

# DHS Science and Technology Directorate Capability Development Support Group—Operations and Requirements Analysis

## Capability Development Support Helps Secure the Nation

The Department of Homeland Security's (DHS) mission impacts our lives in a variety of ways—from making our airports and borders more secure to helping our communities recover from hurricanes and tornados and protecting our nation's infrastructure. The DHS Science and Technology Directorate's (S&T) Capability Development Support (CDS) Group works closely with the DHS components to ensure their programs and systems reduce or mitigate the challenges we face and do it in the safest, most efficient and most cost-effective manner.

CDS provides an innovative, systems-based approach to help operators define their needs and develop technologies and solutions that can be quickly deployed to frontline operators. CDS' analytic and systems engineering approach assesses the operational environment and fiscal limitations to ensure the best solutions are chosen.

CDS established an operations and requirements analysis capability to use its technical and analytic expertise to identify and prioritize cross-DHS capability gaps and find solutions for component operations. The goal is to help DHS components save money and time while meeting their critical missions and to transition needed technologies to operational use. Operations and Requirements Analysis (ORA) analysts use a "systems thinking" approach to program planning and execution. ORA works closely with DHS components to understand their operations, focus on technical rigor in research and development (R&D) projects and develop more streamlined and efficient processes based on sound process improvements.

An example of this approach is the Rio Grande Valley Systems Analysis Project. CDS worked closely with U.S. Customs and Border Protection on the south Texas border to help identify system solutions to meet operational challenges.



U.S. Customs and Border Protection discussing border operations

ORA is a customer-driven organization focused on two areas: operations analysis and capabilities and requirements analytical support to the DHS Joint Requirements Council (JRC).

## Two Branches, One Team

Two main branches work to carry out the overall mission:

- The Operations Analysis Branch uses systems analysis techniques to define operational problems, characterize current operations and processes, describe the future state for operations and processes and identify alternative solutions to enhance operations. The Branch leverages S&T's subject matter expertise in systems analysis and Lean Six Sigma process improvement to apply its technical skills to support DHS mission analyses.

Using its standardized systems analysis process, ORA helps DHS components better articulate needs, inform investment decisions and develop products consistent with user needs, increasing the prospect of successful transition to use in the field.

- The Joint Requirements Branch leads capabilities and requirements analysis for the DHS Joint Requirements Council (JRC). A key element of the Secretary's Unity of Effort initiative, the JRC is a component-led body that aims to identify and prioritize cross-departmental capability gaps, overlaps and duplications. The analysis that ORA performs allows DHS leaders to address the gaps, overlaps and duplications at the enterprise level rather than at the individual component level, potentially enabling significant cost savings across the department.

## Deeply Experienced Personnel

ORA personnel own profound expertise in: operations analysis, capability gap analysis, mission analysis, alternatives analysis, systems engineering, systems analysis, requirements development, product transition, component support and collaborative consensus-building.

CDS ORA has worked with a number of components in the past two years and is currently providing support to: **CBP** (Office of Field Operations and South Texas Border); **USICE** (Enforcement and Removal Operations); **USCIS** (Immigration and Naturalization processes); and **DHS Joint Requirements Council** (supporting USCG Chair with analytical expertise)



**Homeland  
Security**

Science and Technology

To learn more about Operations and Requirements Analysis, contact [STASOA@dhs.gov](mailto:STASOA@dhs.gov).