



IT Program Assessment TSA – Operating Platform (TOP)

The DHS CIO conducted a comprehensive program review of the TSA - Operating Platform (TOP) during March 2012.

Description / Background:

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. Previously classified as a Level 3 acquisition, the TOP program has been reclassified in FY12 as a Level 2 enterprise service program.

Risks and Issues:

Current risks include the following

- If TSA does not effectively execute its disaster recovery plan for the TOP program and a disaster occurs, this could cause mission critical applications to become unavailable.
- Stakeholders and users are dependent upon data and services provided by the TSA TOP platform. Any service delivery problems experienced during Data Center Migration could have a detrimental impact on users and stakeholder's mission accomplishment.

Mitigation Strategy:

The TSA Operating Platform is currently in the support life cycle phase. The OASIS II contract is designed to provide key operation and maintenance for the system such as networks, technology refreshes, and system upgrades. Approval for this contract was just granted by the Deputy Chief Procurement Officer. To mitigate risks and concerns surrounding TOP's current data center migration efforts, the program is utilizing a phased migration approach that ensures continued operations of vital platform services.

Assessment:

TOP is in the steady-state lifecycle stage. It continually tracks program performance measures of contract service level agreements and provides key program performance indicators. However, the OASIS II contract, which is vital to the continued operations and maintenance of the system, has not been awarded. Until the contract is awarded and firmly in place, it is the recommendation of the OCIO to assess the program as **Medium Risk**.

Score: 3