



IT Program Assessment

NPPD- Risk Assessment Management Program (RAMP) (2010)

Review Assessment

The DHS Chief Information Officer conducted a comprehensive program review of the NPPD- Risk Assessment Management Program (RAMP) on April 20, 2010. RAMP provides the Federal Protective Service (FPS) with enhanced capabilities to manage security at over 9,000 facilities owned or leased by the General Services Administration (GSA) in 50 states, 6 territories, and the District of Columbia. FPS, which was recently moved within DHS from Immigration and Custom Enforcement (ICE) to the National Programs and Preparedness Directorate (NPPD), has 1,250 Full Time Employees and utilizes nearly 15,000 contract Protective Security Officers (PSOs) to provide integrated security and law enforcement services for federally owned or leased facilities.

Annually, FPS conducts 2,400 Facility Security Assessments (FSAs), performs 75,000 inspections of security posts, tests over 150,000 countermeasures utilized in Federal facilities, and conducts over 9,000 reviews of Occupant Emergency Plans. Prior to development of RAMP, FPS had no capability to follow common workflows and provide consistent documentation of these assessments, inspections, and tests. Capabilities provided by RAMP have significantly enhanced FPS Inspectors' access to information so that they can effectively identify, assess, quantify, and report facility risk assessments, and allow FPS Inspectors and management to obtain a comprehensive view of facility security risk assessment and countermeasure data through a single application.

RAMP has demonstrated substantial improvements and capabilities for FPS Inspectors in its initial deployment, although additional capabilities are planned to be delivered via additional annual releases through 2013. RAMP is a fee-funded investment, receiving funding through the rent paid by tenant agencies for space in GSA owned or leased buildings. RAMP has been developed in the ICE IT environment, and is therefore technically integrated in several ways with ICE IT capabilities, somewhat complicating the transition of ownership and responsibility from ICE to NPPD.

Assessment

RAMP appears to have been reasonably well managed up to this point, with requirements captured and managed, clearly engaged business ownership, PMO organization appropriately structured and sized for a program of this magnitude. However, due to its initial success, FPS has been given mandates from the Government Accountability Office (GAO) and the Office of Management and Budget (OMB) to accelerate deployment schedules and increase planned functionality. This schedule acceleration and scope increase, combined with the move of FPS from ICE to NPPD and associated transition effects, increases the risk for RAMP to continue the success it has demonstrated so far. The CIO tasked ICE to return to brief the OCIO on specific capabilities to be delivered in each release going forward, with associated schedule and cost, so that a firm program baseline can be set. This revised baseline will support informed decisions in managing risk and ensure RAMP continues to effectively deliver the capabilities needed by its FPS users and stakeholders.

Score: 3