



Office of Information Technology

Multi-Year Investment and Management Plan

April 29, 2016

Fiscal Year 2015 Report to Congress



Homeland
Security

U.S. Immigration and Customs Enforcement

Message from the Assistant Secretary

I am pleased to present the following report, “Office of Information Technology Multi-Year Investment and Management Plan” for Fiscal Year (FY) 2015, prepared by U.S. Immigration and Customs Enforcement (ICE).

This report responds to legislative language set forth in the *FY 2015 Department of Homeland Security (DHS) Appropriations Act* (P.L. 114-4).

Pursuant to congressional guidelines, this report is being provided to the following Members of Congress:

The Honorable John R. Carter
Chairman, House Appropriations Subcommittee on Homeland Security

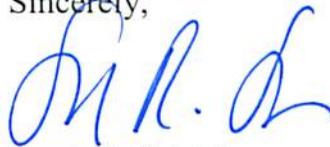
The Honorable Lucille Roybal-Allard
Ranking Member, House Appropriations Subcommittee on Homeland Security

The Honorable John H. Hoeven
Chairman, Senate Appropriations Subcommittee on Homeland Security

The Honorable Jeanne Shaheen
Ranking Member, Senate Appropriations Subcommittee on Homeland Security

Inquiries related to this report may be directed to me at (202) 732-3000 or to the Department’s Deputy Under Secretary for Management and Chief Financial Officer, Chip Fulghum, at (202) 447-5751.

Sincerely,



Sarah R. Saldaña
Assistant Secretary
U.S. Immigration and Customs Enforcement



Executive Summary

This report describes the information technology (IT) funding being spent, overseen, and executed by the ICE Office of the Chief Information Officer (OCIO) for FY 2015, as well as anticipated expenditures for FY 2016–FY 2018. It includes funding sources from the Headquarters-managed IT program/project/activity in the Salaries and Expenses appropriation, servicewide costs, user fees, Automation Modernization (AM) appropriation, service level agreements, reimbursable agreements, and Working Capital Fund.

This report is divided into three primary sections that provide:

- An overview of all OCIO funds by funding source
- A summary of expenditures on ICE’s major investments and those funded through the AM appropriation
- Details on operations and maintenance (O&M) funding by application costs, underlying operations costs, and security costs

There are two investments within the ICE portfolio that receive AM funding in FY 2015. The first is TECS Modernization, and the second is Consolidated ICE Financial Solution (CIFS).

- **TECS Modernization** – The ICE TECS Modernization system will provide improved investigative case management functionality to 6,200 ICE Special Agents, assigned to more than 200 cities throughout the United States and in 45 countries around the world. The functional improvements and benefits of the system include:
 - Enhanced and simplified user interactions
 - Enhanced search capabilities through structured and unstructured queries
 - Improved data quality and integration through auto population of data between systems and removing duplicate data entry
 - More intuitive user interface allowing ease of transition and more efficient training of new agents
 - Improved collaboration between agents and supervisors through enhanced workflow capabilities such as track changes
 - Improved accuracy and management statistics

The technical improvements and benefits include:

- Enhanced interoperability with other systems
- Alignment to DHS/ICE architecture standards for long-term sustainability
- Reduced support costs
- Increased flexibility to quickly meet evolving mission needs

- Section 508 compliance
 - A scalable platform allowing for the system to change as business needs change
 - Enhanced interfaces through which agents can access critical data from internal and external partners in support of investigations
- **Consolidated ICE Financial Solution** – ICE plans to migrate its financial systems operations from the Federal Financial Management System (FFMS) to a shared service provider (SSP) environment. ICE is also supporting the migration of its five DHS component customers that currently receive financial management operations support from FFMS. This initiative is tied to the DHS Financial Systems Modernization effort initiated in 2011 by the Under Secretary for Management. The initial step in achieving the long-term goal of modernizing the financial system solution is to develop a data repository to store financial management data for all six DHS components in a nonproprietary format. This data repository will be used in the near term for data analysis and reporting as well as for migration to an SSP. The improved access to the data will provide senior leadership and stakeholders with timely access to financial information and performance measures to improve decision making. It is also a key first step for migrating to an SSP environment and driving long-term savings on system O&M costs.

There are six major investments within the FY 2015 IT portfolio that are in O&M:

- **Criminal Alien Identification Initiatives (CAII)** – The purpose of CAII is to provide IT tools for ICE’s civil immigration enforcement programs. The programs transform cooperation between the Federal Government and state and local law enforcement to identify, detain, and remove aliens who are potentially removable from the United States, particularly those with criminal convictions.
- **Detention and Removal Operations Modernization (DROM)** – The DROM program is an Enforcement and Removal Operations (ERO) initiative to modernize its IT systems and business processes for the detention and removal of illegal aliens from the United States. Specifically, DROM focuses on three core processes: streamlining the throughput of detainees to reduce the length of detention, promoting interagency partnerships through information sharing, and streamlining overall business operations by leveraging existing DHS/ICE IT infrastructure.
- **Electronic Health Records (eHR)** – The eHR program enables the ICE Health Service Corps (IHSC) to effectively administer and oversee healthcare services delivered to detainees in ICE custody at 21 IHSC directly staffed sites. The program improves the quality of care delivered and expands the availability of

medical information to all providers. This helps to increase continuity of care, reduce duplication of services within the ICE healthcare system, better manage infectious diseases, reduce the legal risks and costs to ICE, implement a standardized approach to healthcare delivery, and leverage clinical best practices in medicine.

- **Federal Financial Management System (FFMS)** – FFMS serves as the financial management system of record and provides a core financial system platform for ICE and its five component customers: U.S. Citizenship and Immigration Services, Department of Homeland Security Headquarters, National Protection and Programs Directorate, Office of Health Affairs, and the Science and Technology Directorate. FFMS performs all aspects of the Standard General Ledger activities as well as accounts receivable, accounts payable, funds management, payments and receipt management, cost management, financial workflow process management, database administration, financial reporting, and other agency financial transactions and services for each of these customers.
- **IT Infrastructure** – The IT Infrastructure investment consists of 10 subprograms that directly align to DHS-specified lines of business to include the following services: Network; Email; Help Desk; Data Center; Desktop; Site; Video; Voice; Wireless; and Identity, Credential, and Access Management. This program enhances ICE’s technology foundation, maximizes workforce productivity, secures the IT environment, and improves information sharing across ICE and DHS. The program delivers IT products and services that enable continual systems availability and is essential to achieve the ICE and DHS missions. The program also provides tactical communications (TACCOM) for enhanced mobile command and control, and improved information sharing between ICE and U.S. Customs and Border Protection. The program is charged with delivering TACCOM products and services that provide 24x7x365 systems availability to ICE employees.
- **Student Exchange Visitor Information System (SEVIS)** – This program fulfills a legislative mandate to electronically collect and track certain information from approved schools and exchange programs on nonimmigrant students, exchange visitors, and their dependents. The goal of SEVIS is to track information on non-immigrants who are participating in the U.S. education system or designated exchange visitor programs throughout the duration of their approved stay. Nonimmigrants may temporarily come to the U.S. to study under three classes of admission: F for academic and language students; M for vocational students; and J for exchange visitors. SEVIS improved efficiencies by using electronic means to capture critical F/M/J nonimmigrant information in a centralized repository. The use of the SEVIS electronic system increases data accuracy, reduces the time needed to gather and distribute information, improves the experience of

school/program officials and nonimmigrants, and significantly increases data sharing across multiple government agencies, thus reducing duplication of effort. Efficiencies are improved further through the ability of the web-based SEVIS application to be used in real time for data updates and queries, which reduces the time needed to gather and distribute information.

ICE has implemented an integrated strategic planning and budget formulation process to guide IT decision-making. ICE's IT Strategic Plan defines the major IT initiatives required to modernize and transform the delivery of services to support the mission. The capital planning process evaluates the costs, benefits, and risks of the IT initiatives to understand funding decision implications. This integrated process ensures that funded IT investments contribute to mission performance and are implemented at acceptable costs and within reasonable and expected timeframes.

The following sections of this report outline the major IT initiatives' planned milestones and performance goals for FY 2015, as well as budgetary requirements for FY 2015 – FY 2018.



Office of Information Technology Multi-Year Investment and Management Plan Fiscal Year 2015

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I. Legislative Language

This report responds to legislative language set forth in the *Fiscal Year (FY) 2015 Department of Homeland Security (DHS) Appropriations Act* (P.L. 114-4).

Section 545 of P.L. 114-4 states:

The Commissioner of United States Customs and Border Protection and the Assistant Secretary of Homeland Security for United States Immigration and Customs Enforcement shall, with respect to fiscal years 2015, 2016, 2017, and 2018, submit to the Committees on Appropriations of the Senate and the House of Representatives, at the time that the President's budget proposal for fiscal year 2016 is submitted pursuant to the requirements of section 1105(a) of title 31, United States Code, the information required in the multi-year investment and management plans required, respectively, under the headings "U.S. Customs and Border Protection, Salaries and Expenses" under title II of division D of the Consolidated Appropriations Act, 2012 (Public Law 112-74); "U.S. Customs and Border Protection, Border Security Fencing, Infrastructure, and Technology" under such title; and section 568 of such Act.

Section 568 of P.L. 112-74 states:

The Commissioner of U.S. Customs and Border Protection and the Assistant Secretary of Homeland Security for U.S. Immigration and Customs Enforcement each shall submit to the Committees on Appropriations of the Senate and the House of Representatives with the congressional budget justification, a multi-year investment and management plan, to include each year starting with the current fiscal year and the 3 subsequent fiscal years, for their respective Offices of Information Technology to include for that office—

- (1) the funding level by source for all funds to be executed;
- (2) the funding included for each project and activity tied to mission requirements, program management capabilities, performance levels, and specific capabilities and services to be delivered;
- (3) the total estimated cost and projected timeline of completion for all multi-year enhancements, modernizations, and new capabilities proposed in the current fiscal year or underway; and
- (4) a detailed accounting of operation and maintenance costs.

II. Background

United States Immigration and Customs Enforcement's (ICE) mission is to bring a unified and coordinated focus to the enforcement of federal immigration and customs laws. ICE resources are used to combat terrorism, protect our Nation's borders, deter illegal immigration, protect intellectual property rights, and combat human trafficking and smuggling. ICE accomplishes these missions by investigating, detaining, and prosecuting criminals and aliens who pose a risk to national security and public safety.

To support the agency mission, the ICE Office of the Chief Information Officer (OCIO) is dedicated to delivering innovative information technology (IT) and business solutions that enable ICE to effect its mission. OCIO works to ensure that the IT enterprise architecture is in place to provide ICE with full IT capabilities including disaster recovery, cyber security, IT operations, IT systems development, and engineering.

ICE OCIO is composed of five divisions:

- The *IT Plans and Policy Division* manages ICE's Enterprise Architecture and Capital Planning and Investment Control processes, coordinates audit liaison activities, develops ICE IT standards and policies, leads the enterprise data management strategy, and ensures compliance with DHS IT Policy.
- The *Solutions Delivery Division (SDD)* manages the design and engineering of ICE infrastructure and applications; manages IT portfolios, programs, and projects within OCIO; and develops and supports technical solutions for systems applications and information delivery services.
- The *IT Operations Division* focuses on customer support, enterprise operations support, routine telecommunications implementation, IT infrastructure monitoring and maintenance, tactical communications, application hosting, and IT service requests.
- The *Chief Information Security Officer and Information Assurance Division (IAD)* ensures that ICE IT systems comply with the reporting requirements of the Federal Information Security Modernization Act of 2014 (FISMA 2014), performs continuous monitoring, and implements ICE-wide cybersecurity policy awareness, training, and security engineering requirements. They also perform security control assessment services, security operations oversight, continuity of operations, and disaster recovery planning.

- The *Resources Management Division* manages the personnel and organizational workforce services, financial reporting, budget execution and acquisition management.

III. Funding Profile

A. ICE OCIO Funding Levels by Source

ICE’s IT investments are funded through six different sources: Headquarters-managed IT program/project/activity in the Salaries and Expenses appropriation, M&A Investment, HSI, ERO Investment, Automation Modernization (AM) appropriation, service level agreements (SLA), and reimbursable agreements (RA).

The following table provides a high-level summary of IT funding for ICE OCIO by source. This data is reported in the Future Years Homeland Security Program (FYHSP) system. The numbers in the table account for all dollars IT spending including: major investments, nonmajor investments, operations and security costs, and OCIO Government full-time employees (GFTE).

(\$ in 000)

Funding Source	FY2015	FY2016	FY2017	FY2018
Salaries	\$ 64,183	\$ 64,993	\$ 67,661	\$ 72,272
M&A Investment	\$ 256,603	\$ 257,070	\$ 262,317	\$ 271,403
HSI Investment	\$ 46,049	\$ 44,208	\$ 48,493	\$ 47,846
ERO Investment	\$ 20,707	\$ 20,008	\$ 20,427	\$ 20,857
Automation Modernization	\$ 26,000	\$ 73,500	\$ 95,910	\$ 92,730
Total	\$ 413,542	\$ 459,779	\$ 494,808	\$ 505,108

The following assumptions were made when calculating the funding data above:

- Amounts do not include AM carryover. AM funds appear in the year that they are anticipated to be received.
- GFTE expenses include a one-percent inflation for FY 2016, and a two-percent inflation for FY 2017 and FY 2018.
- All other funding sources reflect a zero-percent inflation for FY 2016, and a two-percent inflation for FY 2017 and FY 2018.
- AM dollars are based on the FY 2016 President’s Budget.

B. ICE Funding and Requirements for Major Investments and Multi-Year Enhancements and Modernizations

Investments Receiving Automation Modernization Funds in FY 2015

1.0 TECS Modernization

The program is in the Obtain Phase and will continue to request AM funds throughout the timeframe requested for this report.

(\$ in 000)

Funding Source	FY2015	FY2016	FY2017	FY2018
Salaries	\$ 5,001	\$ 5,096	\$ 5,193	\$ 5,291
M&A Investment				
HSI Investment			\$ 5,431	\$ 3,462
ERO Investment				
Automation Modernization	\$ 21,000	\$ 21,500	\$ 21,000	\$ 23,000
Total	\$ 26,001	\$ 26,596	\$ 31,624	\$ 31,753

The ICE TECS Modernization program will deliver the primary investigative case management tool for ICE special agents. Approximately 6,200 ICE special agents investigate a wide range of domestic and international activities arising from the illegal movement of people and goods into, within, and out of the United States, grouped into multiple case management areas.

The ICE TECS Modernization program received DHS ADE 2B approval in August 2014. This allowed the program to exit breach status and receive authority to award the Investigative Case Management (ICM) development contract. The program is currently in Phase 1, developing the ICM, interfaces, data warehouse, and data migration functionality to meet its goal of becoming legacy TECS mainframe-independent by the end of FY 2015. The program will develop training and communications materials to support initial operating capability. The program also will begin Phase 2, planning for full operating capability, which will provide the remaining mission essential investigative case management capabilities by the end of FY 2017.

The program's updated lifecycle cost estimate is \$400.208 million, of which \$201.756 million is AM funding.

Mission Requirements

The ICE TECS Modernization program supports three of the four core DHS missions outlined in the FY 2012–FY 2016 Quadrennial Homeland Security Review (QHSR): Mission 1: Preventing Terrorism and Enhancing Security; Mission 2: Securing and Managing our Borders; and Mission 3: Enforcing and Administering our Immigration Laws.

TECS supports the Law Enforcement (LE) mission areas by:

- Combating illicit trade, illicit travel, and illicit financial activity
- Disseminating unclassified intelligence information across DHS and the Intelligence Community
- Sharing LE information with federal, state, local, tribal, and international LE agencies

Program Management Capabilities

TECS Modernization is identified as a Level 2 investment. The Program Manager is DHS Level I-certified and is working with DHS regarding Senior-level certification based on more than 10 years of program manager experience, including 2 years of program leadership of ICE TECS Modernization. Six additional DHS-certified program managers also support the program.

Performance Levels

The TECS Modernization is in the development phase and does not have any performance metrics to report.

Specific Capabilities and Services to be Delivered

The modernized TECS system will:

- Provide ICE agents with improved functionality to conduct case management activities and increased flexibility to meet evolving mission needs
- Incorporate new technologies and provide agents with key features such as:
 - Personalized homepages
 - Agent case dashboards
 - Linking of subject records
 - Conducting structured and unstructured searches
 - Improved oversight tools for supervisors
 - Enhanced interfaces for information sharing

Multi-year Enhancement and Modernization Projects

The ICE TECS Modernization program will focus on implementing case management functionality in phases.

- Phase 1: Develop and implement Core Case Management functionality and discontinue the use of the legacy TECS mainframe by the end of FY 2015.
- Phase 2: Develop and implement Comprehensive Case Management, currently targeted for completion by the end of FY 2017.

2.0 Consolidated ICE Financial Solution

The program is in the Need Phase and will continue to request AM funds throughout the timeframe requested for this report.

(\$ in 000)

Funding Source	FY 2015	FY 2016	FY 2017	FY 2018
Salaries				
M&A Investment				
HSI Investment				
ERO Investment				
Automation Modernization	\$ 5,000	\$ 5,000	\$ 11,800	\$ 12,750
Total	\$ 5,000	\$ 5,000	\$ 11,800	\$ 12,750

ICE is currently responsible for operating and maintaining a core financial system and servicing the financial management requirements for itself and five additional DHS customer components. This system is ICE’s and its customers’ official financial system of record and supports the creation of the DHS consolidated financial statements. Because of the proprietary nature of the software, there is currently only one vendor able to provide the requisite support for the financial system. The current financial system has additional operational and acquisition constraints, including:

- 1) Data integrity limitations due to the inability to automate processes
- 2) Insufficient internal security controls
- 3) Limited access to data, making effective and efficient utilization of financial analysis and reporting tools more challenging
- 4) Duplicative financial data entry in multiple systems, creating operational inefficiencies
- 5) Significant cost impact to meet requirements often requiring manual workarounds and processes to address
- 6) Inability of the current system to operate as open system

In order to address these challenges as well as leverage existing federal financial management systems infrastructure per the Office of Management and Budget (OMB) guidance, ICE is planning a migration to an SSP. Moving to an SSP addresses the operational and acquisition constraints enumerated above by allowing ICE increased access to financial management data, and reduced manual data entry via increased system capabilities and interfaces. Employing a shared solution also will standardize business processes across federal entities as ICE business processes will be modified to meet the configuration of the SSP solution. ICE anticipates that the overall cost of operations will be decreased due to these efficiencies and operational standardization.

Mission Requirements

In an effort to realize long-term savings on systems’ O&M costs, ICE is in the process of evaluating a move of the financial systems operations from FFMS, an in-house system, to

an SSP environment. This effort will directly support all five missions in the QHSR report. Further, FFMS directly supports one of the core mission functions of DHS, “Maturing and Strengthening the Homeland Security Enterprise.”

Program Management Capabilities

The CIFS is a Level 3 program managed by personnel with DHS Level I certification.

Performance Levels

The CIFS is in the need phase, and does not have any performance metrics to report.

Specific Capabilities and Services to be Delivered

As part of the financial system modernization efforts, the CIFS program will:

- Perform data analyses to improve quality and access to financial data. These efforts will assist ICE in preparing for a target solution and gain a better understanding and access to financial data for reporting and analysis.
- Develop an initial capability for ICE and five DHS component customers to populate a nonproprietary data repository to allow for ad hoc data query and reporting to begin data cleanup activities in support of migration to the SSP. Several ICE customers anticipate migrating to the SSP environment in the beginning of FY 2017, requiring operational data for populating the new solution.

Multi-year Enhancement and Modernization Projects

This short-term analysis project will help ICE to prepare the data for itself and five DHS component customers for data analysis and reporting, and a nonproprietary source for populating the new financial system. ICE will spend \$5 million in FY 2015 to continue efforts to migrate to the SSP environment for ICE and customers as part of the CIFS that began in FY 2014.

Major Investments in Operations and Maintenance

3.0 Criminal Alien Investigation Initiatives

This program will move into the Support phase in FY 2015.

(\$ in 000)

Funding Source	FY2015	FY2016	FY2017	FY2018
Salaries	\$ 615	\$ 621	\$ 634	\$ 646
M&A Investment				
HSI Investment	\$ 3,614	\$ 3,614	\$ 3,686	\$ 3,760
ERO Investment				
Automation Modernization				
Total	\$ 4,229	\$ 4,235	\$ 4,320	\$ 4,406

CAII provides IT tools for the ICE civil immigration enforcement programs to identify potentially removable aliens, particularly those with criminal convictions, arrested by

federal, state, or local LE. CAII’s main system is the Alien Criminal Response Information Management (ACRIME) system. ACRIME is used by law enforcement specialists (LES) in ICE’s Law Enforcement Support Center to process queries received from ICE agents and other LE agencies to determine a subject’s criminal and immigration status. During the status determination process, LES search multiple DHS, Federal Bureau of Investigation (FBI), and other systems to gather the subject’s criminal and immigration history. Specialists also use ACRIME to perform background checks on foreign-born persons seeking to purchase or obtain firearms, and to process immigration status queries for federal employment investigations.

Mission Requirements

CAII provides IT tools for ICE’s civil immigration enforcement programs to transform the way the Federal Government cooperates with state and local LE to identify, detain, and remove aliens who are potentially removable from the United States, particularly those with criminal convictions.

CAII supports DHS Mission Area 2: Preventing Terrorism and Enhancing Security, and ICE Strategic Plan Objective 1.2: Removal of Individuals Posing a Security Threat. CAII provides solutions that assist the key customers, stakeholders, and beneficiaries in supporting the mission, including: Law Enforcement Support Center LES; ICE Enforcement and Removal Operations (ERO) agents; and other federal, state, local, and tribal LE agents and officers.

Program Management Capabilities

CAII is a Level 3 program managed by personnel with DHS Level I certification.

Performance Levels

CAII has five performance metrics that are tracked as part of the OMB Business Case. Note that these metrics are designated for the whole CAII program and they cover all projects within the program.

Metric Description	Measurement Grouping	2013 Results	2014 Results	2015 Target
Number of immigration alien queries (IAQ) processed through the modernized ACRIME system at the Law Enforcement Support Center	Customer Satisfaction	702,355	732,282	1,400,000
Percentage of ACRIME system availability (takes into account both scheduled and unscheduled downtime)	Customer Satisfaction	99.7	97.8	99.8

Metric Description	Measurement Grouping	2013 Results	2014 Results	2015 Target
Number of systems that users must be logged into and searched during the course of processing IAQ and other requests	Customer Satisfaction	10	10	5
Time to process a query, measured by number of minutes it takes to validate, clear, and update National Crime Information Center (NCIC) warrants	Financial Performance	New metric in FY 2014	8.47	4
Number of dollars spent on O&M application support services to remain within 10% of baseline for CAII programs for 7/14/2014-7/13/2015	Financial Performance	New metric in FY 2015	New metric in FY 2015	1,868,000

Specific Capabilities and Services to be Delivered

CAII will:

- Expand information sharing among state, local, and federal partners
- Provide a scalable system that can handle changes in demand, is flexible to enable future enhancements, and is adaptable to provide functionality to other ICE and DHS systems
- Prioritize immigration queries for processing in the Law Enforcement Support Center using a risk-based assessment
- Provide an automated search and retrieval of immigration and criminal history data from multiple DHS and other U.S. Government source systems
- Provide search results and other data used in status determinations to ICE agents and officers, along with the capability for agents to conduct queries and create/amend status determinations
- Align with the ICE Enterprise Architecture and DHS Service-Oriented Architecture models to address existing Immigration Alien Query (IAQ) functionality gaps, such as: limited workflow tracking of queries; manual researching of and copying/pasting of data from other DHS and FBI databases; limited information provided in query responses and requests for enforcement actions; and an inability to identify and track state and local law changes
- Decrease the overall time it takes to conduct subject threat assessments and to process IAQs, resulting in a decreased cost for each query or assessment
- Increase the percentage of criminal aliens identified

4.0 Electronic Health Records (eHR)

The program will move into the Support phase in FY 2015.

(\$ in 000)

Funding Source	FY2015	FY2016	FY2017	FY2018
Salaries	\$ 538	\$ 543	\$ 554	\$ 565
M&A Investment				
HSI Investment				
ERO Investment	\$ 4,160	\$ 3,936	\$ 4,007	\$ 4,080
Automation Modernization				
Total	\$ 4,698	\$ 4,479	\$ 4,561	\$ 4,645

The objective of the eHR Program is to ensure efficient O&M of the eHR system in support of IHSC's detainee health care. The eHR system is composed of eClinicalWorks (eCW), Kalos CIPS™ Correctional Pharmacy Software, and the Open Dental Software application. The eCW system is a certified eHR product that has been through rigorous independent testing by the Office of the National Coordinator for Health Information Technology; this requires the vendor to maintain certified functionality during system integration.

Mission Requirements

eHR supports DHS Mission Objectives 3.1: Strengthen and Effectively Administer the Immigration System and 3.2: Prevent Unlawful Immigration, ensuring compliance with and consistently implementing ICE policy in the field and providing safe and humane detention conditions.

Program Management Capabilities

eHR is identified as a Level 3 program because of special interest. The program is managed by personnel with DHS Level II certification.

Performance Levels

eHR has eight performance metrics that are tracked as part of the OMB Business Case.

Metric Description	Measurement Grouping	2013 Results	2014 Results	2015 Target
Percentage of Certification Achieved: Achieve and maintain Office of the National Coordinator/Certification Commission for Healthcare Information Technology Ambulatory eHR certification. (This will be measured as a percentage with either 100% indicating the certification has been achieved or 0% indicating that certification has not yet been achieved.)	Strategic and Business Results	100	100	100
Number of Concurrent Logins: Accommodate simultaneous system logins (total # of simultaneous login capacity that can be currently accommodated.)	Strategic and Business Results	140	259	250
Percent of System Availability: The percentage of time this system is available. (This is calculated as follows: total time less unscheduled down time divided by total time.)	Customer Satisfaction	99.8	99.4	96
Number of Seconds Response Time: This is the amount of time it takes for the system to generate data results to a user query. (Response time is measured from application to database back to the application and does not include latency with the network or end-users workstations).	Customer Satisfaction	New Metric in FY 2014	5	2.5
Percent of Data Reliability and Quality: This measures the percentage of patient data values in the core eHR system that match the data values in other interoperable systems. (This is either met or not met and will be indicated with a 0% or 100% accordingly)	Customer Satisfaction	New Metric in FY 2014	100	100
Number of systems with which eHR is interoperable.	Strategic and Business Results	1	1	1

Metric Description	Measurement Grouping	2013 Results	2014 Results	2015 Target
Number of End User Accounts: Increase total number of end user accounts (total # of user accounts).	Strategic and Business Results	100	1,176	1,000
Amount of savings recognized thru reduction of duplicate tests and services	Financial Performance	New Metric in FY 2015	New Metric in FY 2015	3,000,000

Specific Capabilities and Services to be Delivered

The eHR system is composed of eCW, Kalos CIPS™ correctional pharmacy software, and Open Dental. The eHR system provides:

- Clinic support for medical encounter documentation, scheduling, clinic management, and oversight
- Pharmacy/pharmacology support for master medication list management, order fulfillment, medication administration records, and inventory management
- Decision support services for evidence-based medicine and operational reporting
- Interfaces to internal and external systems (e.g., Lab, Pharmacy, Radiology, Enforcement Integrated Database, and Schick Dental)
- Offline capability to support continuity of documentation for remote services (i.e., pill line and sick call) and special operations where no connectivity exists

5.0 Detention and Removal Operations Modernization (DROM)

This investment moved into the Support phase in FY 2014.

(\$ in 000)

Funding Source	FY2015	FY2016	FY2017	FY2018
Salaries	\$ 933	\$ 942	\$ 961	\$ 980
M&A Investment				
HSI Investment				
ERO Investment				
Automation Modernization	\$ 8,812	\$ 8,962	\$ 9,141	\$ 9,324
Total	\$ 9,745	\$ 9,904	\$ 10,102	\$ 10,304

DROM’s mission is to enhance and streamline ERO’s business processes through the automation of detention and removal of criminal aliens from the United States. The primary goal is to minimize the length of detention and increase removals of criminal aliens ordered from the United States. DROM capabilities deployed in FY 2013 continue to provide ERO operations and field personnel with the technical tools necessary to execute its mission cost-effectively. The releases deployed in FY 2013 continue to expand the effectiveness of the Enforcement Case Tracking System (ENFORCE) Alien Removal Module (EARM) by providing a single system repository that will aid in the

reduction of length of stay for detainees, faster detainee processing and transmission, and increased availability of bed space.

Mission Requirements

DROM supports QHSR Goal 3.1 – Strengthen and Effectively Administer the Immigration System.

Program Management Capabilities

DROM is a Level 2 program managed by personnel with DHS Level II certification.

Performance Levels

DROM has six performance metrics that are tracked as part of the OMB Business Case. Note that these metrics are designated for the whole DROM program and they cover all of the projects within the program.

Metric Description	Measurement Grouping	2013 Results	2014 Results	2015 Target
# of concurrent eTD users that experience acceptable response times of an average of 10 seconds or less for page displays or query requests	Strategic and Business Results	NA	25 concurrent users	50 concurrent users
System availability (Online Detainee Locator System (ODLS) shall have all system services available 24 hours a day, 365 days a year*)	Strategic and Business Results	NA	99%	99.5%
Number of ODLS queries, which saves ICE Enforcement officer man-hours to locate a detainee within all US detention facilities	Customer Satisfaction	273,159	324,184	351,750
Average number of monthly EARM Tier 3 trouble tickets reported or opened. Each release causes an increase in the trouble tickets opened. Because releases occur periodically and not each month, DROM uses the monthly number averaged across a 6-month period.	Customer Satisfaction	70	11.2	38
Number of processes automated to provide flexibility enabling agents to increase the number of repeat	Customer Satisfaction	1	1	1

Metric Description	Measurement Grouping	2013 Results	2014 Results	2015 Target
offenders apprehended and subject to removal from the US for violating the Immigration and Nationality Act				
Cost avoidance due to automation and tracking of ERO processes	Financial Performance	New Metric in FY 2015	New Metric in FY 2015	12,000,000

**The DROM applications shall be available at least 99 percent of the time (24 hours a day, 365 days per year) not including planned downtime. The planned system downtime shall be not more than one minor outage a month (e.g., 60 minutes or a brief required database restart) and one medium outage per month (not to exceed 4 hours). Major scheduled outages (more than 4 hours) for new versions must be agreed upon 6 weeks prior to the event.*

Specific Capabilities and Services to be Delivered

FY 2015 capabilities will entail:

- maintaining application system availability to meet the needs of the business users
- minor application corrective maintenance

6.0 Federal Financial Management System

The program is a legacy system that is in the Support phase under ICE.

(\$ in 000)

Funding Source	FY2015	FY2016	FY2017	FY2018
Salaries	\$ 346	\$ 360	\$ 374	\$ 389
M&A Investment	\$ 29,012	\$ 35,898	\$ 36,587	\$ 37,292
HSI Investment				
ERO Investment				
Automation Modernization				
Total	\$ 29,358	\$ 36,258	\$ 36,961	\$ 37,681

FFMS is a Web-based, workflow management and financial transaction system that provides core financial management functions for ICE and five other components within DHS: U.S. Citizenship and Immigration Services (USCIS), Department of Homeland Security Headquarters (DHS HQ), National Protection and Programs Directorate (NPPD), Office of Health Affairs (OHA), and the Science and Technology Directorate (S&T). FFMS manages the Standard General Ledger activities along with accounts receivable, accounts payable, and other agency financial transactions.

Mission Requirements

Because FFMS is used by all DHS components, this investment supports all five missions stipulated in the QHSR report; further, FFMS directly supports one of the core mission functions of DHS, “Maturing and Strengthening the Homeland Security Enterprise.”

Program Management Capabilities

FFMS is a Level 2 program managed by personnel with DHS Level II certification.

Performance Levels

FFMS has six performance metrics that are tracked as part of the OMB Business Case.

Metric Description	Measurement Grouping	2013 Results	2014 Results	2015 Target
Maintain a high percentage in financial transaction accuracy	Financial Performance	99	99	99
Maintain number of classes offered to ensure compliance with SLA	Customer Satisfaction	9 (59 classes delivered); one canceled because of Hurricane Sandy	5	4
Decrease average number of seconds to run reports	Customer Satisfaction	29	30	40
Decrease percentage of delayed report submissions due to unvalidated numbers	Financial Performance	0.5	0.5	0.45
Maintain a high percentage of system uptime	Customer Satisfaction	99	99	99
Reduce percentage of Central Processing Unit utilization through process improvements	Strategic and Business Results	35	35	35

Specific Capabilities and Services to be Delivered

FFMS is in the O&M stage of the lifecycle. The primary focus during this stage is to:

- Manage and mitigate
- Support mandated fiscal process changes
- Maintain system compliance
- Ensure that FFMS sustains a positive operational and availability status
- Provide quality end user support

7.0 IT Infrastructure

The program captures the costs within OCIO to support all systems developed for ICE and is captured within O&M.

(\$ in 000)

Funding Source	FY2015	FY2016	FY2017	FY2018
Salaries	\$ 32,577	\$ 32,902	\$ 33,560	\$ 34,231
M&A Investment	\$ 175,096	\$ 175,096	\$ 178,598	\$ 182,170
HSI Investment				
ERO Investment				
Automation Modernization				
Total	\$ 207,673	\$ 207,998	\$ 212,158	\$ 216,401

The Infrastructure Program delivers the IT products and services that are essential for achieving the ICE and DHS missions. The IT infrastructure program consists of the following 10 subprograms/services:

- Data Center Services
- Desktop Services
- Email Services
- Service Desk Services
- Network Services
- Identity, Credential, and Access Management (ICAM) Services
- Site Services
- Video Services
- Voice Services
- Wireless Services

The subprograms align with the lines of business (LOB) specified by DHS for IT infrastructure programs at the component levels. The 10 subprograms are steady-state systems (operations/maintenance). These projects and systems work to accomplish strategic missions, enhance the ICE technology foundation, maximize workforce productivity, secure the IT environment, and improve information sharing across ICE and DHS.

Mission Requirements

Since the IT Infrastructure Program provides services to enable continual systems availability and operational support, the initiative directly supports all five missions outlined in the QHSR report.

Program Management Capabilities

IT Infrastructure is identified as a Level 1 program and is managed by personnel with DHS Level III certification. Program management is supported by the IT Infrastructure Integrated Program Team whose mission is to provide management and functional support to the program for continued success.

Performance Levels

IT infrastructure has 10 performance metrics that are tracked as part of the OMB

Business Case. Note that these metrics are designated for the whole IT infrastructure program and they cover all of the projects within the program.

Metric Description	Measurement Grouping	2013 Results	2014 Results	2015 Target
<p>End-user service desk Customer Satisfaction Survey rating: Effective service desk support is a key attribute of a solid ICE technology foundation. Customers are surveyed to rate the customer service experience. Results are expressed numerically on a 1-to-5 scale with 5 representing high satisfaction. Satisfied customers readily maintain assignment focus, which maximizes their productivity and extends to maximize workforce productivity. Survey results are averaged to calculate the metric result.</p>	<p>Customer Satisfaction</p>	<p>4.9</p>	<p>4.9</p>	<p>3.8</p>
<p>Percent of network availability: The ICE network must be available for internal and external critical information/data sharing in mission activities. ICE network availability statistics are programmatically captured at month-end for individual ICE network elements. The captured element data are averaged for the month to produce the result. Maintaining a high ICE network availability rate ultimately increases the productivity of the ICE workforce.</p>	<p>Customer Satisfaction</p>	<p>99.921</p>	<p>99.997</p>	<p>99.5</p>

Metric Description	Measurement Grouping	2013 Results	2014 Results	2015 Target
Percent of Business Impact Analysis (BIA) accomplished for all ICE programs: Should ICE suffer disaster, it is critical that all mission/business functions be restored. BIA identifies impacts that can result from disruption, resources required to resume mission/business functions, and function restore priority. Complete BIA for all ICE programs is critical to the ICE technology foundation and info/data-sharing capability. Calculation: ICE programs with completed BIA/all ICE programs * 100.	Customer Satisfaction	100	100	100
Percent of all ICE systems (application infrastructure) availability (scheduled outages excluded): Measures efficient application infrastructure service coverage to customers. Application infrastructure must be available to the extent of its user base to ensure workforce productivity. Availability statistics are programmatically tracked and available at metric interval for averaging to calculate result. Maintaining high rates of coverage is critical to efficient provided-service customer use.	Strategic and Business Results	99.9	99.9	99.7

Metric Description	Measurement Grouping	2013 Results	2014 Results	2015 Target
Percent of DHS Information Security Vulnerability Management systems (ISVMs) compliance on desktops and servers (35,000): DHS policy compliance-IT security patches must be installed in accordance with configuration management plans and within the timeframe or direction stated in the ISVM message published by the DHS Computer Security Incident Response Center. Measure the extent to which technology satisfies functionality or capability requirements and complies with standards. Number compliant /total number * 100.	Customer Satisfaction	100	82	95
Percent of Active Directory (AD) local area network (LAN) accounts certified or recertified: Certification or recertification of all AD LAN accounts (users) based on successful information assurance training completion. Measures ICE IT foundation security improvement through consistent security training. User application of information assurance techniques through training increases IT environment protection. Number of successful completions (LAN accounts)/the number designated for completion (LAN accounts) * 100.	Customer Satisfaction	100	98	99.7

Metric Description	Measurement Grouping	2013 Results	2014 Results	2015 Target
Percent of protection provided by the McAfee ePO antivirus environment: ICE IT Infrastructure (Atlas) Program delivers IT products/services to provide 24x7x365 support required by ICE LOBs to enable ICE/DHS mission achievement. Monitoring anti-virus environments, host intrusion prevention, and device and port control for all ICE workstations/servers (endpoints) is critical to IT management coordination in successful product/service delivery. Monitored endpoints / total # endpoints * 100.	Strategic and Business Results	99	96	95
Percent of software/hardware maintenance renewals completed: Renewing software and hardware maintenance agreements before scheduled end dates, ensures the continued operation and support of software and hardware used in achieving ICE critical missions. Operation continuance is essential in sustaining ICE workforce productivity. By fiscal quarter, the number of renewals completed is divided by the number of renewals scheduled and multiplied by 100 to determine metric results.	Customer Satisfaction	100	100	100
Percent of LAN connectivity network switches upgraded. The ICE network must be available for internal and external critical information/data sharing of mission activities. The number of switch upgrades is captured at month's end. The data are averaged for the month to produce the result. Maintaining a high ICE network availability rate ultimately increases the productivity of the ICE workforce.	Customer Satisfaction	New Metric in FY 2014	100%	No longer tracking this metric

Metric Description	Measurement Grouping	2013 Results	2014 Results	2015 Target
Percentage of ICE OCIO annual IT commodity spend to total ICE OCIO annual total IT spend. Pre-established baseline equals approximately 60% (per DHS briefing: Identifying and Tracking Embedded IT Infrastructure Spend in DHS Mission Investments, dated April 15, 2014: “According to available benchmarks, peers in very large industry and other federal government agencies report spending ~60% of their total IT spend on IT infrastructure as compared to DHS’s 41%”.)	Financial Performance	New Metric in FY 2015	New Metric in FY 2015	60

Specific Capabilities and Services to be Delivered

In FY 2015, the IT Infrastructure Program will:

- Identify and implement an ITSR Tracking Tool from request initiation to implementation
- Transition Approved Hardware List from a spreadsheet to an interactive Web page
- Provide support and guidance to the deployment of iPhone upgrades
- Provide support and buildout of the Unaccompanied Minor Family Residential Centers
- Deliver hardware/software refresh for Enterprise Vault to ensure that the email journaling and archiving is up-to-date and supported with current hardware/software
- Centralize license tracking to ensure that ICE uses the licenses that are purchased
- Establish the OCIO Centralized Management Office to manage ICE’s Cellular Wireless Services using the centralized DHS Managed Services (CWMS) Contract
- Implement the new SolarWinds solution, which will provide better real-time wide area network (WAN) & LAN monitoring and also will provide Network Operations with the tools to effectively support ICE’s network infrastructure

8.0 Student Exchange Visitor Information System (SEVIS)

The program moved into the Support phase in FY 2013. DHS and ICE are working together to review and create a new plan on modernization.

(\$ in 000)

Funding Source	FY2015	FY2016	FY2017	FY2018
Salaries	\$ 2,261	\$ 2,284	\$ 2,330	\$ 2,376
M&A Investment				
HSI Investment	\$ 11,741	\$ 12,063	\$ 10,489	\$ 10,737
ERO Investment				
Automation Modernization				
Total	\$ 14,002	\$ 14,347	\$ 12,819	\$ 13,113

SEVIS is an information system that tracks and monitors students, exchange visitors, and dependents who are in the United States on F, M, or J classes of admission during their approved participation at a U.S. educational institution or exchange visitor program. SEVIS increases data accuracy, reduces the time needed to gather and distribute information, improves the experience of school/program officials and nonimmigrants, and significantly increases data sharing across multiple government agencies, thus reducing duplication of effort.

Mission Requirements

The SEVIS Program supports the ICE Mission to lead the civil enforcement of our Nation's immigration laws. SEVIS supports Objective 1.1 to Prevent Terrorist Entry into the United States by providing a system of control for the application and granting of visas to nonimmigrant visitors wishing to study in the United States. The information contained in SEVIS is used by officials from U.S. Customs and Border Protection, the Department of State, FBI, USCIS, and other agencies to verify and validate entry of individuals into the country.

SEVIS supports Objective 3.4 to Protect the Integrity of the Immigration System by providing a consistent system of control for the application of non-immigrant visitors wishing to study in the United States. SEVIS also provides an information-sharing tool for investigation of illegal entry and immigration fraud by multiple agencies across the U.S. Government.

Program Management Capabilities

SEVIS is identified as a Level 2 program, which requires that it be managed by personnel with DHS Level II certification. The current Program Manager has DHS level III certification.

Performance Levels

SEVIS has seven performance metrics that are tracked as part of the OMB Business Case.

Metric Description	Measurement Grouping	2013 Results	2014 Results	2015 Target
SEVIS helpdesk average speed to field phone calls from end users	Customer Satisfaction	65	23	59
Percentage of end-user issues that the help desk resolves within the first established phone contact	Customer Satisfaction	99.03	99.59	91
Percentage of the number of help desk tickets that are resolved before a noticeable decline in system performance	Strategic and Business Results	100	100	No longer tracking this metric
System Availability (percentage of system uptime less the scheduled outages for maintenance and patches)	Customer Satisfaction	98.4	99.9	99.4
Percentage of erroneously entered data within acceptable thresholds	Strategic and Business Results	0	0	No longer tracking this metric
Percent completion of planned work versus accomplished work for specific functional areas	Strategic and Business Results	New Metric in FY 2015	New Metric in FY 2015	98.5
Cost to close a help desk ticket on the first call without jeopardizing customer satisfaction	Financial Performance	New Metric in FY 2014	New Metric in FY 2015	50.910

Specific Capabilities and Services to be Delivered

In FY 2015 SEVIS will:

- Standardize name, email, and address formats; and convert the 11.5 million existing records into the correct formats
- Enhance matching capabilities for arrival and departure records between SEVIS and the Arrival and Departure Information System
- Add new reporting analytic capabilities for ICE LE officers and their partners
- Take major steps to address the U.S. Government Accountability Office audit #14-129-SU, including enhancements to the Optional Practical Training records that enable proper tracking of Optional Practical Training dates and timelines

C. ICE OCIO Operations and Maintenance Costs

All O&M costs for ICE OCIO (including both major and nonmajor investments, ongoing operations, and security) are reflected in the following table. This data is gathered directly from the program managers for entry in the FYHSP system.

(\$ in 000)

Funding Source	FY2015	FY2016	FY2017	FY2018
Salaries	N/A	N/A	N/A	N/A
M&A Investment	\$ 255,577	\$ 256,126	\$ 261,357	\$ 270,429
HSI Investment	\$ 41,331	\$ 43,247	\$ 47,670	\$ 46,460
ERO Investment	\$ 19,707	\$ 19,408	\$ 19,815	\$ 20,233
Automation Modernization	N/A	N/A	N/A	N/A
Total	\$ 316,615	\$ 318,781	\$ 328,842	\$ 337,122

ICE OCIO has three sources of O&M Costs:

1. **Ongoing cost of each system or application required to maintain the system and support customers:** These costs are managed by the program managers within SDD. SDD manages program support of systems that provide the foundation for mission program processing and execution.

Ranging in technology, age, and complexity, these systems are monitored and maintained to provide information and processing needed for ICE's mission. The portfolio of systems is evaluated regularly and confirmed through established ICE internal review protocols. System cost, effectiveness, and associated tradeoffs are considered in determining the ongoing value of the system and the potential need for future plans to upgrade or modernize a system capability. These systems can be grouped into four major categories, divided by OCIO customers within ICE:

- Homeland Security Investigations Systems
 - ERO Systems
 - Management and Administration Systems (including Office of the Assistant Secretary and Office of the Principal Legal Advisor)
 - ICE-wide or Enterprise Systems
2. **Continuing cost to maintain and upgrade the underlying infrastructure, as well as provide network monitoring for degradation of service:** The IT Operations Division manages this and reports on it through the investment called the ICE IT Infrastructure. This investment is divided into 10 LOBs as defined by DHS.

Lines of Business	Detailed Explanation
Network Services	The hardware, software, and communication services that allow any two computers or other devices to exchange data between them. Examples of costs are communication lines/bandwidth, routers, switches, firewalls, intrusion detection and other security infrastructure, lease/purchase/operation of devices to transport data electronically, and all devices, staff, and software to manage the same. This includes the network operations center, security operations centers (SOC), and associated activities for LAN, WAN, and Internet connections.
Email Services	The acquisition, deployment, and ongoing support for email platform hardware and software. Examples of costs included in “email services” are system software (e.g., Microsoft Exchange, Lotus Notes), hardware (servers, workstations, storage, SANS, tape backup), diagnostic tools, troubleshooting tools, anti-virus, intrusion detection, and management tools for change, configuration, and release management. This includes staff (in-house or contracted) to add, delete, or modify user accounts and passwords and email reporting functions.
Help Desk Services	Information and assistance resources that troubleshoot problems with computers and other IT products. Examples of costs included in “help desk services” are staff, help desk support contracts (outsourcing), and incident (ticket) tracking software.
Data Center Services	Any facility used for equipment or the storage, management, and dissemination of electronic data and information to multiple users. Examples of costs are building/facility costs (lease, purchase, utility costs, property management), building/office assets (desks, chairs, office supplies, server racks), data center staff (in-house and contractor), hosting and storage servers (all levels including mainframe to file server, as well as storage management/provision devices such as silos, SANS, data center class printers, etc.), and software (licenses) running on hosting and storage servers.
Desktop Services	The acquisition, deployment, and ongoing support of the technology associated with the desktop computing environment. Examples of costs are workstations, desktop/local network printers/scanners, and office automation software.
Site Services	Field resources deployed to provide onsite IT infrastructure user support. Examples of costs included in “site services” are support staff and service contracts (e.g., outsourcing contracts) and other devices or software used to manage this support.

Lines of Business	Detailed Explanation
ICAM Services	The ability for mission and business applications to share a common authentication mechanism that is transparent to the user, e.g., enables a user to access multiple applications through a single identification and authentication. Examples of costs are workstations, servers, software for Web-based “gateways.” NOTE: Does not include Logical Access Control System (LACS) dollars. LACS dollars are reflected in the “Contribution to DHS ICAM” Critical Infrastructure Protection.
Video Services	The acquisition, deployment, and ongoing support of technology associated with video conferencing capabilities. Examples of costs included in “video services” are servers; workstations, bridges; switches to stage, maintain, and operate video systems and all other devices; staff (in-house or contracted); and software to manage the same.
Voice Services	Communication over long distances, typically covering all forms of distance and/or conversion. Examples of costs are landline services, telephone devices, Voice Over Internet Protocol appliances, servers, handsets, and software added to a data network to allow voice communications.
Wireless Services	Personnel, services, hardware, software, and systems used to secure, operate, and maintain wireless communications. Examples of costs are pagers, cellular telephones, wireless LANs, wireless WANs, personal digital assistants, BlackBerries, mobile radios, satellite networks, and DHS computers and/or laptops with wireless modems. NOTE: Large increase in FY 2015 is attributable to TACCOM Refresh.

3. Ongoing security costs to provide network monitoring for malicious activity, disaster recovery and continuity of operations planning, and FISMA support services: These costs are managed by the program managers within IAD.

IAD provides network monitoring for malicious activity and FISMA support services ICE-wide. IAD is responsible for the overall Information Security of the ICE IT enterprise, including protecting systems, networks, and user access, and ensuring the compliance of all IT systems and infrastructure with FISMA, National Institute of Standards and Technology 800 series documentation, and DHS requirements.

The IAD SOC serves as the primary source for security monitoring, incident response, and vulnerability management for the ICE enterprise network. It provides technical services managing ICE security systems and tools to continually monitor the ICE network and applications for signs of intrusion, compromise, misuse, and noncompliance. The SOC also provides support in investigation, reporting, and remediation for all cyber security incidents.

Costs associated with IAD reflect ongoing security only; additionally, each investment is responsible for maintaining a budget for application security that is equivalent to at least 10 percent of its expenses.

IV. Conclusion

The OCIO provides IT solutions and services to ensure that ICE meets its mission in an efficient and cost-effective manner. Every day, ICE faces new and changing mission challenges as threats emerge, responsibilities shift, and existing challenges evolve. OCIO must continue to provide the technologies, processes, and people to enable ICE to rapidly meet all of the needs of the mission.

At the current levels of anticipated funding for FY 2015, ICE OCIO will accomplish the goals outlined in Section III of this report. The TECS Modernization System, one of ICE's largest IT investments, will achieve IOC and begin to transform the investigative case management process. The IT infrastructure and business applications will continue to provide ongoing operational services to support the mission.

V. Appendix

List of Abbreviations

<u>Abbreviation</u>	<u>Definition</u>
ACRIME	Alien Criminal Response Information Management
AD	Active Directory
AD-102	Acquisition Directive 102
ADE	Acquisition Decision Event
AM	Automation Modernization
BIA	Business Impact Analysis
CAII	Criminal Alien Identification Initiatives
CIFS	Consolidated ICE Financial Solution
DHS	Department of Homeland Security
DROM	Detention and Removal Operations Modernization
EARM	ENFORCE Alien Removal Module
eCW	Electronic Clinical Works
eHR	Electronic Health Records
eTD	Electronic Travel Documents
ENFORCE	Enforcement Case Tracking System
ERO	Enforcement and Removal Operations
FBI	Federal Bureau of Investigation
FFMS	Federal Financial Management Systems
F/M/J	Academic/Vocational/Visitor
FISMA	Federal Information Security Management Act
FY	Fiscal Year
FYHSP	Future Years Homeland Security Program
GFTE	Government Full-time Employee
HQ	Headquarters
IAD	Information Assurance Division
IAQ	Immigration Alien Queries
ICAM	Identity, Credential, and Access Management
ICE	U.S. Immigration and Customs Enforcement
ICM	Investigative Case Management
IHSC	ICE Health Service Corps
ISVMs	Information Security Vulnerability Management systems
IT	Information Technology
ITSR	Information Technology Service Request
LACS	Logical Access Control System
LAN	Local Area Network
LES	Law Enforcement Specialist

Abbreviation

LOB

NPPD

O&M

ODLS

OCIO

OHA

OMB

QHRS

RA

S&T

SDD

SEVIS

SLA

SOC

SSP

TACCOM

USCIS

WAN

Definition

Line of Business

National Protection and Programs Directorate

Operations and Maintenance

Online Detainee Locator System

Office of the Chief Information Officer

Office of Health Affairs

Office of Management and Budget

Quadrennial Homeland Security Review

Reimbursable Agreements

Science and Technology Directorate

Solutions Delivery Division

Student Exchange Visitor Information System

Service Level Agreement

Security Operations Center

Shared Service Provider

Tactical Communications

U.S. Citizenship and Immigration Services

Wide Area Network