Cloud Services and COVID-19

Cloud technology drives key outcomes and enables remote access, scalability, and collaboration efficiencies, enabling DHS OCIO continue to achieve our mission in the telework environment.

Cloud Technology and the Transition to Telework

DHS cloud advancements were integral to continued operations during the COVID-19 pandemic as reliable connectivity, security, and data service availability have proven fundamental to mission success.

DHS implemented enhanced cloud infrastructure capable of handling increased telework before social distancing guidelines were issued, including significant investment in a robust VPN infrastructure.

Cloud adoption strategies allowed DHS to seamlessly transition to a remote working model. As full-time telework continues, DHS will treat remote posture as the new operating model, focusing on cloud adoption and bandwidth increases in Department IT modernization.

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March 2020: DHS turns 10,000 teleworkers (avg. daily load) into 70,000 almost overnight; previous on-prem email migration to cloud provided stability and enhanced collaboration tools.	DHS saw a 200% increase in traffic to the Homeland Security Information Network (HISN), DHS' official information-sharing system for sensitive but unclassified information.	The DHS HQ Virtual Private Networking (VPN) solution usage increased by over 483% as social distancing was implemented and the network remained stable.

Data Center and Cloud Optimization (DCCO)

DHS is optimizing its data centers with the Data Center and Cloud Optimization (DCCO) Support Services initiative with a three-pronged strategy to improve service availability, reliability, and cost-effectiveness.

- Through October, we are a little more than half done with this consolidation.
- To date, a little more than 53%, of the systems that were in DC2 have migrated to cloud or hybrid cloud solutions. An additional one quarter of the systems have been retired and the remaining have moved to other data centers, including DC1.
- Draft solicitation was released to industry in October and we are anticipating an award in March 2021.

Consolidate Data Centers (Focus on DC2)

Optimize Remaining Data Centers

Modernize the Network
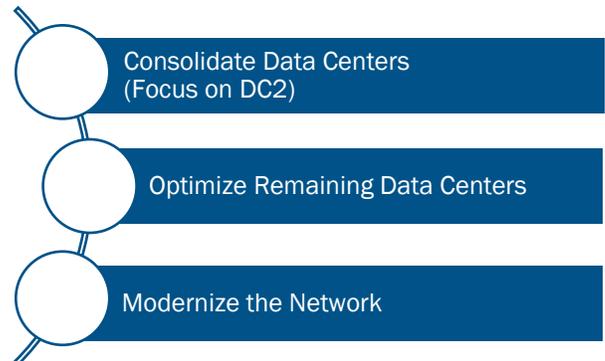
Security Considerations for Transition to Cloud

DHS will implement a Cloud Project Management Office (PMO) as a governing body for communications, oversight of technical teams, and decision making. All cloud environment implementation actions will have full consideration from an Information Security perspective.

DHS will host frequent brown bag lunches to explain the value and mechanics of moving to a cloud environment. Brown bags will also address Key User Access information (MFA/PIV, admin accounts, RBAC) and Key Data Considerations (control & visibility, sensitivity, level of protection).

FOR MORE INFORMATION
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Homeland Security