Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Account Management Services (AMS)	Accuracy of adjustments and responses to Taxpayer Correspondence. Percent of adjustments to taxpayer accounts and answers to taxpayer issues provided by correspondence units which are accurate.	percent	Monthly	89.6	88.4	89	114-Customer Results - Service Quality	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A
Account Management Services (AMS)	Telephone Level of Service: The percent of time that taxpayers calling IRS toll-free operations successfully reach a live assister	percent	Monthly	71	60.5	50	216-Technology - Effectiveness	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A
Account Management Services (AMS)	AMS Core Application Availability - The percentage of uptime that the AMS system is available for AMS users. The AMS Core Application allows all AMS users to handle a variety of Accounts Management actions. This measure indicates the percentage of scheduled up-time that the application is available to IRS employees. This technical measure considers the application servers and the infrastructure components of the AMS Core Application.	percent	Monthly	96	99.87	96	215-Technology - Reliability and Availability	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A
Account Management Services (AMS)	AMS Imaging Inventory Application Availability - The AMS Imaging Inventory is used by over 8000 users to respond to taxpayer correspondence. This measure indicates the percentage of scheduled up-time that the application is available to customer service representatives. This technical measure considers the availability of the application servers, workflow system and content management system components of the Imaging Inventory.	Percentage	Monthly	96	99.87	96	113-Customer Results - Timeliness and Responsiveness	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Account Management Services (AMS)	AMS Databases Availability - This technical measure indicates the percentage of scheduled up-time of the four AMS databases that provide the data needed by AMS users.	Percentage	Monthly	96	99.87	96	215-Technology - Reliability and Availability	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A
Automated Standard Application for Payments (ASAP)	Percent of timely and accurate reporting of end-of-day Governmentwide Accounting data by 07:00 daily.End-of-day accounting data reported to GWA must exceed 95% accuracy and timeliness.Metric supports the Bureau of the Fiscal Services strategic goal of Timely and Accurate Financial Information that Contributes to the Improved Quality of Financial Decision Making.	Percent	Monthly	100	100	95	214-Technology - Information and Data	P40-015-108	#N/A	#N/A	Open Government Data
Automated Standard Application for Payments (ASAP)	Percent of ASAP Help Desk calls that are abandoned before answered.Percent of abandoned ASAP Help Desk calls should not exceed 3%.Metric supports the Bureau of the Fiscal Services performance measure to indicate an overall service rating of satisfactory or better in customer service.	Percent	Monthly	3	2.3	3	114-Customer Results - Service Quality	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	Improper Payments
Automated Standard Application for Payments (ASAP)	Percent of payment system availability to users.Meet or exceed 99% system availability to ASAP users (M-F, 08:00 - 23:59 Eastern Time).Metric supports the Bureau of the Fiscal Services strategic goal of Timely, Accurate and Efficient Disbursement of Federal Payments.	Percent	Monthly	100	99.99	99	215-Technology - Reliability and Availability	P42-015-108	Expand the use of electronic transactions	Treasury is replacing outdated and inefficient paper-based processes with streamlined electronic ones. For example, Treasury is increasing electronic payments and collections and discontinuing the issuance of paper retail debt securities. These changes will result in less cost to taxpayers, while also reducing environmental impact.	Improper Payments

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Automated Standard Application for Payments (ASAP)	Percent of ASAP Help Desk calls from the call queuing system responded to timely. Answer at least 90% of help desk calls in the call queuing system within 60 seconds.Metric supports the Bureau of the Fiscal Services performance measure to indicate an overall service rating of satisfactory or better in customer service.	Percent	Monthly	90	93	90	113-Customer Results - Timeliness and Responsiveness	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	Improper Payments
Automated Standard Application for Payments (ASAP)	Percent of ASAP EFT payments made accurately (i.e., as directed by Federal program agency and payment recipient) and on time (i.e., based on requested settlement date).Meet or exceed 99.99% of accuracy and timeliness for all FPA approved ASAP EFT payments.Metric supports the Bureau of the Fiscal Services strategic goal of Timely, Accurate and Efficient Disbursement of Federal Payments.	Percent	Monthly	100	100	99.99	216-Technology - Effectiveness	P42-015-108	Expand the use of electronic transactions	Treasury is replacing outdated and inefficient paper-based processes with streamlined electronic ones. For example, Treasury is increasing electronic payments and collections and discontinuing the issuance of paper retail debt securities. These changes will result in less cost to taxpayers, while also reducing environmental impact.	Improper Payments
BSA IT Modernization	Average number of hours from receipt to availability for query	Hrs	Monthly	90	35	75	213-Technology - Efficiency	P41-015-106	Collect, analyze, and disseminate financial and other information concerning illicit financing and national security threats	The Department of the Treasury has access to valuable financial information and conducts all-source analysis to develop a picture of support networks that can be shared with the intelligence community, law enforcement, foreign authorities, and the private sector in support of the national security policy of the U.S. Government. Identifying areas vulnerable to terrorism and illicit finance helps law enforcement and other authorities better target resources to address these risks. Treasury offices collaborate with counterparts around the world to prevent, deter, and disrupt national security threats.	Open Government Data

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
BSA IT Modernization	Number of days to implement changes to BSA data collection tools	days	Quarterly	175	137	175	102-Mission and Business Results - Support Delivery of Services	P41-015-106	Collect, analyze, and disseminate financial and other information concerning illicit financing and national security threats	The Department of the Treasury has access to valuable financial information and conducts all-source analysis to develop a picture of support networks that can be shared with the intelligence community, law enforcement, foreign authorities, and the private sector in support of the national security policy of the U.S. Government. Identifying areas vulnerable to terrorism and illicit finance helps law enforcement and other authorities better target resources to address these risks. Treasury offices collaborate with counterparts around the world to prevent, deter, and disrupt national security threats.	Open Government Data
BSA IT Modernization	Percent of BSA reports captured electronically	percentage	Monthly	90	97	92	214-Technology - Information and Data	P41-015-106	Collect, analyze, and disseminate financial and other information concerning illicit financing and national security threats	The Department of the Treasury has access to valuable financial information and conducts all-source analysis to develop a picture of support networks that can be shared with the intelligence community, law enforcement, foreign authorities, and the private sector in support of the national security policy of the U.S. Government. Identifying areas vulnerable to terrorism and illicit finance helps law enforcement and other authorities better target resources to address these risks. Treasury offices collaborate with counterparts around the world to prevent, deter, and disrupt national security threats.	Open Government Data

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
BSA IT Modernization	Percent of customers who report overall satisfaction with the use of simple query/portal	percentage	Annual	77	61	65	111-Customer Results - Customer Benefit	P41-015-106	Collect, analyze, and disseminate financial and other information concerning illicit financing and national security threats	The Department of the Treasury has access to valuable financial information and conducts all-source analysis to develop a picture of support networks that can be shared with the intelligence community, law enforcement, foreign authorities, and the private sector in support of the national security policy of the U.S. Government. Identifying areas vulnerable to terrorism and illicit finance helps law enforcement and other authorities better target resources to address these risks. Treasury offices collaborate with counterparts around the world to prevent, deter, and disrupt national security threats.	Open Government Data
BSA IT Modernization	Number of queries generated in FinCEN Query System	Number	Semi-Annual	0		1135000	202-Process and Activities - Productivity	P41-015-106	Collect, analyze, and disseminate financial and other information concerning illicit financing and national security threats	The Department of the Treasury has access to valuable financial information and conducts all-source analysis to develop a picture of support networks that can be shared with the intelligence community, law enforcement, foreign authorities, and the private sector in support of the national security policy of the U.S. Government. Identifying areas vulnerable to terrorism and illicit finance helps law enforcement and other authorities better target resources to address these risks. Treasury offices collaborate with counterparts around the world to prevent, deter, and disrupt national security threats.	Open Government Data

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Treasury Enterprise Identity, Credential and Access Management (TEICAM)	Percentage of eligible employees/contractors/affiliates who have been issued PIV cards.*This is a cumulative metric.	percentage	Monthly	94	91	94	205-Process and Activities - Security and Privacy	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	Cyber Security
Treasury Enterprise Identity, Credential and Access Management (TEICAM)	Percentage of Treasury facilities (Nationwide) upgraded with HSPD-12 compliant Physical Access Controls (PACS). *This is a cumulative metric.	percentage	Quarterly	50	68	80	111-Customer Results - Customer Benefit	P30-015-030	#N/A	#N/A	Cyber Security
Treasury Enterprise Identity, Credential and Access Management (TEICAM)	Percentage of PIV card holders with the capability to access the network locally via the PIV card.*This is a cumulative metric.	percentage	Quarterly	50	86	95	205-Process and Activities - Security and Privacy	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	Cyber Security
Treasury Enterprise Identity, Credential and Access Management (TEICAM)	Percentage of PIV card holders with the capability to access the network remotely via the PIV card.*This is a cumulative metric.	percentage	Quarterly	20	78	95	205-Process and Activities - Security and Privacy	P30-015-030	#N/A	#N/A	Cyber Security
Treasury Enterprise Identity, Credential and Access Management (TEICAM)	Percentage of PIV card holders REQUIRED to use the PIV card for local, remote, and/or privileged network access. This is a cumulative metric.	Percentage	Quarterly	35	11	75	102-Mission and Business Results - Support Delivery of Services	P30-015-030	#N/A	#N/A	Cyber Security
Customer Account Data Engine 2 (CADE 2)	Faster Refunds. The percentage of refunds processed daily. Seasonal metric.	Percentage	Monthly	31	12.69	54	113-Customer Results - Timeliness and Responsiveness	P30-015-030	#N/A	#N/A	N/A
Customer Account Data Engine 2 (CADE 2)	The percentage of transactions processed daily compared to the total transactions processed by IRS. Seasonal Metric.	Percentage	Monthly	40	75.11	65	203-Process and Activities - Cycle Time and Timeliness	P30-015-030	#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Customer Account Data Engine 2 (CADE 2)	Daily Updates to IDRS. Percent business days, the CADE 2 solution will process transactions within 48 hours of receipt from submissions processing for days in which there are transactions to process.	percentage	Quarterly	90	100	100	213-Technology - Efficiency	P30-015-030	#N/A	#N/A	N/A
Customer Account Data Engine 2 (CADE 2)	Faster Notices. The percentage of daily notices generated by CADE 2 (versus weekly notices). Seasonal Metric.	percentage	Monthly	12	7.16	15	103-Mission and Business Results - Management of Government Resources	P30-015-030	#N/A	#N/A	N/A
Customer Account Data Engine 2 (CADE 2)	Faster Updates to account information. Percent of taxpayer accounts updated in Refund Information File and posted to the Web by the next day. Seasonal Metric.	Percent	Monthly	40	21.66	48	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	N/A
Debit Gateway	ACH entries received by midnight are originated by 2:15 am ET.	Percentage	Monthly	99	100	99	202-Process and Activities - Productivity	P41-015-108	Optimize the cash and debt portfolio to manage the Government's borrowing costs effectively	The ultimate objective of managing cash and debt portfolios is to lower the borrowing cost for the Federal Government. Treasury is working to continue strengthening the system for forecasting Treasury's daily cash position and other fiscal projections. Treasury also strives for transparency through regular and predictable debt auctions as well as the consistency of securities offered to the public.	N/A
Debit Gateway	Timely delivery of Agency report data to collection channels (by 10 am ET).	Percentage	Monthly	99	100	99	101-Mission and Business Results - Services for Citizens	P41-015-108	Optimize the cash and debt portfolio to manage the Government's borrowing costs effectively	The ultimate objective of managing cash and debt portfolios is to lower the borrowing cost for the Federal Government. Treasury is working to continue strengthening the system for forecasting Treasury's daily cash position and other fiscal projections. Treasury also strives for transparency through regular and predictable debt auctions as well as the consistency of securities offered to the public.	N/A
Debit Gateway	Unit cost without overhead (in dollars, $0.00) to collect Gateway transactions	Cost	Monthly	0.09	0.04	0.09	211-Technology - Technology Costs	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Debit Gateway	Check items/images received by 4:00 am ET sent to Check21 by 10:00 am ET.	Percentage	Monthly	99	100	99	202-Process and Activities - Productivity	P41-015-108	Optimize the cash and debt portfolio to manage the Government's borrowing costs effectively	The ultimate objective of managing cash and debt portfolios is to lower the borrowing cost for the Federal Government. Treasury is working to continue strengthening the system for forecasting Treasury's daily cash position and other fiscal projections. Treasury also strives for transparency through regular and predictable debt auctions as well as the consistency of securities offered to the public.	N/A
Debit Gateway	Overall success rate of presentment.	Percentage	Monthly	99	99.55	99	203-Process and Activities - Cycle Time and Timeliness	P41-015-108	Optimize the cash and debt portfolio to manage the Government's borrowing costs effectively	The ultimate objective of managing cash and debt portfolios is to lower the borrowing cost for the Federal Government. Treasury is working to continue strengthening the system for forecasting Treasury's daily cash position and other fiscal projections. Treasury also strives for transparency through regular and predictable debt auctions as well as the consistency of securities offered to the public.	N/A
Debit Gateway	Customer Service Calls Answered Within 30 Seconds.	percentage	Monthly	80	87.23	80	113-Customer Results - Timeliness and Responsiveness	P40-015-108	#N/A	#N/A	N/A
Debit Gateway	Unit cost with overhead (in dollars, $0.00) to collect Gateway transactions	Cost	Monthly	0	0.059	0.12	211-Technology - Technology Costs	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
Deposit and Data Management (DDM)	CIR Call Center average telephone wait time	seconds	Monthly	20	13	20	204-Process and Activities - Quality	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Deposit and Data Management (DDM)	CIR unscheduled outages per month	hours	Monthly	0	0	5	114-Customer Results - Service Quality	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
Deposit and Data Management (DDM)	CIR Severity 1 incidents resolved within 6 hours	Percentage of Severity 1 incidents	Quarterly	100	100	100	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
Deposit and Data Management (DDM)	CIR Severity 4 incidents resolved within 7 business days	Percentage of Severity 4 incidents	Quarterly	100	100	100	212-Technology - Quality Assurance	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
Deposit and Data Management (DDM)	CIR System Availability	98	Monthly	98	100	98	115-Customer Results - Service Accessibility	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
Deposit and Data Management (DDM)	CIR System Availability	hours	Monthly	98	100	98	112-Customer Results - Service Coverage	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
e-Services (e-SVS))	Number of transcripts processed through the Transcript Delivery System (TDS).	Number	Monthly			3000	102-Mission and Business Results - Support Delivery of Services	P30-015-030	#N/A	#N/A	N/A
e-Services (e-SVS))	Number of TIN Matching Requests processed through the TIN Matching application.	Number	Quarterly			3500	214-Technology - Information and Data	P30-015-030	#N/A	#N/A	N/A
e-Services (e-SVS))	The percentage of scheduled eServices availability per the approved Service Level Agreement as documented monthly by IRS Enterprise Services.	Percentage	Monthly			96	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
e-Services (e-SVS))	Number of Priority 2 tickets opened and are related to eServices applications.	Number	Monthly			10	113-Customer Results - Timeliness and Responsiveness	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
e-Services (e-SVS))	Number of defect transmittals to the production environment.	Number	Monthly			3	204-Process and Activities - Quality	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
FedDebt	Severity 1 production problems for all applications in the investment	Number	Monthly	8	1	8	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
FedDebt	Total dollars of delinquent debt collected minus any reversals	Dollars in billions	Annual	4.1	6.528125	4.1	101-Mission and Business Results - Services for Citizens	P41-015-106	Collect, analyze, and disseminate financial and other information concerning illicit financing and national security threats	The Department of the Treasury has access to valuable financial information and conducts all-source analysis to develop a picture of support networks that can be shared with the intelligence community, law enforcement, foreign authorities, and the private sector in support of the national security policy of the U.S. Government. Identifying areas vulnerable to terrorism and illicit finance helps law enforcement and other authorities better target resources to address these risks. Treasury offices collaborate with counterparts around the world to prevent, deter, and disrupt national security threats.	N/A
FedDebt	Percentage of eligible debts referred to BFS for collection	Percentage	Quarterly	97	80.2	97	112-Customer Results - Service Coverage	P41-015-106	Collect, analyze, and disseminate financial and other information concerning illicit financing and national security threats	The Department of the Treasury has access to valuable financial information and conducts all-source analysis to develop a picture of support networks that can be shared with the intelligence community, law enforcement, foreign authorities, and the private sector in support of the national security policy of the U.S. Government. Identifying areas vulnerable to terrorism and illicit finance helps law enforcement and other authorities better target resources to address these risks. Treasury offices collaborate with counterparts around the world to prevent, deter, and disrupt national security threats.	N/A
FedDebt	Dollars collected per dollar spent on the IT Investment.	Dollars	Monthly	45	52	45	215-Technology - Reliability and Availability	P41-015-106	Collect, analyze, and disseminate financial and other information concerning illicit financing and national security threats	The Department of the Treasury has access to valuable financial information and conducts all-source analysis to develop a picture of support networks that can be shared with the intelligence community, law enforcement, foreign authorities, and the private sector in support of the national security policy of the U.S. Government. Identifying areas vulnerable to terrorism and illicit finance helps law enforcement and other authorities better target resources to address these risks. Treasury offices collaborate with counterparts around the world to prevent, deter, and disrupt national security threats.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
FedDebt	Online system uptime as a percentage of scheduled system uptime	Percentage	Monthly	98	100	99	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
EFTPS (Electronic Federal Tax Payment System)	Mean time to Complete a Payment	Seconds	Monthly	210	191.4	210	113-Customer Results - Timeliness and Responsiveness	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	Improper Payments
EFTPS (Electronic Federal Tax Payment System)	Average Unit cost per transaction	Dollars & cents	Monthly	0.66	0.55	0.6	201-Process and Activities - Financial	P30-015-030	#N/A	#N/A	Improper Payments
EFTPS (Electronic Federal Tax Payment System)	Duration of Outages during Critical times	Minutes	Monthly	133.92	1.5	133.92	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	Improper Payments
EFTPS (Electronic Federal Tax Payment System)	Percentage of Depository Employment Taxes Received Electronically	Percentage	Monthly	99	99.99	99	103-Mission and Business Results - Management of Government Resources	P30-015-030	#N/A	#N/A	Improper Payments

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
EFTPS (Electronic Federal Tax Payment System)	Calls Answered in 30 Seconds	Percentage	Monthly	95	94.4	95	114-Customer Results - Service Quality	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	Improper Payments
EFTPS (Electronic Federal Tax Payment System)	Accuracy of Paper Enrollment Data Captured	Percentage	Monthly	99.5	99.8	99.5	204-Process and Activities - Quality	P30-015-030	#N/A	#N/A	Improper Payments
EFTPS (Electronic Federal Tax Payment System)	Reports transmitted late	Percentage	Monthly	0	0	0	203-Process and Activities - Cycle Time and Timeliness	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	Improper Payments
HR LoB - HR Connect	System availability not including scheduled maintenance	%	Quarterly	99	99	99	215-Technology - Reliability and Availability		#N/A	#N/A	N/A
HR LoB - HR Connect	Helpdesk availability by phone or email during business operating hours	%	Quarterly	99	99	99	113-Customer Results - Timeliness and Responsiveness		#N/A	#N/A	N/A
HR LoB - HR Connect	Percent of critical and high severity tickets resolved at the tier 2 level within 14 calendar days of being opened.	%	Quarterly	85	90	85	114-Customer Results - Service Quality		#N/A	#N/A	N/A
HR LoB - HR Connect	Automated identification, collection, and validation of HRC hardware inventory including virtual machines.	%	Monthly	90	90	90	205-Process and Activities - Security and Privacy		#N/A	#N/A	N/A
HR LoB - HR Connect	Percentage of inbound and outbound interface files delivered and/or made available to other SSCs in accordance with the established schedule.	%	Quarterly	90	96	90	215-Technology - Reliability and Availability		#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Individual Master File (IMF)	Interest paid on taxpayer refunds per 1 Million Dollars. This figure represents total Refund Interest divided by total refund dollars issued on original settlement. Measurement data is provided by W&I and SB/SE in the SMART database. The Business target for this measure is established by CAS every January, with a yearly goal and cummulative planned projection for each month. The results report the variance against the target, and the monthly cummulative target is reported in the comments.	Dollars per Million Paid in Refunds	Monthly	18.44	21.41	18.44	203-Process and Activities - Cycle Time and Timeliness		#N/A	#N/A	N/A
Individual Master File (IMF)	Percent of Taxpayer refunds (paper returns only) issued within 40 days. Timeliness measured by sampling taxpayers receiving refunds. Measurement data is provided by W&I and SB/SE in Submission Processing (SMART) database. The Business target for this measure is established by CAS every January, with a yearly goal and cummulative planned projection for each month. The results report the variance against the target, and the monthly cummulative target is reported in the comments	Percent of Refund Issued Within 40 Days	Monthly	98	99	98	113-Customer Results - Timeliness and Responsiveness		#N/A	#N/A	N/A
Individual Master File (IMF)	Refund Error rate with Systemic Errors- The error rate is the ratio of total incorrect refunds compared to the total number of refunds. Measurement data is provided by W&I and SB/SE in the SMART database.Systemic errors (errors attributed to incorrect programming, less than ideal products from properly working systems, and incorrect IRM procedures) are also included in the rates which indicate “with systemic errors”. CAS sets the yearly target for this measure in January	Percent of Refund Errors Per Refund Issued	Monthly	2	1.7	2	114-Customer Results - Service Quality		#N/A	#N/A	N/A
Individual Master File (IMF)	IMF completes planned processing schedule (e.g., daily, weekly) to meet refund, notice and on-line access deadlines. Measurement available on Enterprise Operations weekly reports.	Percent	Monthly	95	100	95	215-Technology - Reliability and Availability		#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Individual Master File (IMF)	The percentage of scheduled system availability per the approved Service Level Agreement, as documented monthly by IRS Enterprise Services in the IT Performance Report.	Percentage	Monthly	95	99.78	95	215-Technology - Reliability and Availability		#N/A	#N/A	N/A
Integrated Customer Communication Environment (ICCE)	The number of times a taxpayer accesses IRS web applications to request refund status and other web services. (Internet Refund Fact of Filing (IRFOF), Internet Employee Identification Number (IEIN), Online Payment Agreement (OPA)).	Number (in millions)	Monthly	107	8.633042	150	216-Technology - Effectiveness	P30-015-031	#N/A	#N/A	Open Government Data
Integrated Customer Communication Environment (ICCE)	Reduction in the number of Transmittals or requests for corrective changes to production environment, as evidence of improved efficiency.	Number of transmittals	Quarterly	240	12	45	213-Technology - Efficiency	P30-015-030	#N/A	#N/A	N/A
Integrated Customer Communication Environment (ICCE)	Customer Satisfaction (IRS.gov American Customer Satisfaction Index (ACSI Score)	number	Monthly	70	59	52	111-Customer Results - Customer Benefit	P30-015-031	#N/A	#N/A	N/A
Integrated Customer Communication Environment (ICCE)	Percentage of taxpayers utilizing IRS web applications and automated Phone Service vs. Customer Service Representatives in order find solutions and answer questions related to tax matters. This is a periodic metric.	percentage	Monthly	68.7	185	100	115-Customer Results - Service Accessibility	P30-015-031	#N/A	#N/A	Open Government Data
Integrated Customer Communication Environment (ICCE)	The percentage of scheduled system availability per the approved Service Level Agreement, as documented monthly by IRS Enterprise Services in the IT Performance Report.	Percentage	Monthly	98	81.33	98	215-Technology - Reliability and Availability	P30-015-031	#N/A	#N/A	N/A
Integrated Financial System/CORE Financial System (IFS)	Obtain clean audit opinion from GAO.	Percentage	Semi-Annual	100	100	100	103-Mission and Business Results - Management of Government Resources		#N/A	#N/A	N/A
Integrated Financial System/CORE Financial System (IFS)	The number of calendar days required to run cost assessment allocation cycles for internal and external customers	Number of Days	Monthly	7	5	7	113-Customer Results - Timeliness and Responsiveness		#N/A	#N/A	N/A
Integrated Financial System/CORE Financial System (IFS)	The percentage of scheduled system availability per the approved Service Level Agreement, as documented monthly by IRS Enterprise Services.	Percentage	Monthly	99	100	99	215-Technology - Reliability and Availability		#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Integrated Financial System/CORE Financial System (IFS)	Complete monthly financial close process and submit Treasury Information Executive Repository (TIER) report within 3 days after month end.	Number of days	Monthly	3	3	3	213-Technology - Efficiency		#N/A	#N/A	N/A
Integrated Financial System/CORE Financial System (IFS)	Percentage of end user issues (aka, Priority 1 and Priority 2 tickets, equating to severity) eliminated or remediated within timeframes established in the approved Service Level Agreement.	percentage	Monthly	90	100	90	215-Technology - Reliability and Availability		#N/A	#N/A	N/A
Integrated Submission and Remittance Processing System (ISRP)	Scanner/ Transport HARDWARE Response Timeliness - Percentage of Priority Trouble Tickets (P1) Maintenance Response within 2 hours.	Percent	Monthly	97	100	97	113-Customer Results - Timeliness and Responsiveness	P30-015-030	#N/A	#N/A	N/A
Integrated Submission and Remittance Processing System (ISRP)	Production Problem Resolution and Reporting - Number of high priority trouble tickets (P1) not closed within 4 hours.	numeric	Monthly	0	0	0	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	N/A
Integrated Submission and Remittance Processing System (ISRP)	System Availability (Uptime) - Percent of up time hours (actual uptime hours/planned uptime hours).	Percent	Monthly	99	99.99	99	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	N/A
Integrated Submission and Remittance Processing System (ISRP)	Production Problem Resolution and Reporting - Number of priority trouble tickets (P2) not closed timely within 24 hours	Numeric	Monthly	1	0	1	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	N/A
Integrated Submission and Remittance Processing System (ISRP)	Percentage of daily ISRP deposits made in accordance with IRM 3.0.275.	Percent	Monthly	80	95.5	80	102-Mission and Business Results - Support Delivery of Services	P30-015-030	#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
IRS.GOV - Portal Environment	Percentage of the e-mails responded to within 24 business hours with scripted e-mail response.	Percentage	Monthly	100	100	100	113-Customer Results - Timeliness and Responsiveness	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A
IRS.GOV - Portal Environment	Web portal environment is available 99.99% to meet the internal user's needs with minimum interruption.	percentage	Monthly	99.9	100	99.99	215-Technology - Reliability and Availability	P42-015-108	Expand the use of electronic transactions	Treasury is replacing outdated and inefficient paper-based processes with streamlined electronic ones. For example, Treasury is increasing electronic payments and collections and discontinuing the issuance of paper retail debt securities. These changes will result in less cost to taxpayers, while also reducing environmental impact.	N/A
IRS.GOV - Portal Environment	Percentage of the calls answered by Helpdesk rep. with in 40 seconds.	percentage	Monthly	80	99.21	80	102-Mission and Business Results - Support Delivery of Services	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A
IRS.GOV - Portal Environment	Providing a public facing web Portal environment availability of 99.99% that allows taxpayers to meet their tax obligations timely.	percentage	Monthly	99.99	100	99.99	215-Technology - Reliability and Availability	P42-015-108	Expand the use of electronic transactions	Treasury is replacing outdated and inefficient paper-based processes with streamlined electronic ones. For example, Treasury is increasing electronic payments and collections and discontinuing the issuance of paper retail debt securities. These changes will result in less cost to taxpayers, while also reducing environmental impact.	Open Government Data
IRS.GOV - Portal Environment	The percentage of all new applications successfully deployed in the IRS.Gov production environment within 5 business days, must equal 100%.	percentage	Monthly	100	100	100	203-Process and Activities - Cycle Time and Timeliness	P42-015-108	Expand the use of electronic transactions	Treasury is replacing outdated and inefficient paper-based processes with streamlined electronic ones. For example, Treasury is increasing electronic payments and collections and discontinuing the issuance of paper retail debt securities. These changes will result in less cost to taxpayers, while also reducing environmental impact.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Mint Retail Sales System (RSS)	Customer Satisfaction Index	Percentage (%)	Semi-Annual	80	95	81	114-Customer Results - Service Quality	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
Mint Retail Sales System (RSS)	Numismatic Customer Base	Size of base	Semi-Annual	0.976	1.15	1	102-Mission and Business Results - Support Delivery of Services	P42-015-108	Expand the use of electronic transactions	Treasury is replacing outdated and inefficient paper-based processes with streamlined electronic ones. For example, Treasury is increasing electronic payments and collections and discontinuing the issuance of paper retail debt securities. These changes will result in less cost to taxpayers, while also reducing environmental impact.	N/A
Mint Retail Sales System (RSS)	Sales, General, and Administrative (SG&A) expenses:SG&A 5% below previous year	Dollars	Monthly	61.47	62.51	61.3	211-Technology - Technology Costs	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
Mint Retail Sales System (RSS)	Seigniorage marginSR > 10%	Percentage (%)	Semi-Annual	10	14.91	10	101-Mission and Business Results - Services for Citizens	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
Mint Retail Sales System (RSS)	Numismatic Net Margin:NNM > 10%	Percentage (%)	Semi-Annual	10	9.5	10	101-Mission and Business Results - Services for Citizens	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Mint Retail Sales System (RSS)	Client satisfaction survey for system change requestsNumber of clients satisfied or very satisfied with SCR responsiveness / total number of respondents	Percentage (%)	Monthly	90	92.31	90	212-Technology - Quality Assurance	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
Mint Retail Sales System (RSS)	Timely implementation of RSS maintenance patches.Number of RSS maintenance patches processed within one calendar day of receipt/ Number of RSS maintenance patches received.	Percentage (%)	Monthly	96	100	96	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
Modernized e-File (MeF)	Total quarterly cost savings derived from electronically filed tax returns. Percentage of savings achieved is based on $3.5M target savings per quarter. This a periodic metric	percentage	Quarterly	100	280	100	103-Mission and Business Results - Management of Government Resources	P30-015-030	#N/A	#N/A	N/A
Modernized e-File (MeF)	Percent of individual tax returns processed electronically.	percentage	Quarterly	60	83.27	75	112-Customer Results - Service Coverage	P30-015-030	#N/A	#N/A	N/A
Modernized e-File (MeF)	Error rate for electronically filed tax returns	percentage	Monthly	8	8	8	204-Process and Activities - Quality		#N/A	#N/A	N/A
Modernized e-File (MeF)	The percentage of scheduled system availability per the approved Service Level Agreement, as documented monthly by IRS Enterprise Operations.	percentage	Monthly	99	99	99	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	N/A
Modernized e-File (MeF)	The average number of minutes within which electronic filers receive acknowledgement of their electronically filed tax returns.	minutes	Monthly	5	5	5	216-Technology - Effectiveness		#N/A	#N/A	Open Government Data
Modernized e-File (MeF)	Percent of business tax returns processed electronically by MeF.	percentage	Quarterly	55	63.06	55	111-Customer Results - Customer Benefit	P30-015-030	#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Payment Application Modernization (PAM)	Number of PAM (Not Platform) Production severity 1 problems reported.	Number of severity 1 problems reported	Monthly	2	1	2	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	Improper Payments
Payment Application Modernization (PAM)	Percentage of check and EFT payments processed accurately and on time.	% of payments processed accurately and on time	Monthly	100	100	100	102-Mission and Business Results - Support Delivery of Services	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	Improper Payments
Payment Application Modernization (PAM)	Percentage of Federal Program Agencies (FPAs) satisfied with payment processing with their respective servicing Regional Financial Center.	% of FPAs satisfied with their servicing RFC	Annual	97	84.77	90	114-Customer Results - Service Quality	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	Improper Payments

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Payment Application Modernization (PAM)	The number of unexpected system/environment errors.	# of errors recognized by PAM	Monthly	750	230	750	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	Improper Payments
Payment Application Modernization (PAM)	Number of Production modifications required prior to the next major release. (Assumes two major releases per year.)	Number of Change Requests (CRs)	Semi-Annual	50	49	50	215-Technology - Reliability and Availability	P43-015-108	Modernize financial systems and standardize accounting practices	The Federal Government currently operates using varied financial systems and accounting practices, which can lead to challenges in communication and coordination. Modernizing and standardizing these systems and practices will improve decision making about resource use and provide more value to taxpayers.	Improper Payments
Service Center Recognition/Image Processing System (SCRIPS)	The percentage of time the SCRIPS system is available per month for processing (system up-time).	percentage	Monthly	99	100	99	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	N/A
Service Center Recognition/Image Processing System (SCRIPS)	Average number of tax return-related documents processed per hour (for all sites).	numeric	Quarterly	360	304	360	111-Customer Results - Customer Benefit	P30-015-030	#N/A	#N/A	N/A
Service Center Recognition/Image Processing System (SCRIPS)	Percent of tax return image print requests fulfilled within 2 days.	percent	Monthly	100	100	100	113-Customer Results - Timeliness and Responsiveness	P30-015-030	#N/A	#N/A	N/A
Service Center Recognition/Image Processing System (SCRIPS)	Number of High Priority (P1) trouble tickets not closed within 4 hours.	numeric	Monthly	0	0	0	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Service Center Recognition/Image Processing System (SCRIPS)	Maintain a character recognition error rate on scanned forms of no more than 4% per month.	percent	Monthly	4	3.37	4	216-Technology - Effectiveness	P30-015-030	#N/A	#N/A	N/A
Service Center Recognition/Image Processing System (SCRIPS)	Number of Moderate Priority (P2) trouble tickets not closed within 24 hours.	numeric	Monthly	1	0	1	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	N/A
Electronic Fraud Detection System (EFDS)	The percentage of completed verifications which are potentially fraudulent.	Percentage	Quarterly	85	77	70	216-Technology - Effectiveness	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A
Electronic Fraud Detection System (EFDS)	The percentage of scheduled system availability per the approved Service Level Agreement.	Percentage	Monthly	99	100	99	215-Technology - Reliability and Availability	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A
Electronic Fraud Detection System (EFDS)	The percentage of primary investigations that are accepted as subject criminal investigations (CIs).	Percentage	Quarterly	65	72.3	70	114-Customer Results - Service Quality	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Electronic Fraud Detection System (EFDS)	The percentage of Questionable Refund Program (QRP) refunds identified as false that are stopped by Return Integrity and Correspondence Services (RICS).	Percentage	Quarterly	85	95.3	85	103-Mission and Business Results - Management of Government Resources	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A
Electronic Fraud Detection System (EFDS)	The number of confirmed fraudulent returns identified by the data models, expressed as a percent of the seasonal target.	percentage	Quarterly	100	149	100	216-Technology - Effectiveness	P30-015-030	#N/A	#N/A	N/A
Integrated Data Retrieval System (IDRS)	1. Individual taxpayer usage of Where's my refund feature through www.irs.gov, IRS2Go smartphone application or automated, toll-free telephone number. This feature relies on IDRS to operate and provides convenient, high-quality, citizen-centered service without the assistance of a Federal employee. The target for this steady state performance metric is usage equal to 100 percent of the average usage during typical processing years.	Pct; Usage equal to avg. typical processing years	Monthly	100	258	100	102-Mission and Business Results - Support Delivery of Services	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	Open Government Data
Integrated Data Retrieval System (IDRS)	4. Percentage of certified letters printed centrally versus locally. These notify business and individual taxpayers of issues. This aligns with IRS goals to improve taxpayer service and enhance enforcement of tax law. To measure this steady state performance metric, calculate the percentage of certified letters printed centrally versus locally out of all certified letters printed.	Percentage. Percentage of certified letters	Semi-Annual	95.1	97.7	95.1	202-Process and Activities - Productivity	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Integrated Data Retrieval System (IDRS)	2. Business taxpayer usage of www.irs.gov to obtain Employer Identification Numbers (EINs). This feature relies on IDRS to operate and lets taxpayers obtain EINs without assistance of a Federal employee instead of mailing form SS-4 Application for EIN. It reduces the expense and difficulty of doing business with the Government and environmental impact. The target for this steady state performance metric is usage equal to 100 percent of the average usage during typical processing years.	Pct; Usage equal to avg. typical processing years	Semi-Annual	100	59	100	111-Customer Results - Customer Benefit	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A
Integrated Data Retrieval System (IDRS)	3. IRS staff usage of IDRS. IDRS enables approximately 60,000 taxpayer-facing IRS employees, using a variety of methods, to retrieve taxpayer records quickly, accurately, and securely to authorized staff while responding to taxpayer inquiries and conducting examinations. The command code TXMOD displays tax data for specific taxpayers for specific periods. The target for this steady state performance metric is TXMOD usage equal to 100 percent of the average usage during typical processing years.	Pct; Usage equal to avg. typical processing years	Monthly	100	94	100	216-Technology - Effectiveness	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A
Integrated Data Retrieval System (IDRS)	5. Percentage of scheduled system availability. To measure this steady state performance metric, calculate the cumulative average percentage of system availability per an approved service level agreement as documented by IRS Information Technology Enterprise Services for Essential Business Systems.	Percentage of system availability	Monthly	95	100	95	215-Technology - Reliability and Availability	P42-015-107	Increase voluntary tax compliance	Treasury will simplify tax administration by streamlining and modernizing existing rules and procedures. In particular, Treasury will seek to reduce the burden of compliance with tax laws by reducing recordkeeping requirements and expanding the use of simplified safe harbor rules that eliminate liability for unintentional tax underpayment.	N/A
Over the Counter Channel Application (OTCnet)	System Availability, percent of system will be available 24x7x365.	%	Monthly	97	99.87	97	215-Technology - Reliability and Availability	P40-015-108	#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Over the Counter Channel Application (OTCnet)	Provide Timely ACH File Processing via Debit Gateway. ACH/ Check 21 transactions received before the daily cutoff times of, 1:30AM (FedACH) and 8:30AM(Check 21), are sent on time to the Debit Gateway per month.	%	Monthly	94	100	94	213-Technology - Efficiency	P40-015-108	#N/A	#N/A	N/A
Over the Counter Channel Application (OTCnet)	Deposit reports received by OTCnet, before daily cutoff times of 2:30PM (Fedwire) and 9:10PM (End of Day), are transmitted on time to TRS per month.	%	Monthly	94	100	94	213-Technology - Efficiency	P40-015-108	#N/A	#N/A	N/A
Over the Counter Channel Application (OTCnet)	Monthly customer service telephone call abandonment rate will not exceed 3%	%	Monthly	3	0.62	3	113-Customer Results - Timeliness and Responsiveness	P40-015-108	#N/A	#N/A	N/A
Over the Counter Channel Application (OTCnet)	Percent of Deposit and Debit Voucher Reports that are available on time or delivered to agencies by 10AM daily.	%	Monthly	100	100	100	102-Mission and Business Results - Support Delivery of Services	P40-015-108	#N/A	#N/A	N/A
Summary Debt Accounting Services (SDAS)	Percentage of monthly ledgers closed within 1 business day. Closing within 1 business day aids in receiving an unqualified opinion on the annual schedule of Federal Debt.	Percentage	Monthly	100	100	100	113-Customer Results - Timeliness and Responsiveness	P40-015-108	#N/A	#N/A	N/A
Summary Debt Accounting Services (SDAS)	Percentage of daily financial statements produced within 3 business days	Percentage	Monthly	100	100	100	103-Mission and Business Results - Management of Government Resources	P40-015-108	#N/A	#N/A	N/A
Summary Debt Accounting Services (SDAS)	Percentage of application availability during published business hours	Percentage	Monthly	100	100	99	215-Technology - Reliability and Availability	P40-015-108	#N/A	#N/A	N/A
Summary Debt Accounting Services (SDAS)	Submit accurate Daily Treasury Statement (Tables IIIA and IIIC) information each business day.	Percentage	Monthly		100	100	204-Process and Activities - Quality	P40-015-108	#N/A	#N/A	N/A
Summary Debt Accounting Services (SDAS)	Publish the Monthly Statement of the Public Debt (MSPD) by 3:05 PM on the 4th business day of the month	Percentage	Monthly		100	100	203-Process and Activities - Cycle Time and Timeliness	P30-015-030	#N/A	#N/A	N/A
Wholesale Securities Services (WSS)	Percent of auction results released accurately in 2 minutes +/- 30 seconds	Percentage	Monthly	100	100	100	102-Mission and Business Results - Support Delivery of Services	P40-015-108	#N/A	#N/A	Open Government Data
Wholesale Securities Services (WSS)	Percent of time TAAPS is available to customers during normal hours of operation	Percentage	Monthly	100	100	100	115-Customer Results - Service Accessibility	P40-015-108	#N/A	#N/A	N/A
Wholesale Securities Services (WSS)	Time in months to evaluate new risks and ensure all gaps are addressed.	Months	Monthly	12	12	12	204-Process and Activities - Quality	P40-015-108	#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Wholesale Securities Services (WSS)	Percent of customer feedback evaluated through configuration management.	Percentage	Monthly	99.999999	100	99.999999	212-Technology - Quality Assurance	P40-015-108	#N/A	#N/A	N/A
Wholesale Securities Services (WSS)	Percent of action items from dealer feedback addressed.	Percentage	Monthly	99.999999	100	99.999999	212-Technology - Quality Assurance	P40-015-108	#N/A	#N/A	N/A
Franchise Financial and Administrative Services (FFAS)	Percentage of monthly closings within three days	Percentage	Monthly	100	100	100	201-Process and Activities - Financial	P40-015-108	#N/A	#N/A	N/A
Franchise Financial and Administrative Services (FFAS)	Average call response time (seconds) for system support	Seconds	Monthly	8	7.71	8	113-Customer Results - Timeliness and Responsiveness	P40-015-108	#N/A	#N/A	N/A
Franchise Financial and Administrative Services (FFAS)	Percentage of system availability for the month	Percentage	Monthly	99	99.92	99	215-Technology - Reliability and Availability	P40-015-108	#N/A	#N/A	N/A
Franchise Financial and Administrative Services (FFAS)	Percentage of financial system audits resulting in no material weaknesses for Public Debt	Percentage	Monthly	95	100	95	102-Mission and Business Results - Support Delivery of Services	P40-015-108	#N/A	#N/A	N/A
Franchise Financial and Administrative Services (FFAS)	Percentage of help desk tickets closed within 60 minutes of being logged	Percentage	Monthly	50	64.82	50	202-Process and Activities - Productivity	P40-015-108	#N/A	#N/A	N/A
Retail Securities Services (RSS)	Percentage of customer satisfaction survey results rated Good or Better	Percentage.	Monthly	85.5	90.93	86.5	101-Mission and Business Results - Services for Citizens	P30-015-030	#N/A	#N/A	N/A
Retail Securities Services (RSS)	Percentage of maturing marketable par that customers reinvest into new purchases	Percentage	Monthly	60	62.4	61	114-Customer Results - Service Quality	P30-015-030	#N/A	#N/A	N/A
Retail Securities Services (RSS)	Percentage of time with 24/7 mainframe system access.	Percentage	Monthly	99.5	99.98	99.5	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	N/A
Retail Securities Services (RSS)	Percentage of time financial and accounting data is sent to the Summary Debt Accounting System (SDAS) by 7:00 am each business day.	Percentage	Monthly	99.5	100	99.5	213-Technology - Efficiency	P30-015-030	#N/A	#N/A	N/A
Retail Securities Services (RSS)	Percentage of accounts successfully verified online.	Percentage	Monthly	82	85.6	82	202-Process and Activities - Productivity	P30-015-030	#N/A	#N/A	N/A
Information Reporting and Document Matching (IRDM)	The percentage of scheduled system availability per the approvedService Level Agreement, as documented monthly by IRS EnterpriseServices in the IT Performance Report	Percentage	Monthly	95	100	95	215-Technology - Reliability and Availability	P30-015-031	#N/A	#N/A	N/A
Information Reporting and Document Matching (IRDM)	SB/SE BMF Underreporter (BUR) Contact Closures per FTE The sum of all contact closures by BUR divided by the total FTEs expended during the same timeframe. Data not available until January - March 2014 quarter is completed.	Ratio	Quarterly	0		560	112-Customer Results - Service Coverage	P30-015-031	#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Information Reporting and Document Matching (IRDM)	SB/SE BMF Underreporter (BUR) Contact Closures The sum of all contact closures by BUR. Data not available until January - March 2014 quarter is completed.	Numeric	Quarterly	0		56000	112-Customer Results - Service Coverage	P30-015-031	#N/A	#N/A	N/A
Information Reporting and Document Matching (IRDM)	Production Problem Resolution and Reporting - Number of priority trouble tickets (P2) not closed timely within 24 hours.	Numeric	Monthly	0	0	0	212-Technology - Quality Assurance	P30-015-031	#N/A	#N/A	N/A
Information Reporting and Document Matching (IRDM)	Production Problem Resolution and Reporting - Number of high priority trouble tickets (P1) not closed within 4 hours.	Numeric	Monthly	0	0	0	215-Technology - Reliability and Availability	P30-015-031	#N/A	#N/A	N/A
Fiscal Service End User Systems and Services (formerly known as BPD End User Systems and Services)	Percentage of password reset requests completed within 1 hour of receipt of the request.	percentage	Monthly	95	77.67	95	205-Process and Activities - Security and Privacy	P30-015-030	#N/A	#N/A	N/A
Fiscal Service End User Systems and Services (formerly known as BPD End User Systems and Services)	Percentage of End User service incidents resolved on time. (Resolution time objective varies for low, medium, high and critical incidents, but requires the technician to restore service to normal operation and close the associated incident ticket.)	percentage	Monthly	92	70.74	92	102-Mission and Business Results - Support Delivery of Services	P30-015-030	#N/A	#N/A	N/A
Fiscal Service End User Systems and Services (formerly known as BPD End User Systems and Services)	Percentage of inbound IT service desk calls abandoned at 12 or more seconds	percentage	Monthly	5	6.4	5	113-Customer Results - Timeliness and Responsiveness	P30-015-030	#N/A	#N/A	N/A
Fiscal Service End User Systems and Services (formerly known as BPD End User Systems and Services)	Percentage of End User customer satisfaction survey results rating good (4.25) to excellent (5.0)	percentage	Monthly	95	86.94	85	114-Customer Results - Service Quality	P30-015-030	#N/A	#N/A	N/A
Fiscal Service End User Systems and Services (formerly known as BPD End User Systems and Services)	Percentage of Desktop (End User) incidents resolved within 24 hours (Number of records resolved same day logged/number of all records logged for Level 2 support)	percentage	Monthly	75	68.34	75	203-Process and Activities - Cycle Time and Timeliness	P30-015-030	#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Fiscal Service End User Systems and Services (formerly known as BPD End User Systems and Services)	Percentage of first call resolution (Percent of incidents or calls that were resolved during the customer's first contact with the IT service desk.)	percentage	Monthly	60	48.6	60	212-Technology - Quality Assurance	P30-015-030	#N/A	#N/A	N/A
Fiscal Service Telecommunications Systems and Support (formerly known as BPD Telecommunications Systems and Support)	Number of major incidents resulting from network/communications configuration changes.	Cumulative Number of Incidents in the FY	Monthly	0	0	0	212-Technology - Quality Assurance	P30-015-030	#N/A	#N/A	N/A
Fiscal Service Telecommunications Systems and Support (formerly known as BPD Telecommunications Systems and Support)	Percentage of network/communication service requests completed on time	percentage	Monthly	95	95.37	95	102-Mission and Business Results - Support Delivery of Services	P30-015-030	#N/A	#N/A	N/A
Fiscal Service Telecommunications Systems and Support (formerly known as BPD Telecommunications Systems and Support)	Percentage of network/communication service available to customers during normal hours of operation (excluding planned maintenance outages).	percentage	Monthly	97	100	99	113-Customer Results - Timeliness and Responsiveness	P30-015-030	#N/A	#N/A	N/A
Fiscal Service Telecommunications Systems and Support (formerly known as BPD Telecommunications Systems and Support)	Percentage of network/communications customer satisfaction survey results rating good (4.25) to excellent (5.0)	percentage	Monthly	96	83.3	85	114-Customer Results - Service Quality	P30-015-030	#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Fiscal Service Telecommunications Systems and Support (formerly known as BPD Telecommunications Systems and Support)	Number of weeks to process a network/communication service request (Request Resolution Time is the amount of time required for a request for a new instance of a service to be completed by the technicians.)	weeks	Monthly	2	0.47	2	202-Process and Activities - Productivity	P30-015-030	#N/A	#N/A	N/A
Fiscal Service Telecommunications Systems and Support (formerly known as BPD Telecommunications Systems and Support)	Percentage of network/communications incidents resolved on time. (Resolution time objective varies for low, medium, high and critical incidents, but requires the technician to restore service to normal operation and close the associated incident ticket)	percentage	Monthly	18	95.37	50	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	N/A
Fiscal Service Mainframe and Servers Support and Services (formerly known as BPD Mainframe and Servers Support and Services)	Percentage of mainframe and server services (hosting) incidents response times met. (Incident Response Time for Level 3 support is the amount of time required for the technician to respond to the escalation and begin resolution)	percentage	Monthly	92	77.84	92	102-Mission and Business Results - Support Delivery of Services	P30-015-030	#N/A	#N/A	N/A
Fiscal Service Mainframe and Servers Support and Services (formerly known as BPD Mainframe and Servers Support and Services)	Percentage of mainframe and server services (hosting)incidents resolved on time. (Resolution time for Level 3 support is the amount of time required for the technician to resolve the incident and close the associated incident ticket)	percentage	Monthly	90	84.56	90	204-Process and Activities - Quality	P30-015-030	#N/A	#N/A	N/A
Fiscal Service Mainframe and Servers Support and Services (formerly known as BPD Mainframe and Servers Support and Services)	Percentage of mainframe and server services (hosting)customer satisfaction survey results rating good (4.25) to excellent (5.0)	percentage	Monthly	96	70.33	85	114-Customer Results - Service Quality	P30-015-030	#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Fiscal Service Mainframe and Servers Support and Services (formerly known as BPD Mainframe and Servers Support and Services)	Percentage of time service is operational excluding scheduled outages. (availability)	percentage	Monthly	98	99.5	98	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	N/A
Fiscal Service Mainframe and Servers Support and Services (formerly known as BPD Mainframe and Servers Support and Services)	Percentage of mainframe and server services (hosting)projects meeting designated project completion date.	percentage	Monthly	95	92	95	202-Process and Activities - Productivity	P30-015-030	#N/A	#N/A	N/A
Fiscal Service Mainframe and Servers Support and Services (formerly known as BPD Mainframe and Servers Support and Services)	Percentage of critical or high security patches missing 30 days after release of the patch by the vendor.	Percentage	Monthly	15	0	15	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	N/A
DO IT Infrastructure Mainframes and Servers Services and Support (ITI MSSS)	Server refresh: Refresh activities completed. Performance Objective = Number of servers refreshed with OS/ Total number of servers.	Percent	Monthly	95	95	95	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
DO IT Infrastructure Mainframes and Servers Services and Support (ITI MSSS)	Security Patches and fixes for mainframes and servers:Deploy patch or within 30 days of release of fix. In cases of an urgent system vulnerability, patch or fix is installed as soo as it is available from vendor or responsible party.	Percent (%)	Monthly	97	97	97	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
DO IT Infrastructure Mainframes and Servers Services and Support (ITI MSSS)	Customer Experience	Percent %)	Monthly	97	97	97	113-Customer Results - Timeliness and Responsiveness	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
DO IT Infrastructure Mainframes and Servers Services and Support (ITI MSSS)	Disaster Recovery/Continuity of Operations (COOP):Ensure that Primary Mission Essential Functions (PMEFs) continue to be performed during a wide range of emergencies, including localized acts of nature, accidents and technological or attack-related emergencies.	Percent (%)	Quarterly	97	97	97	102-Mission and Business Results - Support Delivery of Services	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
DO IT Infrastructure Mainframes and Servers Services and Support (ITI MSSS)	Uptime for Mainframes, servers, and network equipment: This metric ensures that DO mainframes and server assets are up 99.99% of the time each day except during scheduled maintenance.	Percent (%)	Monthly	99.99	99.99	99.99	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
DO IT Infrastructure End User Systems and Support (ITI EUSS)	Incident Resolution:Customer experience after service call to IT Helpdesk or Infrastructure group for service. This metric measures the customer's receipt of timely and responsive service. The overall customer experience.	Percentage (%)	Monthly	95	97	97	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
DO IT Infrastructure End User Systems and Support (ITI EUSS)	Uptime for applications running on devices and the quality of customer experience.	99.99	Monthly	97	97	97	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
DO IT Infrastructure End User Systems and Support (ITI EUSS)	Proposed Installs, moves, adds, changes (IMAC): Number of events that meet requirement/ Total number of IMAC requests.	Percentage (%)	Monthly	95	95	95	113-Customer Results - Timeliness and Responsiveness	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
DO IT Infrastructure End User Systems and Support (ITI EUSS)	PDA Management (BlackBerry): Managing the PDA decvice and ensuring appropriate services are activated.	Percent (%)	Monthly	97	97	97	111-Customer Results - Customer Benefit	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
DO IT Infrastructure End User Systems and Support (ITI EUSS)	End User Account Creation and Reset: Number of new end user account creation completed within a week after authorized request/ Total number of requests received.Percent of service events that password reset is completed within 1 hour of receipt of request (Number of password restes Completed in 1 hour of receipt of request/Total numbe of service events)	Percentage (%)	Monthly	95	97	97	213-Technology - Efficiency	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
OCC IT Infrastructure Telecommunications Services and Support (TSS)	Provision Cellular Wireless Service To Customers Within 7 Days of Request	Number of Requests Over Seven Days	Quarterly	0	0	0	113-Customer Results - Timeliness and Responsiveness	P30-015-030	#N/A	#N/A	N/A
OCC IT Infrastructure Telecommunications Services and Support (TSS)	WAN Network Availability	Percentage Uptime	Quarterly	99.8	99.98	99.8	215-Technology - Reliability and Availability		#N/A	#N/A	N/A
OCC IT Infrastructure Telecommunications Services and Support (TSS)	Number of Major Incidents Resulting from Telecomm WAN/LAN Configuration Changes	Number of Incidents	Quarterly	0	0	0	212-Technology - Quality Assurance		#N/A	#N/A	N/A
OCC IT Infrastructure Telecommunications Services and Support (TSS)	Hours of Service Coverage and Support for Telecommunications Services	Hours	Monthly	24	24	24	112-Customer Results - Service Coverage		#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
OCC IT Infrastructure Telecommunications Services and Support (TSS)	Telephone System Availability After the Completion of Office Moves, Office Renovations, or Opening of New Offices	Telephone System Availability	Monthly	100	100	100	212-Technology - Quality Assurance		#N/A	#N/A	N/A
IRS Main Frames and Servers Services and Support (MSSS)	Percentage of Server Environment Virtualized	percentage	Monthly	46	56.87	46	214-Technology - Information and Data	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
IRS Main Frames and Servers Services and Support (MSSS)	Number of Standard Employee IDs with Elevated Access are Reduced	number	Quarterly	4174	2967	3000	202-Process and Activities - Productivity	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	Cyber Security
IRS Main Frames and Servers Services and Support (MSSS)	Percentage of Uptime for the ACS, ICS and IDRS Databases	percentage	Monthly	98	100	98	115-Customer Results - Service Accessibility	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
IRS Main Frames and Servers Services and Support (MSSS)	Percentage of Priority Tickets that are Triaged/Resolved by Service Operations Command Center Systems Administrators	percentage	Monthly	70	99	90	202-Process and Activities - Productivity	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
IRS Main Frames and Servers Services and Support (MSSS)	Success Rate Percentage for Automated Deployment of Infrastructure Component Packages to Production - Using the Package Based Promotion Tool	percentage	Monthly	93	98.3	95	102-Mission and Business Results - Support Delivery of Services	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
IRS End User Systems and Services (EUSS)	First Level Resolution: measures the percentage of IT interactions closed at the First Level (i.e. by the Enterprise Service Desk (ESD)). It includes closed non-escalated interactions plus ESD worked Incidents and ESD worked Line Items	Percentage	Monthly	65	70.93	65	201-Process and Activities - Financial	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
IRS End User Systems and Services (EUSS)	Speed of Answer (Service Desk) - measures the average amount of time a customer waits in the Service Desk queue before reaching a Service Desk Representative. The time does not include the time an employee spends listening to the Front End Message (FEM)	Time (MM:SS)	Monthly	3	29.54	3	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
IRS End User Systems and Services (EUSS)	USGCB Compliance - Measures the percentage of workstations that have settings configured that are compliant to pass baseline security scans	Percentage	Monthly	90	98.14	90	103-Mission and Business Results - Management of Government Resources	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
IRS End User Systems and Services (EUSS)	EUSS Percent on Time Priority 3 - measures the timeliness of resolution against the standards contained in the Master Service Level Agreement (MSLA). It includes both Interactions and EUSS worked Incidents closed within a specified time period with a category of Incident	Percentage	Monthly		94.39	87	113-Customer Results - Timeliness and Responsiveness	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
IRS End User Systems and Services (EUSS)	Call Handle Time - measures the average amount of time it takes a Customer Service Representative to complete a service call	Minutes	Monthly		21.25	25	213-Technology - Efficiency	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
IRS Telecommunications Systems and Support (TSS)	GSP Compliance (Network Devices) - measures the percentage of network devices that meet GSP (Guidelines Standards and Procedures) standards	Percentage	Monthly	95.5	98.06	95	103-Mission and Business Results - Management of Government Resources	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
IRS Telecommunications Systems and Support (TSS)	WAN Availability - measures the percentage of availability of Wide Area Network (WAN) Services	Percentage	Monthly	99.99	99.992	99.95	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
IRS Telecommunications Systems and Support (TSS)	LAN Availability - measures the percentage of availability of Local Area Network (LAN) Services	Percentage	Monthly	99.99	99.967	99.95	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
IRS Telecommunications Systems and Support (TSS)	Internet Access Availability - measures the percentage of internet availability through the three CCGs (Common Communication Gateways)	Percentage	Monthly	99.8	98.94	99.8	115-Customer Results - Service Accessibility	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
IRS Telecommunications Systems and Support (TSS)	GSP Compliance (Network Rules) - measures the percentage of network rules that meet GSP (Guidelines Standards and Procedures) standards	Percentage	Monthly		99.92	95	205-Process and Activities - Security and Privacy	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
OCC IT Infrastructure Mainframes and Servers Support Services (MSSS)	Platform Availability for Email Servers	Percent Uptime	Quarterly	99.95	100	99.95	215-Technology - Reliability and Availability		#N/A	#N/A	N/A
OCC IT Infrastructure Mainframes and Servers Support Services (MSSS)	Availability of OCC Production Application and Infrastructure Servers Systems	Percentage Uptime	Quarterly	99.8	99.9	99.8	215-Technology - Reliability and Availability		#N/A	#N/A	N/A
OCC IT Infrastructure Mainframes and Servers Support Services (MSSS)	Time to Respond to Production Server incidents	Number of incidents exceeding 1 hour response	Quarterly	0	0	0	113-Customer Results - Timeliness and Responsiveness	P30-015-030	#N/A	#N/A	N/A
OCC IT Infrastructure Mainframes and Servers Support Services (MSSS)	Hours of Service Coverage and Support for Server Systems	Hours Per Day	Monthly	24	24	24	112-Customer Results - Service Coverage		#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
OCC IT Infrastructure Mainframes and Servers Support Services (MSSS)	Mainframe Availability	Uptime Percentage	Monthly	99.95	99.9	99.95	215-Technology - Reliability and Availability		#N/A	#N/A	N/A
OCC IT Infrastructure End User Services and Support (EUSS)	Provide Customers a Replacement or Repaired Computer Within 3 Days of Reported Incident	Number of Repairs/Replacements Over 3 days	Quarterly	0	0	0	113-Customer Results - Timeliness and Responsiveness	P30-015-030	#N/A	#N/A	N/A
OCC IT Infrastructure End User Services and Support (EUSS)	Software Packages Are Ready For Computer Deployment on Schedule	Number of Packages Not Delivered On Schedule	Quarterly	0	0	0	216-Technology - Effectiveness		#N/A	#N/A	N/A
OCC IT Infrastructure End User Services and Support (EUSS)	Deliver Blackberry Service to Customers Within 7 Days of Request	Number of Service Requests Over 7 Days	Quarterly	0	0	0	113-Customer Results - Timeliness and Responsiveness	P30-015-030	#N/A	#N/A	N/A
OCC IT Infrastructure End User Services and Support (EUSS)	Major Software Releases and Service Packs Deployed with No Service Disruption	Percentage of Updates Deployed without Disruption	Monthly	99	100	99	212-Technology - Quality Assurance		#N/A	#N/A	N/A
OCC IT Infrastructure End User Services and Support (EUSS)	Blackberry Enterprise Server (BES) Availability	Percentage Uptime	Quarterly	99.95	99.99	99.95	215-Technology - Reliability and Availability		#N/A	#N/A	N/A
US Mint IT Infrastructure End User Systems and Support (ITI EUSS)	End-User Password Reset:Percent of Service Events that Password reset is completed within 1 hour of receipt of the request = [Number of Service Events that Password reset is completed within 1 hour of receipt of the request]/[Total number of Service Events]	Percentage (%)	Monthly	95	100	95	205-Process and Activities - Security and Privacy	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
US Mint IT Infrastructure End User Systems and Support (ITI EUSS)	Incident Resolution First Contact Resolution: Performance Objective = The first Help Desk person who receives a call from the customer is able to resolve the issue or answer the customer question.Percent of Service Events that meet Performance Objective = [Number of Service Events that meet Performance Objective]/[Total number of Service Events]	Percentage (%)	Monthly	80	83.22	80	114-Customer Results - Service Quality	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
US Mint IT Infrastructure End User Systems and Support (ITI EUSS)	Time to repair HQ and Field Desktops, Laptops and End-User Peripherals. Calcualted as (number of Level 1 Service events resolved in less than one day) / (Total number of level 1 service events)	Percent (%)	Monthly	96	93.75	96	213-Technology - Efficiency	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
US Mint IT Infrastructure End User Systems and Support (ITI EUSS)	Proposed Installs, Moves, Adds, Changes (IMAC) Service Level Requirements: Performance Objective = Time to complete HQ and Field IMAC for 1-10 items.Percent of Service Events that meet Performance Objective = [Number of Service Events that meet Performance Objective]/[Total number of Service Events]	Percentage (%)	Monthly	85	96.92	85	113-Customer Results - Timeliness and Responsiveness	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
US Mint IT Infrastructure End User Systems and Support (ITI EUSS)	New End-User Account (up to 5 per request):Performance Objective: New End-User Accounts (up to 5 per request) are completed within 4 Business Days after authorized request. Percent of Service Events that meet Performance Objective = [Number of Service Events that meet Performance Objective]/[Total number of Service Events]	Percentage (%)	Monthly	80	96.92	80	213-Technology - Efficiency	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
US Mint IT Infrastructure End User Systems and Support (ITI EUSS)	Time to Repair End User Desktop or Peripheral:Percent of Service Events responded to within 8 hours = [Number of Service Events that meet Performance Objective]/[Total number of Service Events]	Percentage (%)	Monthly	85	96.55	85	213-Technology - Efficiency	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
US Mint IT Infrastructure Mainframes and Servers Services and Support (ITI MSSS)	System security requests (RACF, ACF2):Percent of Service Events completed within 2 hours of request= [Number of Service Events completed within two hours of request]/[Total number of Service Events]	Percentage (%)	Monthly	99	100	99	205-Process and Activities - Security and Privacy	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
US Mint IT Infrastructure Mainframes and Servers Services and Support (ITI MSSS)	Refresh for midrange servers (Windows) Percent of Servers under 3 years old = [Number of midrange Windows servers older under 3 years old]/[Total number of Servers]	Percentage (%)	Monthly	95	99	95	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
US Mint IT Infrastructure Mainframes and Servers Services and Support (ITI MSSS)	On-Demand disk storage capability Change requests:Percent of Service Events that result in increases/decreases of +/-10% of installed storage capability within 7 Business days = [Number of Service Events that result in increases/decreases of +/-10% of installed storage capability within 7 Business days] / [Total number of Service Events]	Percentage (%)	Monthly	99	100	99	203-Process and Activities - Cycle Time and Timeliness	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
US Mint IT Infrastructure Mainframes and Servers Services and Support (ITI MSSS)	On-Demand CPU Processing capability Change requests:Percent of Service Events that result in increases/decreases of +/-20% of baseline CPU processing capability within 2 days = [Number of Service Events that result in increases/decreases of +/-20% of baseline CPU processing capability within 2 days] / [Total number of Service Events]	Percentage (%)	Monthly	99	99.93	99	213-Technology - Efficiency	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
US Mint IT Infrastructure Mainframes and Servers Services and Support (ITI MSSS)	Notification of Incident Priority Level 1 Outage to Help Desk:Percent of Service Events that appropriate people are notified of Priority Level 1 Outage to Help Desk incident within 10 minutes of discovering the incident = [Number of Service Events that Appropriate people are notified of Priority Level 1 Outage to Help Desk incident within 10 minutes of discovering the incident.] / [Total number of Service Events]	Percentage (%)	Monthly	99.9	100	99.9	113-Customer Results - Timeliness and Responsiveness	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
US Mint IT Infrastructure Mainframes and Servers Services and Support (ITI MSSS)	Support staff for Data Center: Total Support Staff = FTEs + Contractors + Outsourced support	Count of Support Staff: Reduce costs of operation	Monthly	12	12	12	213-Technology - Efficiency	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
US Mint IT Infrastructure Mainframes and Servers Services and Support (ITI MSSS)	Cost per phtysical server - Reducing the cost of manufacturing by reducing IT operating costs improves seigniorage. Cost per physical server = operational cost of servers /number of physical servers	Dollars ($)	Monthly	0.03	0.028766	0.03	102-Mission and Business Results - Support Delivery of Services	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
Central Accounting and Reporting System	New users will be enrolled within 48 hours 95 - 100% of the time.	Percentage	Monthly	95	97.1	95	111-Customer Results - Customer Benefit		#N/A	#N/A	N/A
Central Accounting and Reporting System	Maintain or increase the number of page hits for Account Statement	Count	Quarterly	99000	215035	99000	101-Mission and Business Results - Services for Citizens	P43-015-108	Modernize financial systems and standardize accounting practices	The Federal Government currently operates using varied financial systems and accounting practices, which can lead to challenges in communication and coordination. Modernizing and standardizing these systems and practices will improve decision making about resource use and provide more value to taxpayers.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Central Accounting and Reporting System	The CARS system will be available to Account Statement users 24 hours per day 7 days per week 99% of the time.	Percentage	Monthly	99	100	99	215-Technology - Reliability and Availability	P43-015-108	Modernize financial systems and standardize accounting practices	The Federal Government currently operates using varied financial systems and accounting practices, which can lead to challenges in communication and coordination. Modernizing and standardizing these systems and practices will improve decision making about resource use and provide more value to taxpayers.	N/A
Central Accounting and Reporting System	The number of Agency Location Codes (ALC) not classified as CARS Reporters for at least one source system type (IPAC, Collections, or Payments) will decrease by 5% each quarter.	Percentage	Quarterly	4	16	4	213-Technology - Efficiency	P43-015-108	Modernize financial systems and standardize accounting practices	The Federal Government currently operates using varied financial systems and accounting practices, which can lead to challenges in communication and coordination. Modernizing and standardizing these systems and practices will improve decision making about resource use and provide more value to taxpayers.	N/A
Central Accounting and Reporting System	The CARS - Authority Transaction Module (ATM) will be available for end-user transaction input 24 hours per day, 7 days per week, 99% of the time.	Percentage	Monthly	99	100	99	215-Technology - Reliability and Availability	P43-015-108	Modernize financial systems and standardize accounting practices	The Federal Government currently operates using varied financial systems and accounting practices, which can lead to challenges in communication and coordination. Modernizing and standardizing these systems and practices will improve decision making about resource use and provide more value to taxpayers.	N/A
US Mint IT Infrastructure Telecommunications (ITI TSS)	Internet Access Availability:Percent Available = [Minutes in Period - Minutes when Internet Access is not accessible] / [Minutes in Period]	percentage (%)	Monthly	98	100	98	115-Customer Results - Service Accessibility	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
US Mint IT Infrastructure Telecommunications (ITI TSS)	Communication Installs, Moves, Adds, Changes (IMAC - Gold Service LevelClosure within SLR time % = Number of tickets closed within 5 Days / Number of tickets in period	Percentage (%)	Monthly	85	96.92	85	213-Technology - Efficiency	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
US Mint IT Infrastructure Telecommunications (ITI TSS)	Availability of Long Distance Telephone Services:Availability % = [Minutes in Period - ATB Minutes] / [Minutes in Period]	Percentage (%)	Monthly	98	100	98	101-Mission and Business Results - Services for Citizens	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
US Mint IT Infrastructure Telecommunications (ITI TSS)	Availability of WAN (Wide Area Network):Percent Available = [Minutes in Period - Minutes when WAN is not accessible] / [Minutes in Period]	Percentage (%)	Monthly	99	100	99	101-Mission and Business Results - Services for Citizens	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
US Mint IT Infrastructure Telecommunications (ITI TSS)	Time to repair Priority Level 2 and 3 Long Distance Voice Incidents - Gold Service LevelClosure within SLR time % = Number of tickets closed within 4 hrs / Number of tickets in period	Percentage (%)	Monthly	95	100	95	213-Technology - Efficiency	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
US Mint IT Infrastructure Telecommunications (ITI TSS)	Time to Complete implementation of Communications devices and systemsClosure within less than 1 business day 95% of the time % = Number of tickets closed within 1 Day / Number of tickets in period	Percentage (%)	Monthly	96	100	96	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
TWAI Services (formerly known as Legacy Infrastructure, Communication, Security, Services and Support (IT LICSSS))	SLA #1 Critical hour of production availability	Full Day of Infrastructure availability	Monthly	99.99	99.34	99.99	114-Customer Results - Service Quality	P30-015-030	#N/A	#N/A	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
TWAI Services (formerly known as Legacy Infrastructure, Communication, Security, Services and Support (IT LICSSS))	SLA Metric #3 Priority 1 incident response. The Mean Time to Restore P1 Infrastructure Incidents.	minutes	Monthly	97	230	120	113-Customer Results - Timeliness and Responsiveness	P30-015-030	#N/A	#N/A	N/A
TWAI Services (formerly known as Legacy Infrastructure, Communication, Security, Services and Support (IT LICSSS))	Total Open Audit Findings	Total Open Audit Findings and Observations	Monthly	40	41	49	204-Process and Activities - Quality	P30-015-030	#N/A	#N/A	N/A
TWAI Services (formerly known as Legacy Infrastructure, Communication, Security, Services and Support (IT LICSSS))	Problem Work Days to Root Cause for Priority 1 Incidents	Number of Days	Monthly		0	15	216-Technology - Effectiveness	P30-015-030	#N/A	#N/A	N/A
TWAI Services (formerly known as Legacy Infrastructure, Communication, Security, Services and Support (IT LICSSS))	Number of SOW Projects Currently not on Schedule	Count	Monthly		0	2	214-Technology - Information and Data	P30-015-030	#N/A	#N/A	N/A
Do Not Pay (DNP) (previous name GOVerify Business Center (GVBC))	Increase the number of programs onboarded every quarter	Number of programs	Quarterly	2	129	8	101-Mission and Business Results - Services for Citizens	P43-015-108	Modernize financial systems and standardize accounting practices	The Federal Government currently operates using varied financial systems and accounting practices, which can lead to challenges in communication and coordination. Modernizing and standardizing these systems and practices will improve decision making about resource use and provide more value to taxpayers.	Improper Payments

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Do Not Pay (DNP) (previous name GOVerify Business Center (GVBC))	Average number of seconds to return online search results to user in the Portal	number	Quarterly	7.5	6	7.5	215-Technology - Reliability and Availability	P43-015-108	Modernize financial systems and standardize accounting practices	The Federal Government currently operates using varied financial systems and accounting practices, which can lead to challenges in communication and coordination. Modernizing and standardizing these systems and practices will improve decision making about resource use and provide more value to taxpayers.	Improper Payments
Do Not Pay (DNP) (previous name GOVerify Business Center (GVBC))	Percentage of batch processing results available to users within 1 business day of sucessful file transmission	percentage	Monthly	95	100	96	215-Technology - Reliability and Availability	P43-015-108	Modernize financial systems and standardize accounting practices	The Federal Government currently operates using varied financial systems and accounting practices, which can lead to challenges in communication and coordination. Modernizing and standardizing these systems and practices will improve decision making about resource use and provide more value to taxpayers.	Improper Payments
Do Not Pay (DNP) (previous name GOVerify Business Center (GVBC))	Percentage of results available to users within 1 business day of a continuous monotioring file change or data source update	percentage	Monthly	95	100	96	215-Technology - Reliability and Availability	P43-015-108	Modernize financial systems and standardize accounting practices	The Federal Government currently operates using varied financial systems and accounting practices, which can lead to challenges in communication and coordination. Modernizing and standardizing these systems and practices will improve decision making about resource use and provide more value to taxpayers.	Improper Payments
Do Not Pay (DNP) (previous name GOVerify Business Center (GVBC))	Percentage of payment integration reports available by the 2nd business day of the month	Percentage	Monthly		100	95	111-Customer Results - Customer Benefit	P43-015-108	Modernize financial systems and standardize accounting practices	The Federal Government currently operates using varied financial systems and accounting practices, which can lead to challenges in communication and coordination. Modernizing and standardizing these systems and practices will improve decision making about resource use and provide more value to taxpayers.	Improper Payments
International Treasury Services (ITS.gov)	Percentage of Fedwire payments made on time based on the requested settlement date, as directed by the Federal agency and payment recipient. (The number of business days in which ITS.gov submits all Fedwire payments timely divided by the number of business days).	%	Monthly	0	1	0.97	212-Technology - Quality Assurance	P40-015-108	#N/A	#N/A	Improper Payments

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
International Treasury Services (ITS.gov)	Percentage of ITS.gov EFT and check payments made on time based on the requested settlement date, as directed by Federal agency and payment recipient. (The number of business days in which ITS did not need to request an extension of Citi's 2:00pm EST deadline divided by the number of business days).	%	Monthly	0	1	0.97	212-Technology - Quality Assurance	P40-015-108	#N/A	#N/A	Improper Payments
International Treasury Services (ITS.gov)	Percentage of straight-through processing of payments. (The total number of payments less returned payments divided by total number of payments).	%	Monthly	0	0.9979	0.97	102-Mission and Business Results - Support Delivery of Services	P40-015-108	#N/A	#N/A	Improper Payments
International Treasury Services (ITS.gov)	Percentage of timely availability of FX rate files to customers by 8:00am ET. (The number of business days in which ITS.gov has FX rates available for customers by 8:00am ET divided by the number of business days).	%	Monthly	0	1	0.96	113-Customer Results - Timeliness and Responsiveness	P40-015-108	#N/A	#N/A	N/A
International Treasury Services (ITS.gov)	Percentage of system availability to users (Monday-Friday). (Actual application availability divided by scheduled application availability).	%	Monthly	0	1	0.97	215-Technology - Reliability and Availability	P40-015-108	#N/A	#N/A	N/A
Invoice Processing Platform	IPP is available to meet its user's needs with minimum interruption.	Percentage	Monthly	98	87	99	215-Technology - Reliability and Availability	P40-015-108	#N/A	#N/A	Improper Payments
Invoice Processing Platform	Number of agencies enrolling in IPP (out of remaining 150)	Number	Annual	6	8	8	103-Mission and Business Results - Management of Government Resources	P40-015-108	#N/A	#N/A	Improper Payments
Invoice Processing Platform	Major Software Releases and patches Deployed with No Service Disruption	Percentage	Quarterly	97	99	98	212-Technology - Quality Assurance	P40-015-108	#N/A	#N/A	Improper Payments
Invoice Processing Platform	Percentage of helpdesk calls answered within 60 seconds	Percentage	Quarterly	80	87	80	203-Process and Activities - Cycle Time and Timeliness	P40-015-108	#N/A	#N/A	Improper Payments
Invoice Processing Platform	Number of Vendor organizations enrolling in IPP (out of remainining 55,000)	Number	Monthly	2	5.96	4	112-Customer Results - Service Coverage	P40-015-108	#N/A	#N/A	Improper Payments

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
DO IT Infrastructure Telecommunications (ITT TSS)	Internet Access Availability: Percent Available = [Minutes in Period - Minutes when Internet Access is not accessible / [Minutes in Period]	Percentage (%)	Monthly	98	98	98	115-Customer Results - Service Accessibility	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
DO IT Infrastructure Telecommunications (ITT TSS)	Communication Installs, Moves, Adds, Changes (Gold Service Level Closure within SLR time % = Number of tickets closed withing 5 Days / Munber of tickets in period	Percentage (%)	Monthly	97	97	97	213-Technology - Efficiency	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
DO IT Infrastructure Telecommunications (ITT TSS)	Availability of Long Distance Telephone Services: Availability % = [Minutes in Period -ATB Minutes] / [Minutes in Period]	Percentage (%)	Monthly	99.99	99.99	99.99	101-Mission and Business Results - Services for Citizens	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
DO IT Infrastructure Telecommunications (ITT TSS)	Availability of WAN (Wide Area Network): Percent Available = [Minutes in period - Minutes when WAN is not accessible] / [Minutes in Period]	Percentage (%)	Monthly	99.5	99.5	99.5	213-Technology - Efficiency	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A
DO IT Infrastructure Telecommunications (ITT TSS)	Time to Complete implementation of Communication and network devices and systems Closure within the established target (days/time/etc) 95% of the time =Number of tickets closed within target period / Number of tickets in the target period	Percentage (%)	Monthly	96	96	96	215-Technology - Reliability and Availability	P44-015-108	Continuously improve our operations and processes to generate efficiency savings	The Department needs to achieve greater efficiencies by leveraging existing resources, utilizing shared services, and reallocating resources where possible. Treasury also will identify potential savings by implementing common purchase agreements, reducing high-risk contracts, and consolidating information technology operations.	N/A

Investment Title	Metric Description	Unit of Measure	Reporting Frequency	Target 2013	Latest Actual Result	Target 2014	FEA Performance Measurement Category Mapping	PRM Code	Treasury Strategic Goal	Treasury Strategic Objective	CAP Goal
Pay.gov	Increase the amount of money collected per fiscal year from $100 Billion in FY 13 to $105 Billion in FY14	dollars collected	Monthly	100	9.948929	105	101-Mission and Business Results - Services for Citizens	P42-015-108	Expand the use of electronic transactions	Treasury is replacing outdated and inefficient paper-based processes with streamlined electronic ones. For example, Treasury is increasing electronic payments and collections and discontinuing the issuance of paper retail debt securities. These changes will result in less cost to taxpayers, while also reducing environmental impact.	Improper Payments
Pay.gov	Increase the number of transactions processed from 100M in FY13 to 105M in FY14	transactions processed	Monthly	100	10.398502	105	111-Customer Results - Customer Benefit	P30-015-030	#N/A	#N/A	Improper Payments
Pay.gov	Maintain system availability of 99.8% at the end of FY14	system availability %	Monthly	99.8	99.95	99.8	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	Improper Payments
Pay.gov	Increase the cumulative number of applications hosted from 800 in FY13 to 900 by end of FY14	applications hosted	Monthly	0.0008	0.000959	0.0009	101-Mission and Business Results - Services for Citizens	P30-015-030	#N/A	#N/A	Improper Payments
Pay.gov	Maintain system availability of 99.8% at the end of FY15	system availability %	Monthly	99.8		99.8	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	Improper Payments
Pay.gov	Maintain system availability of 99.8% at the end of FY16	system availability %	Monthly	99.8		99.8	215-Technology - Reliability and Availability	P30-015-030	#N/A	#N/A	Improper Payments