Exhibit 300: Capital Asset Plan and Business Case Summary

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

Section A: Overview (All Capital Assets)

1. Date of Submission:	
2. Agency:	General Services Administration
3. Bureau:	Office Of Citizen Services And Communications
4. Name of this Capital Asset:	USA Services (E-Gov)
5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.)	023-30-01-09-01-0040-24
6. What kind of investment will this be in FY2009? (Please NOTE: Investments moving to O&M in FY2009, with Planning/Acquisition activities prior to FY2009 should not select O&M. These investments should indicate their current status.)	Multi-Agency Collaboration
7. What was the first budget year this investment was submitted to OMB?	FY2002

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:

As an E-Gov initiative, USA Services (USAS) continues to support the President's Management Agenda to improve the Federal Gov't service and overall responsiveness to citizen inquiries. USAS is working to meet citizen needs and improve agency performance through two primary areas: 1) Direct services via the channels of the Office of Citizen Services and the Federal Citizen Information Center (FCIC) including the web (email through USA.gov), telephone via 1-800-FED INFO (National Contact Center), or in print (Pueblo, CO distribution facility) and; 2) Government-wide leadership in customer service contract vehicles, education, market research, best practices, performance standards, and tools. Across all the direct service channels, USAS has consistently increased touchpoints (citizen contacts) with a 30% increase from FY 05 to FY 06 and is on target to reach over 168 million citizens for FY 07 with a lower cost per touchpoint. Through our direct services, we provide agencies partners with a Tier 1 email and telephone inquiry response services and a misdirect inquiry service that allows agencies to focus on their core mission rather than having to respond to calls and e-mails that should be directed to another agency. Our government-wide leadership programs are helping agencies improve their responsiveness and raise the level of services they provide to their constituents. These programs include: 1) providing agencies with a fast, efficient, and economical contract vehicle for multi-vendor contact center services by using USA Contact; 2) Conducting customer service census of quantity and quality of customer services activities across the federal government for changes compared to the 2006 Government-wide Citizen Services assessment survey study; 3) continuing to conduct research and focus groups to determine changes or new trends in the preferred methods of communications and expectations from the public; 4) establishing government-wide emergency plan to respond to citizens in cases of emergency and natural disasters; 5) managing an online resource center (www.USAServices.gov) which serves as a central location for all available information, best practices, tools, and other resources for creating, improving and measuring government citizen services activities; 6) analyzing trends through communities of interest like CSLIC for possible adaptation and adoption by gov't agencies as benchmarks.

9. Did the Agency's Executive/Investment Committee approve this request?	Yes
a. If "yes," what was the date of this approval?	7/23/2007
10. Did the Project Manager review this Exhibit?	Yes
11. Contact information of Project Manager?	
Name	
Phone Number	
Email	
a. What is the current FAC-P/PM certification level of the project/program manager?	DAWIA-Level-3
12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project?	Yes
a. Will this investment include electronic assets (including computers)?	Yes
b. Is this investment for new construction or major	No

retrofit of a Federal building or facility? (answer applicable to non-IT assets only)	
1. If "yes," is an ESPC or UESC being used to help fund this investment?	
2. If "yes," will this investment meet sustainable design principles?	
3. If "yes," is it designed to be 30% more energy efficient than relevant code?	
13. Does this investment directly support one of the PMA initiatives?	Yes
If "yes," check all that apply:	Expanded E-Government
a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?)	As an E-Gov initiative, USA Services continues to support and aligns with the PMA to make the gov't more citizen-centric & to provide gov't-wide leadership in helping agencies improve the level of the service they provide to the pubic. USA Services provides fast, efficient, and economical contract vehicles, FirstContact and USA Contact, saving agencies time & money when establishing contact centers. Our initiative was rated as "Effective" in the PART program. This is the highest rating in PART.
14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.)	Yes
a. If "yes," does this investment address a weakness found during a PART review?	Yes
b. If "yes," what is the name of the PARTed program?	USA Services
c. If "yes," what rating did the PART receive?	Effective
15. Is this investment for information technology?	Yes

If the answer to Question 15 is "Yes," complete questions 16-23 below. If the answer is "No," do not answer questions 16-23.

For information technology investments only:

16. What is the level of the IT Project? (per CIO Council PM Guidance)	Level 3
17. What project management qualifications does the Project Manager have? (per CIO Council PM Guidance)	(1) Project manager has been validated as qualified for this investment
18. Is this investment or any project(s) within this investment identified as "high risk" on the Q4 - FY 2007 agency high risk report (per OMB Memorandum M-05-23)	Yes
19. Is this a financial management system?	No
a. If "yes," does this investment address a FFMIA compliance area?	
1. If "yes," which compliance area:	
2. If "no," what does it address?	

b. If "yes," please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A-11 section 52

20. What is the percentage breakout for the total FY2009 funding request for the following? (This should total 100%)

Hardware

Software

Services

Other

21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities?	Yes

22. Contact information of individual responsible for privacy related questions:

Name

Phone Number

Title

E-mail

23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?	No

Question 24 must be answered by all Investments:

24. Does this investment directly support one of the GAO High Risk Areas?	Yes

Section B: Summary of Spending (All Capital Assets)

1. Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated "Government FTE Cost," and should be excluded from the amounts shown for "Planning," "Full Acquisition," and "Operation/Maintenance." The "TOTAL" estimated annual cost of the investment is the sum of costs for "Planning," "Full Acquisition," and "Operation/Maintenance." For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

Table 1: SUMMARY OF SPENDING FOR PROJECT PHASES
(REPORTED IN MILLIONS)
(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and earlier	PY 2007	CY 2008	BY 2009	BY+1 2010	BY+2 2011	BY+3 2012	BY+4 and beyond	Total
Planning:	0	0	0	0					
Acquisition:	0	0	0	0					
Subtotal Planning & Acquisition:	0	0	0	0					
Operations & Maintenance:	20.17865	13.57908	9.27886	9.65474					
TOTAL:	20.17865	13.57908	9.27886	9.65474					
Government FTE Costs should not be included in the amounts provided above.									
Government FTE Costs	3.05589	1.81094	1.89406	1.94496					
Number of FTE represented by Costs:	29	16	16	16					

Note: For the multi-agency investments, this table should include all funding (both managing partner and partner agencies). Government FTE Costs should not be included as part of the TOTAL represented.

2. Will this project require the agency to hire additional FTE's?	No

a. If "yes," How many and in what year?

3. If the summary of spending has changed from the FY2008 President's budget request, briefly explain those changes:

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

1. Complete the table for all (including all non-Federal) contracts and/or task orders currently in place or planned for this investment. Total Value should include all option years for each contract. Contracts and/or task orders completed do not need to be included.

Contracts/Task Orders Table: * Costs in millions

Contract or Task Order Number	Type of Contract/ Task Order	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/ Task Order	End date of Contract/ Task Order	Total Value of Contract/ Task Order ($M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? (Y/N)	Does the contract include the required security & privacy clauses? (Y/N)	Name of CO	CO Contact information (phone/email)	Contracting Officer Certification Level (Level 1,2,3,N/A)	If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition? (Y/N)

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:

3. Do the contracts ensure Section 508 compliance?

a. Explain why:

4. Is there an acquisition plan which has been approved in accordance with agency requirements?

a. If "yes," what is the date?

b. If "no," will an acquisition plan be developed?

1. If "no," briefly explain why:

Section D: Performance Information (All Capital Assets)

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures (indicators) must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for each of the four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov. The table can be extended to include performance measures for years beyond FY 2009.

Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2006	4.Innovation:Develop new and better ways of conducting business that result in more productive and effective Federal policies and administrative operations.	Customer Results	Service Accessibility	Access	Citizen Touchpoints	128,800,000	Provide direct services to citizens through easily accessible channels that deliver accurate, consistent and timely government information	132,989,233
2006	1.Stewardship:Lead Federal agencies in the economical/efficient management of Federal assets by spearheading effective policy development and by the exemplary mgmt of the buildings/ workplaces, motor vehicles, and personal property provide by GSA.	Mission and Business Results	General Government (Cross-Agency)	Central Fiscal Operations	Cost Per Citizen Touchpoint	$0.311	Reduce the cost per contact over time by increasing the magnitude of contacts faster than budgets	$0.315
2006	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Processes and Activities	Productivity and Efficiency	Efficiency	FirstContact and Citizen Services Infrastructure Task Orders	7 New, Total 12 Task Orders	Provide two contracting vehicles to support other agency efforts to improve their approach to citizens	14 Total Task Orders
2006	2.Superior Workplaces:Deliver and maintain productive workplaces consisting of office space,	Technology	Information and Data	Data Reliability and Quality	Governmentwide Website ACSI Satisfaction Benchmark	73.0	Improve citizen web interactions across the government	73.7

Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	furnishings, technology, supplies, and related services.							
2007	4.Innovation:Develop new and better ways of conducting business that result in more productive and effective Federal policies and administrative operations.	Customer Results	Service Accessibility	Access	Citizen Touchpoints	168,625,000	Provide direct services to citizens through easily accessible channels that deliver accurate, consistent and timely government information	172,615,548 (as of 6/30/07) -- EXCEED ANNUAL GOAL!
2007	1.Stewardship:Lead Federal agencies in the economical/efficient management of Federal assets by spearheading effective policy development and by the exemplary mgmt of the buildings/ workplaces, motor vehicles, and personal property provide by GSA.	Mission and Business Results	General Government (Cross-Agency)	Central Fiscal Operations	Cost Per Citizen Touchpoint	$0.260	Reduce the cost per contact over time by increasing the magnitude of contacts faster than budgets	TBD
2007	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Processes and Activities	Productivity and Efficiency	Efficiency	FirstContact and Citizen Services Infrastructure Task Orders	5 New, Total 19 Task Orders	Provide two contracting vehicles to support other agency efforts to improve their approach to citizens	3 new added (as of 07/20/07)
2007	2.Superior Workplaces:Deliver and maintain productive workplaces consisting of office space, furnishings, technology, supplies, and related services.	Technology	Information and Data	Data Reliability and Quality	Governmentwide Website ACSI Satisfaction Benchmark	74.0	Improve citizen web interactions across the government	TBD
2008	4.Innovation:Develop new and better ways of conducting business that result in more productive and effective Federal policies and administrative operations.	Customer Results	Service Accessibility	Access	Citizen Touchpoints	210,835,000	Provide direct services to citizens through easily accessible channels that deliver accurate, consistent and timely government information	TBD
2008	1.Stewardship:Lead Federal agencies in the economical/efficient management of Federal assets by spearheading effective policy development and by the exemplary mgmt of the buildings/ workplaces, motor vehicles, and personal property provide by GSA.	Mission and Business Results	General Government (Cross-Agency)	Central Fiscal Operations	Cost Per Citizen Touchpoint	$0.257	Reduce the cost per contact over time by increasing the magnitude of contacts faster than budgets	TBD
2008	3.Best Value:Develop and deliver timely, accurate,	Processes and Activities	Productivity and Efficiency	Efficiency	FirstContact and Citizen Services Infrastructure Task Orders	5 New. Total of 24 Task Orders	Provide two contracting vehicles to support other	TBD

Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	and cost-effective acquisition services and business solutions.						agency efforts to improve their approach to citizens	
2008	2.Superior Workplaces:Deliver and maintain productive workplaces consisting of office space, furnishings, technology, supplies, and related services.	Technology	Information and Data	Data Reliability and Quality	Governmentwide Website ACSI Satisfaction Benchmark	74.5	Improve citizen web interactions across the government	TBD
2009	4.Innovation:Develop new and better ways of conducting business that result in more productive and effective Federal policies and administrative operations.	Customer Results	Service Accessibility	Access	Citizen Touchpoints	211,885,000	Provide direct services to citizens through easily accessible channels that deliver accurate, consistent and timely government information	TBD
2009	1.Stewardship:Lead Federal agencies in the economical/efficient management of Federal assets by spearheading effective policy development and by the exemplary mgmt of the buildings/ workplaces, motor vehicles, and personal property provide by GSA.	Mission and Business Results	General Government (Cross-Agency)	Central Fiscal Operations	Cost Per Citizen Touchpoint	0.255	Reduce the cost per contact over time by increasing the magnitude of contacts faster than budgets	TBD
2009	3.Best Value:Develop and deliver timely, accurate, and cost-effective acquisition services and business solutions.	Processes and Activities	Productivity and Efficiency	Efficiency	FirstContact and Citizen Services Infrastructure Task Orders	5 New. Total of 29 Task Orders	Provide two contracting vehicles to support other agency efforts to improve their approach to citizens	TBD
2009	2.Superior Workplaces:Deliver and maintain productive workplaces consisting of office space, furnishings, technology, supplies, and related services.	Technology	Information and Data	Data Reliability and Quality	Governmentwide Website ACSI Satisfaction Benchmark	75	Improve citizen web interactions across the government	TBD

Section E: Security and Privacy (IT Capital Assets only)

In order to successfully address this area of the business case, each question below must be answered at the system/application level, not at a program or agency level. Systems supporting this investment on the planning and operational systems security tables should match the systems on the privacy table below. Systems on the Operational Security Table must be included on your agency FISMA system inventory and should be easily referenced in the inventory (i.e., should use the same name or identifier).

For existing Mixed-Life Cycle investments where enhancement, development, and/or modernization is planned, include the investment in both the "Systems in Planning" table (Table 3) and the "Operational Systems" table (Table 4). Systems which are already operational, but have enhancement, development, and/or modernization activity, should be included in both Table 3 and Table 4. Table 3 should reflect the planned date for the system changes to be complete and operational, and the planned date for the associated C&A update. Table 4 should reflect the current status of the requirements listed. In this context, information contained within Table 3 should characterize what updates to testing and documentation will occur before implementing the enhancements; and Table 4 should characterize the current state of the materials associated with the existing system.

All systems listed in the two security tables should be identified in the privacy table. The list of systems in the "Name of System" column of the privacy table (Table 8) should match the systems listed in columns titled "Name of System" in the security tables (Tables 3 and 4). For the Privacy table, it is possible that there may not be a one-to-one ratio between the list of systems and the related privacy documents. For example, one PIA could cover multiple systems. If this is the case, a working link to the PIA may be listed in column (d) of the privacy table more than once (for each system covered by the PIA).

The questions asking whether there is a PIA which covers the system and whether a SORN is required for the system are discrete from the narrative fields. The narrative column provides an opportunity for free text explanation why a working link is not provided. For example, a SORN may be required for the system, but the system is not yet operational. In this circumstance, answer "yes" for column (e) and in the narrative in column (f), explain that because the system is not operational the SORN is not yet required to be published.

Please respond to the questions below and verify the system owner took the following actions:

1. Have the IT security costs for the system(s) been identified and integrated into the overall costs of the investment:	Yes
a. If "yes," provide the "Percentage IT Security" for the budget year:	
2. Is identifying and assessing security and privacy risks a part of the overall risk management effort for each system supporting or part of this investment.	Yes

3. Systems in Planning and Undergoing Enhancement(s), Development, and/or Modernization - Security Table(s):			
Name of System	**Agency/ or Contractor Operated System?**	**Planned Operational Date**	**Date of Planned C&A update (for existing mixed life cycle systems) or Planned Completion Date (for new systems)**

4. Operational Systems - Security Table:							
Name of System	**Agency/ or Contractor Operated System?**	**NIST FIPS 199 Risk Impact level (High, Moderate, Low)**	**Has C&A been Completed, using NIST 800-37? (Y/N)**	**Date Completed: C&A**	**What standards were used for the Security Controls tests? (FIPS 200/NIST 800-53, NIST 800-26, Other, N/A)**	**Date Complete(d): Security Control Testing**	**Date the contingency plan tested**

5. Have any weaknesses, not yet remediated, related to any of the systems part of or supporting this investment been identified by the agency or IG?

a. If "yes," have those weaknesses been incorporated into the agency's plan of action and milestone process?

6. Indicate whether an increase in IT security funding is requested to remediate IT security weaknesses?

a. If "yes," specify the amount, provide a general description of the weakness, and explain how the funding request will remediate the weakness.

7. How are contractor security procedures monitored, verified, and validated by the agency for the contractor systems above?

8. Planning & Operational Systems - Privacy Table:					
(a) Name of System	**(b) Is this a new system? (Y/N)**	**(c) Is there at least one Privacy Impact Assessment (PIA) which covers this system? (Y/N)**	**(d) Internet Link or Explanation**	**(e) Is a System of Records Notice (SORN) required for this system? (Y/N)**	**(f) Internet Link or Explanation**
National Contact Center	No	Yes	USA Services conducted a PIA in August 2005, but in May of 2006, OMB's Office of Information and Regulatory Affairs affirmed that the NCC system is not a Privacy Act System of Records. Therefore, we have not made our PIA public on the GSA website	No	No because the system is not a Privacy Act System of Records.
Details for Text Options: Column (d): If yes to (c), provide the link(s) to the publicly posted PIA(s) with which this system is associated. If no to (c), provide an explanation					

8. Planning & Operational Systems - Privacy Table:					
(a) Name of System	**(b) Is this a new system? (Y/N)**	**(c) Is there at least one Privacy Impact Assessment (PIA) which covers this system? (Y/N)**	**(d) Internet Link or Explanation**	**(e) Is a System of Records Notice (SORN) required for this system? (Y/N)**	**(f) Internet Link or Explanation**
why the PIA has not been publicly posted or why the PIA has not been conducted. Column (f): If yes to (e), provide the link(s) to where the current and up to date SORN(s) is published in the federal register. If no to (e), provide an explanation why the SORN has not been published or why there isn't a current and up to date SORN. Note: Working links must be provided to specific documents not general privacy websites. Non-working links will be considered as a blank field.					

Section F: Enterprise Architecture (EA) (IT Capital Assets only)

In order to successfully address this area of the capital asset plan and business case, the investment must be included in the agency's EA and Capital Planning and Investment Control (CPIC) process and mapped to and supporting the FEA. The business case must demonstrate the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture? Yes

a. If "no," please explain why?

2. Is this investment included in the agency's EA Transition Strategy? Yes

a. If "yes," provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment. USA Services

b. If "no," please explain why?

3. Is this investment identified in a completed (contains a target architecture) and approved segment architecture? No

a. If "yes," provide the name of the segment architecture as provided in the agency's most recent annual EA Assessment.

4. Service Component Reference Model (SRM) Table:
Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.egov.gov.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
Modeling	Develop descriptions to adequately explain relevant data for the purpose of prediction, pattern detection, exploration or general organization of data.	Business Analytical Services	Knowledge Discovery	Modeling			No Reuse	1
Reporting	Defines the set of capabilities that support the use of pre-conceived or pre-written reports.	Business Analytical Services	Reporting	Standardized / Canned			No Reuse	5
Quality Management	Defines the set of capabilities intended to help determine the level that a product or service satisfies certain requirements.	Business Management Services	Management of Processes	Quality Management			No Reuse	5
Multi-Lingual Support	Defines the set of capabilities that allow access to data and	Customer Services	Customer Initiated Assistance	Multi-Lingual Support			No Reuse	1

4. Service Component Reference Model (SRM) Table:
Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.egov.gov.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	information in multiple languages.							
Online Help	Defines the set of capabilities that provide an electronic interface to customer assistance.	Customer Services	Customer Initiated Assistance	Online Help			No Reuse	5
Call Center Management	Defines the set of capabilities that handle telephone sales and/or service to the end customer.	Customer Services	Customer Relationship Management	Call Center Management			No Reuse	20
Customer / Account Management	Defines the set of capabilities that support the retention and delivery of a service or product to an organization's clients.	Customer Services	Customer Relationship Management	Customer / Account Management			No Reuse	10
Customer Feedback	Defines the set of capabilities that are used to collect, analyze and handle comments and feedback from an organization's customers.	Customer Services	Customer Relationship Management	Customer Feedback			No Reuse	3
Surveys	Defines the set of capabilities that are used to collect useful information from an organization's customers.	Customer Services	Customer Relationship Management	Surveys			No Reuse	3
Information Retrieval	Defines the set of capabilities that allow access to data and information for use by an organization and its stakeholders.	Digital Asset Services	Knowledge Management	Information Retrieval			No Reuse	5
Information Sharing	Defines the set of capabilities that support the use of documents and data in a multi-user environment for use by an organization and its stakeholders.	Digital Asset Services	Knowledge Management	Information Sharing			No Reuse	5
Knowledge Capture	Defines the set of capabilities that facilitate collection of data and information.	Digital Asset Services	Knowledge Management	Knowledge Capture			No Reuse	5
Knowledge Distribution and Delivery	Defines the set of capabilities that support the transfer of knowledge to the end customer.	Digital Asset Services	Knowledge Management	Knowledge Distribution and Delivery			No Reuse	5
Knowledge Engineering	Defines the set of capabilities that support the translation of knowledge from an expert into the knowledge base of an	Digital Asset Services	Knowledge Management	Knowledge Engineering			No Reuse	3

4. Service Component Reference Model (SRM) Table:
Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.egov.gov.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	expert system.							
Inbound Correspondence Management	Defines the set of capabilities for the management of externally initiated communication between an organization and its stakeholders.	Process Automation Services	Routing and Scheduling	Inbound Correspondence Management			No Reuse	3
Process Tracking	Defines the set of capabilities to allow the monitoring of activities within the business cycle.	Process Automation Services	Tracking and Workflow	Case Management			No Reuse	5
Email	Defines the set of capabilities that support the transmission of memos and messages over a network.	Support Services	Collaboration	Email			No Reuse	10
Real Time / Chat	Defines the set of capabilities that support the conferencing capability between two or more users on a local area network or the internet.	Support Services	Communication	Real Time / Chat			No Reuse	1
Query	Defines the set of capabilities that support retrieval of records that satisfy specific query selection criteria.	Support Services	Search	Query			No Reuse	5

a. Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM.

b. A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

c. 'Internal' reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. 'External' reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

d. Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the percentage of the BY requested funding amount transferred to another agency to pay for the service. The percentages in the column can, but are not required to, add up to 100%.

5. Technical Reference Model (TRM) Table:
To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Customer Feedback	Service Access and Delivery	Access Channels	Collaboration / Communications	Avaya Electronic Mail (E-mail) management
Email	Service Access and Delivery	Access Channels	Collaboration / Communications	Avaya Electronic Mail (E-mail) management
Surveys	Service Access and Delivery	Access Channels	Other Electronic Channels	Avaya Aspect Telephone call center
Inbound Correspondence Management	Service Access and Delivery	Access Channels	Other Electronic Channels	ICT Global Interactive IVR
Real Time / Chat	Service Access and Delivery	Delivery Channels	Internet	IBM RS/6000 & HP External (Contractor Servers)
Information Sharing	Service Access and Delivery	Service Requirements	Hosting	IBM RS/6000 & HP External (Contractor Servers)

5. Technical Reference Model (TRM) Table:
To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Call Center Management	Service Access and Delivery	Service Requirements	Legislative / Compliance	IBM Systems Security
Multi-Lingual Support	Service Access and Delivery	Service Requirements	Legislative / Compliance	Section 508
Quality Management	Service Access and Delivery	Service Requirements	Legislative / Compliance	Siebel Contact Management
Knowledge Engineering	Service Platform and Infrastructure	Database / Storage	Database	Righ Now Technology - Knowledge Management
Online Help	Service Platform and Infrastructure	Database / Storage	Database	Righ Now Technology Knowledge Management
Knowledge Capture	Service Platform and Infrastructure	Database / Storage	Database	Right Now Technology - Knowledge Management
Knowledge Distribution and Delivery	Service Platform and Infrastructure	Database / Storage	Database	Right Now Technology - Knowledge Management
Modeling	Service Platform and Infrastructure	Database / Storage	Database	Siebel Contact Management
Standardized / Canned	Service Platform and Infrastructure	Database / Storage	Database	Siebel Contact Management
Customer / Account Management	Service Platform and Infrastructure	Database / Storage	Database	Siebel Contact Management
Information Retrieval	Service Platform and Infrastructure	Database / Storage	Database	Siebel Contact Management
Case Management	Service Platform and Infrastructure	Database / Storage	Database	Siebel Contact Management
Query	Service Platform and Infrastructure	Database / Storage	Database	Siebel Contact Management

a. Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications

b. In the Service Specification field, agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

6. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)? Yes

a. If "yes," please describe.

The USA Services investment leverages he operational channels of the Office of Citizen Services and in particular the Federal Citizen Information Center, including the National Contact Center, USA.gov, Pueblo Print Distribution Center and existing Agency contact centers and FAQs.

Exhibit 300: Part IV: Planning For "Multi-Agency Collaboration" ONLY

Section A: Multi-Agency Collaboration Oversight (All Capital Assets)

Part IV should be completed only for investments identified as an E-Gov initiative, a Line of Business(LOB) Initiative, or a Multi-Agency Collaboration effort. The "Multi-Agency Collaboration" choice should be selected in response to Question 6 in Part I, Section A above. Investments identified as "Multi-Agency Collaboration" will complete only Parts I and IV of the exhibit 300.

Multi-agency Collaborations, such as E-Gov and LOB initiatives, should develop a joint exhibit 300.

1. Stakeholder Table:
As a joint exhibit 300, please identify all the agency stakeholders (all participating agencies, this should not be limited to agencies with financial commitment). All agency stakeholders should be listed regardless of approval. If the partner agency has approved this joint exhibit 300 please provide the date of approval.

Partner Agency Name	Partner Agency	Joint Exhibit Approval Date

2. Partner Capital Assets within this Investment:
Provide the partnering strategies you are implementing with the participating agencies and organizations. Identify all partner agency capital assets supporting the common solution (section 300.7); Managing Partner capital assets should also be included in this joint exhibit 300. These capital assets should be included in the Summary of Spending table of Part I, Section B. All partner agency migration investments (section 53.4) should also be included in this table. Funding contributions/fee-for-service transfers should not be included in this table. (Partner Agency Asset UPIs should also appear on the Partner Agency's exhibit 53)

Partner Agency Name	Partner Agency	Partner Agency Asset Title	Partner Agency Exhibit 53 UPI (BY)

3. Partner Funding Strategies ($millions):
For jointly funded initiative activities, provide in the "Partner Funding Strategies Table": the name(s) of partner agencies; the UPI of the partner agency investments; and the partner agency contributions for CY and BY. Please indicate partner contribution amounts (in-kind contributions should also be included in this amount) and fee-for-service amounts. (Partner Agency Asset UPIs should also appear on the Partner Agency's exhibit 53. For non-IT fee-for-service amounts the Partner exhibit 53 UPI can be left blank) (IT migration investments should not be included in this table)

Partner Agency Name	Partner Agency	Partner exhibit 53 UPI (BY)	CY Contribution	CY Fee-for-Service	BY Contribution	BY Fee-for-Service

An Alternatives Analysis for multi-agency collaborations should also be obtained. At least three viable alternatives, in addition to the current baseline (i.e., the status quo), should be included in the joint exhibit 300. Use OMB Circular A-94 for all investments, and the Clinger Cohen Act of 1996 for IT investments, to determine the criteria you should use in your Benefit/Cost Analysis.

4. Did you conduct an alternatives analysis for this investment? Yes

a. If "yes," what is the date of the analysis? 7/30/2007

b. If "no," what is the anticipated date this analysis will be completed?

c. If no analysis is planned, please briefly explain why:

5. Alternatives Analysis Results: * Costs in millions
Use the results of your alternatives analysis to complete the following table:

Alternative Analyzed	Description of Alternative	Risk Adjusted Lifecycle Costs estimate	Risk Adjusted Lifecycle Benefits estimate

6. Which alternative was selected by the Initiative Governance process and why was it chosen?

7. What specific qualitative benefits will be realized?

8. Federal Quantitative Benefits: ($millions):
What specific quantitative benefits will be realized (using current dollars) Use the results of your alternatives analysis to complete the following table:

	Budgeted Cost Savings	Cost Avoidance	Justification for Budgeted Cost Savings	Justification for Budgeted Cost Avoidance

9. Will the selected alternative replace a legacy system in-part or in-whole?

a. If "yes," are the migration costs associated with the migration to the selected alternative included in this investment, the legacy investment, or in a separate migration investment?

b. If "yes," please provide the following information:

8b. List of Legacy Investment or Systems

Name of the Legacy Investment of Systems	UPI if available	Date of the System Retirement

Section B: Risk Management (All Capital Assets)

You should have performed a risk assessment during the early planning and initial concept phase of this investment's life-cycle, developed a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

1. Does the investment have a Risk Management Plan? Yes

a. If "yes," what is the date of the plan? 8/31/2007

b. Has the Risk Management Plan been significantly changed since last year's submission to OMB? No

c. If "yes," describe any significant changes:

2. If there currently is no plan, will a plan be developed?

a. If "yes," what is the planned completion date?

b. If "no," what is the strategy for managing the risks?

Section C: Cost and Schedule Performance (All Capital Assets)

You should also periodically be measuring the performance of operational assets against the baseline established during the planning or full acquisition phase (i.e., operational analysis), and be properly operating and maintaining the asset to maximize its useful life. Operational analysis may identify the need to redesign or modify an asset by identifying previously undetected faults in design, construction, or installation/integration, highlighting whether actual operation and maintenance costs vary significantly from budgeted costs, or documenting that the asset is failing to meet program requirements.

EVM is required only on DME portions of investments. For mixed lifecycle investments, O&M milestones should still be included in the table (Comparison of Initial Baseline and Current Approved Baseline). This table should accurately reflect the milestones in the initial baseline, as well as milestones in the current baseline.

Answer the following questions about the status of this investment. Include information on all appropriate capital assets supporting this investment except for assets in which the performance information is reported in a separate exhibit 300.

1. Are you using EVM to manage this investment? No

a. If "yes," does the earned value management system meet the criteria in ANSI/EIA Standard-748? No

b. If "no," explain plans to implement EVM:

USA Services is a Steady State Investment; therefore, EVM is not applicable.

c. If "N/A," please provide date operational analysis was conducted and a brief summary of the results:

Questions #2 are NOT applicable for capital assets with ONLY O&M

2. Is the CV% or SV% greater than +/- 10%? (CV%= CV/EV x 100; SV%= SV/PV x 100) No

a. If "yes," was it the CV or SV or both?

b. If "yes," explain the causes of the variance:

c. If "yes," describe the corrective actions:

Questions #3-4 are applicable to ALL capital assets

3. Has the investment re-baselined during the past fiscal year? No

a. If "yes," when was it approved by the agency head?

4. Comparison of Initial Baseline and Current Approved Baseline:

Complete the following table to compare actual performance against the current performance baseline and to the initial performance baseline. In the Current Baseline section, for all milestones listed, you should provide both the baseline and actual completion dates (e.g., "03/23/2003"/ "04/28/2004") and the baseline and actual total costs (in $ Millions). In the event that a milestone is not found in both the initial and current baseline, leave the associated cells blank. Note that the 'Description of Milestone' and 'Percent Complete' fields are required. Indicate '0' for any milestone no longer active.

Milestone Number	Description of Milestone	Initial Baseline		Current Baseline				Current Baseline Variance		Percent Complete	Agency Responsible for Activity
		Planned Completion Date (mm/dd/yyyy)	Total Cost ($M) Estimated	Completion Date (mm/dd/yyyy)		Total Cost($M)		Schedule (# days)	Cost($M)		
				Planned	Actual	Planned	Actual				