

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: 9/4/2008
2. Agency: Small Business Administration
3. Bureau: Chief Information Officer
4. Name of this Capital Asset: OCIO: OA /T/ I Consolidated 300
5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.) 028-00-02-00-01-7001-00
6. What kind of investment will this be in FY 2010? (Please NOTE: Investments moving to O&M in FY 2010, with Planning/Acquisition activities prior to FY 2010 should not select O&M. These investments should indicate their current status.) Operations and Maintenance
7. What was the first budget year this investment was submitted to OMB? FY2008
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:

Office Automation/Technology/Infrastructure (OA/T/I) is SBA Infrastructure Investment (and consolidated Exhibit 300). OA/T/I supports the Agency's common user systems, communications, and computing; and encompasses office automation, infrastructure, and telecommunications for the agency; as well as the IT Infrastructure Line-of-Business. The OA/T/I investment consolidates three Mission Areas (and their individual Exhibit 300s); as well as additional common (non-mission specific) activities identified as services in the Exhibit is Service Component Reference Model (SRM) Table into a single integrated business case. The three Mission Areas that together form OA/T/I are:

 - End User Systems and Support.
 - Mainframes and Servers Services and Support (also a CBC, consisting of the OCIO: Mainframes and Servers Services and Support & DCA: Hosting for DCMM).
 - Telecommunications Systems and Support.
9. Did the Agency's Executive/Investment Committee approve this request? Yes
 - a. If "yes," what was the date of this approval?
10. Did the Project Manager review this Exhibit? Yes
11. Contact information of Program/Project Manager?
12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project? Yes
 - 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?
 2. If "yes," will this investment meet sustainable design principles?
 3. If "yes," is it designed to be 30% more energy efficient than relevant code?
13. Does this investment directly support one of the PMA initiatives? No

If "yes," check all that apply:

 - 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.)

- a. If "yes," does this investment address a weakness found during a PART review?
- b. If "yes," what is the name of the PARTed program?
- c. If "yes," what rating did the PART receive?

15. Is this investment for information technology? 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 2

17. In addition to the answer in 11(a), what project management qualifications does the Project Manager have? (per CIO Council PM Guidance) (1) Project manager has been validated as qualified for this investment

18. Is this investment or any project(s) within this investment identified as "high risk" on the Q4 - FY 2008 agency high risk report (per OMB Memorandum M-05-23) No

19. Is this a financial management system? No

a. If "yes," does this investment address a FFIA compliance area?

- 1. If "yes," which compliance area:
- 2. If "no," what does it address?

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

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

Hardware	6.000000
Software	11.000000
Services	83.000000
Other	0.000000

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:

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

Question 24 must be answered by all Investments:

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 2008	CY 2009	BY 2010	BY+1 2011	BY+2 2012	BY+3 2013	BY+4 and beyond	Total

Table 1: SUMMARY OF SPENDING FOR PROJECT PHASES (REPORTED IN MILLIONS)									
(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)									
	PY-1 and earlier	PY 2008	CY 2009	BY 2010	BY+1 2011	BY+2 2012	BY+3 2013	BY+4 and beyond	Total
Planning:	0	0.933	0	0					
Acquisition:	0	0	0	0					
Subtotal Planning & Acquisition:	0	0.933	0	0					
Operations & Maintenance:	2.1433	33.460469	30.612738	36.537946					
TOTAL:	2.1433	34.393469	30.612738	36.537946					
Government FTE Costs should not be included in the amounts provided above.									
Government FTE Costs	0.12	3	3.96	3.96					
Number of FTE represented by Costs:	1	25	33	33					

Note: For the multi-agency investments, this table should include all funding (both managing partner and partner agencies). Government FTE Costs should not be included as part of the TOTAL represented.

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

a. If "yes," How many and in what year?

3. If the summary of spending has changed from the FY2009 President's budget request, briefly explain those changes:
The Summary of Spending has change to better reflect the realignment of this investment with the Federal governments Infrastructure LOB (incorporating the DCMS Data Center Hosting). Additionally, specific costs associated with Mission Specific Investments are now reported within the specific mission investments (e.g., Loan Accounting). Finally, OA/T/I now annually includes significant telcon and telcon related costs previously not included in the OA/T/I business case.

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:

* Costs in millions

Contract or Task Order Number	Type of Contract/ Task Order (In accordance with FAR Part 16)	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/ 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? (Y/N)	Does the contract include the required security & privacy clauses? (Y/N)	Name of CO	CO Contact information (phone/email)	Contracting Officer FAC-C or DAWIA Certification Level (Level 1, 2, 3, N/A)	If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition ? (Y/N)
SBAHQ-06-C-0006	Alaskan Native 8(a) FFP	Yes	1/27/2006	12/27/2006	2/9/2001	6.965205	No	Yes	No	NA	Yes	Yes				
SBAHQ-06-F-0301	FFP	Yes	10/1/2006	10/1/2007	9/30/2008	0.112	No	Yes	No	NA	Yes	Yes				
SBAHQ-08-F-0164	FFP quantity and service	Yes	10/1/2007	10/1/2007	9/30/2008	0.05	No	Yes	No	NA	Yes	Yes				
SBAHQ-08-M-0220	FFP quantity and service	Yes	10/1/2007	10/1/2007	9/30/2008	0.0168	No	Yes	No	NA	Yes	Yes				
SBAHQ-08-A-0033	FFP quantity and service	Yes	1/1/2007	10/1/2007	9/30/2008	0.482	No	Yes	No	NA	Yes	Yes				
SBAHQ-03-C-0171	FFP quantity and service	Yes	9/1/2004	9/1/2004	12/31/2008	1.6	No	Yes	Yes	NA	Yes	Yes				
SBAHQ-08-M-0135	FFP quantity and service	Yes	12/1/2007	12/1/2007	11/30/2008	0.02	Yes	No	Yes	NA	Yes	Yes				
SBAHQ-08-F-0192	FFP quantity and service	Yes	10/1/2006	10/1/2007	9/30/2008	0.222	No	No	No	NA	Yes	Yes				
SBAHQ-07-M-0407	FFP	Yes	10/1/2007	10/1/2007	4/1/2013	0.5	No	Yes	Yes	NA	Yes	Yes				
SBAHQ-06-C-006	FFP	Yes	1/26/2006	1/26/2006	1/26/2010	19.441136	No	Yes	No	NA	No	Yes				
SBAHQ-07C-0010	FFP	Yes	5/1/2007	5/1/2007	9/30/2012	9.074	No	No	Yes	NA	Yes	Yes				
FTS-LD/FTS-PH	FFP quantity	Yes	3/1/2001	3/1/2001	2/26/2009	50	Yes	Yes	Yes	NA	Yes	Yes				
SBAHQ-087-M-0190	FFP	Yes	5/27/2008	6/1/2008	5/31/2009	9.8	No	No	No	NA	No	Yes				
SBAHQ-8-C-0009	FFP	Yes	9/30/2008	10/1/2009	9/30/2009	0.416	No	No	No	NA	No	Yes				
SBAHQ-06-C-0034	FFP	Yes	9/27/2006	9/27/2006	9/28/2011	0.039582	No	No	Yes	NA	No	Yes				
SBAHQ-08-F-0199	FFP	Yes	6/17/2008	6/17/2008	6/16/2009	0.065833	No	No	Yes	NA	No	Yes				
SBAHQ-08-M-0217	FFP	Yes	6/3/2008	6/3/2008	9/30/2008	0.00986	No	No	No	NA	No	Yes				
SBAHQ-07-F-0040	FFP	Yes	1/1/2007	1/1/2007	1/1/2012	18.712	No	No	Yes	NA	Yes	Yes				
SBAHQ-08-F-0040	FFP	Yes	4/16/2008	1/1/2008	12/31/2008	0.01416	Yes	No	No	NA	No	Yes				

Contracts/Task Orders Table:

* Costs in millions

Contract or Task Order Number	Type of Contract/ Task Order (In accordance with FAR Part 16)	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/ 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? (Y/N)	Does the contract include the required security & privacy clauses? (Y/N)	Name of CO	CO Contact information (phone/email)	Contracting Officer FAC-C or DAWIA Certification Level (Level 1, 2, 3, N/A)	If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition ? (Y/N)
M-0158																
SBA-ODA-2007-C-2554M	Firm Fixed Price and Time & Materials	Yes	10/1/2007	10/1/2007	12/20/2011	28.500	No	Yes	Yes	NA	Yes	Yes				
SBAHQ-07-A-0043	FFP	Yes	9/10/2007	9/5/2007	9/4/2008	0.069797	No	No	No	NA	No	Yes				
SBAHQ-07C-0019	FFP	Yes	9/30/2007	9/30/2007	9/30/2012	1.193	No	No	Yes	NA	Yes	Yes				
SBAHQ-07C-0014	FFP	Yes	7/1/2007	7/1/2007	9/30/2012	13.973	No	No	Yes	NA	Yes	Yes				
SBAHQ-07-M-0277	FFP	Yes	6/16/2008	6/30/2008	9/30/2008	0.0408	No	No	No	NA	No	Yes				
SBAHQ-07C-0011	FFP	Yes	4/1/2007	4/1/2007	9/30/2012	11.876	No	No	Yes	NA	Yes	Yes				
SBAHQ-07C-0009	FFP	Yes	4/1/2007	4/1/2007	9/30/2012	18.877	No	No	Yes	NA	Yes	Yes				
SBAHQ-07-M-0484	FFP	Yes	9/26/2007	9/28/2007	9/28/2008	0.090808	No	No	No	NA	No	Yes				

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:

3. Do the contracts ensure Section 508 compliance? Yes

a. Explain why not or how this is being done?

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

a. If "yes," what is the date? 11/30/2007

1. Is it Current? Yes

b. If "no," will an acquisition plan be developed?

1. If "no," briefly explain why:

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 or qualitative 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.

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2008	Restore homes and business affected by disaster	Customer Results	Service Accessibility	Access	Minutes of Downtime per month	0	120 Maximum	15
2008	Improve the economic environment for small business	Customer Results	Service Accessibility	Service Availability	% of tickets closed by inhouse helpdesks	80	90%	
2008	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Customer Results	Service Accessibility	Service Availability	Mainframe and servers will be available for use 99% of the time excluding periods of scheduled maintenance.	100% current	100% current	
2008	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Customer Results	Service Coverage	Service Efficiency	% of HQ SBA Employees served by Telecommunication Services	99.7% of HQ SBA Employees have dial tone and access to the WAN	99.99%	TBD end of Fiscal Year
2008	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Mission and Business Results	Administrative Management	Help Desk Services	% answered in less than 15 minutes.	80% of priority 1 calls answered in less than 15 minutes.	80% of priority 1 calls answered in less than 5 minutes.	
2008	Restore homes	Mission and	Disaster	Disaster	Timeliness of	0	95%	100%

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	and business affected by disaster	Business Results	Management	Preparedness and Planning	Backups			
2008	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Mission and Business Results	Information and Technology Management	IT Infrastructure Maintenance	% of network infrastructure up to date	100% equipment up to date	100%	TBD end of Fiscal Year
2008	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Mission and Business Results	Information and Technology Management	System Maintenance	IT Security recommended patches.	Apply 90% of recommended patches by IT security within 72 hours.	Apply 90% of recommended patches by IT security within 72 hours.	
2008	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Processes and Activities	Productivity	Productivity	Currency of enterprise hardware	25% refresh per year	25% refresh per year	TBD end of Fiscal Year
2008	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Processes and Activities	Quality	Complaints	Complaint responses	respond to 95 % of complaints within 24 hours 100% of the time	respond to 95% of complaints within 24 hours 100% of the time	
2008	Improve the economic environment for small business	Processes and Activities	Quality	Errors	% of calls resolved first attempt.	80%	80%	
2008	Restore homes and business affected by disaster	Processes and Activities	Quality	Errors	Timeliness of Root Cause Analysis of outages	0	48 hours after resolution	24 hours
2008	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Technology	Effectiveness	User Satisfaction	Average number of complaints per month per 100 users	2	2	
2008	Restore homes and business affected by disaster	Technology	Efficiency	Load levels	Load Test for concurrent system users	2,300 (shared model)	8,000	12,194
2008	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Technology	Reliability and Availability	Availability	server up time	99% available	99% available	
2008	Ensure that all SBA programs operate at maximum	Technology	Reliability and Availability	Availability	Infrastructure down time	99% availability	Maintain Availability	TBD end of Fiscal Year

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	efficiency and effectiveness by providing them with high quality executive leadership and support services							
2009	Restore homes and business affected by disaster	Customer Results	Service Accessibility	Access	Minutes of Downtime per month	0	120 Maximum	
2009	Improve the economic environment for small business	Customer Results	Service Accessibility	Service Availability	% of tickets closed by inhouse helpdesks	80%	80%	
2009	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Customer Results	Service Accessibility	Service Availability	Mainframe and servers will be available for use 99% of the time excluding periods of scheduled maintenance.	100% current	100% current	
2009	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Customer Results	Service Coverage	Service Efficiency	% of HQ SBA Employees served by Telecommunication Services	99.7% of HQ SBA Employees have dial tone and access to the WAN	99.99%	TBD end of Fiscal Year
2009	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Mission and Business Results	Administrative Management	Help Desk Services	% answered in less than 15 minutes.	80% of priority 1 calls answered in less than 15 minutes.	80% of priority 1 calls answered in less than 5 minutes.	
2009	Restore homes and business affected by disaster	Mission and Business Results	Disaster Management	Disaster Preparedness and Planning	Timeliness of Backups	95%	95%	
2009	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Mission and Business Results	Information and Technology Management	IT Infrastructure Maintenance	% of network infrastructure up to date	100% equipment up to date	100%	TBD end of Fiscal Year
2009	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Mission and Business Results	Internal Risk Management and Mitigation	Continuity Of Operations	DR performed	Annual DR performed	DR performed	
2009	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Processes and Activities	Productivity	Productivity	Currency of enterprise hardware	25% refresh per year	25% refresh per year	TBD end of Fiscal Year

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2009	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Processes and Activities	Quality	Complaints	complaints from user community	respond to complaints within 24 hours 100% of the time	respond to complaints within 24 hours 100% of the time	
2009	Improve the economic environment for small business	Processes and Activities	Quality	Errors	% of calls resolved first attempt.	80%	80%	
2009	Restore homes and business affected by disaster	Processes and Activities	Quality	Errors	Timeliness of Root Cause Analysis of outages	48 hours after resolution	48 hours after resolution	
2009	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Technology	Effectiveness	User Satisfaction	Average number of complaints per month per 100 users	2	2	
2009	Restore homes and business affected by disaster	Technology	Reliability and Availability	Availability	Test to maintain failover to DR system within 24 hours of emergency	24 hours	24 hours	
2009	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Technology	Reliability and Availability	Availability	server up time	99% available	99% available	
2009	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Technology	Reliability and Availability	Availability	Infrastructure down time	99% availability	Maintain Availability	TBD end of Fiscal Year
2010	Restore homes and business affected by disaster	Customer Results	Service Accessibility	Access	Minutes of Downtime per month	0	120 Maximum	
2010	Improve the economic environment for small business	Customer Results	Service Accessibility	Service Availability	% of tickets closed by inhouse helpdesks	80%	80%	
2010	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Customer Results	Service Accessibility	Service Availability	Mainframe and servers will be available for use 99% of the time excluding periods of scheduled maintenance.	100% current	100% current	
2010	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Customer Results	Service Coverage	Service Efficiency	% of HQ SBA Employees served by Telecommunication Services	99.7% of HQ SBA Employees have dial tone and access to the WAN	99.99%	TBD end of Fiscal Year

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	leadership and support services							
2010	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Mission and Business Results	Administrative Management	Help Desk Services	% answered in less than 15 minutes.	80% of priority 1 calls answered in less than 15 minutes.	80% of priority 1 calls answered in less than 5 minutes.	
2010	Restore homes and business affected by disaster	Mission and Business Results	Disaster Management	Disaster Preparedness and Planning	Timeliness of Backups	95%	95%	
2010	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Mission and Business Results	Information and Technology Management	IT Infrastructure Maintenance	% of network infrastructure up to date	100% equipment up to date	100%	TBD end of Fiscal Year
2010	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Mission and Business Results	Internal Risk Management and Mitigation	Continuity Of Operations	DR performed	Annual DR performed	DR performed	
2010	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Processes and Activities	Productivity	Productivity	Currency of enterprise hardware	25% refresh per year	25% refresh per year	TBD end of Fiscal Year
2010	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Processes and Activities	Quality	Complaints	complaints from user community	respond to complaints within 24 hours 100% of the time	respond to complaints within 24 hours 100% of the time	
2010	Improve the economic environment for small business	Processes and Activities	Quality	Errors	% of calls resolved first attempt.	80%	80%	
2010	Restore homes and business affected by disaster	Processes and Activities	Quality	Errors	Timeliness of Root Cause Analysis of outages	48 hours after resolution	48 hours of resolution	
2010	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Technology	Effectiveness	User Satisfaction	Average number of complaints per month per 100 users	2	2	
2010	Restore homes and business affected by disaster	Technology	Reliability and Availability	Availability	Test to maintain failover to DR system within 24 hours of emergency	24 hours	24 hours	

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2010	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Technology	Reliability and Availability	Availability	server up time	99% available	99% available	
2010	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Technology	Reliability and Availability	Availability	Infrastructure down time	99% availability	Maintain Availability	TBD end of Fiscal Year
2011	Restore homes and business affected by disaster	Customer Results	Service Accessibility	Access	Minutes of Downtime per month	0	120 Maximum	
2011	Improve the economic environment for small business	Customer Results	Service Accessibility	Service Availability	% of tickets closed by inhouse helpdesks	80%	80%	
2011	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Customer Results	Service Accessibility	Service Availability	Mainframe and servers will be available for use 99% of the time excluding periods of scheduled maintenance.	100% current	100% current	
2011	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Mission and Business Results	Administrative Management	Help Desk Services	% answered in less than 15 minutes.	80% of priority 1 calls answered in less than 15 minutes.	80% of priority 1 calls answered in less than 5 minutes.	
2011	Restore homes and business affected by disaster	Mission and Business Results	Disaster Management	Disaster Preparedness and Planning	Timeliness of Backups	95%	95%	
2011	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Mission and Business Results	Internal Risk Management and Mitigation	Continuity Of Operations	DR performed	Annual DR performed	DR performed	
2011	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Processes and Activities	Quality	Complaints	complaints from user community	respond to complaints within 24 hours 100% of the time	respond to complaints within 24 hours 100% of the time	
2011	Improve the economic environment for small business	Processes and Activities	Quality	Errors	% of calls resolved first attempt.	80%	80%	
2011	Restore homes and business affected by	Processes and Activities	Quality	Errors	Timeliness of Root Cause Analysis of	48 hours after resolution	48 hours of resolution	

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	disaster				outages			
2011	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Technology	Effectiveness	User Satisfaction	Average number of complaints per month per 100 users	2	2	
2011	Restore homes and business affected by disaster	Technology	Reliability and Availability	Availability	Test to maintain failover to DR system within 24 hours of emergency	24 hours	24 hours	
2011	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Technology	Reliability and Availability	Availability	server up time	99% available	99% available	
2012	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Customer Results	Service Accessibility	Service Availability	Mainframe and servers will be available for use 99% of the time excluding periods of scheduled maintenance.	100% current	100% current	
2012	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Mission and Business Results	Internal Risk Management and Mitigation	Continuity Of Operations	DR performed	Annual DR performed	DR performed	
2012	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Processes and Activities	Quality	Complaints	complaints from user community	respond to complaints within 24 hours 100% of the time	respond to complaints within 24 hours 100% of the time	
2012	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	Technology	Reliability and Availability	Availability	server up time	99% available	99% available	

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: 3.79

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)

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, Other, N/A)	Date Completed: Security Control Testing	Date the contingency plan tested
DCMS Hosting	Contractor and Government	High	yes	9/30/2008	FIPS 200 / NIST 800-53	7/17/2008	9/19/2008
Headquarters Data Services System (HQDSS)	Contractor and Government	Moderate	yes	9/15/2006	FIPS 200 / NIST 800-53	8/6/2008	9/5/2008
Local Area Network (LAN)	Contractor and Government	High	yes	9/15/2006	Other	8/20/2008	5/6/2008
SBA Eagan Mainframe	Contractor Only	High	yes	9/15/2006	FIPS 200 / NIST 800-53	8/6/2008	5/6/2008
Wide Area Network	Contractor and Government	High	yes	9/15/2006	FIPS 200 / NIST 800-53	8/6/2008	5/8/2008

5. Have any weaknesses, not yet remediated, related to any of the systems part of or supporting this investment been identified by the agency or IG? Yes

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

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

a. If "yes," specify the amount, provide a general description of the weakness, and explain how the funding request will remediate the weakness.

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

Monitoring, verifying, and validating contractor security procedures are incorporated into SBA's overall Continuous Monitoring Process. Specific descriptions of how contractor security procedures are monitored, verified, and validated by the SBA are customized to the individual OA/T/I Mission Area, system, or component.

At a minimum: SBA annually coordinates/facilitates reviews and updates of the business impact analysis with the System Owner, conducts a FISMA Self Assessment reviews, verifies SBA and contract employees have completed their annual security awareness training, and verifies that the organization monitors the security controls in the system on an ongoing basis.

See "child" Business Cases for specific details how contractor security procedures monitored, verified, and validated by the agency for the sub-investments' contractor systems.

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
DCMS Hosting	No	Yes	http://www.sba.gov/idc/groups/public/documents/sba_program_office/foia_dcms.pdf PIA for DCMS included in DCMM Exhibit 300	No	SORN for DCMS included in DCMM Exhibit 300
Headquarters Data Services System (HQDSS)	No	Yes	www.sba.gov/about/sbaprograms/foia/papias/index.html	No	This system does not contain PII
Local Area Network (LAN)	No	Yes	HTTP://www.sba.gov/about/sba/sbaprograms/foia/papias/index.html	No	The LAN/WAN is not a PII system and a SORN is not required
SBA Eagan Mainframe	No	Yes	www.sba.gov/about/sbaprograms/foia/papias/index.html	No	This system does not contain PII
Wide Area Network	No	Yes	http://www.sba.gov/about/sba/sbaprograms/foia/papias/index.html	No	http://www.sba.gov/idc/groups/public/documents/sba_program_office/foia_sys_of_rec.pdf

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 no 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 federal register. If no to (e), provide an explanation why the SORN has not been published or why there isn't a current and up to date SORN.
 Note: Working links must be provided to specific documents not general privacy websites. Non-working links will be considered as a blank field.

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

In order to successfully address this area of the capital asset plan and business case, the investment must be included in the agency's EA and Capital Planning and Investment Control (CPIC) process and mapped to and supporting the FEA. The business case must demonstrate 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?

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. Help Desk (Table 20), Enterprise Network Management and Desktop Management (Table 21), NETWORKX (Table 22), Internet Protocol Version 6 (Table 25), and Data Center Operations (Table 31).

b. If "no," please explain why?

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

a. If "yes," provide the six digit code corresponding to the agency segment architecture. The segment architecture codes are maintained by the agency Chief Architect. For detailed guidance regarding segment architecture codes, please refer to <http://www.egov.gov>. 311-000

4. Service Component Reference Model (SRM) 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.egov.gov .								
Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
Intrusion Detection	IT Infrastructure Support Services	Back Office Services	Asset / Materials Management	Asset Cataloging / Identification			No Reuse	3

4. Service Component Reference Model (SRM) 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.egov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	- LAN							
Computers/Automation Management	from the CRM V2.3 for the GEA Component	Back Office Services	Asset / Materials Management	Computers / Automation Management			No Reuse	1
Data Warehouse	IT Infrastructure Support Services- LAN	Back Office Services	Data Management	Data Warehouse			No Reuse	2
Workforce Directory / Locator	Telephone Directory Maintenance	Back Office Services	Human Capital / Workforce Management	Workforce Directory / Locator			No Reuse	2
Change Management	IT Infrastructure Support Services - LAN & Help Desk	Business Management Services	Management of Processes	Change Management			No Reuse	1
Network Management	Internet Access and Protocol (IP)	Business Management Services	Organizational Management	Network Management			No Reuse	2
Assistance Request	IT Infrastructure Support Services LAN	Customer Services	Customer Initiated Assistance	Assistance Request			No Reuse	9
Call Center Management	Handle telephone sales and/or services to the end customer	Customer Services	Customer Relationship Management	Call Center Management			No Reuse	2
Library / Storage	Support document and data warehousing and archiving	Digital Asset Services	Document Management	Library / Storage			No Reuse	4
Information Retrieval	Allow access to data and information for use by an organization and its stakeholders	Digital Asset Services	Knowledge Management	Information Retrieval			No Reuse	10
Email	LAN	Support Services	Collaboration	Email			No Reuse	4
Audio Conferencing	Audio Conference Service Contract	Support Services	Communication	Audio Conferencing			No Reuse	1
Computer / Telephony Integration	Support the connectivity between server hardware, software and telecommunication equipment into a single logical system	Support Services	Communication	Computer / Telephony Integration			No Reuse	3
Computer / Telephony Integration	Wide Area Network (WAN) Service and Support	Support Services	Communication	Computer / Telephony Integration			No Reuse	10
Voice Communications	Telephone Service - Long Distance, Local Service, PDA, and Cellular	Support Services	Communication	Voice Communications			No Reuse	23
Access Control	IT Infrastructure Support Services - Help Desk	Support Services	Security Management	Access Control			No Reuse	4
Access Control	Support the management of permissions for logging onto a computer, application, service, or network; includes user management and role/privilege management	Support Services	Security Management	Access Control			No Reuse	2
Access Control	Remote Access (Token) Service	Support Services	Security Management	Access Control			No Reuse	3

4. Service Component Reference Model (SRM) 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.egov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
Audit Trail Capture and Analysis	Support the propagation, installation and upgrade of written computer programs, applications and components.	Support Services	Security Management	Audit Trail Capture and Analysis			No Reuse	2
Audit Trail Capture and Analysis	Internet Monitoring	Support Services	Security Management	Audit Trail Capture and Analysis			No Reuse	1
Remote Systems Control	IT Infrastructure Support Services - Help Desk & LAN	Support Services	Systems Management	Remote Systems Control			No Reuse	6
Remote Systems Control	Support the monitoring, administration and usage of applications and enterprise systems from locations outside of the immediate system environment.	Support Services	Systems Management	Remote Systems Control			No Reuse	1
System Resource Monitoring	Support the balance and allocation of memory, usage, disk space and performance on computers and their applications	Support Services	Systems Management	System Resource Monitoring			No Reuse	4

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 percentage of the BY requested funding amount transferred to another agency to pay for the service. The percentages in the column can, but are not required to, add up to 100%.

5. Technical Reference Model (TRM) 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)
Audit Trail Capture and Analysis	Component Framework	Security	Supporting Security Services	UNIX
Voice Communications	Service Access and Delivery	Access Channels	Collaboration / Communications	Desk Top Fax
Voice Communications	Service Access and Delivery	Access Channels	Collaboration / Communications	Fax Operator
Voice Communications	Service Access and Delivery	Access Channels	Collaboration / Communications	Fax Service
Workforce Directory / Locator	Service Access and Delivery	Access Channels	Collaboration / Communications	Government Blue Pages
Voice Communications	Service Access and Delivery	Access Channels	Collaboration / Communications	Network Support
Workforce Directory / Locator	Service Access and Delivery	Access Channels	Collaboration / Communications	On Line Telephone Directory (OLTD)
Audio Conferencing	Service Access and Delivery	Access Channels	Collaboration / Communications	Teleconference Service
Voice Communications	Service Access and Delivery	Access Channels	Collaboration / Communications	Telephone Customer Service / Maintenance Support
Voice Communications	Service Access and Delivery	Access Channels	Collaboration / Communications	VoIP Service

5. Technical Reference Model (TRM) 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)
Voice Communications	Service Access and Delivery	Access Channels	Wireless / PDA	PDA Blackberry & Cellular
Network Management	Service Access and Delivery	Delivery Channels	Internet	Internet Access
Computers / Automation Management	Service Access and Delivery	Delivery Channels	Peer to Peer (P2P)	NTVI Help Desk & LAN Support
Access Control	Service Access and Delivery	Delivery Channels	Virtual Private Network (VPN)	Juniper NetScreen VPN/Firewall
Assistance Request	Service Access and Delivery	Delivery Channels	Virtual Private Network (VPN)	NTVI Help Desk & LAN Support
Access Control	Service Access and Delivery	Delivery Channels	Virtual Private Network (VPN)	Remote Access / Tokens
Network Management	Service Access and Delivery	Service Requirements	Legislative / Compliance	Hosting Service
Audit Trail Capture and Analysis	Service Access and Delivery	Service Requirements	Legislative / Compliance	Internet Monitoring
Network Management	Service Access and Delivery	Service Transport	Service Transport	Internet Protocol Version 6 (IPv6) Maintenance
Computer / Telephony Integration	Service Access and Delivery	Service Transport	Supporting Network Services	WAN Support - NOC
Remote Systems Control	Service Interface and Integration	Interface	Service Description / Interface	UNIX
Library / Storage	Service Platform and Infrastructure	Database / Storage	Storage	3Par
Information Retrieval	Service Platform and Infrastructure	Delivery Servers	Application Servers	Oracle Application Server
Call Center Management	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)	Capital Computer Solutions - BPA - Micro Computer Equipment Maintenance Supplies
Email	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)	Intelligence Communications Solutions - Blackberry technology support
Intrusion Detection	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)	McAfee- Anti Virus Software License & Maintenance
Email	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)	Message One - Blackberry Failover Software License & Maintenance
Email	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)	MX Logic - Anti Spam Software License & Maintenance
Change Management	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)	NETPRO - Configuration & Change Management Software License & Maintenance
Access Control	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)	NetVersant - LAN Room Security access cards and Readers
Remote Systems Control	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)	NTVI - Infrastructure Support = LAN & Help Desk
Assistance Request	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)	NTVI Help Desk & LAN Support
Data Warehouse	Service Platform and Infrastructure	Hardware / Infrastructure	Local Area Network (LAN)	Yancy Assoc. - E-mail Archival Reduces User Storage & provides data Protection
System Resource Monitoring	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Big IP Load Balancer
Computer / Telephony Integration	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Cisco Routers
Computer / Telephony Integration	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Cisco Switches
Voice Communications	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Local Telephone Calling Service
Voice Communications	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Long Distance Calling Service
Voice Communications	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Monitor Telecommunication Services
Voice Communications	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Telephone Dial Tone
Voice Communications	Service Platform and Infrastructure	Hardware / Infrastructure	Network Devices / Standards	Voicemail
Information Retrieval	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Sun (240, 245, 440, 445, 890, 6900)
Information Retrieval	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Windows 200 Servers
Computer / Telephony Integration	Service Platform and Infrastructure	Hardware / Infrastructure	Wide Area Network (WAN)	WAN
Network Management	Service Platform and Infrastructure	Hardware / Infrastructure	Wide Area Network (WAN)	WAN - Internet Protocol (IP)

a. Service Components identified in the previous question 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.

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

a. If "yes," please describe.

Exhibit 300: Part III: For "Operation and Maintenance" investments ONLY (Steady State)

Section A: Risk Management (All Capital Assets)

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.

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? 9/27/2007
 - b. Has the Risk Management Plan been significantly changed since last year's submission to OMB? No
 - c. If "yes," describe any significant changes:

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

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

- 1. Was an operational analysis conducted? No
 - a. If "yes," provide the date the analysis was completed.
 - b. If "yes," what were the results?

c. If "no," please explain why it was not conducted and if there are any plans to conduct operational analysis in the future:

SBA did not conduct an OA/T/I wide Operational Analysis; however, assessments were done within Mission Areas and is planned in conjunction with developing the IT Services Segment Architecture. This effort will be supplemented with additional analysis conducted in accordance the Capital Program Guide in FY09.

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 (Government Only/Contractor Only/Both)? Contractor Only

2.b Comparison of Plan vs. Actual Performance Table

Milestone Number	Description of Milestone	Planned		Actual		Variance	
		Completion Date (mm/dd/yyyy)	Total Cost (\$M)	Completion Date (mm/dd/yyyy)	Total Cost (\$M)	Schedule (# days)	Cost (\$M)
1	Project1	9/30/2014	\$233.901813		\$0.000000		\$233.901813
1.1	EUSS	9/30/2011	\$24.863000		\$0.000000		\$24.863000
1.1.1	Complete FY08 contract deliverables and perform close out operations.	9/30/2008	\$5.253000		\$0.000000		\$5.253000
1.1.2	Complete FY09 contract deliverables and perform close out operations.	9/30/2009	\$7.065000		\$0.000000		\$7.065000
1.1.2.1	Exercise Infrastructure Support Contracts for FY09 option year	10/1/2008	\$0.000000		\$0.000000		\$0.000000
1.1.2.2	Review FY09 Contract Performance	9/15/2009	\$0.000000		\$0.000000		\$0.000000
1.1.2.3	Approve FY09 Contract Performance	9/30/2009	\$7.065000		\$0.000000		\$7.065000
1.1.3	Complete FY10 contract deliverables and perform close out operations.	9/30/2010	\$6.150000		\$0.000000		\$6.150000
1.1.3.1	Exercise Infrastructure Support Contracts for FY10 option year	10/1/2009	\$0.000000		\$0.000000		\$0.000000
1.1.3.2	Review FY10 Contract Performance	9/15/2010	\$0.000000		\$0.000000		\$0.000000
1.1.3.3	Approve FY10 Contract Performance	9/30/2010	\$6.150000		\$0.000000		\$6.150000
1.1.4	Complete FY11 contract deliverables and perform close out operations.	9/30/2011					
1.1.4.1	Exercise Infrastructure Support Contracts for FY11 option year	10/1/2010	\$0.000000		\$0.000000		\$0.000000
1.1.4.2	Review FY11 Contract Performance	9/15/2011					
1.1.4.3	Approve FY11 Contract Performance	9/30/2011					
1.2	Telcon	9/30/2014					
1.2.1	FY08 O&M activities and Program Review	9/30/2008	\$14.332000		\$0.000000		\$14.332000

2.b Comparison of Plan vs. Actual Performance Table

Milestone Number	Description of Milestone	Planned		Actual		Variance	
		Completion Date (mm/dd/yyyy)	Total Cost (\$M)	Completion Date (mm/dd/yyyy)	Total Cost (\$M)	Schedule (# days)	Cost (\$M)
1.2.2	FY09 O&M activities and Program Review	9/30/2009	\$15.501000		\$0.000000		\$15.501000
1.2.3	FY10 O&M activities and Program Review	9/30/2010	\$16.121000		\$0.000000		\$16.121000
1.2.4	FY11 O&M activities and Program Review	9/30/2011			\$0.000000		
1.2.5	FY12 O&M activities and Program Review	9/30/2012			\$0.000000		
1.2.6	FY13 O&M activities and Program Review	9/30/2013			\$0.000000		
1.2.7	FY14 O&M activities and Program Review	9/30/2014			\$0.000000		
1.2.8	FY15 O&M activities and Program Review	2/1/2007	\$18.859000		\$0.000000		\$18.859000
1.3	MSS	9/30/2012			\$0.000000		
1.3.1	Complete contract deliverables and perform close out operations.	9/30/2008	\$13.514000		\$0.000000		\$13.514000
1.3.2	Complete contract deliverables and perform close out operations.	9/30/2009	\$15.025000				
1.3.3	Complete contract deliverables and perform close out operations.	9/30/2010	\$14.988000		\$0.000000		\$14.988000
1.3.4	Complete contract deliverables and perform close out operations.	9/30/2011			\$0.000000		
1.3.5	Complete contract deliverables and perform close out operations.	9/30/2012			\$0.000000		
1.4	DCMM Hosting	9/30/2014			\$0.000000		
1.4.1	DCMS Hosting FY07	9/30/2007	\$0.003100		\$0.000000		\$0.003100
1.4.2	DCMS Hosting FY08	9/30/2008	\$0.008802		\$0.000000		\$0.008802
1.4.2.1	Complete IBM Hosting contract	5/31/2008	\$0.001534		\$0.000000		\$0.001534
1.4.2.2	Transition	3/31/2008	\$0.002013		\$0.000000		\$0.002013
1.4.2.3	Initiate SRA Hosting contract	9/30/2008	\$0.004069		\$0.000000		\$0.004069

2.b Comparison of Plan vs. Actual Performance Table

Milestone Number	Description of Milestone	Planned		Actual		Variance	
		Completion Date (mm/dd/yyyy)	Total Cost (\$M)	Completion Date (mm/dd/yyyy)	Total Cost (\$M)	Schedule (# days)	Cost (\$M)
1.4.2.4	Equipment Lease	9/30/2008	\$0.001186		\$0.000000		\$0.001186
1.4.3	DCMS Hosting FY09	9/30/2010	\$0.018584		\$0.000000		\$0.018584
1.4.3.1	Equipment Lease	9/30/2009	\$0.001186		\$0.000000		\$0.001186
1.4.3.2	O&M Review & exercise option	9/30/2009	\$0.004956		\$0.000000		\$0.004956
1.4.3.3	DCMS Hosting FY10	9/30/2010	\$0.006221		\$0.000000		\$0.006221
1.4.3.4	Equipment Lease	9/30/2010	\$0.001186		\$0.000000		\$0.001186
1.4.3.5	O&M Review & exercise option	9/30/2010	\$0.005035		\$0.000000		\$0.005035
1.4.4	DCMS Hosting FY11	9/30/2011					
1.4.4.1	Equipment Lease	9/30/2011					
1.4.5	O&M Review & exercise option	9/30/2011					
1.4.6	O&M Review & exercise option	9/30/2012					
1.4.7	O&M Review & exercise option	9/30/2013					
1.4.8	O&M Review & exercise option	9/30/2014					
Project Totals		9/30/2014					