

IT Program Assessment USCG - Infrastructure CGOne

Review

The DHS CIO conducted a comprehensive program review of the USCG – Infrastructure CGOne program during September 2011. Program observations include the following:

CGOne is part of DHS' OneNet so it minimizes costs by adhering to the departmental standards. The provisioning contract is centrally managed by Customs and Border Protection (CBP) and DHS and there are no variances from a budgetary view. The Coast Guard completed its transition to the CGOne wide area network (WAN) in April 2010 whereupon it entered operations and maintenance (O&M).

Assessment

The US Coast Guard's CGOne program is in a steady state. The program has provided expected service throughout the component area. With "zero" scope modifications or increase in scope, re-baselining is not required and the Acquisition Baseline Document remains constant. Although the program is in steady state, it continues to focus on enhancement opportunities and conducting research on potential impacts driven by demand for other services such as: unified communications, voice over internet protocol (VOIP), and desktop/enterprise video conferencing (VTC). This forward thinking will ensure the program continues to deliver quality service. The CIO assesses the USCG CGOne program as Level 5 – Low Risk

Score: 5