production environment. | 2012-04-20 | 2012-06-04 | 2012-06-07 | 32 | -48 | -150.00% |
| 1 | User Testing | User test and validation of the system coupled with performance load testing. | 2012-04-23 | 2012-07-04 | 2012-06-20 | 34 | -58 | -170.59% |
| 1 | Initial Security Scans and Assessment | Perform initial security scans and assessment. | 2012-04-30 | 2012-06-07 | 2012-06-07 | 7 | -38 | -542.86% |
| 1 | ATO | Final System Review and Authorization to Operate. | 2012-05-18 | 2012-07-04 | 2012-07-02 | 14 | -45 | -321.43% |
| 1 | Upgrade Production Environment | Perform Oracle/Siebel/Data Upgrades in Production environment. | 2012-05-30 | 2012-07-05 | 2012-07-06 | 5 | -37 | -740.00% |

Section C: Operational Data

Table II.C.1 Performance Metrics

| Metric Description | Unit of Measure | FEA Performance Measurement Category Mapping | Measurement Condition | Baseline | Target for PY | Actual for PY | Target for CY | Reporting Frequency |
|---|-----------------|--|-----------------------|-----------|---------------|---------------|---------------|---------------------|
| Answer written requests to the National Personnel Records Center for military records within 10 working days. | % | Customer Results - Service Coverage | Over target | 78.940000 | 85.000000 | 77.940000 | 85.000000 | Monthly |
| Increase percent of records automatically re-routed to correct recipient by CMRS (as opposed to being manually directed). | % | Process and Activities - Productivity | Over target | 0.000000 | 0.000000 | 0.000000 | 3.500000 | Semi-Annual |
| % of customers satisfied with NPRC services. | % | Customer Results - Customer Benefit | Over target | 86.070000 | 88.000000 | 88.000000 | 88.000000 | Semi-Annual |
| % of customers completely satisfied with use of eVETRECS on-line request form. | % | Customer Results - Customer Benefit | Over target | 89.000000 | 90.500000 | 94.000000 | 90.500000 | Semi-Annual |
| Decrease the number of working days to respond for military personnel records. | Days | Process and Activities - Cycle Time and Timeliness | Under target | 17.800000 | 16.800000 | 17.680000 | 16.800000 | Monthly |
| % availability of public network application (eVETRECS). | % | Technology - Reliability and Availability | Over target | 97.860000 | 98.800000 | 97.400000 | 98.870000 | Monthly |