

Exhibit 300: Capital Asset Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview & Summary Information

Date Investment First Submitted: 2009-06-30
Date of Last Change to Activities: 2012-07-27
Investment Auto Submission Date: 2012-02-29
Date of Last Investment Detail Update: 2012-02-29
Date of Last Exhibit 300A Update: 2012-02-29
Date of Last Revision: 2012-08-30

Agency: 393 - National Archives and Records Administration **Bureau:** 00 - Agency-Wide Activity

Investment Part Code: 01

Investment Category: 00 - Agency Investments

1. Name of this Investment: Case Management and Reporting System (CMRS)

2. Unique Investment Identifier (UII): 393-000000004

Section B: Investment Detail

- 1. Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

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. 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 rights and benefits such 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 centers custody. MPR experienced a significant backlog problem that resulted in response times to customers 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.

2. How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.

The Case Management and Reporting System readily supports the objectives of Goal 1 of the NARA Strategic Plan by satisfying deficiencies identified in the timely and accurate dissemination of official information. Since implementation, NARA's rate of response in satisfying requests for personnel records information from the public and other federal entities within 10 days has increased from 11.7% to 77.6%. As the CMRS workload continues to grow, it will not be possible to sustain or further improve this rate of response.

3. Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.

A contract for the upgrade of CMRS was awarded in PY. The contract includes upgrade of Siebel and Oracle software, as well as refresh of the supporting hardware suite.

4. Provide a list of planned accomplishments for current year (CY) and budget year (BY).

The CMRS Upgrade is targeted for completion during the CY. This will yield a more easily supportable environment with readily supportable hardware and software. Performance and security will also be significantly enhanced and it will be possible to more readily resolve weaknesses identified in system audits.

5. Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.

2001-06-01

Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding

	PY-1 & Prior	PY 2011	CY 2012	BY 2013
Planning Costs:	\$0.0	\$0.0	\$0.0	\$0.0
DME (Excluding Planning) Costs:	\$56.7	\$0.0	\$0.0	\$0.0
DME (Including Planning) Govt. FTEs:	\$0.5	\$0.0	\$0.0	\$0.0
Sub-Total DME (Including Govt. FTE):	\$57.2	0	0	0
O & M Costs:	\$2.4	\$2.5	\$1.8	\$1.0
O & M Govt. FTEs:	\$0.3	\$0.1	\$0.1	\$0.1
Sub-Total O & M Costs (Including Govt. FTE):	\$2.7	\$2.6	\$1.9	\$1.1
Total Cost (Including Govt. FTE):	\$59.9	\$2.6	\$1.9	\$1.1
Total Govt. FTE costs:	\$0.8	\$0.1	\$0.1	\$0.1
# of FTE rep by costs:	9	1	1	1
Total change from prior year final President's Budget (\$)		\$0.4	\$0.7	
Total change from prior year final President's Budget (%)		15.20%	63.70%	

2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:

Summary of funding has changed to reflect the change in Schedule and the higher than anticipated costs for planned technology refresh.

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

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value (\$M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	8800	NAMA-07-F-0111	GS-35F-0051K	4730							
Awarded	8800	NAMA-10-F-0011	GS-35F-0051K	4730							

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:

Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities: 2012-07-27

Section B: Project Execution Data

Table II.B.1 Projects

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)
1	CMRS Upgrade	Upgrade of CMRS Software and Hardware.			

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Total Cost of Project Activities (\$M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance (\$M)	Cost Variance (%)	Total Planned Cost (\$M)	Count of Activities
1	CMRS Upgrade							

Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
1	Prototype Upgrade of Siebel 7.7 to 8.1	Perform Oracle / Siebel Phase II Upgrade in Development Environment.	2011-10-05	2011-10-05	2011-10-14	134	-9	-6.72%
1	Install Production Hardware for CMRS Upgrade.	Hardware Installation and Security Certification.	2011-10-21	2011-10-21	2011-11-10	41	-20	-48.78%

Key Deliverables								
Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
1	Training	Train the Trainer on the Upgraded CMRS.	2011-10-28	2011-10-28	2011-11-23	4	-26	-650.00%
1	QA Server Build	Install and Configure Software to support CMRS QA environment.	2012-03-16	2012-03-23	2012-03-20	53	-4	-7.55%
1	TTO Completion	Develop and Coordinate Transition to Operations Documentation.	2012-03-21	2012-05-20	2012-05-29	78	-69	-88.46%
1	Production Server Build	Install and Configure Software to support CMRS production environment.	2012-04-20	2012-06-04	2012-06-07	32	-48	-150.00%
1	User Testing	User test and validation of the system coupled with performance load testing.	2012-04-23	2012-07-04	2012-06-20	34	-58	-170.59%
1	Initial Security Scans and Assessment	Perform initial security scans and assessment.	2012-04-30	2012-06-07	2012-06-07	7	-38	-542.86%
1	ATO	Final System Review and Authorization to Operate.	2012-05-18	2012-07-04	2012-07-02	14	-45	-321.43%
1	Upgrade Production Environment	Perform Oracle/Siebel/Data Upgrades in Production environment.	2012-05-30	2012-07-05	2012-07-06	5	-37	-740.00%

Section C: Operational Data

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
Answer written requests to the National Personnel Records Center for military records within 10 working days.	%	Customer Results - Service Coverage	Over target	78.940000	85.000000	77.940000	85.000000	Monthly
Increase percent of records automatically re-routed to correct recipient by CMRS (as opposed to being manually directed).	%	Process and Activities - Productivity	Over target	0.000000	0.000000	0.000000	3.500000	Semi-Annual
% of customers satisfied with NPRC services.	%	Customer Results - Customer Benefit	Over target	86.070000	88.000000	88.000000	88.000000	Semi-Annual
% of customers completely satisfied with use of eVETRECS on-line request form.	%	Customer Results - Customer Benefit	Over target	89.000000	90.500000	94.000000	90.500000	Semi-Annual
Decrease the number of working days to respond for military personnel records.	Days	Process and Activities - Cycle Time and Timeliness	Under target	17.800000	16.800000	17.680000	16.800000	Monthly
% availability of public network application (eVETRECS).	%	Technology - Reliability and Availability	Over target	97.860000	98.800000	97.400000	98.870000	Monthly