

IT Program Assessment NPPD - Next Generation Networks Priority Services (NGN-PS)

Review

The DHS CIO conducted a comprehensive program review of the NPPD Next Generation Networks Priority Services (NGN-PS) in September 2011. Program observations include the following:

The Next Generation Network (NGN) Priority Services Program responds to Executive Order (EO) 12472. The EO-12472 assigns the National Communications System (NCS) the mission to coordinate the planning for and provision of national security and emergency preparedness communications for the Federal government under all circumstances, including crisis or emergency, attack, recovery, and reconstitution. The NGN Priority Services Program objective is to transition legacy priority voice capabilities (Priority Telecommunications Services) PTS to NGN packet-based services in the commercial service providers' long distance networks (core). The Program acquisition strategy is designed to achieve cost-effective priority services by continuing to leverage the highly survivable, commercially-owned public telecommunications assets. The NGN Priority Services Program has been defined as a multi-year, multi-phase, and multi-increment technology initiative. This approach will allow the Program to take advantage of changes within the industry as they occur.

The following are risks to the NGN-PS program:

- High level cost risk to NGN-PS includes limited funding that will impact plans to transition legacy priority voice capabilities (Priority Telecommunications Services) to NGN packet-based services. A budget shortfall in 2014 of \$1.2M will also impact the NGN-PS Life Cycle Cost Estimate (LCCE).
- There is a possibility of service degradation if the priority service capability is not keeping pace with the commercial carrier's deployment of NGN technology. Technical risk for NGN may occur in keeping pace with industry changes, where carriers and vendors may have significant changes to interoperability standards, due to rapidly changing technology.
- NGN will have to develop a Priority Services acquisition strategy and contract with major stable nationwide carriers (AT&T, Verizon, and Sprint) to transition legacy priority services to NGN capability and expand capability to broadband video and data.

Mitigation Strategy

NGN has established a program budget with sufficient resources to transition current Priority Telecommunication Service to NGN as the Operational Requirements Document (ORD) requires. NGN Priority Services acquisition strategy is to contract

with major stable nationwide carriers (AT&T, Verizon, and Sprint) to transition legacy priority services to NGN capability and expand capability to broadband video and data. NGN has worked with the DHS Cost Analysis Division to develop a single best cost estimate as well as an affordability analysis which has shown sufficient resources to transition all carriers according to the current program schedule and plans to provide additional alternatives as mentioned above to mitigate this risk.

Assessment

NGN-PS rating is based on funding and technical risk presented in this report. It's important that NGN's technology remains current with industry trends to support safety and reliability of DHS data and service to its customers. The mitigation approach identified above, working with the nationwide carriers and working with Communication Assistance Database (CAD) should help to focus this program to be successful. The CIO assesses the NPPD NGN-PS program as a Level 3 - Medium Risk.

Score: 3