PBGC – Benefit Administration (BA)

[redacted]
Agency: 012

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: **Sep 8, 2008**

2. Agency: **012**

3. Bureau: **12**

4. Name of this Capital Asset: **PBGC - Benefit Administration**

5. Unique Project (Investment) Identifier: **012-12-01-05-01-2075-00**

6. What kind of investment will this be in FY2010? **Mixed Life Cycle**

7. What was the first budget year this investment was submitted to OMB? **FY2004**

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: **Benefit Administration (BA) is a collection of IT systems that provides un-interrupted services by phone, email, in person or through internet to 1.3M participants in PBGC trusteed pension plans. BA applications enabling PBGC to meet one of its core mission of paying the participant and maintaining/improving customer service as measured by the American Customer Satisfaction Index (ACSI) as identified in the agency's strategic plan. BA's core applications include: My Pension Benefit Administration (MyPBA) is the online self-service center for participants to conduct transactions; Customer Relationship Management (CRM) system manages customer's interactions via phone call, email, fax, incoming & outgoing correspondences; Image Processing System (IPS) is a document imaging and management system; Spectrum is the administration system that manages participants' benefit information; Case Management System (CMS) is used to monitor, terminate, and trustee single employer pension plans; and electronic Automated Letter Generation (eALG) application is used to initiate and track the progress of outgoing correspondence. The modernization plan for BA must address the following for core applications: Address all the high vulnerability findings from C&A (completed in June 2008); Retire legacy applications by enhancing core applications to reduce maintenance costs; Improve efficiencies through increased internet services, reduced call volume, and efficient processes; and continue steady state support of existing systems to pay participants and maintain ACSI scores This investment funds a $172mn modernization plan for BA. It allows PBGC to increase customer satisfaction, reduce the costs by consolidating applications and provide additional self service transactions online. The plan**

includes 10 Federal FTEs to provide project management oversight for performance based procurement and implementation of business process re-engineering (BPR) and alternative analysis. PBGC is transitioning the current contracts to performance based contracts as per the BA Acquisition Plan. There are major risks to the corporation if the initiative is not approved. The risks include: Agency may be unable to sustain the legacy applications which pay participants their retirement income; Impact on ACSI scores due to timeliness, accuracy and consistency of participant data; and inability to address the security findings from C&A exposing PBGC to vulnerabilities.

9. Did the Agency's Executive/Investment Committee approve this request? **yes**

    a. If "yes," what was the date of this approval? **Aug 1, 2008**

10. Did the Project Manager review this Exhibit? **yes**

11. Contact information of Program/Project Manager?

Name	**Mital Gandhi**
Phone Number	**202 326 4000** [redacted]
E-mail	**Gandhi.Mital@pbgc.gov**

    a. What is the current FAC-P/PM (for civilian agencies) or DAWIA (for defense agencies) certification level of the program/project manager? **Waiver Issued**

    b. When was the Program/Project Manager Assigned? **Mar 1, 2008**

    c. What date did the Program/Project Manager receive the FAC-P/PM certification? If the certification has not been issued, what is the anticipated date for certification? **Sep 30, 2009**

12. Has the agency developed and/or promoted cost effective, energy efficient and environmentally sustainable techniques or practices for this project. **no**

    a. Will this investment include electronic assets (including computers)? **yes**

    b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only) **[Not answered]**

        1. If "yes," is an ESPC or UESC being used to help fund this investment? **[Not answered]**

        2. If "yes," will this investment meet sustainable design principles? **[Not answered]**

        3. If "yes," is it designed to be 30% more energy efficient than relevant code? **[Not answered]**

13. Does this investment directly support one of the PMA initiatives? **yes Expanded E-Government**

    a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? **The modernization plan for BA improves efficiencies through increased internet services, reduced call volume, and more efficient processes for both participants and PBGC staff. These improvements directly align with the expected results for**

Expanded E-Government which include providing high quality customer service regardless of whether the citizen contacts the agency by phone, in person, or on the Web and reducing the expense and difficulty of doing business with the government.

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? **10002382 - Pension Benefit Guaranty Corporation**

    c. If "yes," what rating did the PART receive? **Moderately Effective**

15. Is this investment for information technology? **yes**

For information technology investments only:

16. What is the level of the IT Project? (per CIO Council PM Guidance) **Level 2**

17. In addition to the answer in 11(a), 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 2008 agency high risk report (per OMB Memorandum M-05-23)? **no**

19. Is this a financial management system? **no**

    a. If "yes," does this investment address a FFMIA compliance area? **[Not answered]**

        1. If "yes," which compliance area: **[Not answered]**

        2. If "no," what does it address? **[Not answered]**

    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 **[Not answered]**

20. What is the percentage breakout for the total FY2010 funding request for the following?

Hardware	**1**
Software	**2**
Services	**91**
Other	**6**

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? **n/a**

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

Name	**Philip Hertz**
Phone Number	**202-326-4000** [redacted]
Title	**Assistant General Counsel**
E-mail	**hertz.philip@pbgc.gov**

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

24. Does this investment directly support one of the GAO High Risk Areas? **no**

Section B: Summary of Spending

1.

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 2008**	**CY 2009**	**BY 2010**	**BY+1 2011**	**BY+2 2012**	**BY+3 2013**	**BY+4 and beyond**	**Total**
Planning:	4.727	2.834	2.193	2.496	2.379	1.519	1.488	0.95	18.586
Acquisition:	14.372	8.501	6.64	7.495	7.134	4.607	4.463	2.85	56.062
Subtotal Planning & Acquisition:	19.099	11.335	8.833	9.991	9.513	6.126	5.951	3.8	74.648
Operations & Maintenance:	19.241	10.197	10.197	9.202	9.33	9.33	8.72	7.88	84.097
TOTAL:	38.34	21.532	19.03	19.193	18.843	15.456	14.671	11.68	158.745
Government FTE Costs should not be included in the amounts provided above.								
Government FTE Costs	2.902	1.528	1.579	1.631	1.683	1.734	1.786	1.84	14.683
Number of FTE represented by Costs:	10	10	10	10	10	10	10	10	80

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

    a. If "yes", How many and in what year? **[Not answered]**

3. If the summary of spending has changed from the FY2009 President's budget request, briefly explain those changes: **No Changes to the summary of spending from FY 2008 President's budget request. Benefit Administration investment replaces the previous Participant Services investment**.

Section C: Acquisition/Contract Strategy

Contracts/Task Orders Table:	
Contract or Task Order Number	PBGC01-CT-07-0787
Type of Contract/Task Order (In accordannce with FAR Part 16)	IDIQ - T&M
Has the contract been awarded	yes
If so what is the date of the award? If not, what is the planned award date?	Sep 27, 2007
Start date of Contract/Task Order	Sep 27, 2008
End date of Contract/Task Order	Sep 27, 2012
Total Value of Contract/ Task Order ($M)	16.8
Is this an Interagency Acquisition?	no
Is it performance based?	no
Competitively awarded?	yes
What, if any, alternative financing option is being used?	NA
Is EVM in the contract?	yes
Does the contract include the required security & privacy clauses?	yes
Name of CO	Mary Trimbell
CO Contact information (phone/email)	Trimbell.Mary@pbgc.gov
Contracting Officer FAC-C or DAWIA Certification Level	3
If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition?	yes

Contract or Task Order Number	GS-35F-0640K/PBGC 01-00-07-0309
Type of Contract/Task Order (In accordannce with FAR Part 16)	LH
Has the contract been awarded	yes
If so what is the date of the award? If not, what is the planned award date?	Sep 28, 2007
Start date of Contract/Task Order	Oct 1, 2007
End date of Contract/Task Order	Mar 31, 2008
Total Value of Contract/ Task Order ($M)	4.5
Is this an Interagency Acquisition?	no
Is it performance based?	no
Competitively awarded?	yes
What, if any, alternative financing option is being used?	NA
Is EVM in the contract?	yes
Does the contract include the required security & privacy clauses?	yes
Name of CO	Roland Thomas
CO Contact information (phone/email)	Thomas.Roland@pbgc.gov
Contracting Officer FAC-C or DAWIA Certification Level	3
If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition?	yes

Contract or Task Order Number	PBGC01-CT-05-0742
Type of Contract/Task Order (In accordannce with FAR Part 16)	CPFF
Has the contract been awarded	yes
If so what is the date of the award? If not, what is the planned award date?	Sep 27, 2005
Start date of Contract/Task Order	Sep 28, 2005
End date of Contract/Task Order	Sep 10, 2010
Total Value of Contract/ Task Order ($M)	16.6
Is this an Interagency Acquisition?	no
Is it performance based?	no
Competitively awarded?	yes
What, if any, alternative financing option is being used?	NA
Is EVM in the contract?	no
Does the contract include the required security & privacy clauses?	yes
Name of CO	Robert Price
CO Contact information (phone/email)	202-326-4000 [redacted]/price.robert@pbgc.gov
Contracting Officer FAC-C or DAWIA Certification Level	3
If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition?	yes

Contract or Task Order Number	PBGC01-08-0012
Type of Contract/Task Order (In accordannce with FAR Part 16)	Software Maintenance/Fixed Price
Has the contract been awarded	yes
If so what is the date of the award? If not, what is the planned award date?	Apr 7, 2008
Start date of Contract/Task Order	Apr 7, 2008
End date of Contract/Task Order	Dec 31, 2012
Total Value of Contract/ Task Order ($M)	2.5
Is this an Interagency Acquisition?	no
Is it performance based?	yes
Competitively awarded?	yes
What, if any, alternative financing option is being used?	NA
Is EVM in the contract?	no
Does the contract include the required security & privacy clauses?	yes
Name of CO	Robert Price
CO Contact information (phone/email)	202-326-4000 [redacted]/price.robert@pbgc.gov
Contracting Officer FAC-C or DAWIA Certification Level	3
If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition?	yes

Contract or Task Order Number	PBGC01-DO-07-0279
Type of Contract/Task Order (In accordannce with FAR Part 16)	T&M
Has the contract been awarded	yes
If so what is the date of the award? If not, what is the planned award date?	Sep 17, 2007
Start date of Contract/Task Order	Sep 28, 2007
End date of Contract/Task Order	Sep 30, 2012
Total Value of Contract/ Task Order ($M)	6.5
Is this an Interagency Acquisition?	no
Is it performance based?	no
Competitively awarded?	yes
What, if any, alternative financing option is being used?	NA
Is EVM in the contract?	yes
Does the contract include the required security & privacy clauses?	yes
Name of CO	Trimbell Mary
CO Contact information (phone/email)	Trimbell.Mary@pbgc.gov
Contracting Officer FAC-C or DAWIA Certification Level	3
If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition?	yes

Contract or Task Order Number	PBGC01-CT-04-0685
Type of Contract/Task Order (In accordannce with FAR Part 16)	CPFF
Has the contract been awarded	yes
If so what is the date of the award? If not, what is the planned award date?	Oct 20, 2003
Start date of Contract/Task Order	Oct 20, 2003
End date of Contract/Task Order	Mar 31, 2009
Total Value of Contract/ Task Order ($M)	10.9
Is this an Interagency Acquisition?	no
Is it performance based?	no
Competitively awarded?	yes
What, if any, alternative financing option is being used?	NA
Is EVM in the contract?	yes
Does the contract include the required security & privacy clauses?	yes
Name of CO	Robert Price
CO Contact information (phone/email)	Price.Robert@pbgc.gov
Contracting Officer FAC-C or DAWIA Certification Level	3
If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition?	yes

Contract or Task Order Number	Proposed Contract
Type of Contract/Task Order (In accordannce with FAR Part 16)	IDIQ – Performance based. Task Order is cost + incentive fee or fixed price
Has the contract been awarded	no
If so what is the date of the award? If not, what is the planned award date?	Feb 27, 2009
Start date of Contract/Task Order	Mar 2, 2009
End date of Contract/Task Order	Mar 3, 2014
Total Value of Contract/ Task Order ($M)	[redacted]
Is this an Interagency Acquisition?	no
Is it performance based?	yes
Competitively awarded?	yes
What, if any, alternative financing option is being used?	NA
Is EVM in the contract?	yes
Does the contract include the required security & privacy clauses?	yes
Name of CO	Roland Thomas
CO Contact information (phone/email)	Thomas.Roland@pbgc.gov
Contracting Officer FAC-C or DAWIA Certification Level	3
If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition?	yes

Contract or Task Order Number	Proposed Contract
Type of Contract/Task Order (In accordannce with FAR Part 16)	IDIQ – Performance based. Task Order is cost + incentive fee or fixed price
Has the contract been awarded	no
If so what is the date of the award? If not, what is the planned award date?	Feb 27, 2009
Start date of Contract/Task Order	Feb 27, 2009
End date of Contract/Task Order	Mar 3, 2014
Total Value of Contract/ Task Order ($M)	[redacted]
Is this an Interagency Acquisition?	no
Is it performance based?	yes
Competitively awarded?	yes
What, if any, alternative financing option is being used?	NA
Is EVM in the contract?	yes
Does the contract include the required security & privacy clauses?	yes
Name of CO	Robert Price
CO Contact information (phone/email)	Price.Robert@pbgc.gov
Contracting Officer FAC-C or DAWIA Certification Level	3
If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition?	yes

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: **[Not answered]**

2. Do the contracts ensure Section 508 compliance? **yes**

a. Explain why not or how this is being done? **Section 508 compliance is an explicit, mandatory requirement enforced by the Corporation's contracting officer. PBGC's Infrastructure Administration group conducts 508 compliance on all new systems prior to implementation. In order to comply with OFFM requirements, any financial software acquired by the Corporation must provide an application interface that complies with the software application standards required by Section 508 of the Rehabilitation Act as detailed in 36 CFR 1194, Subpart B.**

3. Is there an acquisition plan which reflects the requirements of FAR Subpart 7.1 and has been approved in accordance with agency requirements? **yes**

   a. If "yes," what is the date? **Feb 28, 2008**

      1. Is it Current? **yes**

   b. If "no," will an acquisition plan be developed? **[Not answered]**

      1. If "no," briefly explain why: **[Not answered]**

Section D: Performance Information

<table>
<tr><th colspan="8">Performance Information Table</th></tr>
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<th>Fiscal Year</th>
<th>Strategic Goal(s) Supported</th>
<th>Measure-ment Area</th>
<th>Measurement Grouping</th>
<th>Measurement Indicator</th>
<th>Baseline</th>
<th>Target</th>
<th>Actual Results</th>
</tr>
<tr>
<td>2007</td>
<td>Provide exceptional service to customers and stakeholders</td>
<td>Mission and Business Results</td>
<td>General Retirement and Disability</td>
<td>Customer Satisfaction score for retirees receiving benefits from PBGC</td>
<td>84</td>
<td>85</td>
<td>88</td>
</tr>
<tr>
<td>2007</td>
<td>Provide exceptional service to customers and stakeholders</td>
<td>Mission and Business Results</td>
<td>General Retirement and Disability</td>
<td>ACSI Survey: MyPBA</td>
<td>68</td>
<td>70</td>
<td>79</td>
</tr>
<tr>
<td>2007</td>
<td>Provide exceptional service to customers and stakeholders</td>
<td>Mission and Business Results</td>
<td>General Retirement and Disability</td>
<td>Customer Satisfaction score for responding to trusteed plan participant callers</td>
<td>73</td>
<td>80</td>
<td>78</td>
</tr>
<tr>
<td>2007</td>
<td>Exercise effective and efficient stewardship of PBGC resources</td>
<td>Technology</td>
<td>Compliance</td>
<td>Number of legacy applications not in EA Compliance</td>
<td>46</td>
<td>37</td>
<td>37</td>
</tr>
<tr>
<td>2008</td>
<td>Provide exceptional service to customers and stakeholders</td>
<td>Mission and Business Results</td>
<td>General Retirement and Disability</td>
<td>Customer Satisfaction score for retirees receiving benefits from PBGC</td>
<td>84</td>
<td>85</td>
<td>Results expected FY 09Q1</td>
</tr>
<tr>
<td>2008</td>
<td>General Retirement and Disability</td>
<td>Mission and Business Results</td>
<td>General Retirement and Disability</td>
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<td>80</td>
<td>Results expected FY 09Q1</td>
</tr>
<tr>
<td>2008</td>
<td>Provide</td>
<td>Customer</td>
<td>New Customers</td>
<td>Percentage of</td>
<td>10%</td>
<td>27%</td>
<td>Results</td>
</tr>
</table>

				Performance Information Table			
Fiscal Year	**Strategic Goal(s) Supported**	**Measure-ment Area**	**Measurement Grouping**	**Measurement Indicator**	**Baseline**	**Target**	**Actual Results**
	exceptional service to customers and stakeholders	Results	and Market Penetration	Total transactions (call volume and online transactions) completed with MyPBA			expected FY 09Q1
2008	Provide exceptional service to customers and stakeholders	Processes and Activities	Delivery Time	Average time from Plan Trusteeship to Benefit Determination Letter to Participant	3.6 years	3.6 years	Results expected FY 09Q1
2008	Exercise effective and efficient stewardship of PBGC resources	Technology	Compliance	Number of legacy applications not in EA Compliance	37	25	Results expected FY 09Q1
2009	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	Customer Satisfaction score for retirees receiving benefits from PBGC	84	85	Results expected FY 09Q4
2009	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	ACSI Survey: MyPBA	68	80	Results expected FY 09Q4
2009	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	Customer Satisfaction score for responding to trusteed plan participant callers	73	80	Results expected FY 09Q4
2009	Provide exceptional service to customers and stakeholders	Customer Results	New Customers and Market Penetration	percentage of total transactions (call volume and online transactions) completed with MyPBA	10%	32%	Results expected FY 09Q4

Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measure-ment Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2009	Provide exceptional service to customers and stakeholders	Processes and Activities	Delivery Time	Average time from Plan Trusteeship to Benefit Determination Letter to Participant	3.0 years	3.0 years	Results expected FY 09Q4
2009	Exercise effective and efficient stewardship of PBGC resources	Technology	Compliance	Number of legacy applications not in EA Compliance	25	16	Results expected FY 09Q4
2010	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	Customer Satisfaction score for retirees receiving benefits from PBGC	84	85	Results expected FY 10Q4
2010	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	ACSI Survey: MyPBA	68	80	Results expected FY 10Q4
2010	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	Customer Satisfaction score for responding to trusteed plan participant callers	73	80	Results expected FY 10Q4
2010	Provide exceptional service to customers and stakeholders	Customer Results	New Customers and Market Penetration	percentage of total transactions (call volume and online transactions) completed with MyPBA	10%	37%	Results expected FY 10Q4
2010	Provide exceptional service to customers and stakeholders	Processes and Activities	Delivery Time	Average time from Plan Trusteeship to Benefit Determination Letter to Participant	3.6 years	2.8 years	Results expected FY 10Q4

Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measure-ment Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2010	Exercise effective and efficient stewardship of PBGC resources	Technology	Compliance	Number of legacy applications not in EA Compliance	16	10	Results expected FY 10Q4
2011	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	Customer Satisfaction score for retirees receiving benefits from PBGC	84	85	Results expected FY 11Q4
2011	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	ACSI Survey: MyPBA	68	80	Results expected FY 11Q4
2011	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	Customer Satisfaction score for responding to trusteed plan participant callers	73	81	Results expected FY 11Q4
2011	Provide exceptional service to customers and stakeholders	Customer Results	New Customers and Market Penetration	percentage of total transactions (call volume and online transactions) completed with MyPBA	10	42	Results expected FY 11Q4
2011	Provide exceptional service to customers and stakeholders	Processes and Activities	Delivery Time	Average time from Plan Trusteeship to Benefit Determination Letter to Participant	3.6 years	2.75 years	Results expected FY 11Q4
2011	Exercise effective and efficient stewardship of PBGC resources	Technology	Compliance	Number of legacy applications not in EA Compliance	10	0	Results expected FY 11Q4
2012	Provide	Mission and	General	Customer	84	85	Results

Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measure-ment Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	exceptional service to customers and stakeholders	Business Results	Retirement and Disability	Satisfaction score for retirees receiving benefits from PBGC			expected FY 12Q4
2012	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	ACSI Survey: MyPBA	68	81	Results expected FY 12Q4
2012	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	Customer Satisfaction score for responding to trusteed plan participant callers	73	81	Results expected FY 12Q4
2012	Provide exceptional service to customers and stakeholders	Customer Results	New Customers and Market Penetration	percentage of total transactions (call volume and online transactions) completed with MyPBA	10%	47%	Results expected FY 12Q4
2012	Provide exceptional service to customers and stakeholders	Processes and Activities	Delivery Time	Average time from Plan Trusteeship to Benefit Determination Letter to Participant	3.6 years	2.7 years	Results expected FY 12Q4
2013	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	Customer Satisfaction score for retirees receiving benefits from PBGC	84	85	Results expected FY 13Q4
2013	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	ACSI Survey: MyPBA	68	81	Results expected FY 13Q4
2013	Provide exceptional	Mission and Business	General Retirement and	Customer Satisfaction	73	81	Results expected FY

				Performance Information Table			
Fiscal Year	**Strategic Goal(s) Supported**	**Measure-ment Area**	**Measurement Grouping**	**Measurement Indicator**	**Baseline**	**Target**	**Actual Results**
	service to customers and stakeholders	Results	Disability	score for responding to trusteed plan participant callers			13Q4
2013	Provide exceptional service to customers and stakeholders	Processes and Activities	Delivery Time	Average time from Plan Trusteeship to Benefit Determination Letter to Participant	3.6 years	2.65 years	Results expected FY 13Q4
2014	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	Customer Satisfaction score for retirees receiving benefits from PBGC	84	85	Results expected FY 14Q4
2014	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	ACSI Survey: MyPBA	68	81	Results expected FY 14Q4
2014	Provide exceptional service to customers and stakeholders	Mission and Business Results	General Retirement and Disability	Customer Satisfaction score for responding to trusteed plan participant callers	73	81	Results expected FY 14Q4
2014	Provide exceptional service to customers and stakeholders	Processes and Activities	Delivery Time	Average time from Plan Trusteeship to Benefit Determination Letter to Participant	3.6 years	2.65 years	Results expected FY 14Q4

Section E: Security and Privacy

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: **7**

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 certification and accreditation (C&A) update (for existing mixed life cycle systems) or Planned Completion Date (for new systems)**
Benefit Administration 2008 certification (for DME that supports consolidation of supporting applications in FY 2008)	Contractor and Government	Sep 30, 2008	Sep 30, 2008
Benefit Administration 2009 certification (for DME that supports consolidation of supporting applications in FY 2009)	Contractor and Government	Sep 30, 2009	Sep 30, 2009
Benefit Administration 2010 certification (for DME that supports consolidation of supporting applications in FY 2010)	Contractor and Government	Sep 30, 2010	Sep 30, 2010
Benefit Administration 2011 certification (for DME that supports consolidation of supporting applications in FY 2011)	Contractor and Government	Sep 30, 2011	Sep 30, 2011
Benefit Administration 2012 certification (for DME in FY 2012)	Contractor and Government	Sep 30, 2012	Sep 30, 2012
Benefit Administration 2013 certification (for DME in FY 2013)	Contractor and Government	Sep 30, 2013	Sep 30, 2013
Benefit Administration 2012 certification (for DME in FY 2014)	Contractor and Government	Sep 30, 2014	Sep 30, 2014

4. Operational Systems - Security Table:							
Name of System	**Agency/ or Contractor Operated System?**	**NIST FIPS 199 Risk Impact level**	**Has C&A been Completed, using NIST 800-37?**	**Date Completed : C&A**	**What standards were used for the Security Controls tests?**	**Date Completed: Security Control Testing**	**Date the contingency plan tested**
Benefit Administration	Contractor and Government	Moderate	yes	May 30, 2008	FIPS 200 / NIST 800-53	Mar 31, 2008	Feb 23, 2008
MyPBA	Contractor and Government	Moderate	yes	May 30, 2008	FIPS 200 / NIST 800-53	Oct 30, 2007	Feb 3, 2007

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? **yes**

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

6. Indicate whether an increase in IT security funding is requested to remediate IT security weaknesses? **no**

    a. If "yes," specify the amount, provide a general description of the weakness, and explain how the funding request will remediate the weakness. **[Not answered]**

7. How are contractor security procedures monitored, verified, and validated by the agency for the contractor systems above? **All PBGC systems identified above are jointly run and managed by federal employees and contractor teams reporting to PBGC federal employees. PBGC contracts include language to ensure the suitability of contractors' employees, and inspection of all new or renovated contractor hosting sites. PBGC federal employees and contractors are subject to suitability background investigations. New federal employees and contractors are issued roles of conduct, required to take computer security awareness orientation, and provided instruction on incident reporting procedures. Annually, federal employees and contractors are required to take refresher security awareness training. Role-based training is conducted during employee position training. For positions related to the Designated Approving Authority, Information System Owner, System Administrators and Project Managers, role-based training is conducted by PBGC's Enterprise Security Team following orientation, and annually thereafter. Electronic security compliance is monitored by the OIT security team through routine checking of user ID account activity for suspicious or high-risk behavior. If such behavior is identified, the contracting officer is notified immediately to begin remediation procedures. PBGC also conducts user account recertification annually. Externally operated systems are required to provide SAS 70s and they procedures for security are subject to additional reviews by PBGC's external auditors and OIG.**

Name of System	Is this a new system?	Is there a Privacy Impact Assessment (PIA) that covers this system?	Internet Link or Explanation	Is a System of Records Notice (SORN) required for this system?	Internet Link or Explanation
8. Planning & Operational Systems - Privacy Table:					
Benefit Administration	no	yes	http://www.pbgc.gov/about/PIA.html	yes	http://www.gpoaccess.gov/fr/index.html
MyPBA	no	yes	http://www.pbgc.gov/about/PIA.html	yes	http://www.gpoaccess.gov/fr/index.html

Section F: Enterprise Architecture (EA)

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

    a. If "no," please explain why? **[Not answered]**

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. **The Benefit Administration investment is covered by the transition strategies for Benefit Administration, and Plan Termination/Financial Assistance Core Mission Service Areas in PBGC's Segment Architecture.**

    b. If "no," please explain why? **[Not answered]**

3. Is this investment identified in a completed and approved segment architecture? **no**

    a. If "yes," provide the six digit code corresponding to the agency segment architecture. The segment architecture codes are maintained by the agency Chief Architect. For detailed guidance regarding segment architecture codes, please refer to http://www.egov.gov. **[Not answered]**

4. Service Component Reference Model (SRM) Table :							
Agency Component Name	**Agency Component Description**	**FEA SRM Service Type**	**FEA SRM Component**	**Service Component Reused**		**Internal or External Reuse?**	**BY Funding Percentage**
				Component Name	**UPI**		
Approval Application and Service	Process approvals for business transactions.	Human Capital/ Workforce Management	Team / Org Management	[Not answered]	[Not answered]	Internal	0
Approval Application and Service	Process approvals for business transactions.	Tracking and Workflow	Process Tracking	[Not answered]	[Not answered]	No Reuse	3
Approval Application and Service	Process approvals for business transactions.	Collaboration	Task Management	[Not answered]	[Not answered]	No Reuse	0
User Provisioning Tool	Provides a graphical user interface and 'one-stop' application to provision PBGC staff members	Security Management	Access Control	[Not answered]	[Not answered]	Internal	5
Automated Letter Generation	Process that allows users to create a standardized/customized letter to be sent to a participant or group of participants.	Document Management	Document Conversion	[Not answered]	[Not answered]	Internal	4
Automated Letter	Process that allows users to create a	Records Management	Document Classification	[Not answered]	[Not answered]	Internal	0

4. Service Component Reference Model (SRM) Table :							
Agency Component Name	**Agency Component Description**	**FEA SRM Service Type**	**FEA SRM Component**	**Service Component Reused**		**Internal or External Reuse?**	**BY Funding Percentage**
				Component Name	**UPI**		
Generation	standardized/customized letter to be sent to a participant or group of participants.						
Automated Letter Generation	Process that allows users to create a standardized/customized letter to be sent to a participant or group of participants.	Records Management	Record Linking / Association	[Not answered]	[Not answered]	Internal	0
Automated Letter Generation	Process that allows users to create a standardized/customized letter to be sent to a participant or group of participants.	Records Management	Outbound Correspondence Management	[Not answered]	[Not answered]	Internal	0
Customer Relationship Management	Provides customers a totally integrated customer service experience.	Customer Relationship Management	Call Center Management	[Not answered]	[Not answered]	No Reuse	5
Customer Relationship Management	Provides customers a totally integrated customer service experience.	Customer Relationship Management	Contact and Profile Management	[Not answered]	[Not answered]	No Reuse	5
Image Processing System	The Image Processing system is primarily used to manage PBGC plan and participant documents. The IPS translates paper documents into digital images that are then saved and stored on optical disks.	Document Management	Document Conversion	[Not answered]	[Not answered]	Internal	5
Image Processing System	The Image Processing system is primarily used to manage PBGC plan	Document Management	Document Imaging and OCR	[Not answered]	[Not answered]	Internal	5

4. Service Component Reference Model (SRM) Table :							
Agency Component Name	**Agency Component Description**	**FEA SRM Service Type**	**FEA SRM Component**	**Service Component Reused**		**Internal or External Reuse?**	**BY Funding Percentage**
				Component Name	**UPI**		
	and participant documents. The IPS translates paper documents into digital images that are then saved and stored on optical disks.						
Image Processing System	The Image Processing system is primarily used to manage PBGC plan and participant documents. The IPS translates paper documents into digital images that are then saved and stored on optical disks.	Document Management	Document Referencing	[Not answered]	[Not answered]	Internal	3
Image Processing System	The Image Processing system is primarily used to manage PBGC plan and participant documents. The IPS translates paper documents into digital images that are then saved and stored on optical disks.	Document Management	Document Library	[Not answered]	[Not answered]	Internal	3
Image Processing System	The Image Processing system is primarily used to manage PBGC plan and participant documents. The IPS translates paper documents into digital images that are then saved and stored on optical disks.	Document Management	Indexing	[Not answered]	[Not answered]	Internal	3
Image Processing System	The Image Processing system is primarily used to manage PBGC plan	Routing and Scheduling	Inbound Correspondence Management	[Not answered]	[Not answered]	Internal	0

				4. Service Component Reference Model (SRM) Table :				

Agency Component Name	Agency Component Description	FEA SRM Service Type	FEA SRM Component	Service Component Reused		Internal or External Reuse?	BY Funding Percentage
				Component Name	UPI		
	and participant documents. The IPS translates paper documents into digital images that are then saved and stored on optical disks.						
Image Processing System	The Image Processing system is primarily used to manage PBGC plan and participant documents. The IPS translates paper documents into digital images that are then saved and stored on optical disks.	Tracking and Workflow	Process Tracking	[Not answered]	[Not answered]	Internal	0
Locator	This system is used to process requests for up-to-date address information on PBGC customers. The requests are sent to an outside contractor such as a credit bureau.	Data Management	Data Cleansing	[Not answered]	[Not answered]	No Reuse	0
Locator	This system is used to process requests for up-to-date address information on PBGC customers. The requests are sent to an outside contractor such as a credit bureau.	Customer Relationship Management	Contact and Profile Management	[Not answered]	[Not answered]	No Reuse	0
Missing Participant Calculator	Calculates the interest on lump sum payments to standard terminated missing participants as they are located and paid.	Financial Management	Payment / Settlement	[Not answered]	[Not answered]	No Reuse	0

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Agency Component Name	Agency Component Description	FEA SRM Service Type	FEA SRM Component	Service Component Reused		Internal or External Reuse?	BY Funding Percentage
				Component Name	UPI		
Missing Participant Calculator	Calculates the interest on lump sum payments to standard terminated missing participants as they are located and paid.	Analysis and Statistics	Mathematical	[Not answered]	[Not answered]	No Reuse	0
My Pension Benefit Account	Participant Self Service web site	Customer Initiated Assistance	Self-Service	[Not answered]	[Not answered]	No Reuse	3
My Pension Benefit Account	Participant Self Service web site	Customer Relationship Management	Contact and Profile Management	[Not answered]	[Not answered]	No Reuse	3
My Pension Benefit Account	Participant Self Service web site	Customer Relationship Management	Customer / Account Management	[Not answered]	[Not answered]	No Reuse	3
National Change of Address	Process to update addresses.	Customer Relationship Management	Customer / Account Management	[Not answered]	[Not answered]	No Reuse	0
Participant Records Information System Management (PRISM)	The PRISM Online Suite of multiple applications provides a source of participant information to administer participant benefits.	Financial Management	Internal Controls	[Not answered]	[Not answered]	No Reuse	3
Participant Records Information System Management (PRISM)	The PRISM Online Suite of multiple applications provides a source of participant information to administer participant benefits.	Financial Management	Payment / Settlement	[Not answered]	[Not answered]	No Reuse	2
Participant Records Information System Management	The PRISM Online Suite of multiple applications provides a source of participant information to administer participant benefits.	Search	Query	[Not answered]	[Not answered]	No Reuse	0
Spectrum	Spectrum	Financial	Payment /	[Not	[Not	No Reuse	5

| | | | | Service Component Reused | | Internal or External Reuse? | BY Funding Percentage |
Agency Component Name	**Agency Component Description**	**FEA SRM Service Type**	**FEA SRM Component**	**Component Name**	**UPI**		
	consolidates eight different PRISM applications	Management	Settlement	answered]	answered]		
Spectrum	Spectrum consolidates eight different PRISM applications	Financial Management	Internal Controls	[Not answered]	[Not answered]	No Reuse	5
Spectrum	Spectrum consolidates eight different PRISM applications	Customer Relationship Management	Customer / Account Management	[Not answered]	[Not answered]	No Reuse	5
Spectrum	Spectrum consolidates eight different PRISM applications	Search	Query	[Not answered]	[Not answered]	No Reuse	0
User Provisioning Tool	Provides a graphical user interface and 'one-stop' application to provision PBGC staff members	Security Management	Access Control	[Not answered]	[Not answered]	Internal	0
Customer Relationship Management	Provides customers a totally integrated customer service experience.	Customer Relationship Management	Customer / Account Management	[Not answered]	[Not answered]	No Reuse	0
Customer Relationship Management	Provides customers a totally integrated customer service experience.	Customer Relationship Management	Customer Analytics	[Not answered]	[Not answered]	No Reuse	0

Table title: 4. Service Component Reference Model (SRM) Table :

5. Technical Reference Model (TRM) Table:				
FEA SRM Component	**FEA TRM Service Area**	**FEA TRM Service Category**	**FEA TRM Service Standard**	**Service Specification**
Access Control	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Access Control	Service Access and Delivery	Service Requirements	Authentication/ Single Sign-on	Oracle Internet Directory Server

5. Technical Reference Model (TRM) Table:				
FEA SRM Component	**FEA TRM Service Area**	**FEA TRM Service Category**	**FEA TRM Service Standard**	**Service Specification**
Call Center Management	Service Access and Delivery	Access Channels	Collaboration/ Communications	Oracle Email
Call Center Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	Oracle E-business Suite
Contact and Profile Management	Service Access and Delivery	Access Channels	Collaboration/ Communications	Oracle Email
Contact and Profile Management	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Contact and Profile Management	Service Platform and Infrastructure	Delivery Channels	Application Servers	Oracle E-business Suite
Call Center Management	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Customer/ Account Management	Component Framework	Data Management	Reporting and Analysis	Cognos
Customer/ Account Management	Component Framework	Data Management	Database Connectivity	Data Interface Layer
Customer/ Account Management	Component Framework	User Presentation/ Interface	Content Rendering	PDF Lite
Customer/ Account Management	Component Framework	User Presentation/ Interface	Content Rendering	Plumtree Portal
Customer/ Account Management	Service Access and Delivery	Access Channels	Collaboration/ Communications	Oracle Email
Customer/ Account Management	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Customer/ Account Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	Oracle E-Business Suite
Customer/ Account Management	Service Platform and Infrastructure	Hardware/ Infrastructure	Network Devices/ Standards	Firewall IOS
Customer/ Account Management	Service Platform and Infrastructure	Support Platforms	Platform Dependent Technologies	.Net Framework
Customer/ Account Management	Service Interface and Integration	Integration	Middleware	.Net Data Objects / Data Integration
Customer/ Account Management	Service Interface and Integration	Interface	Service Description/ Interface	.Net Web Services
Customer/ Account Management	Service Interface and Integration	Interface	Service Description/ Interface	SNMP
Customer/ Account Management	Service Interface and Integration	Interface	Service Description/ Interface	SMTP
Customer Analytics	Service Access and Delivery	Access Channels	Collaboration/ Communications	Oracle Email
Customer Analytics	Service Platform and Infrastructure	Database / Storage	Database	Oracle RDBMS
Customer Feedback	Service Platform and Infrastructure	Database/ Storage	Dependent Platform	Oracle RDBMS
Customer Feedback	Service Access and Delivery	Access Channels	Collaboration/ Communications	Oracle Email
Data Cleansing	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS

5. Technical Reference Model (TRM) Table:

FEA SRM Component	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification
Document Classification	Component Framework	Business Logic	Platform Dependent Technologies	OFBIZ Services
Document Classification	Component Framework	Data Management	Reporting and Analysis	Crystal Reports
Document Classification	Service Access and Delivery	Access Channels	Collaboration/ Communications	Mailing Agent
Document Classification	Service Interface and Integration	Integration	Middleware	ADO.NET
Document Classification	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Document Classification	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Document Conversion	Component Framework	Business Logic	Platform Dependent Technologies	OFBIZ Services
Document Conversion	Component Framework	Data Management	Reporting and Analysis	Crystal Reports
Document Conversion	Service Access and Delivery	Access Channels	Collaboration/ Communications	Mailing Agent
Document Conversion	Component Framework	Delivery Channels	Reporting and Analysis	CDMS
Document Conversion	Service Platform and Infrastructure	Database/ Storage	Storage	Image Storage
Document Conversion	Service Platform and Infrastructure	Delivery Servers	Application Servers	Filenet P8 Application Server
Document Conversion	Service Platform and Infrastructure	Hardware/ Infrastructure	Peripherals	File and Print Services
Document Imaging and OCR	Component Framework	Data Management	Reporting and Analysis	CDMS
Document Imaging and OCR	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Document Imaging and OCR	Service Platform and Infrastructure	Delivery Servers	Application Servers	Filenet P8 Server
Document Imaging and OCR	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Document Imaging and OCR	Service Platform and Infrastructure	Hardware/ Infrastructure	Peripherals	File and Print Services
Document Referencing	Component Framework	Data Management	Reporting and Analysis	CDMS
Document Referencing	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Document Referencing	Service Platform and Infrastructure	Delivery Servers	Application Servers	Filente P8 Application Server
Document Referencing	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Document Referencing	Service Platform and Infrastructure	Hardware/ Infrastructure	Peripherals	File and Print Services
Inbound Correspondence	Service Access and Delivery	Access Channels	Collaboration/ Communications	Filente P8 Content Engine

5. Technical Reference Model (TRM) Table:				
FEA SRM Component	**FEA TRM Service Area**	**FEA TRM Service Category**	**FEA TRM Service Standard**	**Service Specification**
Management				
Inbound Correspondence Management	Service Interface and Integration	Integration	Enterprise Application Integration	Filenet P8 Content Engine
Inbound Correspondence Management	Service Interface and Integration	Integration	Middleware	Filenet ISRA
Inbound Correspondence Management	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Inbound Correspondence Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	Oracle 10g Application Server
Indexing	Component Framework	Data Management	Reporting and Analysis	CDMS
Indexing	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Indexing	Service Platform and Infrastructure	Database/ Storage	Storage	Image Storage
Indexing	Service Platform and Infrastructure	Delivery Servers	Application Servers	Filenet P8 Application Server
Indexing	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Indexing	Service Platform and Infrastructure	Hardware/ Infrastructure	Peripherals	File and Print Services
Internal Controls	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Library/ Storage	Component Framework	Data Management	Reporting and Analysis	CDMS
Library/ Storage	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Library/ Storage	Service Platform and Infrastructure	Database/ Storage	Storage	Image Storage
Library/ Storage	Service Platform and Infrastructure	Delivery Servers	Application Servers	Filenet P8 Application Server
Library/ Storage	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Library/ Storage	Service Platform and Infrastructure	Hardware/ Infrastructure	Peripherals	File and Print Services
Outbound Correspondence Management	Component Framework	Business Logic	Platform Dependent Technologies	OFBIZ Services
Outbound Correspondence Management	Component Framework	Data Management	Reporting and Analysis	Crystal Reports
Outbound Correspondence Management	Service Access and Delivery	Access Channels	Collaboration/ Communications	Mailing Agent
Outbound Correspondence	Service Interface and Integration	Integration	Middleware	ADO.NET

5. Technical Reference Model (TRM) Table:

FEA SRM Component	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification
Management				
Outbound Correspondence Management	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Outbound Correspondence Management	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Partner Relationship Management	Service Access and Delivery	Access Channels	Collaboration/ Communications	Oracle Email
Partner Relationship Management	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Partner Relationship Management	Service Platform and Infrastructure	Delivery Servers	Application Servers	Oracle E-Business Suite
Payment/ Settlement	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Payment/ Settlement	Service Interface and Integration	Integration	Enterprise Application Integration	Oracle BPEL Process Manager
Process Tracking	Service Interface and Integration	Integration	Enterprise Application Integration	Oracle BPEL Process Manager
Process Tracking	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Query	Service Interface and Integration	Interface	Service Description/ Interface	SNMP
Query	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Query	Service Platform and Infrastructure	Hardware/ Infrastructure	Network Devices/ Standards	Firewall IOS
Query	Service Platform and Infrastructure	Support Platforms	Platform Dependent Technologies	Windows 2003
Query	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Record Linking/ Association	Component Framework	Business Logic	Platform Dependent Technologies	OFBIZ Services
Record Linking/ Association	Component Framework	Data Management	Reporting and Analysis	Crystal Reports
Record Linking/ Association	Service Access and Delivery	Access Channels	Collaboration/ Communications	Mailing Agent
Record Linking/ Association	Service Interface and Integration	Integration	Middleware	ADO.NET
Record Linking/ Association	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Record Linking/ Association	Service Platform and Infrastructure	Delivery Servers	Web Servers	IIS
Self-Service	Component Framework	Data Management	Database Connectivity	Data Interface Layer
Self-Service	Service Interface and Integration	Integration	Middleware	.NET Data Objects/ Data Integration
Self-Service	Service Interface and Integration	Interface	Service Description/ Interface	.NET Web Services

5. Technical Reference Model (TRM) Table:				
FEA SRM Component	**FEA TRM Service Area**	**FEA TRM Service Category**	**FEA TRM Service Standard**	**Service Specification**
Self-Service	Service Interface and Integration	Interface	Service Description/ Interface	SMTP
Self-Service	Service Interface and Integration	Interface	Service Description/ Interface	SNMP
Self-Service	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Self-Service	Service Platform and Infrastructure	Hardware/ Infrastructure	Network Devices/ Standards	Firewall IOS
Self-Service	Service Platform and Infrastructure	Support Platforms	Platform Dependent Technologies	.NET Framework 1.1
Standardized/ Canned	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Task Management	Service Interface and Integration	Integration	Enterprise Application Integration	Oracle BPEL Process Manager
Task Management	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS
Team/ Org Management	Service Interface and Integration	Integration	Enterprise Application Integration	Oracle BPEL Process Manager
Team/ Org Management	Service Platform and Infrastructure	Database/ Storage	Database	Oracle RDBMS

6. Will the application leverage existing components and/or applications across the Government (i.e., USA.Gov, Pay.Gov, etc)? **no**

    a. If "yes," please describe. **[Not answered]**

PART II: PLANNING, ACQUISITION AND PERFORMANCE INFORMATION

Section A: Alternatives Analysis

1. Did you conduct an alternatives analysis for this investment? **yes**

   a. If "yes," provide the date the analysis was completed? **Aug 31, 2007**

   b. If "no," what is the anticipated date this analysis will be completed? **[Not answered]**

   c. If no analysis is planned, please briefly explain why: **[Not answered]**

2. Alternatives Analysis Results:			
Alternative Analyzed	**Description of Alternative**	**Risk Adjusted Lifecycle Costs estimate**	**Risk Adjusted Lifecycle Benefits estimate**
1 – Modernization Plan with custom software and database development	Address immediate needs for risk reduction through completion of security C&As and reduction of development and steady state projects. Address long term needs for expansion of services through the internet with custom database development.	158.926	89
2 – Modernization Plan with interim custom software development and long term COTS software and database development	Address immediate needs for risk reduction through completion of security C&As and reduction of development and steady state projects. Address long term needs for expansion of services through the internet with COTS software and database.	172.416	89
3 – Modernization Plan with custom software development	Address immediate needs for risk reduction through completion of security C&As and reduction of development and steady state projects. Address demand for services through the internet with current database.	149.251	89

3. Which alternative was selected by the Agency's Executive/Investment Committee and why was it chosen? **PBGC analyzed several different approaches to alternative selection including outsourcing the entire function, FLOB, doing by hand, etc. The following factors were considered which quickly lead us in a direction that our practical alternatives were all going to be PBGC owned software solutions. The factors considered were: More than 40+ legacy applications that were outdated in technology and useful life would require major data migration efforts. The nature of the data requires PBGC to use automation to appropriately protect the data and make the overall process more efficient and auditable. The above analysis quickly guided PBGC to**

consider various types of software as the primary alternatives to analyze. With an increase in MyPBA uses and the focus on application consolidation, Alternative 1 is chosen. Each alternative uses the same activities for risk reduction, completion of security C&As and reduction of development and steady state projects through FY 2009. There are 40+ legacy applications in the Benefits Administration portfolio. The consolidation of the functionality into the one or more of six core applications reduces infrastructure (servers, software etc.) and complexity (interdependencies between applications). Another alternatives analysis will be done after application consolidation reduces complexity and data is available from the outcomes of business process re-engineering (BPR) that is underway in FY 2009-2010. The growth of self-service usage by participants through MyPBA, and risk reduction through application consolidation that supports EA and security compliance will also impact the alternatives analysis. BPR will identify additional transactions that participants can administer through MyPBA or efficiencies made possible by consolidating supporting applications. Usage of MyPBA will indicate potential efficiencies due to the reduction of customer call and contact volume.

   a. What year will the investment breakeven? (Specifically, when the budgeted costs savings exceed the cumulative costs.) **Beyond 2021**

4. What specific qualitative benefits will be realized? **The overall goal of BA is to ensure that the agency can continue to provide un-interrupted payments to retirees in a manner consistent with the way private sector financial services are delivered. This includes secure and accurate communication regardless of whether the customer contacts the agency by phone, in person, or through the internet. Modernizing BA will reduce the number of applications (from 40+ applications in FY 2007 to 6 applications in FY 2011) that users have to use in servicing customers. These result in improved customer service and response times. Consolidation of supporting applications will reduce business process complexity and improve data quality. Users are currently required to add data manually in different applications. By consolidating number of applications and promoting integration between applications, these activities will reduce data entry errors which will drive more efficient and accurate customer service. Consolidation of supporting applications will enable more timely completion of C&As, which will garner additional confidence in security of PBGC systems by participants as more self-service options are made available through the internet. Modernizing BA will also improve the ability of BA to adapt to a changing marketplace for contracting vehicles and customer demands. The current infrastructure includes technologies across COTS and custom services on various hardware and operating system platforms. A reduced infrastructure that is EA compliant with fewer technologies will offer more opportunities for performance based IT staffing. A reduced infrastructure will also allow IT staff to focus more time on addressing customer demands instead of building proprietary knowledge on unique-to-PBGC technology integrations. Selecting an alternative after BPR and MyPBA usage analysis reduces the risk to the taxpayer of money spent on technology that is not a good fit due to business processes or customer behavior. The substantial upfront investment in the integrated systems will increase the breakeven period significantly. It is expected that the useful life of Benefit Administration will be very long (10 years plus). Given the scenario - it should take PBGC up to 2017 to break even, offsetting the**

quantitative benefits of the system with increased qualitative benefits of supporting PBGC's core mission of paying participants

5. Federal Quantitative Benefits ($millions):				
	Budgeted Cost Savings	**Cost Avoidance**	**Justification for Budgeted Cost Savings**	**Justification for Budgeted Cost Avoidance**
PY-1 and Prior	0	10.5	N/A	Data storage at PBGC instead of Paying Agent, $10M per year. By hosting data on government maintained systems, PBGC does not incur fees from the paying agent for hosting the database of record outside of PBGC. Physical storage of paper documents, $0.5M per year. By imaging all participant correspondence, PBGC does not incur fees for office space and equipment necessary to secure storage for every participant in PBGC trusteed plans.
PY	0	10.5	N/A	Data storage at PBGC instead of Paying Agent, $10M per year. By hosting data on government maintained systems, PBGC does not incur fees from the paying agent for hosting the database of record outside of PBGC. Physical storage of paper documents, $0.5M per year. By imaging all participant correspondence, PBGC does not incur fees for office space and equipment necessary to secure storage for every participant in PBGC trusteed plans.
CY	0	10.5	N/A	Data storage at PBGC instead of Paying Agent, $10M per year. By hosting data on government maintained systems, PBGC does not incur fees from the paying agent for hosting the database of record outside of PBGC. Physical storage of paper documents, $0.5M per year. By imaging all participant correspondence, PBGC does not incur fees for office space and equipment necessary to secure storage for every participant in PBGC trusteed plans.
BY	1	10.5	Steady state cost reduction due to consolidation of applications, $1M per year.	Data storage at PBGC instead of Paying Agent, $10M per year. By hosting data on government

			Consolidation of applications through FY 2009 will provide reduction in steady state spending.	maintained systems, PBGC does not incur fees from the paying agent for hosting the database of record outside of PBGC. Physical storage of paper documents, $0.5M per year. By imaging all participant correspondence, PBGC does not incur fees for office space and equipment necessary to secure storage for every participant in PBGC trusteed plans.
BY+1	1	10.5	Steady state cost reduction due to consolidation of applications	Data storage at PBGC instead of Paying Agent, $10M per year. By hosting data on government maintained systems, PBGC does not incur fees from the paying agent for hosting the database of record outside of PBGC. Physical storage of paper documents, $0.5M per year. By imaging all participant correspondence, PBGC does not incur fees for office space and equipment necessary to secure storage for every participant in PBGC trusteed plans.
BY+2	1	10.5	Steady state cost reduction due to consolidation of applications	Data storage at PBGC instead of Paying Agent, $10M per year. By hosting data on government maintained systems, PBGC does not incur fees from the paying agent for hosting the database of record outside of PBGC. Physical storage of paper documents, $0.5M per year. By imaging all participant correspondence, PBGC does not incur fees for office space and equipment necessary to secure storage for every participant in PBGC trusteed plans.
BY+3	1	10.5	Steady state cost reduction due to consolidation of applications	Data storage at PBGC instead of Paying Agent, $10M per year. By hosting data on government maintained systems, PBGC does not incur fees from the paying agent for hosting the database of record outside of PBGC. Physical storage of paper documents, $0.5M per year. By imaging all participant correspondence, PBGC does not incur fees for office space and equipment necessary to secure storage for every participant in PBGC trusteed plans.

BY+4 and Beyond	1	10.5	Steady state cost reduction due to consolidation of applications	Data storage at PBGC instead of Paying Agent, $10M per year. By hosting data on government maintained systems, PBGC does not incur fees from the paying agent for hosting the database of record outside of PBGC. Physical storage of paper documents, $0.5M per year. By imaging all participant correspondence, PBGC does not incur fees for office space and equipment necessary to secure storage for every participant in PBGC trusteed plans.
Total LCC Benefit	5	84	**LCC = Life-cycle cost**	

6. Will the selected alternative replace a legacy system in-part or in-whole? **yes**

   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? **This Investment**

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

List of Legacy Investment or Systems		
Name of the Legacy Investment or Systems	**UPI if available**	**Date of the System Retirement**
PARTICIPANT LOCATOR-Parser	[Not answered]	Sep 30, 2008
PARTICIPANT LOCATOR-Communicator	[Not answered]	Sep 30, 2008
PARTICIPANT LOCATOR-Locator	[Not answered]	Sep 30, 2008
CAS to CRM Data Synchronization	[Not answered]	Dec 31, 2008
DATAHUB-Evaluator	[Not answered]	Dec 31, 2009
DATAHUB-Reconciler	[Not answered]	Dec 31, 2009
DATAHUB-DataJunction	[Not answered]	Dec 31, 2009
DATAHUB-Plan Assumptions	[Not answered]	Dec 31, 2009
DAS	[Not answered]	Dec 31, 2009
PRISM-Online Customer	[Not answered]	Dec 31, 2009
PRISM-Online Forms	[Not answered]	Dec 31, 2009
PRISM-Browser	[Not answered]	Dec 31, 2009
PRISM-Customer Service	[Not answered]	Dec 31, 2009
TB-Off Cycle Check	[Not answered]	Mar 31, 2011
TB-Trial Balance	[Not answered]	Mar 31, 2011
TB-Trial Manager	[Not answered]	Mar 31, 2011
Balancer	[Not answered]	Mar 31, 2011
Integrator	[Not answered]	Mar 31, 2011
TWA-LRU	[Not answered]	Mar 31, 2011

Ledger Error	[Not answered]	Mar 31, 2011
Ledger Load	[Not answered]	Mar 31, 2011
Notice of Change	[Not answered]	Mar 31, 2011
SSC Reconciliation	[Not answered]	Mar 31, 2011
EAL	[Not answered]	Mar 31, 2011

Section B: Risk Management (All Capital Assets)

1. Does the investment have a Risk Management Plan? **yes**

    a. If "yes," what is the date of the plan? **Aug 30, 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: **[Not answered]**

2. If there currently is no plan, will a plan be developed? **[Not answered]**

    1. If "yes," what is the planned completion date? **[Not answered]**

    2. If "no," what is the strategy for managing the risks? **[Not answered]**

3. Briefly describe how investment risks are reflected in the life cycle cost estimate and investment schedule: **As mentioned in the summary of spending, the investment schedule reduces the risk of higher than expected coordination costs through systematic improvements in EV reporting, acquisitions, security, BPR, and Alternative Analysis. These systematic improvements allow for more timely updates to the risk index in order to catalog risks and identify impacts to supporting applications and the overall investment. Life cycle spending for Project Management will support maintenance of the risk index and RMP. In addition to the risk index and RMP, Project Management will support recurring discussions at a monthly – quarterly level on how to best allocate budgeted amounts for risk management activities against risks identified in the risk index. Activities for risk mitigation include quality assurance (QA) and implementation of IT changes as a result of BPR. QA will review individual project progress in adherence to project requirements, EA and security compliance, and testing and deployment standards. Additionally, an annual budget for risk response, activities neither planned for nor preventable by risk mitigation, is accounted for in the lifecycle costs. For the Benefit Administration modernization plan, roughly 8.5% of overall funding is allocated to risk management activities. These activities are identified in Cost and Schedule Performance. That allocation is consistent with guidance from the Project Management Institute that bases the accuracy range of budget estimates at -10% to +25%.**

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

1. Does the earned value management system meet the criteria in ANSI/EIA Standard -748? **no**

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? **[Not answered]**

    b. If "yes," explain the causes of the variance: **[Not answered]**

    c. If "yes," describe the corrective actions **[Not answered]**

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

    a. If "yes," when was it approved by the agency head? **[Not answered]**

<table>
<tr><td colspan="9" align="center">4. Comparison of Initial Baseline and Current Approved Baseline:</td></tr>
<tr>
<td rowspan="2">Description of Milestone</td>
<td colspan="2">Initial Baseline</td>
<td colspan="3">Current Baseline</td>
<td colspan="2">Current Baseline Variance</td>
<td rowspan="2">Percent Complete</td>
</tr>
<tr>
<td>Planned Completion Date</td>
<td>Total Cost ($M) Estimated</td>
<td colspan="2">Completion Date Planned: Actual</td>
<td>Total Cost ($M) Planned: Actual</td>
<td colspan="2">Schedule: Cost (# days: $M)</td>
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<tr>
<td>PBGC - Benefit Administration</td><td>Sep 30, 2014</td><td>173.405</td><td>Sep 30, 2014</td><td>[Not answered]</td><td>173.405</td><td>[Not answered]</td><td>[Not answered] [Not answered]</td><td>30</td>
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<tr>
<td>Benefit Administration - Project Management</td><td>Sep 30, 2014</td><td>14.683</td><td>Sep 30, 2014</td><td>[Not answered]</td><td>14.683</td><td>[Not answered]</td><td>[Not answered] [Not answered]</td><td>30</td>
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<tr>
<td>FY 2006 Project Management</td><td>Sep 30, 2006</td><td>1.426</td><td>Sep 30, 2006</td><td>Sep 30, 2006</td><td>1.426</td><td>1.426</td><td>0   0</td><td>100</td>
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<td>FY 2007 Project Management</td><td>Sep 30, 2007</td><td>1.476</td><td>Sep 30, 2007</td><td>Sep 30, 2007</td><td>1.476</td><td>[Not answered]</td><td>[Not answered] [Not answered]</td><td>100</td>
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<tr>
<td>FY 2008 Project Management</td><td>Sep 30, 2008</td><td>1.528</td><td>Sep 30, 2008</td><td>[Not answered]</td><td>1.528</td><td>[Not answered]</td><td>[Not answered] [Not answered]</td><td>75</td>
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<td>FY 2009 Project Management</td><td>Sep 30, 2009</td><td>1.579</td><td>Sep 30, 2009</td><td>[Not answered]</td><td>1.579</td><td>[Not answered]</td><td>[Not answered] [Not answered]</td><td>0</td>
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<tr>
<td>FY 2010 Project Management</td><td>Sep 30, 2010</td><td>1.631</td><td>Sep 30, 2010</td><td>[Not answered]</td><td>1.631</td><td>[Not answered]</td><td>[Not answered] [Not answered]</td><td>0</td>
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<tr>
<td>FY 2011 Project Management</td><td>Sep 30, 2011</td><td>1.683</td><td>Sep 30, 2011</td><td>[Not answered]</td><td>1.683</td><td>[Not answered]</td><td>[Not answered] [Not answered]</td><td>0</td>
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<tr>
<td>FY 2012 Project Management</td><td>Sep 30, 2012</td><td>1.734</td><td>Sep 30, 2012</td><td>[Not answered]</td><td>1.734</td><td>[Not answered]</td><td>[Not answered] [Not answered]</td><td>0</td>
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<td>FY 2013 Project Management</td><td>Sep 30, 2013</td><td>1.786</td><td>Sep 30, 2013</td><td>[Not answered]</td><td>1.786</td><td>[Not answered]</td><td>[Not answered] [Not answered]</td><td>0</td>
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<td>FY 2014 Project Management</td><td>Sep 30, 2014</td><td>1.84</td><td>Sep 30, 2014</td><td>[Not answered]</td><td>1.84</td><td>[Not answered]</td><td>[Not answered] [Not answered]</td><td>0</td>
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<td>FY 2014 Project Management</td><td>Sep 30, 2014</td><td>1.84</td><td>Sep 30, 2014</td><td>[Not answered]</td><td>1.84</td><td>[Not answered]</td><td>[Not answered] [Not answered]</td><td>0</td>
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<td>Benefit Administration -</td><td>Sep 30, 2014</td><td>158.72</td><td>Sep 30, 2014</td><td>[Not answered]</td><td>158.72</td><td>[Not answered]</td><td>[Not answered] [Not answered]</td><td>30</td>
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</table>

	4. Comparison of Initial Baseline and Current Approved Baseline:							
Description of Milestone	**Initial Baseline**		**Current Baseline**				**Current Baseline Variance**	
	Planned Completion Date	**Total Cost ($M) Estimated**	**Completion Date Planned: Actual**		**Total Cost ($M) Planned: Actual**		**Schedule: Cost (# days: $M)**	**Percent Complete**
DME and SS									
FY 2006 Benefit Administration	Sep 30, 2006	21.01	Sep 30, 2006	[Not answered]	21.01	[Not answered]	[Not answered]	[Not answered]	100
FY 2006 DME for Benefit Administration	Sep 30, 2006	11.7	Sep 30, 2006	[Not answered]	11.7	[Not answered]	[Not answered]	[Not answered]	100
FY 2006 SS for Benefit Administration	Sep 30, 2006	9.308	Sep 30, 2006	[Not answered]	9.308	[Not answered]	[Not answered]	[Not answered]	100
FY 2007 Benefit Administration	Sep 30, 2007	17.33	Sep 30, 2007	[Not answered]	17.33	[Not answered]	[Not answered]	[Not answered]	100
FY 2007 DME for Benefit Administration	Sep 30, 2007	7.4	Sep 30, 2007	[Not answered]	7.4	[Not answered]	[Not answered]	[Not answered]	100
FY 2007 SS for Benefit Administration	Sep 30, 2007	9.933	Sep 30, 2007	[Not answered]	9.933	[Not answered]	[Not answered]	[Not answered]	100
FY 2008 Benefit Administration	Sep 30, 2008	21.522	Sep 30, 2008	[Not answered]	21.522	[Not answered]	[Not answered]	[Not answered]	75
FY 2008 DME for Benefit Administration	Sep 30, 2008	11.33	Sep 30, 2008	[Not answered]	11.33	[Not answered]	[Not answered]	[Not answered]	65
FY 2008 CMS 2.0	May 15, 2008	1.505	May 15, 2008	May 16, 2008	1.505	1.46	1	-0.002	100
FY 2008 CMS 2.1	Feb 28, 2009	0.75	Feb 28, 2009	[Not answered]	0.75	[Not answered]	[Not answered]	[Not answered]	20
FY 2008 CRM 4.0 Enhancements - Upgrade Oracle E Business Suite to R12	Jun 6, 2008	1.1	Jun 6, 2008	Jun 4, 2008	1.1	1.075	28	-0.025	100
FY 2008 CRM 4.1 - Begin SSN Reduction – Reports, Forms - Up to 5 New Reports focused on DMC and Call Center - Decommission Locator Application - Incorporate CCDS functionality and decommission	Oct 15, 2009	0.7	Oct 15, 2009	[Not answered]	0.7	[Not answered]	[Not answered]	[Not answered]	50

4. Comparison of Initial Baseline and Current Approved Baseline:								
Description of Milestone	**Initial Baseline**		**Current Baseline**			**Current Baseline Variance**		
	Planned Completion Date	**Total Cost ($M) Estimated**	**Completion Date Planned: Actual**		**Total Cost ($M) Planned: Actual**		**Schedule: Cost (# days: $M)**		**Percent Complete**
CCDS									
FY 2008 MyPBA 4.0 Enhancements - Allow customers (Participant) to be able to print 1099 from MyPBA	Feb 1, 2008	0.2	Feb 1, 2008	Feb 1, 2008	0.2	0.2	0	0	100
FY 2008 MyPBA 4.1 Enhancements - MyPBA able to link to the pbgc.gov to give customers plan information while in the MyPBA system - Reduce SSN use	May 31, 2008	0.18	May 31, 2008	Jun 12, 2008	0.18	0.18	12	0	100
FY 2008 MyPBA 4.2 Enhancements	Sep 26, 2008	0.19	Sep 26, 2008	[Not answered]	0.19	[Not answered]	[Not answered]	[Not answered]	60
FY 2008 Spectrum Decommission DataHub applications; Modernize alerts for automated plan uploads; Modernize to latest SOA	Jun 30, 2009	3.4	Jun 30, 2009	[Not answered]	3.4	[Not answered]	[Not answered]	[Not answered]	20
FY 2008 Spectrum Decommission PRISM Customer/Forms with DataHub and Genesis SOA	Sep 30, 2009	0.8	Sep 30, 2009	[Not answered]	0.8	[Not answered]	[Not answered]	[Not answered]	10
FY 2008 Security - C&A Completion for Benefit Administration	Jun 1, 2009	0.7	Jun 1, 2009	Jun 12, 2009	0.7	0.7	11	0	100
FY 2008 QA Services	Sep 30, 2008	0.475	Sep 30, 2008	[Not answered]	0.475	[Not answered]	[Not answered]	[Not answered]	80
FY 2008 Infrastructure Support	Sep 30, 2008	0.475	Sep 30, 2008	[Not answered]	0.475	[Not answered]	[Not answered]	[Not answered]	80
FY 2008 Security Services - Update	Sep 30, 2008	0.3	Sep 30, 2008	[Not answered]	0.3	[Not answered]	[Not answered]	[Not answered]	10

4. Comparison of Initial Baseline and Current Approved Baseline:

Description of Milestone	Initial Baseline		Current Baseline				Current Baseline Variance		
	Planned Completion Date	Total Cost ($M) Estimated	Completion Date Planned: Actual		Total Cost ($M) Planned: Actual		Schedule: Cost (# days: $M)		Percent Complete
POA&M, Update SSP									
FY 2008 Risk Management	Sep 30, 2008	0.55	Sep 30, 2008	[Not answered]	0.55	[Not answered]	[Not answered]	[Not answered]	80
FY 2008 SS for Benefit Administration	Sep 30, 2008	10.197	Sep 30, 2008	[Not answered]	10.197	[Not answered]	[Not answered]	[Not answered]	84
FY 2008 CMS SS	Sep 30, 2008	0.4	Sep 30, 2008	[Not answered]	0.4	[Not answered]	[Not answered]	[Not answered]	90
FY 2008 CRM SS	Sep 30, 2008	1.207	Sep 30, 2008	[Not answered]	1.207	[Not answered]	[Not answered]	[Not answered]	85
FY 2008 eALG SS	Sep 30, 2008	0.75	Sep 30, 2008	[Not answered]	0.75	[Not answered]	[Not answered]	[Not answered]	85
FY 2008 IPS Supplies & Materials	Sep 30, 2008	0.05	Sep 30, 2008	[Not answered]	0.05	[Not answered]	[Not answered]	[Not answered]	85
FY 2008 IPS Equipment	Sep 30, 2008	0.46	Sep 30, 2008	[Not answered]	0.46	[Not answered]	[Not answered]	[Not answered]	85
FY 2008 IPS SS Filenet Award	Mar 30, 2008	0.48	Mar 30, 2008	Apr 30, 2008	0.48	0.48	30	0	100
FY 2008 IPS SS	Sep 30, 2008	3.8	Sep 30, 2008	[Not answered]	3.8	[Not answered]	[Not answered]	[Not answered]	85
FY 2008 MyPBA SS	Sep 30, 2008	0.5	Sep 30, 2008	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	85
FY 2008 - PAMT Benefit Payment Branch (BPB) Application SS	Sep 30, 2008	0.75	Sep 30, 2008	[Not answered]	0.75	[Not answered]	[Not answered]	[Not answered]	90
FY 2008 - PAMT DataHub, Data fixes, eReports SS	Sep 30, 2008	0.5	Sep 30, 2008	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	90
FY 2008 - PAMT Service Oriented Architecture (AWA, CCDS, RLSS) SS	Sep 30, 2008	0.5	Sep 30, 2008	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	80
FY 2008 Spectrum SS	Sep 30, 2008	0.3	Sep 30, 2008	[Not answered]	0.3	[Not answered]	[Not answered]	[Not answered]	80
FY 2008 PAMT - ACT/Archive/PACS	Sep 30, 2008	0.5	Sep 30, 2008	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	50
FY 2009 Benefit Administration	Sep 30, 2009	19.03	Sep 30, 2009	[Not answered]	19.03	[Not answered]	[Not answered]	[Not answered]	0
FY 2009 DME for Benefit	Sep 30, 2009	8.83	Sep 30, 2009	[Not answered]	8.83	[Not answered]	[Not answered]	[Not answered]	0

Description of Milestone	Initial Baseline		Current Baseline				Current Baseline Variance		
	Planned Completion Date	**Total Cost ($M) Estimated**	**Completion Date Planned: Actual**		**Total Cost ($M) Planned: Actual**		**Schedule: Cost (# days: $M)**		**Percent Complete**
Administration									
FY 2009 UPT 2.0 - Incorporate UAM functionality in UPT	Nov 30, 2009	0.9	Nov 30, 2009	[Not answered]	0.9	[Not answered]	[Not answered]	[Not answered]	0
FY 2009 CRM 4.2 - BAPD Metrics Business Measures – Cognos View for BET - New Correspondence Tracking – Outgoing Letters - SSN Reduction – Phase 2 - Resolve Security findings – Phase 1	Apr 15, 2009	1	Apr 15, 2009	[Not answered]	1	[Not answered]	[Not answered]	[Not answered]	0
FY 2009 CRM 4.3	Oct 30, 2009	0.9	Oct 30, 2009	[Not answered]	0.9	[Not answered]	[Not answered]	[Not answered]	0
FY 2009 MyPBA 4.3 - Show payment-related data to the My PBA user, such as payment start date, payment end date, form of benefit, current and history of payment info, etc. - Resolve security findings – Phase 1	Jan 31, 2009	0.4	Jan 31, 2009	[Not answered]	0.4	[Not answered]	[Not answered]	[Not answered]	0
FY 2009 MyPBA 4.4 - Enhance backend of MyPBA system to keep system up-time 24/7 - Resolve security findings – Phase 2	Jan 30, 2009	0.3	Jan 30, 2009	[Not answered]	0.3	[Not answered]	[Not answered]	[Not answered]	0
FY 2009 MyPBA 4.5 - Allow participant to submit income verification form (use OPSS standard formatted	Oct 30, 2009	0.3	Oct 30, 2009	[Not answered]	0.3	[Not answered]	[Not answered]	[Not answered]	0

4. Comparison of Initial Baseline and Current Approved Baseline:

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Description of Milestone	**Initial Baseline**		**Current Baseline**			**Current Baseline Variance**		
	Planned Completion Date	**Total Cost ($M) Estimated**	**Completion Date Planned: Actual**		**Total Cost ($M) Planned: Actual**	**Schedule: Cost (# days: $M)**		**Percent Complete**
form online) to request verification online. - Resolve security findings – Phase 3								
FY 2009 Spectrum Decommission BPB Applications including Trial Balance, Ledger Load, Balancer, NOC	Sep 30, 2010	2.83	Sep 30, 2010	[Not answered]	2.83	[Not answered]	[Not answered] [Not answered]	0
FY 2009 QA Services	Sep 30, 2009	0.45	Sep 30, 2009	[Not answered]	0.45	[Not answered]	[Not answered] [Not answered]	0
FY 2009 Infrastructure Support	Sep 30, 2009	0.45	Sep 30, 2009	[Not answered]	0.45	[Not answered]	[Not answered] [Not answered]	0
FY 2009 Security Services - Update POA&M, Update SSP, Recertification	Sep 30, 2009	0.5	Sep 30, 2009	[Not answered]	0.5	[Not answered]	[Not answered] [Not answered]	0
FY 2009 - Training and Travel	Sep 30, 2009	0.05	Sep 30, 2009	[Not answered]	0.05	[Not answered]	[Not answered] [Not answered]	0
FY 2009 Risk Management - CRM Contract Transition - CMS Contract Transition	Sep 30, 2009	0.75	Sep 30, 2009	[Not answered]	0.75	[Not answered]	[Not answered] [Not answered]	0
FY 2009 SS for Benefit Administration	Sep 30, 2009	10.2	Sep 30, 2009	[Not answered]	10.2	[Not answered]	[Not answered] [Not answered]	0
FY 2009 CMS SS	Sep 30, 2009	0.7	Sep 30, 2009	[Not answered]	0.7	[Not answered]	[Not answered] [Not answered]	0
FY 2009 CRM SS	Sep 30, 2009	1.2	Sep 30, 2009	[Not answered]	1.2	[Not answered]	[Not answered] [Not answered]	0
FY 2009 eALG SS	Sep 30, 2009	0.75	Sep 30, 2009	[Not answered]	0.75	[Not answered]	[Not answered] [Not answered]	0
FY 2009 IPS Supplies & Materials	Sep 30, 2009	0.05	Sep 30, 2009	[Not answered]	0.05	[Not answered]	[Not answered] [Not answered]	0
FY 2009 IPS Equipment	Sep 30, 2009	0.46	Sep 30, 2009	[Not answered]	0.46	[Not answered]	[Not answered] [Not answered]	0
FY 2009 IPS SS	Sep 30,	3.81	Sep 30,	[Not answered]	3.81	[Not answered]	[Not answered] [Not answered]	0

	4. Comparison of Initial Baseline and Current Approved Baseline:						
Description of Milestone	**Initial Baseline**		**Current Baseline**		**Current Baseline Variance**		
	Planned Completion Date	**Total Cost ($M) Estimated**	**Completion Date Planned: Actual**		**Total Cost ($M) Planned: Actual**		**Schedule: Cost (# days: $M)**		**Percent Complete**
	2009		2009						
FY 2009 MyPBA SS	Sep 30, 2009	0.5	Sep 30, 2009	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2009 - PAMT Benefit Payment Branch (BPB) Application SS	Sep 30, 2009	1	Sep 30, 2009	[Not answered]	1	[Not answered]	[Not answered]	[Not answered]	0
FY 2009 - PAMT DataHub, Data fixes, eReports SS	Sep 30, 2009	0.33	Sep 30, 2009	[Not answered]	0.33	[Not answered]	[Not answered]	[Not answered]	0
FY 2009 - PAMT Service Oriented Architecture (AWA, CCDS, RLSS) SS	Sep 30, 2009	0.7	Sep 30, 2009	[Not answered]	0.7	[Not answered]	[Not answered]	[Not answered]	0
FY 2009 Spectrum SS	Sep 30, 2009	0.7	Sep 30, 2009	[Not answered]	0.7	[Not answered]	[Not answered]	[Not answered]	0
FY 2010 Benefit Administration	Sep 30, 2010	19.19	Sep 30, 2010	[Not answered]	19.19	[Not answered]	[Not answered]	[Not answered]	0
FY 2010 DME for Benefit Administration	Sep 30, 2010	9.99	Sep 30, 2010	[Not answered]	9.99	[Not answered]	[Not answered]	[Not answered]	0
FY 2010 CMS Enhancements for EA compliant Database	Sep 30, 2010	1.9	Sep 30, 2010	[Not answered]	1.9	[Not answered]	[Not answered]	[Not answered]	0
FY 2010 CRM Enhancements	Sep 30, 2010	1.8	Sep 30, 2010	[Not answered]	1.8	[Not answered]	[Not answered]	[Not answered]	0
FY 2010 MyPBA Enhancements	Sep 30, 2010	1	Sep 30, 2010	[Not answered]	1	[Not answered]	[Not answered]	[Not answered]	0
FY 2010 Spectrum Consolidate Integrator Application	Sep 30, 2011	2.83	Sep 30, 2011	[Not answered]	2.83	[Not answered]	[Not answered]	[Not answered]	0
FY 2010 QA Services	Sep 30, 2010	0.48	Sep 30, 2010	[Not answered]	0.48	[Not answered]	[Not answered]	[Not answered]	0
FY 2010 Infrastructure Support	Sep 30, 2010	0.48	Sep 30, 2010	[Not answered]	0.48	[Not answered]	[Not answered]	[Not answered]	0
FY 2010 Security Services - Update POA&M, Update SSP, Recertification	Sep 30, 2010	0.5	Sep 30, 2010	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2010 - Training	Sep 30,	0.05	Sep 30,	[Not answered]	0.05	[Not answered]	[Not answered]	[Not answered]	0

<table>
<tr><td colspan="8" align="center">4. Comparison of Initial Baseline and Current Approved Baseline:</td></tr>
</table>

Description of Milestone	Initial Baseline		Current Baseline		Current Baseline Variance		
	Planned Completion Date	**Total Cost ($M) Estimated**	**Completion Date Planned: Actual**		**Total Cost ($M) Planned: Actual**		**Percent Complete**
and Travel	2010		2010	answered]		answered] answered] answered]		
FY 2010 - Alternatives Analysis	Apr 30, 2010	0.45	Apr 30, 2010	[Not answered]	0.45	[Not answered] [Not answered] [Not answered]	0
FY 2010 Risk Management	Sep 30, 2010	0.5	Sep 30, 2010	[Not answered]	0.5	[Not answered] [Not answered] [Not answered]	0
FY 2010 SS for Benefit Administration	Sep 30, 2010	9.2	Sep 30, 2010	[Not answered]	9.2	[Not answered] [Not answered] [Not answered]	0
FY 2010 CMS SS	Sep 30, 2010	0.6	Sep 30, 2010	[Not answered]	0.6	[Not answered] [Not answered] [Not answered]	0
FY 2010 CRM SS	Sep 30, 2010	0.9	Sep 30, 2010	[Not answered]	0.9	[Not answered] [Not answered] [Not answered]	0
FY 2010 eALG SS	Sep 30, 2010	0.75	Sep 30, 2010	[Not answered]	0.75	[Not answered] [Not answered] [Not answered]	0
FY 2010 IPS Supplies & Materials	Sep 30, 2010	0.05	Sep 30, 2010	[Not answered]	0.05	[Not answered] [Not answered] [Not answered]	0
FY 2010 IPS Equipment	Sep 30, 2010	0.45	Sep 30, 2010	[Not answered]	0.45	[Not answered] [Not answered] [Not answered]	0
FY 2010 IPS SS	Sep 30, 2010	3.8	Sep 30, 2010	[Not answered]	3.8	[Not answered] [Not answered] [Not answered]	0
FY 2010 MyPBA SS	Sep 30, 2010	0.5	Sep 30, 2010	[Not answered]	0.5	[Not answered] [Not answered] [Not answered]	0
FY 2010 - PAMT Benefit Payment Branch (BPB) Application SS	Sep 30, 2010	0.7	Sep 30, 2010	[Not answered]	0.7	[Not answered] [Not answered] [Not answered]	0
FY 2010 - PAMT DataHub, Data fixes, eReports SS	Sep 30, 2010	0.25	Sep 30, 2010	[Not answered]	0.25	[Not answered] [Not answered] [Not answered]	0
FY 2010 - PAMT Service Oriented Architecture (AWA, RLSS) SS	Sep 30, 2010	0.5	Sep 30, 2010	[Not answered]	0.5	[Not answered] [Not answered] [Not answered]	0
FY 2010 Spectrum SS	Sep 30, 2010	0.7	Sep 30, 2010	[Not answered]	0.7	[Not answered] [Not answered] [Not answered]	0
FY 2011 Benefit Administration	Sep 30, 2011	18.84	Sep 30, 2011	[Not answered]	18.84	[Not answered] [Not answered] [Not answered]	0
FY 2011 DME for Benefit Administration	Sep 30, 2011	9.52	Sep 30, 2011	[Not answered]	9.52	[Not answered] [Not answered] [Not answered]	0
FY 2011 CMS	Sep 30,	1.2	Sep 30,	[Not answered]	1.2	[Not answered] [Not answered] [Not answered]	0

4. Comparison of Initial Baseline and Current Approved Baseline:

Description of Milestone	Initial Baseline		Current Baseline			Current Baseline Variance		Percent Complete
	Planned Completion Date	Total Cost ($M) Estimated	Completion Date Planned: Actual		Total Cost ($M) Planned: Actual		Schedule: Cost (# days: $M)	
Enhancements	2011		2011						
FY 2011 CRM Enhancements	Sep 30, 2011	0.9	Sep 30, 2011	[Not answered]	0.9	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 MyPBA Enhancements	Sep 30, 2011	1	Sep 30, 2011	[Not answered]	1	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 eALG Modernization Phase 1	Sep 30, 2011	0.75	Sep 30, 2011	[Not answered]	0.75	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 Spectrum DB compliance with EA - Phase 1	Sep 30, 2011	3.25	Sep 30, 2011	[Not answered]	3.25	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 QA Services	Sep 30, 2011	0.46	Sep 30, 2011	[Not answered]	0.46	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 Infrastructure Support	Sep 30, 2011	0.46	Sep 30, 2011	[Not answered]	0.46	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 Security Services - Update POA&M, Update SSP, Recertification	Sep 30, 2011	0.5	Sep 30, 2011	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 - Training and Travel	Sep 30, 2011	0.05	Sep 30, 2011	[Not answered]	0.05	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 Risk Management - Benefit Administration Contract - as per the acquisition plan	Sep 30, 2011	0.95	Sep 30, 2011	[Not answered]	0.95	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 SS for Benefit Administration	Sep 30, 2011	9.32	Sep 30, 2011	[Not answered]	9.32	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 CMS SS	Sep 30, 2011	0.8	Sep 30, 2011	[Not answered]	0.8	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 CRM SS	Sep 30, 2011	1	Sep 30, 2011	[Not answered]	1	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 eALG SS	Sep 30, 2011	0.75	Sep 30, 2011	[Not answered]	0.75	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 IPS Supplies & Materials	Sep 30, 2011	0.05	Sep 30, 2011	[Not answered]	0.05	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 IPS Equipment	Sep 30, 2011	0.46	Sep 30, 2011	[Not answered]	0.46	[Not answered]	[Not answered]	[Not answered]	0

4. Comparison of Initial Baseline and Current Approved Baseline:								
Description of Milestone	**Initial Baseline**		**Current Baseline**				**Current Baseline Variance**		**Percent Complete**
	Planned Completion Date	**Total Cost ($M) Estimated**	**Completion Date Planned: Actual**		**Total Cost ($M) Planned: Actual**		**Schedule: Cost (# days: $M)**		
FY 2011 IPS SS	Sep 30, 2011	3.81	Sep 30, 2011	[Not answered]	3.81	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 MyPBA SS	Sep 30, 2011	0.5	Sep 30, 2011	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 - PAMT Benefit Payment Branch (BPB) Application SS	Sep 30, 2011	0.5	Sep 30, 2011	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 - PAMT Data fixes, eReports SS	Sep 30, 2011	0.25	Sep 30, 2011	[Not answered]	0.25	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 - PAMT Service Oriented Architecture (AWA, RLSS) SS	Sep 30, 2011	0.5	Sep 30, 2011	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2011 Spectrum SS	Sep 30, 2011	0.7	Sep 30, 2011	[Not answered]	0.7	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 Benefit Administration	Sep 30, 2012	15.45	Sep 30, 2012	[Not answered]	15.45	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 DME for Benefit Administration	Sep 30, 2012	6.13	Sep 30, 2012	[Not answered]	6.13	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 CMS Enhancements	Sep 30, 2012	0.7	Sep 30, 2012	[Not answered]	0.7	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 CRM Enhancements	Sep 30, 2012	0.7	Sep 30, 2012	[Not answered]	0.7	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 MyPBA Enhancements	Sep 30, 2012	0.8	Sep 30, 2012	[Not answered]	0.8	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 eALG Modernization Phase 2	Sep 30, 2012	0.75	Sep 30, 2012	[Not answered]	0.75	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 Spectrum DB compliance with EA - Phase 2	Sep 30, 2012	1.5	Sep 30, 2012	[Not answered]	1.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 QA Services	Sep 30, 2012	0.34	Sep 30, 2012	[Not answered]	0.34	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 Infrastructure Support	Sep 30, 2012	0.34	Sep 30, 2012	[Not answered]	0.34	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 Security Services - Update POA&M, Update SSP, Recertification	Sep 30, 2012	0.5	Sep 30, 2012	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0

	4. Comparison of Initial Baseline and Current Approved Baseline:							
Description of Milestone	**Initial Baseline**		**Current Baseline**				**Current Baseline Variance**	
	Planned Completion Date	**Total Cost ($M) Estimated**	**Completion Date Planned: Actual**		**Total Cost ($M) Planned: Actual**		**Schedule: Cost (# days: $M)**		**Percent Complete**

Description of Milestone	**Planned Completion Date**	**Total Cost ($M) Estimated**	**Completion Date Planned**	**Actual**	**Total Cost ($M) Planned**	**Actual**	**Schedule: # days**	**Cost: $M**	**Percent Complete**
FY 2012 - Training and Travel	Sep 30, 2012	0.05	Sep 30, 2012	[Not answered]	0.05	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 Risk Management	Sep 30, 2012	0.45	Sep 30, 2012	[Not answered]	0.45	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 SS for Benefit Administration	Sep 30, 2012	9.32	Sep 30, 2012	[Not answered]	9.32	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 CMS SS	Sep 30, 2012	0.8	Sep 30, 2012	[Not answered]	0.8	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 CRM SS	Sep 30, 2012	1	Sep 30, 2012	[Not answered]	1	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 eALG SS	Sep 30, 2012	0.75	Sep 30, 2012	[Not answered]	0.75	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 IPS Supplies & Materials	Sep 30, 2012	0.05	Sep 30, 2012	[Not answered]	0.05	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 IPS Equipment	Sep 30, 2012	0.46	Sep 30, 2012	[Not answered]	0.46	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 IPS SS	Sep 30, 2012	3.81	Sep 30, 2012	[Not answered]	3.81	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 MyPBA SS	Sep 30, 2012	0.5	Sep 30, 2012	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 - PAMT Benefit Payment Branch (BPB) Integrator Application SS	Sep 30, 2012	0.5	Sep 30, 2012	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 - Data fixes, eReports SS	Sep 30, 2012	0.25	Sep 30, 2012	[Not answered]	0.25	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 - PAMT Service Oriented Architecture (AWA, RLSS) SS	Sep 30, 2012	0.5	Sep 30, 2012	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2012 Spectrum SS	Sep 30, 2012	0.7	Sep 30, 2012	[Not answered]	0.7	[Not answered]	[Not answered]	[Not answered]	0
FY 2013 Benefit Administration	Sep 30, 2013	14.67	Sep 30, 2013	[Not answered]	14.67	[Not answered]	[Not answered]	[Not answered]	0
FY 2013 DME for Benefit Administration	Sep 30, 2013	5.95	Sep 30, 2013	[Not answered]	5.95	[Not answered]	[Not answered]	[Not answered]	0
FY 2013 CMS Enhancements	Sep 30, 2013	0.7	Sep 30, 2013	[Not answered]	0.7	[Not answered]	[Not answered]	[Not answered]	0
FY 2013 CRM	Sep 30,	1.3	Sep 30,	[Not answered]	1.3	[Not answered]	[Not answered]	[Not answered]	0

4. Comparison of Initial Baseline and Current Approved Baseline:								
Description of Milestone	**Initial Baseline**		**Current Baseline**				**Current Baseline Variance**	
	Planned Completion Date	**Total Cost ($M) Estimated**	**Completion Date Planned: Actual**		**Total Cost ($M) Planned: Actual**		**Schedule: Cost (# days: $M)**	**Percent Complete**
Enhancements - Modernize CRM DB	2013		2013					
FY 2013 MyPBA Enhancements	Sep 30, 2013	0.8	Sep 30, 2013	[Not answered]	0.8	[Not answered]	[Not answered] [Not answered]	0
FY 2013 Spectrum Enhancements	Sep 30, 2013	1.55	Sep 30, 2013	[Not answered]	1.55	[Not answered]	[Not answered] [Not answered]	0
FY 2013 QA Services	Sep 30, 2013	0.3	Sep 30, 2013	[Not answered]	0.3	[Not answered]	[Not answered] [Not answered]	0
FY 2013 Infrastructure Support	Sep 30, 2013	0.3	Sep 30, 2013	[Not answered]	0.3	[Not answered]	[Not answered] [Not answered]	0
FY 2013 Security Services - Update POA&M, Update SSP, Recertification	Sep 30, 2013	0.5	Sep 30, 2013	[Not answered]	0.5	[Not answered]	[Not answered] [Not answered]	0
FY 2013 - Training and Travel	Sep 30, 2013	0.05	Sep 30, 2013	[Not answered]	0.05	[Not answered]	[Not answered] [Not answered]	0
FY 2013 Risk Management	Sep 30, 2013	0.45	Sep 30, 2013	[Not answered]	0.45	[Not answered]	[Not answered] [Not answered]	0
FY 2013 SS for Benefit Administration	Sep 30, 2013	8.72	Sep 30, 2013	[Not answered]	8.72	[Not answered]	[Not answered] [Not answered]	0
FY 2013 CMS SS	Sep 30, 2013	0.6	Sep 30, 2013	[Not answered]	0.6	[Not answered]	[Not answered] [Not answered]	0
FY 2013 CRM SS	Sep 30, 2013	1	Sep 30, 2013	[Not answered]	1	[Not answered]	[Not answered] [Not answered]	0
FY 2013 eALG SS	Sep 30, 2013	0.75	Sep 30, 2013	[Not answered]	0.75	[Not answered]	[Not answered] [Not answered]	0
FY 2013 IPS Supplies & Materials	Sep 30, 2013	0.05	Sep 30, 2013	[Not answered]	0.05	[Not answered]	[Not answered] [Not answered]	0
FY 2013 IPS Equipment	Sep 30, 2013	0.46	Sep 30, 2013	[Not answered]	0.46	[Not answered]	[Not answered] [Not answered]	0
FY 2013 IPS SS	Sep 30, 2013	3.81	Sep 30, 2013	[Not answered]	3.81	[Not answered]	[Not answered] [Not answered]	0
FY 2013 MyPBA SS	Sep 30, 2013	0.5	Sep 30, 2013	[Not answered]	0.5	[Not answered]	[Not answered] [Not answered]	0
FY 2013 - PAMT eReports SS	Sep 30, 2013	0.15	Sep 30, 2013	[Not answered]	0.15	[Not answered]	[Not answered] [Not answered]	0
FY 2013 - PAMT Service Oriented Architecture (AWA,	Sep 30, 2013	0.5	Sep 30, 2013	[Not answered]	0.5	[Not answered]	[Not answered] [Not answered]	0

4. Comparison of Initial Baseline and Current Approved Baseline:								
Description of Milestone	**Initial Baseline**		**Current Baseline**			**Current Baseline Variance**		
	Planned Completion Date	**Total Cost ($M) Estimated**	**Completion Date Planned: Actual**		**Total Cost ($M) Planned: Actual**		**Schedule: Cost (# days: $M)**	**Percent Complete**
RLSS) SS								
FY 2013 Spectrum SS	Sep 30, 2013	0.9	Sep 30, 2013	[Not answered]	0.9	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 Benefit Administration	Sep 30, 2014	11.68	Sep 30, 2014	[Not answered]	11.68	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 DME for Benefit Administration	Sep 30, 2014	3.8	Sep 30, 2014	[Not answered]	3.8	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 CMS Enhancements	Sep 30, 2014	0.05	Sep 30, 2014	[Not answered]	0.05	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 CRM Enhancements - Modernize CRM DB	Sep 30, 2014	0.5	Sep 30, 2014	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 MyPBA Enhancements	Sep 30, 2014	0.7	Sep 30, 2014	[Not answered]	0.7	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 Spectrum Enhancements	Sep 30, 2014	0.7	Sep 30, 2014	[Not answered]	0.7	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 QA Services	Sep 30, 2014	0.2	Sep 30, 2014	[Not answered]	0.2	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 Infrastructure Support	Sep 30, 2014	0.2	Sep 30, 2014	[Not answered]	0.2	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 Security Services - Update POA&M, Update SSP, Recertification	Sep 30, 2014	0.5	Sep 30, 2014	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 - Training and Travel	Sep 30, 2014	0.05	Sep 30, 2014	[Not answered]	0.05	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 Risk Management	Sep 30, 2014	0.45	Sep 30, 2014	[Not answered]	0.45	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 SS for Benefit Administration	Sep 30, 2014	7.88	Sep 30, 2014	[Not answered]	7.88	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 CMS SS	Sep 30, 2014	0.5	Sep 30, 2014	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 CRM SS	Sep 30, 2014	0.8	Sep 30, 2014	[Not answered]	0.8	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 eALG SS	Sep 30, 2014	0.5	Sep 30, 2014	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 IPS Supplies & Materials	Sep 30, 2014	0.05	Sep 30, 2014	[Not answered]	0.05	[Not answered]	[Not answered]	[Not answered]	0

4. Comparison of Initial Baseline and Current Approved Baseline:								
Description of Milestone	**Initial Baseline**		**Current Baseline**				**Current Baseline Variance**	
	Planned Completion Date	**Total Cost ($M) Estimated**	**Completion Date Planned: Actual**		**Total Cost ($M) Planned: Actual**		**Schedule: Cost (# days: $M)**		**Percent Complete**
FY 2014 IPS Equipment	Sep 30, 2014	0.46	Sep 30, 2014	[Not answered]	0.46	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 IPS SS	Sep 30, 2014	3.81	Sep 30, 2014	[Not answered]	3.81	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 MyPBA SS	Sep 30, 2014	0.5	Sep 30, 2014	[Not answered]	0.5	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 - PAMT eReports SS	Sep 30, 2014	0.16	Sep 30, 2014	[Not answered]	0.16	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 - PAMT Service Oriented Architecture (AWA, RLSS) SS	Sep 30, 2014	0.4	Sep 30, 2014	[Not answered]	0.4	[Not answered]	[Not answered]	[Not answered]	0
FY 2014 Spectrum SS	Sep 30, 2014	0.7	Sep 30, 2014	[Not answered]	0.7	[Not answered]	[Not answered]	[Not answered]	0