

## 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:** 2010-03-18 18:59:33
2. **Agency:** 028
3. **Bureau:** 00
4. **Name of this Investment:** OCIO: IT Infrastructure End User Systems and Support (ITI EUSS)
5. **Unique Project (Investment) Identifier:** 028-00-02-00-01-7003-00
6. **What kind of investment will this be in FY 2011?:** Mixed Life Cycle
  - 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? \***
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; this description may include links to relevant information which should include relevant GAO reports, and links to relevant findings of independent audits.**

This investment enables OCIO to support the Agency's mission of supporting the Nation's economy by enabling the establishment and viability of new and existing small businesses and assisting in the economic recovery of communities during disasters by effectively and securely managing Information Technology. The Office of the Chief Information Officer (OCIO), Office of Communications Technology Services (OCTS), Information Technology (IT) staff provide operational support services to approximately 900 SBA Headquarters and 2,000+ field office staff; provides Tier 1, 2 and 3 support including end user support, training, desktop hardware and software configuration, installation and maintenance; supports Governmental initiatives including the Federal Desktop Core Configuration, HSPD-12, Ipv6, and Trusted Internet Connections; provides first line support to field office IT staff; participates in Agency-wide initiatives including Continuity of Operations (COOP) and program performance. IT Specialists operate and maintain the local area networks (LAN) and act as the liaison between SBA and its telecommunications provider to monitor/troubleshoot LAN connectivity issues to ensure 24 hour data flow and desktop connectivity to the internet, e-mail, file, print and other mission critical servers and applications.

  - a. **Provide here the date of any approved rebaselining within the past year, the date for the most recent (or planned) alternatives analysis for this investment, and whether this investment has a risk management plan and risk register.**
9. **Did the Agency's Executive/Investment Committee approve this request? \***
  - a. **If "yes," what was the date of this approval? \***
10. **Contact information of Program/Project Manager?**
  - **Name:** \*
  - **Phone Number:** \*
  - **Email:** \*
11. **What project management qualifications does the Project Manager have? (per FAC-P/PM)? \***

- Project manager has been validated according to FAC-PMPM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/OM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

**12. If this investment is a financial management system, then please fill out the following as reported in the most recent financial systems inventory (FMSI):**

Financial management system name(s)	System acronym	Unique Project Identifier (UPI) number
*	*	*

**a. If this investment is a financial management system AND the investment is part of the core financial system then select the primary FFMIA compliance area that this investment addresses (choose only one): \***

- computer system security requirement;
- internal control system requirement;
- core financial system requirement according to FSIO standards;
- Federal accounting standard;
- U.S. Government Standard General Ledger at the Transaction Level;
- this is a core financial system, but does not address a FFMIA compliance area;
- Not a core financial system; does not need to comply with FFMIA

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

**1.**

Table 1: SUMMARY OF FUNDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)									
	PY1 and earlier	PY 2009	CY 2010	BY 2011	BY+1 2012	BY+2 2013	BY+3 2014	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition:	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
<b>SUBTOTAL:</b>	*	*	*	*	*	*	*	*	*
<b>Government FTE Costs should not be included in the amounts provided above.</b>									
Government FTE Costs	*	*	*	*	*	*	*	*	*
Number of FTE represented by Costs:	*	*	*	*	*	*	*	*	*
<b>TOTAL(including FTE costs)</b>	*	*	*	*	*	*	*	*	*

**2. If the summary of funding has changed from the FY 2010 President’s Budget request, briefly explain those changes:**

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

1. **Table 1: Contracts/Task Orders Table**

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)
SBAHQ06C0006	FFP: Firm Fixed Price	Y	2006-01-26	2006-01-26	2010-01-26	\$19.4	*	*	*	*	*
SBAHQ08M0158	FFP: Firm Fixed Price	Y	2008-04-16	2008-04-16	2008-12-31	\$0.0	*	*	*	*	*
SBAHQ07A0043	FFP: Firm Fixed Price	Y	2007-09-05	2007-09-10	2008-09-04	\$0.1	*	*	*	*	*
SBAHQ08C0009	FFP: Firm Fixed Price	Y	2008-09-30	2008-10-01	2009-09-30	\$0.4	*	*	*	*	*
SBAHQ06C0034	FFP: Firm Fixed Price	Y	2006-09-27	2006-09-27	2011-09-28	\$0.0	*	*	*	*	*
SBAHQ08F0199	FFP: Firm Fixed Price	Y	2008-06-17	2008-06-17	2009-09-30	\$0.1	*	*	*	*	*
SBAHQ08M0217	FFP: Firm Fixed Price	Y	2008-06-03	2008-06-03	2008-09-30	\$0.1	*	*	*	*	*

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

a.If "yes," what is the date? \*

Section D: Performance Information (All Capital Assets)

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2008	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	*	*	% of open helpdesk tickets closed by in house helpdesks	80%	90%	90%
2008	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	*	*	percentage closure of new daily "high" priority tickets	80%	80%	80%
2008	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	*	*	average time to close "high" priority tickets in minutes	15	10	10
2008	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	*	*	% of all categories of tickets resolved on the first contact	80%	80%	80%
2008	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	*	*	average number of complaints per month	50	50	50
2009	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them	*	*	% of open helpdesk tickets closed by in house helpdesks	80%	90%	90%

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	with high quality executive leadership and support services						
2009	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	*	*	percentage closure of new daily "high" priority tickets	80%	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	*	*	average time to close "high" priority tickets in minutes	15	10	10
2009	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	*	*	% of all categories of tickets resolved on the first contact	80%	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	*	*	average number of complaints per month	50	50	50
2010	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	*	*	% of open helpdesk tickets closed by in house helpdesks	80%	90%	tbd
2010	Ensure that all SBA programs operate at maximum efficiency and	*	*	percentage closure of new daily "high" priority tickets	80%	80%	tbd

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	effectiveness by providing them with high quality executive 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	*	*	average time to close "high" priority tickets in minutes	15	10	tbd
2010	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	*	*	% of all categories of tickets resolved on the first contact	80%	80%	tbd
2010	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	*	*	average number of complaints per month	50	50	tbd
2011	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	*	*	% of open helpdesk tickets closed by in house helpdesks	80%	90%	tbd
2011	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	*	*	percentage closure of new daily "high" priority tickets	80%	80%	tbd
2011	Ensure that all SBA programs	*	*	average time to close "high"	15	10	tbd

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services			priority tickets in minutes			
2011	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	*	*	% of all categories of tickets resolved on the first contact	80%	80%	tbd
2011	Ensure that all SBA programs operate at maximum efficiency and effectiveness by providing them with high quality executive leadership and support services	*	*	average number of complaints per month	50	50	tbd

**Part II: Planning, Acquisition And Performance Information**

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

**1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline**

Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
PROJ: Helpdesk Support 10 - SBA Helpdesk Support October FY 10	\$0.6	\$0.6	2009-10-01	2009-10-01	2009-10-30	2009-10-30	100.00%	100.00%
PROJ: Helpdesk Support 10 - SBA Helpdesk Support November FY 10	\$0.6	\$0.6	2009-11-02	2009-11-02	2009-11-30	2009-11-30	100.00%	100.00%
PROJ: Helpdesk Support 10 - SBA Helpdesk Support December FY 10	\$0.6	\$0.6	2009-12-01	2009-12-01	2009-12-31	2009-12-31	100.00%	100.00%
PROJ: Helpdesk Support 10 - SBA Helpdesk Support January FY 10	\$0.6	\$0.6	2010-01-01	2010-01-01	2010-01-29	2010-01-29	100.00%	100.00%
PROJ: Helpdesk Support 10 - SBA Helpdesk Support February FY 10	\$0.6	\$0.6	2010-02-02	2010-02-02	2010-02-26	2010-02-24	100.00%	100.00%
PROJ: Helpdesk Support 10 - SBA Helpdesk Support March FY 10	\$0.6	\$0.0	2010-03-01	2010-03-01	2010-03-31		60.87%	60.87%
PROJ: Helpdesk Support 10 - SBA Helpdesk Support April FY 10	*	*	2010-04-01		2010-04-30		0.00%	0.00%
PROJ: Helpdesk Support 10 - SBA Helpdesk Support May FY 10	*	*	2010-05-03		2010-05-31		0.00%	0.00%
PROJ: Helpdesk Support 10 - SBA Helpdesk	*	*	2010-06-01		2010-06-30		0.00%	0.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Support June FY 10								
PROJ: Helpdesk Support 10 - SBA Helpdesk Support July FY 10	*	*	2010-07-01		2010-07-30		0.00%	0.00%
PROJ: Helpdesk Support 10 - SBA Helpdesk Support August FY 10	*	*	2010-08-02		2010-08-31		0.00%	0.00%
PROJ: Helpdesk Support 10 - SBA Helpdesk Support September FY 10	*	*	2010-09-01		2010-09-30		0.00%	0.00%
PROJ: MS Office 07 Upgrade - Deployment of office 2007 cross SBA's Desktop	\$1.8	\$1.8	2009-05-01	2009-05-01	2009-12-14	2009-12-07	100.00%	100.00%
PROJ: Helpdesk Support 11 - SBA Helpdesk Support October FY 11	*	*	2010-10-01		2010-10-29		0.00%	0.00%
PROJ: Helpdesk Support 11 - SBA Helpdesk Support November FY 11	*	*	2010-11-01		2010-11-30		0.00%	0.00%
PROJ: Helpdesk Support 11 - SBA Helpdesk Support December FY 11	*	*	2010-12-01		2010-12-31		0.00%	0.00%
PROJ: Helpdesk Support 11 - SBA Helpdesk Support January FY 11	*	*	2011-01-03		2011-01-31		0.00%	0.00%
PROJ: Helpdesk Support 11 - SBA Helpdesk Support February FY 11	*	*	2011-02-01		2011-02-28		0.00%	0.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
PROJ: Helpdesk Support 11 - SBA Helpdesk Support March FY 11	*	*	2011-03-01		2011-03-31		0.00%	0.00%
PROJ: Helpdesk Support 11 - SBA Helpdesk Support April FY 11	*	*	2011-04-01		2011-04-29		0.00%	0.00%
PROJ: Helpdesk Support 11 - SBA Helpdesk Support May FY 11	*	*	2011-05-02		2011-05-31		0.00%	0.00%
PROJ: Helpdesk Support 11 - SBA Helpdesk Support June FY 11	*	*	2011-06-01		2011-06-30		0.00%	0.00%
PROJ: Helpdesk Support 11 - SBA Helpdesk Support July FY 11	*	*	2011-07-01		2011-07-29		0.00%	0.00%
PROJ: Helpdesk Support 11 - SBA Helpdesk Support August FY 11	*	*	2011-08-01		2011-08-31		0.00%	0.00%
PROJ: Helpdesk Support 11 - SBA Helpdesk Support September FY 11	*	*	2011-09-01		2011-09-30		0.00%	0.00%
PROJ: ITI End User Support FY 2012 - End user support 2012: Q1	*	*	2011-10-03		2012-09-28		0.00%	0.00%
PROJ: ITI End User Support FY 2012 - End user support 2012: Q2	*	*	2011-10-03		2012-09-28		0.00%	0.00%
PROJ: ITI End User Support FY 2012 - End user support 2012: Q3	*	*	2011-10-03		2012-09-28		0.00%	0.00%
PROJ: ITI End	*	*	2011-10-03		2012-09-28		0.00%	0.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
User Support FY 2012 - End user support 2012: Q4								
PROJ: MS Exchange Server Upgrade - Upgrade server to Exchange200 7	*	*	2010-03-19		2010-06-18		0.00%	0.00%
PROJ: Helpdesk Support FY08-09 - Helpdesk Support FY 08	\$5.7	\$5.7	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
PROJ: Helpdesk Support FY08-09 - Helpdesk Support FY 09	\$7.2	\$7.2	2008-10-01	2008-10-01	2009-09-01	2009-09-01	100.00%	100.00%
PROJ: ARRA Customer Experience Enhancement - Integration	*	*	2010-04-01		2010-09-30		0.00%	0.00%
PROJ: ARRA Customer Experience Enhancement - Customer Relationship Management (CRM) Analysis and Design SBA.Gov and Business.Gov	\$0.3	\$0.3	2009-12-01	2009-12-01	2010-02-26	2010-02-26	100.00%	100.00%
PROJ: ARRA Customer Experience Enhancement - Establish Host Platform	*	*	2010-06-01		2010-06-30		0.00%	0.00%
PROJ: ARRA Customer Experience Enhancement - Redesign User Interface	*	*	2010-05-03		2010-05-31		0.00%	0.00%
PROJ: ARRA Customer Experience Enhancement - Implementatio n of Enhanced	*	*	2010-04-01		2010-04-30		0.00%	0.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Search								
PROJ: ARRA Customer Experience Enhancement - Content Migration	*	*	2010-07-01		2010-09-30		0.00%	0.00%
PROJ: ARRA Data Warehouse - Implement FY 10 Q4	*	*	2010-09-01		2010-09-30		0.00%	0.00%
PROJ: ARRA Data Warehouse - Implement FY 11 Q1	*	*	2010-10-01		2010-12-31		0.00%	0.00%
PROJ: ARRA Data Warehouse - Implement FY 11 Q2	*	*	2011-01-03		2011-03-31		0.00%	0.00%
PROJ: ARRA Data Warehouse - Implement FY 11 Q3	*	*	2011-04-01		2011-06-30		0.00%	0.00%
PROJ: ARRA Data Warehouse - Implement FY 11 Q4	*	*	2011-07-01		2011-09-30		0.00%	0.00%
PROJ: ARRA Multi-Tier Call Center - Implement FY 10 Q4	*	*	2010-09-01		2010-09-30		0.00%	0.00%
PROJ: ARRA Multi-Tier Call Center - Implement FY 11 Q1	*	*	2010-10-01		2010-12-31		0.00%	0.00%
PROJ: ARRA Multi-Tier Call Center - Implement FY 11 Q2	*	*	2011-01-03		2011-03-31		0.00%	0.00%
PROJ: ARRA Multi-Tier Call Center - Implement FY 11 Q3	*	*	2011-04-01		2011-06-30		0.00%	0.00%
PROJ: ARRA Multi-Tier Call Center - Implement FY 11 Q4	*	*	2011-07-01		2011-09-30		0.00%	0.00%

\* - Indicates data is redacted.