

PART I - A

PART I: SUMMARY INFORMATION AND JUSTIFICATION

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

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

Section A: Overview (All Capital Assets)

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

Mar 31, 2009

I.A.2) Agency

029 - Department of Veterans Affairs

I.A.3) Bureau

00 - Agency Wide Initiatives

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

One VA Contact Management-2010

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

029-00-03-00-01-1026-00

I.A.6) What kind of investment will this be in FY2010? (Please NOTE: Investments moving to O&M in FY2010, with Planning/Acquisition activities prior to FY2010 should not select O&M. These investments should indicate their current status.)

Full-Acquisition

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

FY2003

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

The Department of Veterans Affairs (VA) Contact Management (CM) Program aligns with VA's strategic goal to ensure a smooth transition for veterans from active military service to civilian life; and VA's enabling goal to deliver world class service to veterans and their families through effective communication and management of people, technology, and business processes. The CM Program is designed to improve customer service when veterans and their beneficiaries contact VA. CM will present the veteran with a "single face" to VA by seamlessly standardizing contact procedures, policies and responses across all VA lines of business. The CM self-service portal will allow the veterans to apply and check on their benefit status via the internet. This will improve service, accuracy, completeness and promptness of responses to the veteran. CM will also establish one toll-free number for individuals to contact VA via the phone for answers to their questions pertaining to all lines of business. CM will be a part of a One-VA information technology (IT) framework implementation that enables the consolidation of IT solutions and the creation of cross-cutting common services to support the integration of information across business lines which will provide secure, consistent, reliable and accurate information to all interested parties.

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

Yes

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

Mar 28, 2008

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

Yes

I.A.11) Contact information of Program/Project Manager?

	Project Managers Names (SHORT ANSWER)	PM Phone	E-mail (SHORT ANSWER)
Primary in-house	Denise Kitts	202-245-4035	denise.kitts@va.gov

I.A.11.a) What is the current FAC-P/PM (for civilian agencies) or DAWIA (for defense agencies) certification level of the program/project manager?

DAWIA-Level-3

I.A.11.b) When was the Program/Project Manager Assigned?

Sep 14, 2008

I.A.11.c) What date did the Program/Project Manager receive the FACP/PM certification? If the certification has not been issued, what is the anticipated date for certification?

Jun 22, 2008

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

Yes

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

Yes

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

No

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

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

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

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

Yes

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

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

		- "Right Sized" Overseas Presence
Yes	Coordination of VA and DoD Programs and Systems	- Coordination of VA & DoD Programs and Systems

I.A. 13.b) Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?)(MEDIUM ANSWER)

CM supports Human Capital via a Knowledge Management source involving the people, processes and technology needed to retain knowledge across VA lines of business; Expanded E-Gov via an interoperable information source connecting people, processes and data to present a single VA face to our customers; Coordination of VA and DoD Programs and Systems by utilizing the DoD/VA veteran identifier from the OneVA Registration and Eligibility program to have an integrated source for veteran information.

I.A. 14) Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.)

No

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

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

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

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

Yes

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

Level 2

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

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

I.A. 18) Is this investment or any project(s) within this investment identified as "high risk" on the Q4-FY 2008 agency high risk report (per OMB Memorandum M-05-23)

Yes

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

No

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

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

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

I.A.19.b) If "yes," please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A-11 section 52 (LONG ANSWER)

I.A.20) What is the percentage breakout for the total FY2010 funding request for the following? (This should total 100%)

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

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

Yes

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

Contact Name: (SHORT ANSWER)	Dennis Stewart
Phone Number:	202-461-7456
Title: (SHORT ANSWER)	IT Specialist
E-mail: (SHORT ANSWER)	dennis.stewart2@va.gov

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

Yes

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

No

PART I - B

PART I: SUMMARY INFORMATION AND JUSTIFICATION

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

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

Section B: Summary of Funding (All Capital Assets)

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

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

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

Category of Funds	PY-1 and Earlier	PY 2008	CY 2009	BY 2010
-------------------	------------------	---------	---------	---------

Planning Total	1.000	0.000	0.000	0.000
Acquisition Total	5.056	0.000	7.349	15.759
Operations & Maintenance Total	0.000	0.000	0.000	0.000
Total, All Stages (Non-FTE)	6.056	0.000	7.349	15.759
Government FTE Costs	0.246	0.110	0.000	0.127
Govt. FTE Numbers	2	1	0	1
Total (FTE and Non-FTE)	6.302	0.110	7.349	15.886

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

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

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

No

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

I.B.3) If the summary of spending has changed from the FY2009 President's budget request, briefly explain those changes. (LONG ANSWER)

FTE cost has been updated to reflect the current cost plus benefit factor.

PART I - C

PART I: SUMMARY INFORMATION AND JUSTIFICATION

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

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

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

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

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

Yes

I.C.2.a) Explain why not or how this is being done? (MEDIUM ANSWER)

VA mandates the Program Manager contact the Contracting Officer (prior to solicitation or award) to ensure conformance as required by Section 508 of the Rehabilitation Act of 1973.

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

Yes

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

Sep 30, 2007

I.C.3.a.1) Is it Current?

Yes

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

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

PART I - D

PART I: SUMMARY INFORMATION AND JUSTIFICATION

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

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

Section D: Performance Information (All Capital Assets)

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

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

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvements to the Baseline	Actual Results
2010	Quality of Life	Customer Results	Response Time	Time for Veteran Service Rep (VSR) to provide a response	may take a few days	response provided within minutes	Expected at Implementation
2010	Quality of Life	Processes and Activities	Knowledge Management	Number of sources VSR references to provide query answer	3 systems, books and other VSRs	1 knowledge management source	Expected at Implementation
2010	Quality of Life	Mission and Business Results	Workforce Planning	Maintain VSR staff allocation while serving increasing veteran population	as-is environment	maintain current staffing level	Expected at Implementation
2010	Quality of Life	Processes and Activities	Efficiency	Provide streamlined access to veteran information	20 toll free numbers	1 toll free number	Expected at Implementation
2010	Ensure Smooth Transition	Technology	IT Contribution to Process, Customer, or Mission	Simplify access to veteran information	several VA web portals currently exist	1 web portal	Expected at Implementation

2010	Ensure Smooth Transition	Technology	IT Contribution to Process, Customer, or Mission	Simplify access to veteran information	several access point to various VA benefit systems	single access point to all VA benefit systems	Expected at Implementation
2010	Ensure Smooth Transition	Technology	Reliability	Web portal availability	minimum of 95% uptime	95% or greater availability	Expected at Implementation
2010	Quality of Life	Processes and Activities	Productivity	Improve telephone access to VSR	60% success rate	90% or greater success rate	Expected at Implementation
2010	Quality of Life	Customer Results	Customer Complaints	Reduce number of complaints due to providing inaccurate information	as-is environment	70% or greater reduction	Expected at Implementation

PART I - F

PART I: SUMMARY INFORMATION AND JUSTIFICATION

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

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

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

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

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

Yes

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

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

Yes

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

Contact Management (EA-45)

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

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

Yes

I.F.3a) If "yes," provide the six digit code corresponding to the agency segment architecture. The segment architecture codes are maintained by the agency Chief Architect.

800-000

Segment Architecture Mapping Reference Table:

BUSINESS SEGMENT NAME	SEGMENT ARCHITECTURE CODE
1) Health Business Segment	100-000
2) Benefits Business Segment	200-000
3) Memorial, Burials & HQ Segment	300-000
4) Material Management Segment	400-000
5) Financial Segment	500-000
6) Human Resources Segment	600-000
7) Security Management Segment	700-000
8) Information Management Segment	800-000
9) Education & Training Segment	900-000

I.F.3) FEA SERVICE REFERENCE MODEL:

I.F.3) Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.whitehouse.gov/omb/egov/>.

SERVICE COMPONENT TABLE:

	Agency Component Name(SHORT ANSWER)	Agency Component Description (MEDIUM ANSWER)	FEA SRM Service Type	FEA SRM Component (a*)	FEA Service Component Reused : Component Name (b*)	FEA Service Component Reused : UPI (b*)	Internal or External Reuse? (c*)	BY Funding Percentage (d*)
1	Customer Assistance Request	Customer Services	Customer Initiated Assistance	Assistance Request			No Reuse	
2	Call Center Management	Customer Services	Customer Relationship Management	Call Center Management			No Reuse	

3	Online Help	Customer Services	Customer Initiated Assistance	Online Help			No Reuse	
4	Online Tutorials	Customer Services	Customer Initiated Assistance	Online Tutorials			No Reuse	
5	Self-Service	Customer Services	Customer Initiated Assistance	Self-Service	Identification and Authentication		Internal	
6	Customer Reference	Customer Services	Customer Preferences	Personalization			No Reuse	
7	Customer Reference	Customer Services	Customer Relationship Management	Contact and Profile Management	Identification and Authentication		Internal	
8	Customer Query	Customer Services	Search	Query			No Reuse	
9	Customer Reference	Customer Services	Customer Preferences	Alerts and Notifications			No Reuse	
10	Contact Management	Customer Services	Customer Relationship Management	Customer / Account Management	Identification and Authentication		Internal	
11	Contact Management	Customer Services	Customer Relationship Management	Customer Feedback			No Reuse	
12	Information Retrieval	Customer Services	Knowledge Management	Information Retrieval			No Reuse	
13	Information Sharing	Customer Services	Knowledge Management	Information Sharing			No Reuse	
14	Ad Hoc	Ad Hoc Reporting	Reporting	Ad Hoc			No Reuse	
15	Standardized/Canned	Standard Reporting	Reporting	Standardized / Canned			No Reuse	
16	Risk Management	System Security	Management of Processes	Risk Management			No Reuse	
17	Configuration Management	System Security	Management of Processes	Configuration Management			No Reuse	
18	System Resource Monitoring	Measure System Usage	Systems Management	System Resource Monitoring			No Reuse	
19	Certification & Accreditation	System Security	Security Management	Certification and Accreditation			No Reuse	
20	Identification & Authentication	System User Validation	Security Management	Identification and Authentication	Identification and Authentication		Internal	
21								
22								
23								
24								
25								
26								

27								
28								
29								
30								
31								
32								
33								
34								
35								
36								
37								
38								
39								
40								
41								
42								
43								
44								
45								
46								
47								
48								
49								
50								

NOTE:

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

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

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

(d) - Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the funding level transferred to another agency to pay for the service.*

I.F.4) FEA TECHNICAL REFERENCE MODEL:

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

TECHNICAL REFERENCE MODEL TABLE:

	FEA SRM Component (a*)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard
1	Assistance Request	Service Access and Delivery	Access Channels	Web Browser
2	Alerts and Notifications	Service Access and Delivery	Access Channels	Collaboration / Communications
3	Online Help	Service Access and Delivery	Access Channels	Other Electronic Channels
4	Personalization	Service Access and Delivery	Access Channels	Web Browser
5	Contact and Profile Management	Service Access and Delivery	Access Channels	Web Browser
6	Record Linking / Association	Component Framework	Data Management	Database Connectivity
7	Data Integration	Service Interface and Integration	Interface	Service Description / Interface
8	Customer / Account Management	Service Access and Delivery	Access Channels	Web Browser
9	Call Center Management	Service Access and Delivery	Access Channels	Other Electronic Channels
10	Self-Service	Service Access and Delivery	Delivery Channels	Internet
11	Configuration Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
12	Ad Hoc	Component Framework	Data Management	Reporting and Analysis
13	Standardized / Canned	Component Framework	Data Management	Reporting and Analysis
14	Certification and Accreditation	Component Framework	Security	Supporting Security Services
15	Identification and Authentication	Component Framework	Security	Supporting Security Services
16	Risk Management	Component Framework	Security	Supporting Security Services
17	Information Retrieval	Component Framework	Data Management	Database Connectivity
18	Query	Component Framework	Data Management	Reporting and Analysis
19	Information Sharing	Service Interface and Integration	Integration	Enterprise Application Integration
20	Data Exchange	Service Interface and Integration	Integration	Enterprise Application Integration
21	Software Development	Service Platform and Infrastructure	Software Engineering	Integrated Development Environment
22	Configuration Management	Component Framework	Security	Supporting Security Services
23	Benefit Management	Service Interface and Integration	Interface	Service Description / Interface
24	Outbound Correspondence Management	Service Access and Delivery	Access Channels	Collaboration / Communications
25	Inbound Correspondence Management	Service Access and Delivery	Access Channels	Collaboration / Communications
26	Document Referencing	Service Interface and Integration	Integration	Enterprise Application Integration
27	Reservations / Registration	Service Interface and Integration	Integration	Enterprise Application Integration

28	Change Management	Service Interface and Integration	Integration	Enterprise Application Integration
29	Requirements Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
30	Governance / Policy Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
31	Program / Project Management	Service Platform and Infrastructure	Software Engineering	Software Configuration Management
32	Access Control	Service Access and Delivery	Access Channels	Web Browser
33	Identification and Authentication	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on
34	Enterprise Application Integration	Service Access and Delivery	Service Requirements	Hosting
35	Network Management	Service Access and Delivery	Delivery Channels	Internet
36	Enterprise Application Integration	Service Platform and Infrastructure	Delivery Servers	Application Servers
37	Enterprise Application Integration	Service Platform and Infrastructure	Database / Storage	Database
38	Enterprise Application Integration	Service Access and Delivery	Service Transport	Service Transport
39	Case Management	Service Access and Delivery	Access Channels	Web Browser
40	Strategic Planning and Mgmt	Component Framework	Data Management	Reporting and Analysis
41	Classification	Service Interface and Integration	Interoperability	Data Format / Classification
42	Information Sharing	Service Access and Delivery	Access Channels	Web Browser
43	Reservations / Registration	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on
44	Identification and Authentication	Service Access and Delivery	Service Transport	Supporting Network Services
45	Data Integration	Service Interface and Integration	Interoperability	Data Transformation
46	Enterprise Application Integration	Service Interface and Integration	Integration	Middleware
47	Access Control	Component Framework	Security	Supporting Security Services
48	Self-Service	Service Platform and Infrastructure	Delivery Servers	Portal Servers
49	Self-Service	Component Framework	User Presentation / Interface	Content Rendering
50	Self-Service	Component Framework	User Presentation / Interface	Static Display

NOTE:

(a*) - Service Components identified in the previous question(I.F.3) should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications

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

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

No

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

PART II - B

PART II: PLANNING, ACQUISITION AND PERFORMANCE INFORMATION

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

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

Section B - RISK MANAGEMENT (All Capital Assets)

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

Yes

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

Mar 28, 2007

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

No

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

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

II.B.2.a) If "yes," what is the planned completion date?

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

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

CM performs risk assessments at key milestone reviews throughout the system development life cycle. To date, a risk assessment was performed during the initial planning stage. Core to the success of this project is a web portal that is secure and functions reliably. In addition to the cost estimates, schedule and scope risks, quality risks were identified. Quality controls have been identified and incorporated as part of the project plan, integrating risk mitigation into the schedule. Current status information, including earned value management, is used to monitor and control cost as well as risks throughout the life cycle. Costs are also controlled by using performance based fixed price contracts.

PART II - C

Part II: Planning, Acquisition And Performance Information

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

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

C) Cost and Schedule Performance:

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

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

Yes

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

