



# Homeland Security

## IT Program Assessment USCG- Direct Access (2010)

### Review

The DHS CIO conducted a comprehensive program review of the USCG Direct Access Program on March 16, 2010 with representatives from DHS OCIO, USCG OCIO, the appropriate USCG Directorates, and other DHS HQ elements. The Direct Access system is the USCG Military HR and Payroll system.

Major findings include the following:

- The system has been in O&M since 2008
- In addition to the USCG, it supports the Protective Health Service (PHS) and National Oceanic and Atmospheric Administration (NOAA)
- Direct Access fulfills USCG personnel tracking (both military and civilian) requirements
- The system maximizes COTS usage, but does have some older, and therefore, non-supported software
- Upgrades are made somewhat difficult by some initial customization that was done; however there are plans to roll back that customization as the system is modernized. In addition, there are opportunities for efficiencies as other systems are retired and their functionality is assumed into Direct Access
- The Program Manager expects any future interfacing with TASC to go smoothly
- The USCG Global Pay Implementation portion of Direct Access was recently been chosen as a model for DoD Retiree Pay system replacement

### Mitigation Strategy

While there is some unsupported software, modules of the system are being incrementally upgraded as funding permits. There is a plan to complete an upgrade of the software on the entire system by 2016 based on the current funding stream.

### Assessment

The Direct Access Program is a well-run program with mature business, requirements management, and risk management processes and consistently scores as one of the best DHS IT Investments in the Department. Initial customization and funding issues are slowing the pace of upgrade, and while their plans to modernize the system extend out until 2016, Program Management has taken a very responsible approach for completing this given their circumstances. This elongated timeframe to migrate off of unsupported platforms does present operational risk to this program.

**Score: 3**