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: September 10, 2007
2. Agency: 393
3. Bureau: 000
4. Name of this Capital Asset: Case Management and Reporting System (CMRS)
5. Unique Project (Investment) Identifier: (For IT investments only, see section 53. For all other, use agency ID system.) 393-00-01-04-01-0004-00
6. What kind of investment will this be in FY2009? (Please NOTE: Investments moving to O&M ONLY in FY2009, with Planning/Acquisition activities prior to FY2009 should not select O&M. These investments should indicate their current status.)

   ☐ Planning ☐ Full Acquisition ☒ Operations and Maintenance ☐ Mixed Life Cycle☐ Multi-Agency Collaboration
7. What was the first budget year this investment was submitted to OMB?FY2002
8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:

   The National Personnel Records Center (NPRC) in St. Louis, Missouri is a component of the Federal Record Center Program (FRCP) which is a fee-for-service program. CMRS Operations and Maintenance costs are fully funded by the Department of Defense (DoD). NPRC is the largest component of NARA and services the personnel records of former military and civilian Federal personnel. Since 1960, the Military Personnel Records Center (MPR) in St. Louis, Missouri, has served as the primary source for military service information that 20th-century veterans and their families need to obtain such rights and benefits as health care, home loan guaranties, education, employment, service-connected injury compensation, and burial allowances. The information is found in the more than 55.5 million personnel and medical case files or 39 million auxiliary records in the center's custody. MPR experienced a significant backlog problem that resulted in response times to customer exceeding 16 weeks. A Business Process Re-engineering (BPR) project was conducted in 1997. An Information Technology (IT) solution (CMRS) to the case backlog was proposed to support the reconfiguration of two other aspects of the MPR reference process: human resources and the work process. CMRS provides IT functionality to automate the end-to-end case processing for military records. It includes a robust web portal so that veterans can request their military records on-line. Requests received via mail, phone, fax, or walk-in are scanned and merged into a single processing stream. CMRS then automates several steps that assist the MPR staff in locating the record, selecting the required documents, preparing the response to the customers and advising the customer of the status of their request.

9. Did the Agency's Executive/Investment Committee approve this request? Yes
   a. If "yes," what was the date of this approval? Aug 27, 2007
10. Did the Project Manager review this Exhibit? Yes
11. Contact information of Project Manager?
    Name   Linda Ferro
    Phone Number 314- 801-0957

E-mail   Linda.ferro@nara.gov

a. What is the current FAC-P/PM certification level of the project/program manager? 2

12. Has the agency developed and/or promoted cost effective, energy-efficient, and environmentally sustainable techniques or practices for this project. (Answer applicable to non-IT assets only) N/A

   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)) No

      1. If "yes," is an ESPC or UESC being used to help fund this investment? N/A

      2. If "yes," will this investment meet sustainable design principles? N/A

      3. If "yes," is it designed to be 30% more energy efficient than relevant code? N/A

13. Does this investment support one of the PMA initiatives? No

If "yes," check all that apply: To check all that applies, double click the grey box next to the initiative you would like to add. Select CHECKED from the default value section and then select OK.

☐ Human Capital

☐ Budget Performance Integration

☐ Financial Performance

☐ 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

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

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 the PART review? No

   b. If "yes," what is the name of the PARTed program? Records Services Program

c. If "yes," what rating did the PART receive? Adequate   (Effective, Moderately Effective, Adequate, Ineffective, Results Not Demonstrated)

15. Is this investment for information technology? (see section 53 for definition) Yes

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

For information technology investments only:

16. What is the level of the IT Project (per CIO Council PM Guidance)?
   ☐ Level 1
   ☒ Level 2
   ☐ Level 3

17. What project management qualifications does the Project Manager have? (per CIO Council PM Guidance):
   ☒ Project manager has been validated as qualified for this investment
   ☐ Project manager qualification is under review for this investment
   ☐ Project manager assigned to investment, but does not meet requirements
   ☐ Project manager assigned but qualification status review has not yet started
   ☐ No Project manager has yet been assigned to this investment

18. Is this investment or any project(s) within this investment identified as "high risk" on the Q4-FY 2007 agency high risk report (per OMB Memorandum M-05-23)? Yes

19. Is this a financial management system? No
   a. If "yes," does this investment address a FFMIA compliance area? N/A
      1. If "yes," which compliance area: N/A
      2. If "no," what does it address? N/A
   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 N/A

20. What is the percentage breakout for the total FY2009 funding request for the following? (This should total 100% - enter as decimal, e.g., .25 = 25%)
   Hardware .05
   Software .30
   Services .65
   Other 0%

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

22. Contact information of individual responsible for privacy related questions:
   Name   Gary M. Stern

Phone Number	301-837-3026
Title	Senior Official for Privacy Policy
E-mail	GaryM.Stern@nara.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 (All Capital Assets)

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

Table 1: SUMMARY OF SPENDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)				
	PY-1 and Earlier	**PY 2007**	**CY 2008**	**BY 2009**
Planning:	0.400	0.000	0.000	0.000
Acquisition:	11.900	0.000	0.000	0.000
Subtotal Planning & Acquisition:	12.300	0.000	0.000	0.000
Operations & Maintenance:	2.500	1.100	1.900	1.100
TOTAL:	14.800	1.100	1.900	1.100
Government FTE Costs should not be included in the amounts provided above				
Government FTE Costs:	0.400	0.125	0.125	0.125
Number of FTE represented by Costs:	6	1	1	1

2. Will this project require the agency to hire additional FTE's? No
   a. If "yes," How many and in what year? N/A

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

   Operations and Maintenance Costs were increased. In 2008, CMRS will be upgraded from Siebel version 6.3 to Siebel version 7.8. The upgrade will ensure that CMRS is operating within the approved NARA Enterprise Architecture framework and CMRS will be operating on a fully supported version of the Siebel Call Center software. The cost estimate for upgrade of CMRS is $.8M. This upgrade was originally scheduled for 2007 but was deferred as a result of replanning.

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

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

Contracts/Task Orders Table:																
Contractor Task Order Number	Type of Contract/Task Order	Has the contract been awarded (Y/N)	If so what is the date of the ward? If not, what is the planned award date?	Start & end date of Contact / Task Order	End date of Contract/Task Order	Total Value of Contract/Task Order ($M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? N)	Does the contract include the Required security & privacy	Name of CO	CO Contact information (phone/email)	Contracting Officer Certification Level(Level 1, 2, 3, determined the CO	assigned has the competencies and skills necessary to support this
NAMA-02-F-0075	Time and Material	Yes	Sep 24, 2002	Sep 20, 2002	Feb 12, 2007	0.601	No	No	Yes	N/A	No	Yes	Rhonda Propst	301-837-2077 Rhonda.Propst @nara.gov	N/A	Yes
NAMA-03-F-0033	Time and Material	Yes	Apr 29, 2003	May 1, 2003	Sep 30, 2007	56.095	No	Yes	Yes	N/A	No	Yes	LaVerne Fields	301-837-3063 LaVene.Fields@ nara.gov	2	Yes
NAMA-07-F-0111	Mixed	No	Sep 10, 2007	Sep 24, 2007	Sep 23, 2012	26.240	No	Yes	Yes	N/A	Yes	Yes	Anne Hasselb	301-837-	2	Yes

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All dollar amounts must be reported in millions with at least 3 decimals (6 decimals available)

Contracts/Task Orders Table:																
Contractor Task Order Number	Type of Contract/Task Order	Has the contract been awarded (Y/N)	If so what is the date of the ward? If not, what is the planned award date?	Start & end date of Contact / Task Order	End date of Contract/Task Order	Total Value of Contract/Task Order ($M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? N)	Does the contract include the Required security & privacy	Name of CO	CO Contact information (phone/email)	Contracting Officer Certification Level(Level 1, 2, 3, determine) Has the CO	assigned has the competencies and skills necessary to support this
													rack	0521, Anne.Hasselbrack @nara.gov		

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why: This is an Operations and Maintenance contract and does not require EVM.

3. Do the contracts ensure Section 508 compliance? Yes
   a. Explain

   NARA specifies Section 508 compliance in all contracts, including small acquisitions to ensure that assistive technology, devices, and services are available to all NARA employees and members of the public with disabilities who use NARA Information Technology equipment in NARA facilities. Contractors are required to design, develop, implement, maintain and upgrade all technologies to demonstrate full compliance with all existing accessibility legislation.

4. Is there an acquisition plan which has been approved in accordance with agency requirements? Yes
   b. If "yes," what is the date? June 11, 2007
   c. If "no," will an acquisition plan be developed? N/A
      1. If "no," briefly explain why: N/A

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 FY 2009.

Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2007	Goal 1: As the nation's record keeper, we will ensure the continuity and effective operation of Federal programs by expanding our leadership and services in managing the Government's records	Mission & Business Results	Official Information Dissemination	Answer written requests to the National Personnel Records Center within 10 working days.	67%	75%	64.32% through Jul 31
2007	Goal 1: As the nation's record keeper, we will ensure the continuity and effective operation of Federal	Customer Results	Customer Satisfaction	Based upon survey response, completely satisfy 70 per cent of customers with NPRC support.	61%	70%	68% thru May 31

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Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	programs by expanding our leadership and services in managing the Government's records						
2007	Goal 1: As the nation's record keeper, we will ensure the continuity and effective operation of Federal programs by expanding our leadership and services in managing the Government's records	Processes & Activities	Cycle Time	Average age of written request backlog decreases at least 1 per cent per year.	15.8 days old	14 days old	0.933% decrease thru May 31
2007	Goal 1: As the nation's record keeper, we will ensure the continuity and effective operation of Federal programs by expanding our leadership and services in managing the Government's records	Technology	Availability	Public network application, eVetRecs, available at least 98.0 percent of time.	97%	98.0%	98.8% thru May 31
2008	Goal 1: As the nation's record keeper, we will ensure the continuity and effective operation of Federal programs by expanding our leadership and services in managing the Government's	Mission & Business Results	Official Information Dissemination	Answer 80 per cent of written requests to the National Personnel Records Center within 10 working days.	TBD Base line for FY2008 is collected in FY2007.	80%	[Not answered]

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		Performance Information Table					
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	records						
2008	Goal 1: As the nation's record keeper, we will ensure the continuity and effective operation of Federal programs by expanding our leadership and services in managing the Government's records	Customer Results	Customer Satisfaction	Based upon survey response, completely satisfy 70 per cent of customers with NPRC support.	TBD Base line for FY2008 is collected in FY2007	70%	[Not answered]
2008	Goal 1: As the nation's record keeper, we will ensure the continuity and effective operation of Federal programs by expanding our leadership and services in managing the Government's records	Processes & Activities	Cycle Time	Average age of written request backlog decreases at least 1 per cent per year.	TBD Base line for FY2008 is collected in FY2007	Decrease at least 1% per year	[Not answered]
2008	Goal 1: As the nation's record keeper, we will ensure the continuity and effective operation of Federal programs by expanding our leadership and services in managing the Government's records	Technology	Availability	Public network application, eVetRecs, available at least 98 percent of time.	TBD Base line for FY2008 is collected in FY2007.	98%	[Not answered]
2009	Goal 1: As the nation's record keeper, we will ensure the continuity and	Mission & Business Results	Official Information Dissemination	Answer 80 per cent of written requests to the National Personnel	TBD. Base line for FY2009 is collected	80%	[Not answered]

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		Performance Information Table					
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	effective operation of Federal programs by expanding our leadership and services in managing the Government's records			Records Center within 10 working days.	in FY2008.		
2009	Goal 1: As the nation's record keeper, we will ensure the continuity and effective operation of Federal programs by expanding our leadership and services in managing the Government's records	Customer Results	Customer Satisfaction	Based upon survey response, completely satisfy 70 per cent of customers with NPRC support.	TBD. Base line for FY2009 is collected in FY2008.	70%	[Not answered]
2009	Goal 1: As the nation's record keeper, we will ensure the continuity and effective operation of Federal programs by expanding our leadership and services in managing the Government's records	Processes & Activities	Cycle Time	Average age of written request backlog decreases at least 1 per cent per year.	TBD. Base line for FY2009 is collected in FY2008	Decrease at least 1% per year	[Not answered]
2009	Goal 1: As the nation's record keeper, we will ensure the continuity and effective operation of Federal programs by expanding our leadership and	Technology	Availability	Public network application, eVetRecs, available at least 98.0 percent of time	TBD. Base line for FY2009 is collected in FY2008	98%	[Not answered]

Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	services in managing the Government's records						

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

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

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

All systems listed in the two security tables should be identified in the privacy table. The list of systems in the "Name of System" column of the privacy table (Table 8) should match the systems listed in columns titled "Name of System" in the security tables (Tables 3 and 4). For the Privacy table, it is possible that there may not be a one-to-one ratio between the list of systems and the related privacy documents. For example, one PIA could cover multiple systems. If this is the case, a working link to the PIA may be listed in column (d) of the privacy table more than once (for each system covered by the PIA)
.
The questions asking whether there is a PIA which covers the system and whether a SORN is required for the system are discrete from the narrative fields. The narrative column provides an opportunity for free text explanation why a working link is not provided. For example, a SORN may be required for the system, but the system is not yet operational. In this circumstance, answer "yes" for column (e) and in the narrative in column (f), explain that because the system is not operational the SORN is not yet required to be published.

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

1. Have the IT security costs for the system(s) been identified and integrated into the overall costs of the investment: Yes
   a. If "yes," provide the "Percentage IT Security" for the budget year: 3
2. Is identifying and assessing security and privacy risks a part of the overall risk management effort for each system supporting or part of this investment. Yes

3. Systems in Planning and Undergoing Enhancement(s), Development, and/or Modernization – Security Table(s):			
Name of System	Agency/ or Contractor Operated System?	Planned Operational Date	Date of Planned C&A update (for existing mixed life cycle systems) or Planned Completion Date (for new systems)
ENOS	Government Only	Sep 30, 2008	Sep 30, 2008
RCPBS	Government Only	Sep 30, 2008	Sep 30, 2008
ARCIS	Government Only	Sep 30, 2008	Sep 30, 2008

4. Operational Systems – Security Table:							
Name of System	Agency / or Contractor Operated System?	NIST FIPS 199 Risk Impact level (High, Moderate, Low)	Has C&A been Completed, using NIST 800-37? (Y/N)	Date Completed: C&A	What standards were used for the Security Controls tests?" (FIPS 200/NIST 800-53, NIST 800-26, Other, N/A)	Date Complete(d): Security Control Testing	Date the contingency plan tested
AAC	Government Only	Moderate	Y	Mar 14, 2007	FIPS 200 / NIST 800-53	Dec 29, 2006	Dec 29, 2006
CMRS	Government Only	High	Y	Feb 12, 2007	FIPS 200 / NIST 800-53	Feb 12, 2007	Aug 17, 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. a. If "yes," specify the amount, provide a general description of the weakness, and explain how the funding request will remediate the weakness. N/A

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

8. Planning & Operational Systems – Privacy Table:					
(a) Name of System	(b) Is this a new system? (Y/N)	(c) Is there at least one Privacy Impact Assessment (PIA) which covers this system? (Y/N)	(d) Internet Link or Explanation	(e) Is a System of Records Notice (SORN) required for this system? (Y/N)	(f) Internet Link or Explanation
ENOS	No	Yes	http://www.archives.gov/foia/privacy-program/privacy-impact-assessments/orderonline-pia.pdf	Yes	http://www.archives.gov/foia/privacy-program/nara-37.html
RCPBS	Yes	No	System does not contain, process, or transmit personal identifying information.	No	The system is not a Privacy Act system of records
ARCIS	Yes	No	Not yet required to be completed at this time.	No	System is not a Privacy Act system of records
AAC	No	Yes	http://www.archives.gov/foia/privacy-program/privacy-impact-assessments/	Yes	http://www.archives.gov/foia/privacy-program/nara-22.html *Some information in AAC covered DOD Privacy Act systems of records notices.
CMRS	No	Yes	http://www.archives.gov/foia/privacy-program/privacy-impact-assessments/cmrs-pia.pdf	Yes	http://www.archives.gov/foia/privacy-program/nara-2.

Details for Text Options:

Column (d): If yes to (c), provide the link(s) to the publicly posted PIA(s) with which this system is associated. If to (c), provide an explanation why the PIA has not been publicly posted or why the PIA has not been conducted.

Column (f): If yes to (e), provide the link(s) to where the current and up to date SORN(s) is published in the fede register. If no to (e), provide an explanation why the SORN has not been published or why there isn't a current a up to date SORN.

Note: Working links must be provided to specific documents not general privacy websites. Non-working links w be considered as a blank field.

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.

1. Is this investment included in your agency's target enterprise architecture? Yes
   a. If "no," please explain why? N/A
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. CMRS
   b. If "no," please explain why? N/A
3. Is this investment identified in a completed (contains a target architecture) and approved segment architecture? Yes

a. If "yes," provide the name of the segment architecture as provided in the agency's most recent annual EA Assessment: NARA does not have multiple segment architectures – Source: OMB FEA PMO EA Assessment for NARA Q2 FY2007 – March 2007.

4. Service Component Table:

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

Agency Component Name	Agency Component Description	FEA SRM Service Type	FEA SRM Component (a)	FEA Service Component Reused (b)		Internal or External Reuse? (c)	BY Funding Percentage (d)
				Component Name	UPI		
CMRS	This system will provide improved workload management and processes related to fulfilling requests for military records.	Customer Relationship Management	Customer / Account Management	[Not answered]	[Not answered]	Internal	100

5. Technical Reference Model Table:

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

FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Customer/Account Management	Service Access and Delivery	Access Channels	Web Browser	Microsoft Explorer
Customer / Account Management	Service Access and Delivery	Delivery Channels	Internet	Verizon UUNET
Customer / Account Management	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Customer / Account Management	Service Access and Delivery	Service Requirements	Authentication / Single Sign-on	LDAP
Customer / Account Management	Service Platform and Infrastructure	Delivery Servers	Web Servers	Siebel CRM
Customer / Account Management	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Sun
Customer / Account Management	Service Platform and Infrastructure	Database/Storage	Database	Oracle and MS SQL Server
Customer / Account Management	Component Framework	Presentation / Interface	Dynamic Server-Side Display	Siebel CRM
Customer / Account Management	Component Framework	Business Logic	Platform Independent	Siebel CRM
Customer / Account Management	Component Framework	Data Management	Reporting and Analysis	Siebel e-Analytics
Customer / Account Management	Component Framework	Data Interchange	Data Exchange	Siebel CRM
Customer / Account Management	Service Interface and Integration	Interoperability	Data Types / Validation	Siebel CRM

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

   a. If "yes," please describe. N/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.

Section A: Risk Management (All Capital Assets)

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

1. Does the investment have a Risk Management Plan? Yes
   a. If "yes," what is the date of the plan? 21 Dec 2006
   b. Has the Risk Management Plan been significantly changed since last year's submission to OMB? No
   c. If "yes," describe any significant changes: N/A

2. If there currently is no plan, will a plan be developed? N/A
   a. If "yes," what is the planned completion date? N/A
      b. If "no," what is the strategy for managing the risks? N/A

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

1. Was operational analysis conducted? Yes

   a. If "yes," provide the date the analysis was completed. August 31, 2007
   b. If "yes," what were the results? The Case Management Reporting System (CMRS) is meeting performance goals and objectives that are outlined in NARA's Federal Records Center Program Annual Performance Plan.   A chartered Configuration Control Board meets regularly where users provide recommended changes or enhancements via CMRS Change Requests (CCR).
   c. If "no," please explain why it was not conducted and if there are any plans to conduct operational analysis in the future: N/A
2. Complete the following table to compare actual cost performance against the planned cost performance baseline. Milestones reported may include specific individual scheduled preventative and predictable corrective maintenance activities, or may be the total of planned annual operation and maintenance efforts).

   a. What costs are included in the reported Cost/Schedule Performance information? Contractor only

2.b Comparison of Plan vs. Actual Performance Table:						
	Planned		Actual		Variance	
Description of Milestone	Completion Date (mm/dd/yyyy)	Total Cost ($M)	Completion Date (mm/dd/yyyy)	Total Cost ($M)	Schedule/Cost (# days/$M)	
CMRS Phase I	Mar 31, 2003	6.1	Apr 30, 2003	2.4	30	4.5
CMRS Phase II	Dec 31, 2006	3.7	Jun 30, 2006	3.7	182	3.9
CMRS Operations and Maintenance	Sep 30, 2007	1.1	[Not Answered]	[Not Answered]	[Not Answered]	[Not Answered]
CMRS Operations and Maintenance	Sep 30, 2008	1.9	[Not Answered]	[Not Answered]	[Not Answered]	[Not Answered]
CMRS Operations and Maintenance	Sep 30, 2009	1.1	[Not Answered]	[Not Answered]	[Not Answered]	[Not Answered]