

Legislative Mandate	No	
Audit Finding Resolution	Yes	Current IG Service Provider audit resulted in finding that HRAccess needs to separate the initiator and approver of transactions.
Published Agency Strategic Plan	No	
Other Requirements	No	

Accomplishments

	<i>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. [LIMIT: 1000 char]</i>
4.	HRAccess Program was able to successfully hire 6500 TSOs to meet the surge demand with deployment of AITs across the country. The program was also able to hire additional FAMS, TSIs due to increased demand by the agency. The program was able to successfully process for 44,000 TSOs PASS performance salary increases and bonuses. The program successfully completed the benefits open season and support all changes that came as a result of new laws and regulations including President's Hiring Reform.
	<i>Provide a list of planned accomplishments for current year (CY) and budget year (BY). [LIMIT: 2500 char]</i>
5.	for the current year, the completion of Non-Integrated Data Warehouse load, and for the budget year the establishment of the table of organization.
6.	<i>Provide brief descriptions of out year (BY+1, BY+2, BY+3, BY+4 and beyond as necessary) budget requests for this investment. Briefly describe planned projects and/or useful components proposed, Your justification should address new functionality, systems integration, technology refreshes, efficiencies obtained, and any other enhancements to existing assets/systems performance or agency operations.</i>

Fiscal Year	Description [LIMIT: 500 char]
BY +1	Potential maintenance changes and updates due to collective bargaining agreement
BY +2	There could be potentially maintenance projects related to Data Warehouse, Performance bonus payout's, and updates as related to HRAccess maintenance.
BY +3	Planning for the re compete of the contract including development of SOW for all functional areas like recruiting, hiring, personnel transactions, payroll, benefits, and help desk
BY +4 and beyond	TSA plans to award a new contract for next generation of HR services support.

Program Management

	<i>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.</i>
7.	Jul 7, 2011
8.	<i>Provide the following 5 required IPT members. IT Program Manager, Business Process Owner and Contract Specialist must be Government employees.</i>

IPT Contact Information	Name	Phone Number	Extension	Email
--------------------------------	-------------	---------------------	------------------	--------------

	[LIMIT: 250 char]	[10 digits, 0-9 only]	[Optional: 6 digits, 0-9 only]	[LIMIT: one email only]
IT Program Manager	Mohammed A. Taher	571-227-1141		Mohammed.Taher@dhs.gov
Business Process Owner	Sean Byrne	571-227-1342		sean.byrne@dhs.gov
Contract Specialist	Richard Braendel	571-227-5371		richard.braendel@dhs.gov
Information Technology Specialist	N/A			
Security Specialist	Paul Fields	571-227-3632		paul.fields@dhs.gov

300A - SUMMARY OF FUNDING

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

1. Provide the funding summary for this investment by completing the following table. Include funding authority from all sources in millions, and round to three decimal places. Federal personnel costs should be included only in the rows designated "DME Govt. FTE Costs" and "Operations Govt. FTE Costs" and should be excluded where indicated for DME Costs and Operations Costs. Cost levels should be consistent with funding levels in Exhibit 53. For multi-agency investments, this table should include all funding (both managing and partner agency contributions).
- For years beyond BY+1, please provide your best estimates for planning purposes, understanding that estimates for out-year spending will be less certain than estimates for BY+1 or closer.
- For lines in the table that ask for changes in your current submission compared to your most recent previous submission, please use the President's Budget as your previous submission. When making comparisons, please ensure that you compare same-year-to-same-year (e.g., 2011 v. 2011).
- Significant changes from the previous submission should be reflected in a the Investment level Alternatives Analysis and is subject to OMB request as discussed in section 300.5.

	PY-1 & Earlier	PY	CY	BY	BY+1	BY+2	BY+3	BY+4 & Beyond	Total
	2010	2011	2012	2013	2014	2015	2016	2017 +	
Planning Costs:	0.733	0.000	0.000	0.000	0.000	0.565	0.000	0.000	1.298
DME (Excluding Planning) Costs:	44.137	0.000	0.000	0.000	0.000	2.200	7.920	0.000	54.257
DME Govt. FTEs:	4.494	0.000	0.000	0.000	0.000	0.440	0.750	0.000	5.684
SUBTOTAL DME:	49.364	0.000	0.000	0.000	0.000	3.205	8.670	0.000	61.239
O&M- Excluding Govt FTE Costs:	288.085	140.233	137.998	138.094	138.094	135.329	130.174	276.188	1,384.195
O&M Govt. FTEs:	11.069	6.588	6.740	6.847	6.881	6.475	6.200	14.005	64.805
SUBTOTAL O&M Costs:	299.154	146.821	144.738	144.941	144.975	141.804	136.374	290.193	1,449.000
TOTAL COST:	348.518	146.821	144.738	144.941	144.975	145.009	145.044	290.193	1,510.239
Total Govt. FTE Costs:	15.563	6.588	6.740	6.847	6.881	6.915	6.950	14.005	70.489
# of FTEs rep by Costs:	114.00	46.00	46.00	46.00	46.00	46.00	46.00	92.00	482.00
Total from prior yr final Pres. Budget (\$)*		146.821	144.738						

Total chg from prior yr final Pres. Budget (\$)		0.000	0.000						
Total chg from prior yr final Pres. Budget (%)		0.000	0.000						

	* Source of funding is based on the Exh 53 June 3rd submission and Exhibit 300 February 28th submission.
2.	While some investments are consistent with a defined life cycle model (i.e., an initial period of development followed by a period of primarily operational spending and an identifiable end point), others represent a collection of ongoing activities and operations with no known terminal point. In the following table, identify whether or not this investment uses a defined life cycle model (as defined in OMB Circular A-131) and provide appropriate investment cost information below.
	Is this investment consistent with a life cycle model defined in OMB Circular A-131 (i.e., an initial period of development followed by a period of primarily operational spending and an identifiable end point):
2.a.	Yes
	Describe why the investment is not consistent with life cycle model management defined in OMB Circular A-131, and explain how you adapted your alternatives analysis for this investment? (Where an agency uses a cost model other than the lifecycle cost model, defined by OMB Circular A-131, responses from 2c to 2h below should reflect the alternative concept.) [LIMIT: 1000 char] (Required if 2.a. is N):
2.b.	
	Provide information on what cost model this investment is using and how costs are captured for what years [LIMIT: 1000 char] (Required if 2.a. is N):
2.c.	Costs are being captured for the 8 years of the contract as the LCCE requirement came 2 years after the contract was awarded and the program initiated. It was based on the actual costs of the option years.
	What year did this investment start (use year—i.e., PY-1=2010) (Required if 2.a. is Y):
2.d.	2,008
	What year will this investment end (use year—i.e., BY+5=2018) (Required if 2.a. is Y):
2.e.	2,016
	Estimated Total DME cost (including planning) for the investment life cycle or other cost model (excluding FTE):
2.f.	55.555
	Estimated Total O&M cost the investment life cycle or other cost model (excluding FTE):
2.g.	1,384.195
	Estimated total Govt. FTE Cost for the investment life cycle or other cost model:
2.h.	70.489
	If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes [LIMIT: 500 char]:
3a.	No, the funding levels have not changed.

300A - ACQUISITION/CONTRACT STRATEGY

Section D: Acquisition/Contract Strategy

1. Complete or update the table to display all prime contracts (or task orders) awarded or open solicitations for this investment (sub-award details is not required). Contracts and/or task orders that have "Ended" should not be included in the table. Contracts in open solicitation should provide estimated data for all fields (for "Total Contract Value" the estimated base contract costs and all anticipated option years). Data definitions can be found at www.usaspending.gov/learn#a2.

For specifics, please see notes 1 and 2 below the table.

#	Active?	Contract Status	Contracting Agency ID	Procurement Instrument Identifier [LIMIT: 250 char]	IAA Contract/Exemption?	Indefinite Delivery Vehicle (IDV) PIID (required if part of an IDV)	IDV Agency ID	Solicitation ID
1	Active	Awarded	7013	HSTS0110FHRM158	No	GS10F0Y66N	7013	HSTS01-08-R-HRM010
2	Active	Awarded	7013	HSTS0111JHRM048	No	HSTS0108DHRM010	7013	HSTS01-08-R-HRM010
3	Active	Awarded	7013	Operations & Maintenance (FY12)	No	HSTS0108DHRM010	7013	HSTS01-08-R-HRM010

#	Alternate Financing	EVM Required	Ultimate Contract Value (\$M)	Type of Contract/Task Order (Pricing)	Is the contract a Performance Based Service Acquisition (PBSA)?	Effective date	Actual or expected End Date of Contract/Task Order	Extent Competed	Short description of services or product to be acquired	Contractor Name
1	NA	No	4.650	Time and Materials	No	Aug 30, 2010	Sep 1, 2011	Full and Open Competition	Issue Resolution support, stakeholder management support, and service level monitoring	PriceWaterHouseCo
2	NA	No	148.520	Firm Fixed Price	Yes	Jan 2, 2011	Jan 1, 2012	Not Available for Competition	Operations and maintenance costs covering all areas of human capital operations from recruiting and staffing, payroll, personnel transactions, and benefits for the TSA.	Lockheed Martin
3	NA	No	148.640	Firm Fixed Price	Yes	Jan 2, 2012	Jan 1, 2013	Not Available for Competition	Operations and maintenance costs covering all	Lockheed Martin

										areas of human capital operations from recruiting, staffing, payroll, personnel transactions, and benefits for the TSA.	
--	--	--	--	--	--	--	--	--	--	---	--

Note 1: Assuming the PIID or IDV PIID match with USAspending.gov, these data elements will be automatically populated for awarded IT acquisitions

Note 2: Assuming the PIID, IDV PIID, or Solicitation number match with USAspending.gov or FedBizOpps (fbo.gov) this data will be auto populated for awarded and pre-award, post-solicitation IT acquisitions.

Earned Value Explanation	
	<i>If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why: [LIMIT: 2500 char]</i>
2.	As the contract is Firm Fixed Price (FFP), there is no benefit for Earned Value. The contracts are FFP, thereby, lowering the contract risk, and allowing for good utilization of performance based contracts. Performance for FFP contracts is monitored by TSA approved performance metrics.

300B - PROJECT

1 300B Section B Project Execution Data

Addresses planning, DME and significant maintenance projects for the investment.

1. In the Active Project table, report, at a minimum, all projects with any activities that started in a previous fiscal year (PY and earlier) and have not completed by the beginning of the current year as well as activities that are scheduled to start in the current fiscal year, including planning, DME, and maintenance projects. This information should be updated at least once every month. Include the following data in Table B.1:

A. Project ID: An agency-specified number that uniquely identifies the project within this investment.

B. Project Name: Name used by agency to refer specifically to this project.

C. Project Description: Description of project functionality or purpose.

D. Project Type: (1) DME, (2) Maint

E. Project Start Date: Date of actual start of in-progress projects or planned start of projects which have not yet begun (may be before current fiscal year or activities listed in the Project Activities table).

F. Project Completion Date: Planned date of completion of in-progress projects or actual completion date of projects which have completed (may be after budget year or of completion date of activities listed in the Project Activities table).

G. Project Lifecycle Cost: Enter the total cost of all activities related to this project as described in OMB Circular No. A-131. (in \$ millions)

H. PM Name: Name of project manager responsible for the success of this project.

I. PM Level of Experience: The years of applicable experience or the status of certification.

J. PM Phone: Phone number of project manager responsible for the success of this project.

K. PM Phone Extension: Phone number extension of project manager responsible for the success of this project.

L. PM Email: Email address of project manager responsible for the success of this project.

2 Projects Table

IMPORTANT Note: In order to 'facilitate' the transition from the old 'Milestone table' to the new 'Project/Project Execution Table' format, OMB has made a new requirement that the Project and Project Execution tables be expanded to include all Q4 FY2011 4th quarter projects and activities.

Table B.1 Active Projects:

#	Active?	Project ID	Project Name	Project Description	Project Type	Project Start Date	Project Completion Date	Project Lifecycle Cost	PM Name	PM Level of Experience
1	Active	100	NIDW Load	Load HR data from other systems into Non-Integrated Data Warehouse (NIDW) for intergation with other HR Data in Integrated Data Warehouse (IDW).	Maint	Jul 18, 2011	Jan 23, 2013	4.608	Mohammed Taher	FAC-P/PM(DAWIA-3)- Senior
2	Active	200	Torg. Automation	Automate the appropriate HRAccess systems to communicates with PMSO table in NFC payroll system to only allow authorized FTE hires and promotions.	Maint	Oct 18, 2011	Apr 30, 2012	3.000	Mohammed Taher	FAC-P/PM(DAWIA-3)- Senior

#	PM Phone	Project Manager Phone Ext	PM Email	Project Last Action Date
1	571-227-1141		mohammed.taher@dhs.gov	Sep 7, 2011
2	571-227-1141		mohammed.taher@dhs.gov	Sep 7, 2011

300B - PROJECT EXECUTION

Project Activities

Addresses planning, DME and significant maintenance projects for the investment.

In the Project Activities table, describe, at a minimum, all activities occurring during the current fiscal year. This table should be updated once a month at a minimum. In line with modular development principles, activities should be structured to provide usable functionality in measurable segments that complete at least once every six months or more often, as described in the 25-Point Implementation Plan to Reform Federal IT.

A. Project ID: An agency-specified number that uniquely identifies the project within this investment.

B. Activity Name: A short description consistent with the critical steps within the agency project management methodology.

C. Activity Description: Describe what work is accomplished by this activity

D. Structure ID: Agency-specified identifier which indicates work breakdown structure agency uses to associate this activity with other activities or a project. Please provide this in the format of "x.x.x.x.x" where the first string is the Project ID and each following string (separated by periods) matches the Structure ID of a parent activity. See below for more guidance about parent and child activities expressed through this structure.

E. Key Deliverable / Usable Functionality: Indicate whether the completion of this activity provides a key deliverable or usable functionality. This should only be provided for activities which do not have a child activity. Use this field to demonstrate this investment's alignment with the modular development principles of the 25-Point Implementation Plan to Reform Federal IT.

F. Start Date Planned: The planned start date for this activity.

G. Start Date Projected: When activity has not yet started, enter current planned start date of the activity.

H. Start Date Actual: When activity starts, enter actual start date here.

I. Completion Date Planned: The planned completion date for this activity.

J. Completion Date Projected: When activity has not yet completed, enter current planned completion date of the activity.

K. Completion Date Actual: When activity ends, enter actual completion date here.

L. Total Costs Planned: The planned total cost for this activity. This is the baseline value.

M. Total Costs Projected: When activity has not yet completed, enter current planned total cost of the activity.

N. Total Costs Actual: When activity ends, enter actual total costs for the activity here.

Reporting Parent and Child Activities (WBS Structure)

"Child" activities may be grouped into "Parent" activities to reflect the work breakdown structure (WBS) the agency uses to manage the investment. If a work breakdown structure is not used by the agency, please report the relationship between parent activities and child activities in "Structure ID" using this method.

When reporting an activity, enter the "Structure ID" as a period-delimited string consisting of the "Project ID" and each nested parent child activity between the project level and the child activity. The "Structure ID" to enter will vary depending on the activity's WBS level.

Example: For child activity 3 which is part of parent activity 10, which in turn is part of parent activity 2, which in turn is part of Project A, please enter: A.2.10.3

Project A >>> Parent Activity 2 >>> Parent Activity 10 >>> Child Activity 3

There is no limit to the number of nested "child" and "parent" relationships allowed, and this depth may vary from activity to activity and from project to project.

If any of a parent activity's child activities occurs in the current fiscal year, then all child activities of the parent activity must be reported regardless of their timing. This is to ensure that a complete view of the parent activity is available.

All activities with no child activities must have, at a minimum, Project ID, Activity Name, Activity Description, Structure ID, Start Date Planned, Start Date Projected, Completion Date Planned, Completion Date Projected, Total Costs Planned, and Total Costs Projected. Completed activities must also have Start Date Actual, Completion Date Actual, and Total Costs Actual.

Any parent activities with a child activity must be completely described by the aggregate attributes of its child activities. In the IT Dashboard, the cost and schedule information for parent activities will be based on the cost and schedule information of their most detailed reported child activities. Agency-submitted cost and schedule information is not required for parent activities.

Project Execution (Activities) Table

All financials are in millions (\$M).

IMPORTANT Note: In order to 'facilitate' the transition from the old 'Milestone table' to the new 'Project/Project Execution Table' format, OMB has made a new requirement that the Project and Project Execution tables be expanded to include all Q4 FY2011 4th quarter projects and activities.

#	Active?	Project ID	Activity Name	Activity Description	Structure ID	Key Deliverable/Usable	Start Date	Start Date	Start Date	Completion Date
---	---------	------------	---------------	----------------------	--------------	------------------------	------------	------------	------------	-----------------

						Functionality	Planned	Projected	Actual	Planned
1	Active	100	Interagency Movement	TSA identifies and allocates SMEs for this source, and develop ETL and load the data	100.1	Usable Functionality	Jul 20, 2011	Jul 20, 2011	Jul 20, 2011	Aug 18, 2011
2	Active	100	TSA Burn Rate	Identify the gap in HR Data for 2001-2009 and provide the data files	100.2	Usable Functionality	Jul 20, 2011	Jul 20, 2011	Jul 20, 2011	Aug 22, 2011
3	Active	100	Payroll Data	Determine the source for the payroll data corresponding to NFC PAYTA	100.3	Usable Functionality	Jul 18, 2011	Jul 18, 2011	Jul 18, 2011	Nov 4, 2011
4	Active	100	Recruiting & Hiring	Perform the data quality checks, conduct user acceptance testing and migrate data	100.4	Usable Functionality	Jul 18, 2011	Jul 18, 2011	Jul 18, 2011	Jan 23, 2012
5	Active	200	Torg Project Planning	Project plan will address the details necessary to control and monitor tasks to completion	200.1	Key Deliverable	Oct 25, 2011	Oct 25, 2011	Oct 25, 2011	Nov 3, 2011
6	Active	200	Develop the Table of Organization	Provide an automated solution including well defined processes to enable position authorization controls	200.2	Key Deliverable	Nov 7, 2011	Nov 7, 2011	Nov 7, 2011	Feb 29, 2012
7	Active	200	Organizational Charts	Implement means of generating organizational charts based on authorized and funded positions	200.3	Key Deliverable	Mar 19, 2012	Mar 19, 2012		Apr 13, 2012

#	Completion Date Projected	Completion Date Actual	Total Costs Planned	Total Cost Projected	Total Costs Actual	Activities Last Action Date
1	Aug 18, 2011	Sep 30, 2011	0.200	0.200	0.200	Oct 25, 2011
2	Dec 30, 2011		0.450	0.450		Oct 25, 2011
3	Nov 4, 2011	Nov 7, 2011	1.300	1.300	1.300	Nov 22, 2011

4	Jan 23, 2012	Jan 20, 2012	2.000	2.000	2.000	Feb 17, 2012
5	Nov 3, 2011	Nov 3, 2011	0.240	0.240	0.240	Nov 22, 2011
6	Feb 29, 2012		1.900	1.900		Nov 18, 2011
7	Apr 13, 2012		0.600	0.600		Sep 3, 2011

300B - PROJECT RISK

Project Risk

Project Execution Data addresses planning, DME, and significant maintenance projects for the investment.

Risk assessments should include risk information from all stakeholders and should be performed at the initial concept stage and then monitored and controlled throughout the life-cycle of the investment.

In the Project Risk table, list all significant project related risks for the investment that are currently open and provide risk assessment information. (It is not necessary to address all 19 OMB Risk Categories).

A. Project ID: An agency-specified number that uniquely identifies a project within this investment. For each identified risk, lists the associated Project ID.

B. Risk Name: A short description provides details of a risk, the cause of the risk and the effect that the risk causes to the project.

C. Risk Category: Please select the relevant OMB Risk Category for each risk. Risk categories include: 1) schedule; 2) initial costs; 3) life-cycle costs; 4) technical obsolescence; 5) feasibility; 6) reliability of systems; 7) dependencies and interoperability between this investment and others; 8) surety (asset protection) considerations; 9) risk of creating a monopoly for future procurements; 10) capability of agency to manage the investment; and 11) overall risk of investment failure; 12) organizational and change management; 13) business; 14) data/info; 15) technology; 16) strategic; 17) security; 18) privacy; and 19) project resources.

D. Risk Probability: The likelihood that a risk will occur (Low, Medium, or High)

E. Risk Impact: The impact on the project if the risk occurs (Low, Medium, or High)

F. Mitigation Plan: A short description of the plan or steps to mitigate the identified risk.

Table B.3 - Project Risk Table

#	Active?	Project ID	Risk Name	Risk Category	Risk Probability	Risk Impact	Risk Mitigation Plan	Risk Last Action Date
1	Active	100	Schedule Delay	Schedule	Low	Low	Monitor key milestone activities	Aug 10, 2011
2	Active	100	Cost Variance	Life-cycle costs	Low	Low	review and validate monthly cost reports	Aug 10, 2011
3	Active	200	Schedule Delay	Schedule	Low	Low	Monitor kickoff date and communicate with the contractor to ensure resources are identified	Aug 10, 2011
4	Active	200	Cost Variance	Initial costs	Low	Low	review and monitor monthly cost reports	Aug 10, 2011
5	Active	200	TOrg. Operationality	Business	Low	Medium	ensure that functional and user acceptance tetsing is complete to validate all steps	Aug 11, 2011

300B - OPERATIONAL DATA

Section C: Operational Data (Performance Metrics)

Operational Data addresses operational activities which are not reported as part of a project in the Project Execution Data.

There are two essential types of operations metrics to be reported (see FEA Reference Model Mapping Quick Guide):

1. Results Specific: Provide a minimum of two metrics which measure the effectiveness of the investment in delivering the desired service or support level; if applicable, at least one metric should reflect customer results (e.g.; "Service Quality").

2. Activities and Technology Specific: Provide a minimum of three –metrics which measure the investment against its defined process standards or technical service level agreements (SLAs) (e.g.; "Reliability and Availability"). At least one of these metrics must have a monthly "Reporting Frequency."

Provide results specific metrics which are appropriate to the mission of the investment and its business owner or Customer. Generally these metrics should be provided by the investment's business owner and will reflect performance in the broader business activities and not IT-specific functions. The best results specific metrics will support the business case justification and could be the foundation of a quantitative approach to defining benefits in a cost-benefit analysis. Unlike in private industry where identified benefits accrue to the organization, government benefits may accrue to the public. Therefore, results-specific metrics may demonstrate the value realized external to the Federal Government. The table must include a minimum of two results-specific metrics, one of which should reflect customer results.

Each metric description should help the user understand what is being measured. In this field, describe the units used, any calculation algorithm used, and the definition or limits of the population or "universe" measured.

The unit of measure should be characterized (e.g. number, percentage, dollar value etc) for each metric. If the unit is not on the drop down list, please choose "Other" and provide unit of measure description in the "Metric Description" field. Each metric listed in the table must also indicate how often actual measurements will be reported (monthly, quarterly or semi-annually), as well as baseline, targets and actual results. The "Actual for PY" should be final actual measurement from the previous year or the average actual results from the previous year. Describe whether a successful actual measurement would be "over the target" or be "under the target" in "Measurement Condition." "Comment" field is required for performance metrics where target not expected to be met. All data will be displayed on the IT Dashboard.

Table C.1 - Operational Data Table

#	Active?	Metric Description	Unit of Measure	Measurement Area	Measurement Category	Measurement Grouping	Baseline	Target for PY	Actual for PY	Target for CY
1	Active	Hiring Dashboard Availability from Vendor	Percent	Technology	Reliability and Availability	Availability	99.000	100.000	100.000	100.000
2	Active	% Federal Law, TSA Business Rule, and Requirements Compliance	Percent	Processes and Activities	Management and Innovation	Compliance	90.000	100.000	100.000	100.000
3	Active	Meeting OPM Deadlines for TSES Certification	Percent	Processes and Activities	Productivity	Productivity	90.000	100.000	100.000	100.000
4	Active	Pay Information affecting EOD Information Entered into System of Record (Contractor Executed)	Percent				99.500	100.000	100.000	100.000
5	Active	Official Personnel Folders Prepared According to Federal Regulations and Guidelines	Percent				98.000	100.000	100.000	100.000

#	Measurement Condition	Reporting Frequency	Most Recent Actual Results	Comment	Operational Data Last Action Date
---	-----------------------	---------------------	----------------------------	---------	-----------------------------------

#	Measurement Condition	Reporting Frequency	Most Recent Actual Results	Comment	Operational Data Last Action Date
1	Over target	Semi-Annual	100.000	No actual date at this date; anticipate actual data availability by DEC 2011	Oct 26, 2011
2	Over target	Semi-Annual	100.000	No actual date at this date; anticipate actual data availability by DEC 2011	Oct 26, 2011
3	Over target	Semi-Annual	100.000	No actual date at this date; anticipate actual data availability by DEC 2011	Oct 26, 2011
4	Over target	Semi-Annual	100.000	No actual date at this date; anticipate actual data availability by DEC 2011	Mar 5, 2012
5	Over target	Semi-Annual	100.000		Mar 5, 2012

300B - OPERATIONAL RISK

Operational Risk

Operational Data addresses operational activities which are not reported as a part of a project in Project Execution Data.

Risk assessments should include risk information from all stakeholders and should be performed at the initial concept stage and then monitored and controlled throughout the life-cycle of the investment.

In the Operational Risk table, list all significant operational related risks for the investment that are currently open and provide risk assessment information. (It is not necessary to address all 19 OMB Risk Categories).

A. Risk Name: A short description identifies a risk, the cause of the risk and the effect that the risk causes to the operational activity.

B. Risk Category: Please select the relevant OMB Risk Category for each risk. Risk categories include: 1) schedule; 2) initial costs; 3) life-cycle costs; 4) technical obsolescence; 5) feasibility; 6) reliability of systems; 7) dependencies and interoperability between this investment and others; 8) surety (asset protection) considerations; 9) risk of creating a monopoly for future procurements; 10) capability of agency to manage the investment; and 11) overall risk of investment failure; 12) organizational and change management; 13) business; 14) data/info; 15) technology; 16) strategic; 17) security; 18) privacy; and 19) project resources.

C. Risk Probability: The likelihood that a risk will occur (on scale from Low, Medium to High)

D. Risk Impact: The impact of a risk on the project if the risk occurs (on scale from Low, Medium to High)

E. Mitigation Plan: A short description provides how to mitigate the risk.

Table C.2 - Operational Risk

#	Active?	Risk Name	Risk Category	Risk Probability	Risk Impact	Risk Mitigation Plan	Operational Risk Last Action Date
1	Active	Funding Challenges for Future Years: Multiple Continuing Resolutions (CRs) during the Fiscal Year threaten the ability of the Program to maintain continuity of operations and support to all TSA components.	Business	High	High	In the event of a CR, the PMO will work closely with the OHC FM, OA, and the Service Provider to ensure key operational activities are incrementally funded. Status of funds and potential operational impacts are monitored on a weekly basis.	Jul 19, 2011
2	Active	Expansion of Scope: As the system stabilizes, and performance demonstrates operational improvements and efficiencies, Senior Leadership directs other TSA components to leverage Program capabilities.	Dependencies and interoperability between this investment and others	Medium	Low	All requirements must be fully documented and reviewed by PM. Out-of-scope requirements are analyzed for resource and operational impact, and prioritized/approved at the Senior Leadership level.	Jul 19, 2011
3	Active	Performance of Service Provider: the depth and breadth of contract scope, as well as the strategic importance of the Program to the overall TSA mission, require that the Service Provider consistently achieve a high level of	Capability of agency to manage the investment	Low	High	Service Provider performance is constantly monitored at the Program Management, Operational, and Contract Management levels. Such monitoring is facilitated by the Program's IPT structure and contractual elements (e.g., Performance Evaluation Plan (PEP)). Daily, weekly, and monthly status updates ensure all levels of management	Jul 19, 2011

#	Active?	Risk Name	Risk Category	Risk Probability	Risk Impact	Risk Mitigation Plan	Operational Risk Last Action Date
		performance.				maintain constant awareness of Service Provider performance, and that issues are resolved in a timely manner and at the appropriate level.	
4	Active	Consistent Quality of Recruitment & Hiring Activities: Inaccurate Job Opportunity Announcements (JOAs) and Certificates (Certs) will result in recruiting and hiring delays, impacting the ability of the program to meet staffing requirements.	Data/info	Medium	High	Service Provider quality of JOAs and Certs is monitored at the operational level daily by TSA Subject matter Experts (SMEs), and reviewed weekly and monthly by management. This oversight will result in detailed Action Plans as required.	Aug 8, 2011
5	Active	Consistent Quality of Personnel, Payroll, and Benefits (PP&B) Action Processing: Errors in processing PP&B transactions will result in poor service delivery to TSA employee stakeholders.	Data/info	Medium	High	Service Provider quality of transaction processing performance is monitored daily at the operational level by TSA Subject Matter Experts (SMEs), and reviewed weekly and monthly by management. This oversight will result in detailed Action Plans as required.	Aug 8, 2011
6	Active	Consistent Quality of Help Desk Service Request (SR) Resolution: Inability to consistently resolve SRs in a timely manner will result in diminished system performance and resource-draining backlogs.	Reliability of systems	Medium	High	Service Provider quality of performance is monitored daily at the operational level by TSA Subject matter Experts (SMEs), and reviewed weekly and monthly by management. Mitigation activities include: the development and monitoring of detailed Action Plans/SR backlog burn down plans/communication plans; focused training; and, development of/strict enforcement of adherence to standardized scripts.	Aug 10, 2011