

## **IT Program Assessment CBP - Infrastructure Program**

### **Review**

The DHS CIO conducted a comprehensive program review of the CBP Infrastructure Program (ITIP) program during September 2011. Program observations include the following:

CBP Infrastructure has been able to successfully sustain operations in 10 infrastructure project areas: Wireless; Voice; Video; Site Services; Data Center; Help Desk; Email; Network; Single Sign-On; Desktop. At this time CBP is working on a viable replacement strategy and funding for end-of-life equipment to mitigate the medium to moderately high risk of not being able to replace aging technology which may lead to a growing number of points of failure. Sustained operations and maintenance (O&M) funding is needed to mitigate the moderately high risk of not being able to support operational needs of CBP business capabilities (CBP Resource Allocation Plan (RAP) took \$36M reduction; DHS Resource Allocation Decision (RAD) included an additional \$48M reduction. CBP's appeal offered a \$20M offset. Thus, the FY13 proposed reduction to infrastructure O&M is \$64M.)

Future work includes:

- Migrating data center infrastructure to a standardized operating environment, to facilitate migration of CBP's production systems to DHS data centers
- Updating field infrastructure (switches, routers) to reduce security vulnerabilities

### **Mitigation Strategy**

To mitigate the identified risks CBP/Office of Information Technology (OIT) is attempting to implement efficiency investments to provide innovative solutions that will streamline current processes and save money in the future thus allowing it to continue to provide successful operations at a reduced cost. CBP is attempting to overcome its dependency on outdated technologies that are very expensive to update, as well as, hardware and software maintenance contracts that are very expensive to maintain by performing piece wise replacements of infrastructure to maintain service levels.

### **Assessment**

The CBP infrastructure program continues to meet the requirements of CBP users given the vast locations, users, and processing requirements of the CBP user community. Infrastructure is providing screening, vetting and targeting data to field and other government agency users; as well as financial, human resource, and training to

mission support staff. The program has been able to mitigate technical and schedule risks to meet its milestones by incremental effort to increase efficiency. Even with this success, the program must mitigate the risks shown in the review above in order to maximize program success. As the program continues to implement its risk mitigation strategies; close coordination will continue as these risks are addressed. The CIO assesses the CBP Infrastructure program as a Level 3 – Medium Risk.

**Score: 3**