

Name of the department within the VA responsible for its implementation: Veterans Transportation (VTP) and Office of Information Technology (OI&T)

- Cost of Implementation**

PROJECT ACTIVITY			
Date	Planned	Projected	Actual
Planned Start Date:	12/04/2020	12/04/2020	12/04/2020
Project Planned Completion Date:	09/16/2026	09/16/2026	
Project Total Cost:	\$13,662,115.00	\$13,662,115.00	
Project Stage Start Date:	12/04/2020	12/04/2020	12/04/2020
Project Stage Completion Date:	03/15/2021	03/15/2021	03/15/2021
Project Stage Cost:	\$301,192.00	\$301,192.00	\$249,498.00
Close Out Stage Start Date:	06/18/2026	06/18/2026	
Close Out Stage Completion Date:	09/16/2026	09/16/2026	
Close Out Stage Cost:			

- Performance Assessment and Error Rate is displayed in Table Below.**

Metric Name	Metric Value
VASI Acronym	2128-BTSSS
Software Type	COTS
Level of Service	Full
Cycle Time (Overall Average) (Days)	9
Story Cycle Time (Average) (Days)	12
Defect Cycle Time (Average) (Days)	4
Lead Time (Overall Average) (Days)	43
Story Lead Time (Average) (Days)	25
Defect Lead Time (Average) (Days)	22
Releases (Count)	2
Last Release Date	12/2/2023
Release Cadence (Average) (Days)	14
Failed Releases (Count)	0
Availability	100%
Release Failure Rate (Average) (%)	0%
Mean Time to Repair (MTTR) (Mins)	205
MTTR Source	ServiceNow
Last Outage Date	2/25/2022
Complete Failover System Exists	Yes
Last Successful Failover Test Date	9/28/2021
Test Executions (Count)	17

Test Executions that Passed (%)	100%
Test Case Automation Rate (%)	0%
Major Incident (Count)	0
Current Open Incident (Count)	1
Severity 1-Critical and/or 2-High Production Defect (Total Open)*	1
Sev 1-2 Prod/Non-Prod Defects (Count)*	1:0
Sev 1 Prod/Non-Prod Defects (Count)	0:0
Sev 2 Prod/Non-Prod Defects (Count)	1:0
Sev 3 Prod/Non-Prod Defects (Count)	1:0
Sev 4 Prod/Non-Prod Defects (Count)	1:1
Prod/Non-Prod Defects (Count)*	3:1
Red Zone Risks (# Open)	0
ATO	Yes
508 Conformant	No
Testing Adequacy*	Yes
Product Test Cases (Overall Count)	985
Regression Testing	Yes
Performance and Load Test Cases (Count)	4
Performance and Load Testing	Yes
Monitoring - Level 3 APM	Yes
Bought vs Built	Yes
Cloud-Based	Yes
Stories Added to Backlog (Count)	28
Stories Released to Production (Count)	57
Defect Fixes Released to Production (Count)	7
FTE Team Member (Count)	1
Contract Team Member (Count)	22
Days Since Last Release*	13
Production Users (Count)	4,000