

IT Program Assessment NPPD - Information Systems Security Line of Business (LoB)

Review

The DHS CIO conducted a comprehensive program review of the NPPD Information Systems Security (ISS) Line of Business (LoB) in September 2011. Program observations include the following:

ISS-LoB is a shared service across DHS government and it supports four activity areas: security training, FISMA reporting, situational awareness and incident response, and certification and accreditation of security products and services. The ISS-LoB investment improves the level of cyber security across DHS, it also reduces costs by consolidating certain security products and services into centralized Shared Service Centers (SSCs), and improves security decision-making through an agency-neutral governance structure. The following high level risks exist with the ISS-LOB program:

- The ISS-LOB encompasses several smaller projects, all subject to potential scheduling delays. The risks results from LOB not implementing effective project management practices that support planning and execution.
- Funding risk exists for ISS-LOB, given the large scope of the program. Strong support for resources (personnel and funding) is needed at both acquisition and Shared Service Centers (SSC) partner agencies. ISS-LoB currently does not have any DME funding available thus there will be continued high level risk to program development and in meeting program requirements.

Mitigation Strategy

LoB's mitigation strategy for potential scheduling delays is to incorporate effective project management practices and work closely with OMB and SSC customer agencies in the implementation phases of all LoB projects. Through a Continuous Monitoring Working Group LoB will allow stakeholders the opportunity to be more involved in process and requirements management reviews. To improve performance, in FY12 LoB will collect, analyze and update metrics and develop a quarterly SSC report card. LoB will utilize SSC customer surveys to solicit feedback from SSC customer agencies.

Assessment

Although risks exist to the NPPD ISS-LoB programs in scheduling delays, planning and appropriate oversight, the mitigation approach warrants continued partnership and coaching to ensure program success. Funding risk will continue to be monitored to ensure ISS-LoB is adequately staffed, and that project execution is performed. The CIO assesses the NPPD ISS-LoB program as a Level 3 - Medium Risk.

Score: 3