



IT Program Assessment National Protection and Programs Directorate (NPPD) - Next Generation Networks Priority Services (NGN-PS)

The Department of Homeland Security (DHS) Office of the Chief Information Officer (OCIO) conducted a program health review of the NPPD Next Generation Networks Priority Services (NGN-PS) in March 2012.

Description and Background:

The NGN PS program responds to Executive Order (EO) 12472. EO 12472 assigns the National Communications System (NCS) the mission to coordinate the planning 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. The program's acquisition strategy is designed to achieve cost-effective priority services by continuing to leverage the highly survivable, commercially-owned public telecommunications assets. The NGN PS 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.

Risks and Issues:

The following are risks to the NGN-PS program:

- Priority service users could experience coverage gaps and service degradation, if priority service capability does not keep pace with the commercial telecommunications industry's deployment of NGN technologies.
- Carriers and vendors may have significant changes to their equipment to cause interoperability with the current Government Emergency Telecommunication System (GETS)/ Wireless Priority Service (WPS), due to technological changes in the industry.
- Budget reductions below the FY2009 level (\$52.5M) will only allow for completion of Phase 1 Increment 1, increasing risks to WPS operational effectiveness.

Mitigation Strategy:

The program has mitigation strategies in place to address the risks identified and improve its health.

- Establish an NGN program baseline with sufficient resources to transition GET/WPS to NGN in the required timeframe.
- NGN Priority Services acquisition strategy is to contract with major, stable, nationwide carriers (AT&T, Verizon, and Sprint) to implement NGN Priority



Services so current Priority Telecommunications Services have an equivalent voice capability in the NGN.

- NGN will request additional funding for implementation of core Voice over IP (VoIP) capabilities and will assess impact of the substantially reduced budget on operational objectives.

Assessment:

The NGN-PS rating is based on funding and technical risk identified during the program assessment. Budget reductions allow for completion of Phase 1 Increment 1, only and increase risks to Wireless Priority Service (WPS) operational effectiveness. It is important that NGN's technology remain current with industry trends to support safety and reliability of DHS data and service to its customers. On February 1, 2012, the program sought approval from the Investment Review Board (IRB) to issue contracts to telecommunication providers for Increment 1 Phase 1 and revise the Acquisition Program Baseline (APB). The program will work closely with the Board to ensure success at each phase. The CIO assesses the NPPD NGN-PS program as a **Medium Risk** investment.

Score: 3