

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>I.A.1) Date of Submission (mm/dd/yyyy)</i>
Oct 17, 2008
<i>I.A.2) Agency</i>
029 - Department of Veterans Affairs
<i>I.A.3) Bureau</i>
00 - Agency Wide Initiatives
<i>I.A.4) Name of this Investment:(SHORT ANSWER)</i>
VistA Legacy-2010
<i>I.A.5) Unique Project(Investment) Identifier: Update the UPI using the Exhibit 53 tab.</i>
029-00-01-11-01-1180-00
<i>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.)</i>
Operations and Maintenance
<i>I.A.7) What was the first budget year this investment was submitted to OMB?</i>
FY2001 or earlier
<i>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)</i>
<p>The Veterans Health Information Systems and Technology Architecture (VistA) Legacy investment funds the operations and maintenance of a veteran facing Information Technology (IT) medical care program; an agency-wide initiative that seamlessly integrates legacy applications and databases associated with clinical operations. This investment directly impacts delivery of medical care services to veterans and supports VA's Medical Care program identified in the Department's Strategic Plan and Performance and Accountability Report. VistA Legacy supports Strategic Objectives 3.1 by "supporting the clinical scheduling, processing, storage and retrieval of electronic records. These records support the 700,000 patients with inpatient services and over 45 million outpatient visits. It closes in part the VA's performance gap to improve access to health care through the use of advanced technologies for diagnosis, testing, data exchange and scheduling by using information technology to provide medical information electronically to clinicians in real-time. This investment supports the President's Management Agenda initiative "Expanded E-Government" by better use and management of information technology resources that disseminate and share information more efficiently, automating processes and reducing overall costs to deliver services to veterans.</p> <p>The VistA-Legacy system supports IT services across the VA organization with a network of 21 Veterans Integrated Service Networks (VISNs) that manage 155 medical centers, over 881 community based outpatient clinics, 46 residential rehabilitation treatment programs, 135 nursing homes, 207 readjustment counseling centers, 57 veteran benefits regional offices, and 125 national cemeteries. VistA-Legacy provides critical data that supports the delivery of healthcare to veterans and their dependants. Using the computer, the VA health care provider can access VistA-Legacy applications and meet a wide range of health care data needs. The VistA-Legacy system operates in medical centers, ambulatory and community-based clinics, nursing homes and domiciliaries. The VistA-Legacy system is in the operations and maintenance phase of the capital investment lifecycle.</p>
<i>I.A.9) Did the Agency's Executive/Investment Committee approve this request?</i>
Yes
<i>I.A.9.a) If "yes," what was the date of this approval?</i>
Sep 22, 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	Horace Blackman	202-461-9645	horace.blackman@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-2

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

Mar 31, 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?

Dec 31, 2008

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

No

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
		- Coordination of VA & DoD Programs and Systems

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

Expanded E-government: The automation of clinical and administrative records & the Pharmacy Consolidated Mail - Out Pharmacy system. Strategic Management of Human Capital: Applications within the VistA (Legacy) system have automated tasks that reduced the man-hours for these functions & reduced the number of workers.

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.)

Yes

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

No

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?

Adequate

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

Yes

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

Level 3

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 FFMIA (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?

NA

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

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Section B: Summary of Funding (All Capital Assets)

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

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

Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated "Government FTE Cost," and should be EXCLUDED from the amounts shown for "Planning," "Full Acquisition," and "Operation/Maintenance." The total estimated annual cost of the investment is the sum of

costs for "Planning," "Full Acquisition," and "Operation/Maintenance." For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

Category of Funds	PY-1 and Earlier	PY 2008	CY 2009	BY 2010
Planning Total	0.000	0.000	0.000	0.000
Acquisition Total	0.000	0.000	0.000	0.000
Operations & Maintenance Total	962.609	99.743	112.596	115.950
Total, All Stages (Non-FTE)	962.609	99.743	112.596	115.950
Government FTE Costs	1,468.514	257.187	0.000	0.000
Govt. FTE Numbers	14,292	2,500	0	0
Total (FTE and Non-FTE)	2,431.123	356.930	112.596	115.950

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)

The Information Technology Leadership Board approved a modification to this investment's baseline to reflect changes due to the realignment of information technology investments under the Office of Information and Technology. The summary of spending and proposed baseline have been updated to reflect new cost projections for operations and maintenance activities to support Vista Imaging. In addition, the Government costs for FTE, and number of Government FTE have changed due to the reassignment of FTE to the investment.

If the initiative is not fully funded, all other applications and support operated by the system will be compromised. These include clinical scheduling, process, storage, and retrieval of electronic records and operations of client-server systems. VistA legacy is critical to supporting applications that directly impact the medical treatment provided to over 5 million patients.

PART I - C

PART I: SUMMARY INFORMATION AND JUSTIFICATION

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

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

VA Directive 6061 requires the use of post implementation reviews and operational analysis on operations and maintenance efforts for sustainment (system operation/steady state) investments or the sustainment portion of mixed life cycle projects to promote more effective management oversight. VA will use an Operational Analysis to formally assess how well an investment is meeting program objectives, customer needs, and is performing within baseline performance goals. The VA operational analysis will involve the collection of information concerning an investment's performance and the comparison of this performance with an established baseline.

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)

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

No

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

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

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

No

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

Department of Veterans Affairs 48 Code of Federal Regulation (CFR) Chapter 8 Clause 873.105(d) states that in lieu of the requirements of FAR Part 7 addressing documentation of the acquisition plan, the contracting officer may conduct an acquisition strategy meeting with cognizant offices to seek approval for the proposed acquisition approach. If a meeting is conducted, briefing materials shall be presented to address the acquisition plan topics and structure in FAR 7.105.

PART I - D

PART I: SUMMARY INFORMATION AND JUSTIFICATION

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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
2008	Public Health & Socioeconomic Wellbeing	Mission and Business Results	Information Management	Information and Technology Management: systems maintenance, corrective maintenance	Less than 4 months per application for corrective maintenance	Maintain a corrective maintenance average response time of less than 4 months per application	Results available in 09

2008	Public Health & Socioeconomic Wellbeing	Customer Results	Customer Impact or Burden	System availability: (System uptime) the time IT assets are available	99.9% uptime	Maintain a 99.9% uptime	Results available in 09
2008	Public Health & Socioeconomic Wellbeing	Processes and Activities	Complaints	Customer complaints	5 complaints per 1000 customer service calls	Maintain 5 or less complaints per 1000 calls	Results available in 09
2009	Public Health & Socioeconomic Wellbeing	Mission and Business Results	Information Management	Information and Technology Management: systems maintenance, corrective maintenance	Less than 4 months per application for corrective maintenance	Maintain a corrective maintenance average response time of less than 4 months per application	Results available in 10
2009	Public Health & Socioeconomic Wellbeing	Customer Results	Customer Impact or Burden	System availability: (System uptime) the time IT assets are available	99.9% uptime	Maintain a 99.9% system uptime	Results available in 10
2009	Public Health & Socioeconomic Wellbeing	Processes and Activities	Complaints	Customer complaints	5 complaints per 1000 customer service calls	Maintain 5 or less complaints per 1000 calls	Results available in 10
2010	Public Health & Socioeconomic Wellbeing	Mission and Business Results	Information Management	Information and Technology Management: systems maintenance, corrective maintenance	Less than 4 months per application for corrective maintenance	Maintain a corrective maintenance average response time of less than 4 months per application	Results available in 11
2010	Public Health & Socioeconomic Wellbeing	Customer Results	Customer Impact or Burden	System availability: (System uptime) the time IT assets are available	99.9% uptime	Maintain a 99.9% system uptime	Results available in 11
2010	Public Health & Socioeconomic Wellbeing	Processes and Activities	Complaints	Customer complaints	5 complaints per 1000 customer service calls	Maintain 5 or less complaints/1000 calls	Results available in 11
2010	Public Health & Socioeconomic Wellbeing	Technology	Overall Costs	Operation and maintenance cost: cost of technology refresh	\$50 million	Cost of technology refresh will be straight-lined over next 2 years	Results available in 11
2008	Public Health & Socioeconomic Wellbeing	Technology	Overall Costs	Operation and maintenance cost: cost of technology refresh	\$50 million	Cost of technology refresh will be straight-lined over next 2 years	Results available in 09
2009	Public Health & Socioeconomic Wellbeing	Technology	Overall Costs	Operation and maintenance cost: cost of technology refresh	\$50 million	Cost of technology refresh will be straight-lined over next 2 years	Results available in 10

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.

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

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

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

Yes

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

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

Yes

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

Vista Legacy-2010

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.

100-000

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

11	Standard Terminology Service (STS)	Standards & Terminology Services oversees implementation and consistency of clinical terminology standards to enable the clinical unity and computability of the EHR.	Knowledge Management	Information Mapping / Taxonomy	Standardized / Canned		Internal	
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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	Customer / Account Management	Service Access and Delivery	Access Channels	Web Browser
2	Alerts and Notifications	Service Access and Delivery	Access Channels	Wireless / PDA
3	Customer / Account Management	Service Access and Delivery	Delivery Channels	Internet
4	System Resource Monitoring	Service Access and Delivery	Service Transport	Service Transport
5	System Resource Monitoring	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers
6	System Resource Monitoring	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals
7	Inbound Correspondence Management	Service Platform and Infrastructure	Hardware / Infrastructure	Wide Area Network (WAN)

8	Inbound Correspondence Management	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards
9	Ad Hoc	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers
10	Data Mining	Service Platform and Infrastructure	Database / Storage	Database
11	Data Exchange	Service Platform and Infrastructure	Database / Storage	Storage
12	Billing and Accounting	Component Framework	Data Management	Database Connectivity
13	Configuration Management	Service Interface and Integration	Integration	Middleware
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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 III - A

Part III: For "Operation and Maintenance" investments ONLY (Steady State)

Part III should be completed only for investments identified as "Operation and Maintenance" (Steady State) in response to Question 6 in Part I, Section A above.

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Section A - RISK MANAGEMENT (All Capital Assets)

In order to successfully address this issue on the business case and capital asset plan, you must have performed a risk assessment at the initial concept, included mandatory risk elements defined below and demonstrate active management of the risk throughout the life-cycle of the investment.

For all investments, both IT and non-IT, you must discuss each of the following risks and present your plans to eliminate, mitigate, or manage risk, with milestones and completion dates. If there is no risk to the investment achieving its goals from a risk category, indicate so. If there are other risks identified, include them. Risk assessments should include risk information from all stakeholders and should be performed at the initial concept stage and then monitored and controlled throughout the life-cycle of the investment. Risk assessments for all investments must include: 1) schedule ; 2) initial costs; 3) life-cycle costs; 4) technical obsolescence; 5) feasibility; 6) reliability of systems; 7) dependencies and interoperability between this investment and others; 8) surety (asset protection) considerations; 9) risk of creating a monopoly for future procurements; 10) capability of agency to manage the investment; and 11) overall risk of investment failure.

In addition, for IT investments, risk must be discussed in the following categories 12) organizational and change management; 13) business; 14) data/info; 15) technology; 16) strategic; 17) security; 18) privacy; and 19) project resources. For security risks, identify under the Description column the level of risk as high, medium, or basic. What aspect of security determines the level of risk, i.e., the need for confidentiality of information, availability of information or the system, reliability of the information or system? Under the Current Status column, list the milestones remaining to mitigate the risk.

Moreover, for each risk category with a probability of occurrence of at least medium and impact of at least medium, please indicate whether or not the costs to mitigate the risk have been incorporated into your lifecycle cost estimates in the summary of spending stages section of this Exhibit 300. If not, please also indicate why in your response.

III.A.1) Does the investment have a Risk Management Plan?
No
III.A.1.a) If "yes," what is the date of the plan?
III.A.1.b) Has the Risk Management Plan been significantly changed since last year's submission to OMB?
III.A.1.c) If "yes," describe any significant changes: (LONG ANSWER)
III.A.2) If there currently is no plan, will a plan be developed?
Yes
III.A.2.a) If "yes," what is the planned completion date?
Sep 30, 2009
III.A.2.b) If "no," what is the strategy for managing the risks? (LONG ANSWER)

PART III - B

Part III: For "Operation and Maintenance" investments ONLY (Steady State)
<i>Part III should be completed only for investments identified as "Operation and Maintenance" (Steady State) in response to Question 6 in Part I, Section A above.</i>
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III.B) Cost and Schedule Performance:		
III.B.1) Was operational analysis conducted?		
Yes		
III.B.1.a) If "yes," provide the date the analysis was completed.		
Mar 31, 2008		
III.B.2) Complete the following table to compare actual performance against the current performance baseline and to the initial performance baseline. In the Current Baseline section, for all milestones listed, you should provide both the baseline and actual completion dates (e.g., "03/23/2003"/ "04/28/2004").		
Description of Milestone	Current BL Completion Date Planned	Current BL Completion Date Actual
Maintenance of equipment, operating systems software, application software, technical refresh and personnel cost.	Sep 30, 2003	Sep 30, 2003
Maintenance of equipment, operating systems software, application software, technical refresh and personnel cost.	Sep 30, 2004	Sep 30, 2004
Maintenance of equipment, operating systems software, application software, technical refresh and personnel cost.	Sep 30, 2005	Sep 30, 2005
Maintenance of equipment, operating systems software, application software, technical refresh and personnel cost.	Sep 30, 2006	Sep 30, 2006
Maintenance of equipment, operating systems software, application software, technical refresh and personnel cost.	Sep 30, 2007	Sep 30, 2007
Maintenance of equipment, operating systems software, application software, technical refresh and personnel cost.	Sep 30, 2008	Sep 30, 2008
Maintenance of equipment, operating systems software, application software, technical refresh and personnel cost.	Sep 30, 2009	

