



IT Program Assessment

TSA – Performance Management Information System (PMIS) (2010)

Review Assessment

The DHS Chief Information Officer conducted a comprehensive program review of the TSA Performance Management Information System (PMIS) on April 15, 2010. The PMIS mission is to support TSA organizational excellence through the design, development, deployment, and use of performance metrics in support of TSA's (and DHS's) strategic goals and objectives and to support continuous improvement in TSA's performance through the application of process and quality improvement methodologies and toolsets.

PMIS is an enterprise level analytical tool with a strong Business Intelligence (BI) capability that integrates data from multiple sources, collecting and reporting on a variety of TSA performance measures in order to monitor progress toward operational goals. PMIS reports on performance at the agency level; provides analytical expertise to TSA organizations in the development of unit performance measures as they link to budget and the DHS Strategic Plan, as required by the Office of Management and Budget (OMB), Government Performance and Results Act (GPRA), and Program Assessment Rating Tool (PART); and maintains an enterprise repository for reporting of Congressionally mandated wait time data by airport and by checkpoint on a daily basis. PMIS continues to collect and report wait-time data, counts of prohibited items, and customer throughput data. Consumers of the data include the general public and U.S. Congress.

The program is in the Operations and Maintenance (O&M) phase of the programmatic lifecycle and still incorporates enhancements and system changes as part of O&M.

Findings from the program review include:

- PMIS supports measuring performance under random scenario-based testing of realistic operational threats throughout the country's airports.
- Schedule delays in implementing Airport Information Management (AIM) modules may occur. AIM will support real-time business intelligence.
- Similarity exists between PMIS and other BI tools within the Department that may provide opportunities for sharing lessons learned. CBP in particular expressed interest in mutual sharing of lessons learned regarding performance measure collection and supporting BI capabilities due to similarity between TSA airport screening performance metrics and CBP Port of Entry performance metrics.

Assessment

TSA – PMIS is a mature system with impressive performance. It supports a strong IT analytical capability that is serving the needs of the user community well. Other programs with similar BI functionality should interact with PMIS to gain lessons learned. OCIO will work with TSA PMIS to facilitate ongoing lessons learned conversations with similar BI and performance measures capabilities across the Department. Currently, the PMIS program is in the O&M phase of its life cycle and poses low risk.

Score: 5