

## PART I - A

**PART I: SUMMARY INFORMATION AND JUSTIFICATION**

In Part I, complete Sections A, B, C, and D for all capital assets (IT and non-IT). Complete Sections E and F for IT capital assets.

OMB Text Limitations - SHORT ANSWER(250 Characters), MEDIUM ANSWER(500 Characters) and LONG ANSWER(2500 Characters)

**Section A: Overview (All Capital Assets)**

I.A.1) Date of Submission (mm/dd/yyyy)

Sep 10, 2007

I.A.2) Agency

029 - Department of Veterans Affairs

I.A.3) Bureau

00 - Agency Wide Initiatives

I.A.4) Name of this Investment:(SHORT ANSWER)

Benefits Processing and Workflow-2009

I.A.5) Unique Project(Investment) Identifier: Update the UPI using the Exhibit 53 tab.

029-00-01-17-01-1269-00

I.A.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.)

Planning

I.A.7) What was the first budget year this investment was submitted to OMB?

FY2009

I.A.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: (LONG ANSWER)

The Benefits Processing and Workflow (BP&W) investment will implement veteran self-service and associated workflows using common service oriented architecture for Vocational Rehabilitation and Employment (VR&E) and Loan Guaranty (LGS) benefits. Currently there is a gap in the way VBA interacts with veterans about their claims and the way VBA plans to interact with veterans. This is because VBA relies mainly on paper that limit veterans' access to their claim status and management's ability to identify roadblocks. BP&W will close this gap by accessing DoD information via a shared repository (VADIR), providing enhanced veteran web capabilities, establishing automated business process workflows, creating electronic veteran claim folders, and replacing paper and microfiche with electronic documentation. Implementation of this initiative enables VBA to greatly improve the security and the privacy of veteran data by migrating from a vulnerable, paper veteran folder to a secure, centralized, and electronic veteran folder. BP&W's improved technical capabilities will contribute to reducing claims processing timeframes by making data available real-time and reducing claims processing errors by implementing standardized claims process rules and associated workflows.

This project supports VA Goal 2, Objective 2.2 - Enhance the ability of veterans and service members to achieve educational and career goals by providing timely and accurate decisions on education claims and continuing payments at appropriate levels. VA Goal 1, Objective 1.3 - Provide eligible service -connected disabled veterans with the opportunity to become employable and obtain and maintain employment, while delivering special support to veterans with serious handicaps. VA Goal 3, Objective 3.2 - Provide eligible veterans and their survivors a level of income that raises their standard of living and sense of dignity by processing pension claims in a timely and accurate manner.

This project supports the PMAs expanded electronic government and coordination of VA & DoD systems. This exhibit recognizes the need for a common approach for solving business problems that transcend older line-of-business specific solutions. The core underlying infrastructures of this exhibit will benefit multiple business lines within VBA and lay the groundwork for improved integrated services throughout the VA and help address the GAO high-risk objective of providing timely and consistent disability decisions.

I.A.9) Did the Agency's Executive/Investment Committee approve this request?

Yes

I.A.9.a) If "yes," what was the date of this approval?

Jun 28, 2007

I.A.10) Did the Project Manager review this Exhibit?

Yes

I.A.11) Project Managers Contact Information

	Project Managers Names (SHORT ANSWER)	PM Phone	E-mail (SHORT ANSWER)
Primary in-house	Jon Abbey	202-461-9149	jon.abbey@va.gov

I.A.11.a) What is the current FAC-P/PM certification level of the project/program manager?

DAWIA-Level-2

I.A.12) Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project.

Yes

I.A.12.a) Will this investment include electronic assets (including computers)?

Yes

I.A.12.b) Is this investment for construction or retrofit of a federal building or facility? (Answer applicable to non-IT assets only)

No

I.A.12.b.1) If "yes," is an ESPC or UESC being used to help fund this investment?

I.A.12.b.2) If "yes," will this investment meet sustainable design principles?

I.A.12.b.3) If "yes," is it designed to be 30% more energy efficient than relevant code? (Answer applicable to non-IT assets only)

I.A.13) Does this investment directly support one of the PMA initiatives?

Yes

I.A.13.a) If "yes," check all that apply:

	PMA Initiatives for XML Submission	PMA Initiatives
		- Human Capital
		- Budget Performance Integration
		- Financial Performance
Yes	Expanded E-Government	- Expanded E-Government
		- Competitive Sourcing
		- Faith Based and Community
		- Real Property Asset Management
		- Eliminating Improper Payments
		- Privatization of Military Housing
		- Research & Development Investment Criteria
		- Housing & Urban Development Management & Performance

		- Broadening Health Insurance Coverage through State Initiatives
		- "Right Sized" Overseas Presence
Yes	Coordination of VA and DoD Programs and Systems	- Coordination of VA & DoD Programs and Systems

I.A.13.b) 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?)(MEDIUM ANSWER)

Expanded E-Government: By replacing paper and microfiche with electronic documentation, providing enhanced veteran web capabilities, and establishing automated business process workflows. This allows for better service by reducing use of paper, providing veterans access to their claim status, and enabling management to make corrections needed to process veterans' claims. Coordination of VA & DoD Programs and Systems: By improving VA's access of DoD information via a shared repository (VADIR).

I.A.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](http://www.whitehouse.gov/omb/part).)

Yes

I.A.14.a) If "yes," does this investment address a weakness found during a PART review?

Yes

I.A.14.b) If "yes," what is the name of the PARTed program? (SHORT ANSWER)

Vocational Rehabilitation and Employment Program

I.A.14.c) If "yes," what rating did the PART receive?

Adequate

I.A.15) Is this investment information technology? (See section 53.8 for definition)

Yes

I.A.16) What is the level of the IT Project? (per CIO Council PM Guidance)

Level 2

I.A.17) What project management qualifications does the Project Manager have? (per CIO Council PM Guidance)

Qualification Status	Qualification Status for XML Submission	Description
1	(1) Project manager has been validated as qualified for this investment	(1) - Project manager has been validated as qualified for this investment.
		(2) - Project manager qualification is under review for this investment.
		(3) - Project manager assigned to investment, but does not meet requirements.
		(4) - Project manager assigned but qualification status review has not yet started.
		(5) - No Project manager has yet been assigned to this investment.

I.A.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)

No

I.A.19) Is this project (investment) a Financial Management System? (see section 53.3 for definition)

No

I.A.19.a) If so, does this project (investment) address a FFIA (Federal Financial Managers Integrity Act) compliance area?

I.A.19.a.1) If yes, which compliance area?

I.A.19.a.2) If "no," what does it address? (MEDIUM ANSWER)

I.A.19.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 (LONG ANSWER)

I.A.20) What is the percentage breakout for the total FY2008 funding request for the following? (This should total 100%)

Percentage of Total Investment	
% Hardware	
% Software	
% Services	
% Others	

I.A.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?

NA

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

Contact Name: (SHORT ANSWER)	Chi Yu
Phone Number:	(202) 565-8928
Title: (SHORT ANSWER)	IT Specialist
E-mail: (SHORT ANSWER)	Chi.yu@va.gov

I.A.23) Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?

No

I.A.24) Does this investment directly support one of the GAO High Risk Areas?

Yes

**PART I - B**

**PART I: SUMMARY INFORMATION AND JUSTIFICATION**

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**Section B: Summary of Funding (All Capital Assets)**

*I.B.1) FILL IN TABLE IN CURRENT VALUES (in millions)*

*(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)*

*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.*

Category of Funds	PY-1 and Earlier	PY 2007	CY 2008	BY 2009
<b>Planning</b>				
<b>Budgetary Resources</b>	0.000	0.000	0.000	0.860
<b>Acquisition</b>				
<b>Budgetary Resources</b>	0.000	0.000	0.000	1.000
<b>Total, Sum of Stages</b>				
<b>Total, Resources (Plan &amp; Acq)</b>	0.000	0.000	0.000	1.860
<b>Operations &amp; Maintenance</b>				
<b>Budgetary Resources</b>	0.000	0.000	0.000	0.000
<b>Total, All Stages Resources</b>	0.000	0.000	0.000	1.860
<b>Government FTE Costs</b>	0.000	0.000	0.000	0.412
<b>Govt. FTE Numbers</b>	0	0	0	4
<b>Total, All Stages Resources + FTE</b>	0.000	0.000	0.000	2.272

*Government FTE Costs SHOULD NOT be INCLUDED as part of the TOTAL, All Stages Resources represented.*

*Note: 1) For the cross-agency investments, this table should include all funding (both managing partner and partner agencies). 2) Total, All Stages Resources should equal Total, All Stages Outlays.*

*I.B.2) Will this project require the agency to hire additional FTE's?*

No

*I.B.2.a) If Yes, How many and in what year? (MEDIUM ANSWER)*

*I.B.3) If the summary of spending has changed from the FY2007 President's budget request, briefly explain those changes. (LONG ANSWER)*

Please note that the Performance Measurement Baseline for this Exhibit 300 is still under Agency review.

**PART I - C**

**PART I: SUMMARY INFORMATION AND JUSTIFICATION**

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

*I.C.1) If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why? (LONG ANSWER)*

Per VA Directive 6061, maintenance contracts are not required to participate in the VA EVMS but are required to perform an operational analysis.

*I.C.2) Do the contracts ensure Section 508 compliance?*

Yes

*I.C.2.a) If the Contracts WILL NOT ensure Section 508 Compliance, explain why:*

The VA requires all contracts and statements of work to comply with applicable Section 508 standards.

*I.C.3) Is there an acquisition plan which has been approved in accordance with agency requirements?*

No

*I.C.3.a) If "yes," what is the date?*

*I.C.3.b) If "no," will an acquisition plan be developed?*

Yes

*I.C.3.b.1) If "no," briefly explain why: (MEDIUM ANSWER)*

**PART I - D**

**PART I: SUMMARY INFORMATION AND JUSTIFICATION**

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**Section D: Performance Information (All Capital Assets)**

*I.D.1) 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 must be provided. These goals need to map to the gap in the agency's strategic goals and objectives that 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%, increase citizen participation by 300% a year to achieve an overall citizen participation rate of 75% 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, milestone, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.*

*For Existing IT projects that have previously submitted Exhibit 300s:*

*--> If you completed Table 1 last year, please use Table 1 to report for fiscal year 2005 and Table 2 for fiscal years 2006 through at least 2009.*

*--> If you completed only Table 2 last year, please use Table 2 to report for fiscal years 2006 through at least 2009.*

*For projects that are submitting Exhibit 300s for the first time:*

*--> Use Table 2.*

*--> Report on Performance Measures for at least two years, i.e., FY 2008 and 2009, FY 2009 and 2010.*

*--> If the project will have data for 2007 that you wish to include, add extra lines in Table 2 and complete all information in this single table.*

*--> At least one performance goal should be met by BY+1.*

**PERFORMANCE INFORMATION TABLE 2:**

*Please use Table 2 and the FEA Performance Reference Model (PRM) to identify the performance information pertaining to this major IT Investment. 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 at least four different Measurement Areas (for each fiscal year).*

<b>Fiscal Year</b>	<b>Strategic Goal(s) Supported</b>	<b>Measurement Area</b>	<b>Measurement Grouping</b>	<b>Measurement Indicator</b>	<b>Baseline</b>	<b>Planned Improvements to the Baseline</b>	<b>Actual Results</b>
2009	Quality of Life	Customer Results	Accuracy of Service or Product Delivered	Employment rate for VR&E participants	73% able to find suitable employment	75% able to find suitable employment	Available Sept. 30, 2009
2009	Honor & Memorialize	Mission and Business Results	Benefits Management	Accuracy in determining benefits	87% national accuracy for compensation rating work	88% national accuracy for compensation rating work	Available Sept. 30, 2009
2009	Honor & Memorialize	Processes and Activities	Financial Management	Foreclosures avoided through servicing	54% of foreclosures actions averted through VBA efforts	55% of foreclosures actions averted through VBA efforts	Available Sept. 30, 2009
2009	Ensure Smooth Transition	Technology	Data Reliability and Quality	Availability of application and data	97.5% application availability	99% application availability	Available Sept. 30, 2009



**PART I - F**

**PART I: SUMMARY INFORMATION AND JUSTIFICATION**

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

*In order to successfully address this area of the business case and capital asset plan you must ensure the investment is included in the agency's EA and Capital Planning and Investment Control (CPIC) process, and is mapped to and supports the FEA. You must also ensure the business case demonstrates the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.*

*I.F.1) Is this investment included in your agency's target enterprise architecture?*

Yes

*I.F.1.a) If "no," please explain why? (LONG ANSWER)*

*I.F.2) Is this investment included in the agency's EA Transition Strategy?*

Yes

*I.F.2.a) If "yes," provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment. (MEDIUM ANSWER)*

Benefits Processing and Workflow

*I.F.2.b) If "no," please explain why? (LONG ANSWER)*

*I.F.3) Is this investment identified in a completed (contains a target architecture) and approved segment architecture?*

Yes

*I.F.3.a) If "yes," provide the name of the segment architecture as provided in the agency's most recent annual EA Assessment.(MEDIUM ANSWER)*

Benefits Business Segment - which is under development.

**I.F.3) FEA SERVICE REFERENCE MODEL:**

*I.F.3) 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.whitehouse.gov/omb/egov/>.*

**SERVICE COMPONENT TABLE:**

	<b>Agency Component Name(SHORT ANSWER)</b>	<b>Agency Component Description (MEDIUM ANSWER)</b>	<b>FEA SRM Service Type</b>	<b>FEA SRM Component (a*)</b>	<b>FEA Service Component Reused : Component Name (b*)</b>	<b>FEA Service Component Reused : UPI (b*)</b>	<b>Internal or External Reuse? (c*)</b>	<b>BY Funding Percentage (d*)</b>
<b>1</b>	Call Center Management	Help desk services provided to employees	Customer Relationship Management	Call Center Management			Internal	8.910
<b>2</b>	Customer/Account Management	Claim processing status tracking	Customer Relationship Management	Customer / Account Management			Internal	8.910
<b>3</b>	Process Tracking	Manages claims through the process	Tracking and Workflow	Process Tracking			Internal	8.910
<b>4</b>	Self-Service	Allows employees to initiate actions	Customer Initiated Assistance	Self-Service			Internal	8.910

5	Case Management	Manage the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers	Tracking and Workflow	Case Management			Internal	8.910
6	Outbound Correspondence Management	Supports generation of letters to veterans	Routing and Scheduling	Outbound Correspondence Management			Internal	8.910
7	Configuration Management	Document control	Management of Processes	Configuration Management			Internal	8.910
8	Library/Storage	Provides document image repository	Document Management	Library / Storage			Internal	8.910
9	Ad Hoc	Supports the use of dynamic reports on an as-needed basis	Reporting	Ad Hoc			No Reuse	8.910
10	Standardized/Canned	Provides preconceived and pre-written reports	Reporting	Standardized / Canned			No Reuse	8.910
11	Legacy Integration	Supports communications between newer generation hardware and software and the previous, major generations of hardware and software applications	Development and Integration	Legacy Integration			Internal	8.900
12	Certification and Accreditation	Ensure secure access to benefit records	Security Management	Certification and Accreditation			No Reuse	1.000
13	Identification and Authentication	Validate user credentials	Security Management	Identification and Authentication			Internal	1.000

**NOTE:**

(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 funding level transferred to another agency to pay for the service.

**I.F.4) FEA TECHNICAL REFERENCE MODEL:**

*I.F.4) To demonstrate how this major IT investment aligns with Reference Model (TRM), please list the Service Areas, Service Specifications supporting this IT investment.*

**TECHNICAL REFERENCE MODEL TABLE:**

	<b>FEA SRM Component (a*)</b>	<b>FEA TRM Service Area</b>	<b>FEA TRM Service Category</b>	<b>FEA TRM Service Standard</b>
<b>1</b>	Call Center Management	Component Framework	Presentation / Interface	Wireless / Mobile / Voice
<b>2</b>	Customer / Account Management	Service Platform and Infrastructure	Delivery Servers	Application Servers
<b>3</b>	Process Tracking	Service Access and Delivery	Access Channels	Collaboration / Communications
<b>4</b>	Self-Service	Service Access and Delivery	Delivery Channels	Internet
<b>5</b>	Self-Service	Service Access and Delivery	Delivery Channels	Intranet
<b>6</b>	Case Management	Component Framework	Data Management	Reporting and Analysis
<b>7</b>	Outbound Correspondence Management	Component Framework	Data Interchange	Data Exchange
<b>8</b>	Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
<b>9</b>	Library / Storage	Component Framework	Data Management	Reporting and Analysis
<b>10</b>	Ad Hoc	Component Framework	Data Management	Reporting and Analysis
<b>11</b>	Standardized / Canned	Component Framework	Data Management	Reporting and Analysis
<b>12</b>	Legacy Integration	Component Framework	Data Interchange	Data Exchange
<b>13</b>	Certification and Accreditation	Component Framework	Security	Supporting Security Services
<b>14</b>	Identification and Authentication	Component Framework	Security	Supporting Security Services

**NOTE:**

*(a\*) - Service Components identified in the previous question(I.F.3) 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.*

*I.F.5) Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)?*

No

*I.F.5.a) If "yes," please describe. (LONG ANSWER)*

*I.F.6) Does this investment provide the public with access to a government automated information system?*

Yes

*I.F.6.a) If "yes," does customer access require specific software (e.g., a specific web browser version)?*

Yes

**PART II - B**

**PART II: PLANNING, ACQUISITION AND PERFORMANCE INFORMATION**

Part II should be completed only for investments which in FY2008 will be in "Planning" or "Full Acquisition," investments, i.e., selected one of these three choices in response to Question 6 in Part I, Section A above.

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**Section B - RISK MANAGEMENT (All Capital Assets)**

II.B.1) Does the investment have a Risk Management Plan?

No

II.B.1.a) If "yes," what is the date of the plan?

II.B.1.b) Has the Risk Management Plan been significantly changed since last year's submission to OMB?

II.B.1.c) If "yes," describe any significant changes: (LONG ANSWER)

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

Yes

II.B.2.a) If "no," what is the strategy for managing the risks? (LONG ANSWER)

II.B.3) Briefly describe how investment risks are reflected in the life cycle cost estimate and investment schedule: (LONG ANSWER)

Risk impacts, probabilities and costs were evaluated within the project plan and risk remediation or reduction strategies were developed through this analysis to minimize any negative impact these identified risks might have on this project. The results of this analysis were utilized to adjust the investment schedule and budgetary request by adding risk-based, probability-weighted contingencies for both cost and schedule of software design and development.

**PART II - C**

**Part II: Planning, Acquisition And Performance Information**

Part II should be completed only for investments which in FY2008 will be in "Planning" or "Full Acquisition," investments, i.e., selected one of these three choices in response to Question 6 in Part I, Section A above.

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**C) Cost and Schedule Performance:**

Identify in this section the proposed change to the original or current OMB-approved baseline. What are the new cost and schedule goals for the phase or segment/module (e.g., what are the major investment milestones or events; when will each occur; and what is the estimated cost to accomplish each one)? If this is a new investment in the FY 2008 Budget year or if the agency does not intend to propose a new baseline modification, this section will be blank for your budget submission.

II.C.1) Does the earned value management system meet the criteria in ANSI/EIA Standard – 748?

Yes

II.C.3) Has the investment re-baselined during the past fiscal year?

No

II.C.3.a) If "Yes", when was it approved by the Agency head?

**II.C.4) Comparison of Initial Baseline and Current Approved Baseline:**

II.C.4) 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).

Description of Milestone	Init BL Planned Completion Date	Current BL Completion Date Planned	Current BL Completion Date Actual
Knowledge Management Concept Definition	Mar 30, 2009	Mar 30, 2009	
Knowledge Management System Design	Jun 30, 2009	Jun 30, 2009	
Knowledge Management Testing	Dec 30, 2009	Dec 30, 2009	
EPGA Concept Definition	Dec 1, 2008	Dec 1, 2008	
EPGA Design	Sep 1, 2009	Sep 1, 2009	
Data Centric Concept Definition	May 30, 2009	May 30, 2009	
Data Centric Design & Development	Nov 30, 2009	Nov 30, 2009	