

## **IT Program Assessment TSA - Operating Platform (TOP)**

### **Review**

The DHS CIO conducted a comprehensive program review of the TSA - Operating Platform (TOP) During September 2011. Program observations include the following:

The TSA Operating Platform (TOP) is a collection of shared IT components and services that support mission critical applications across TSA. TOP enables a streamlined provisioning process to acquire secure and reliable information and applications to meet legislative mandates and deliver integrated database and network resources. TOP maintains all programmatic software and core mission applications to support an automated information network at TSA. TOP is in the process of migrating to the DHS data center and is standing up their integration and test environment. The Program Management Office (PMO) indicates staffing shortfalls.

Risks includes the following:

- If the TOP PMO cannot acquire sufficient technical staff, it will limit the programs ability to respond to data calls and information sharing and briefing requests.
- If IT services costs continue to rise then it may jeopardize TSAs ability to afford mission-critical capabilities
- If the OASIS II contract award is delayed then existing applications will not have continued support
- If the DHS data center cloud environment does not address performance and security then the program migration may be delayed
- If the incumbent is not awarded OASIS II, they may protest the award during the time between the new contract award date and the current contract end which may result in work disruptions

### **Mitigation Strategy**

The Program Office must work with TSA to adequately staff the PMO to support meeting data and information sharing requirements. If sufficient staff cannot be added then the requirements on the PMO must be prioritized to reach a workable solution. TSA must address the cost of IT services and plan for future price increases. The program must eliminate any redundant services and look for other cost cutting measures. To date the Component and TOP Program Office have been able to responded to the DHS and TSA budget cuts by realigning program budgets while delivering Mission Critical requirements and upgrades. OASIS is the TSA Application Development contract, which ends in Sep 2012 therefore the Program Office, must carefully manage all aspects of the OASIS contract to ensure there are no gaps in service or funding. The Program Office must work with DHS data center components to

ensure that all performance and security concerns are adequately addressed. The component and PMO must work closely with the contracting officer and follow FAR requirements to ensure there are no justifiable grounds for protest to preclude any work interruptions or schedule delays.

### **Assessment**

TOP is in the steady-state lifecycle stage and continually tracks program performance measures with contract service level agreements and key performance indicators. The cost of IT services continues to grow while DHS and TSA budget reductions are a reality, which is cause for concern. The program recognizes the staffing shortfalls and the uncertainty of the technical risks that come from migrating to the cloud environment and are working to address those issues. The program recognizes the possibility that the incumbent or other offers may protest the award and are working with DHS acquisition experts to mitigate that risk. The CIO assesses TSA - Operating Platform (TOP) program as Level 3 – Medium Risk.

**Score: 3**