



IT Program Assessment A&O- Common Operating Picture (COP) (2010)

Review

The DHS CIO conducted a comprehensive program review of the NOC COP program on January 20, 2010. The review mainly focused on the process around gathering customer requirements (of the NOC) and delivering a solution (even if only at 70%) that can be continuously refined as the customer becomes more clear regarding requirements. Additionally, the CIO questioned the rationale behind why the program is planning to undergo a separate C&A process from the HSIN program when COP will be leveraging the HSIN platform.

The findings of the Program Review resulted in the following action items:

- Program Manager to meet with CISO to discuss in detail the required approach for C&A. Mr. Spires noted that the C&A for COP should not necessarily be separate from the HSIN C&A process and that the Program Manager should seek guidance from the CISO for the best approach moving forward.
- The CIO requested that the A&O Program Management team set up a meeting between OCIO, the program and EDS leadership team to discuss the issues being encountered at the Data Center
- The CIO also requested that clear documentation be provided regarding the interoperability of the COP and HSIN upgrades
- EBMO Director, Dr. Cedric Sims requested that the COP program describe the current funding model and ideas for how to reduce risks associated with the current model
- The Deputy CIO requested OPS to provide additional information regarding the major COIC tools that the NOC (business owner) was interested in
- The CIO questioned why a 70% solution had not yet been deployed and has requested that the program develop a plan for deploying such a solution (with the understanding the further refinements will be made during production) within a month. Note- 70% of requirements could be delivered as a commercial off the shelf solution.

Assessment

The probability of programmatic success is improving as a solution which allows for continuously refining requirements is developed. Additional documentation is forthcoming regarding system interoperability between the COP and HSIN which will also increase the probability of success. The current funding model should be analyzed in an effort to reduce risks associated with the current model.

Score: 3