



# Homeland Security

## IT Program Assessment

### United States Coast Guard (USCG)

### Infrastructure Standard Workstation Infrastructure Recapitalization and Sustainment (SWIRS)

The Department of Homeland Security (DHS) Office of the Chief Information Officer (OCIO) conducted a program health review of the United States Coast Guard (USCG) Infrastructure Standard Workstation Infrastructure Recapitalization and Sustainment (SWIRS) program as part of the OCIO's continual program assessments to improve the performance of IT programs. This assessment represents the program's status through March 2012.

#### Description and Background:

SWIRS has been a steady state O&M program for the past 15 plus years and has efficiently supported over 40,000 workstations. The program supports and maintains the Standard Workstation Infrastructure, which is a combination of desktop hardware, laptop hardware, and a specific standard collection of software for all Coast Guard personnel and contractors. The Standard Workstation is the primary end-user computing platform for accessing almost all Coast Guard and other unclassified applications. The intent of this investment is to keep the end-user technology current by surveying workstations on a regular basis. SWIRS also maintains file, print, and application servers on a regular schedule. Finally, this investment funds and manages enterprise support for the infrastructure including the Coast Guard Computer Incident Response Team (CGCIRT), Security Operations Center; Enterprise Management Facility, IT Operations Center; Centralized Service Desk, and Enterprise Help Desk.

The program's major accomplishments in the past year have been implementing Federal desktop computer configuration on all ashore computers and has started afloat installations. The Coast Guard established initial operating capability (IOC) for a Coast Guard-wide Centralized Service Desk in St. Louis, Missouri to consolidate the surplus of help desks. This consolidation has saved the program \$6.9 million dollars in funding. Nearly 40 non-major investments are partially or wholly dependent on SWIRS.

#### Risks and Issues:

The following risks have been identified:

- If SWIRS continues to see budget reductions (an additional million just reduced) and increased cost such as software price increases and external unfunded mandates, then the program's support to the Standard Workstation and the Coast Guard's ability to take advantage of emerging technologies will be hampered
- There is potential of unauthorized access to Coast Guard equipment and software which could harm the network or compromise the systems and data integrity.
- There is potential for damage to the CG Infrastructure from natural/man-made disasters as well as responding to a disaster, which would affect availability to users.



### Mitigation Strategy:

The programs help desk consolidation efforts netted savings of \$6.9 million in support costs, but unfortunately it was taxed an additional \$1million dollars. The program also experienced increased software costs and did not receive new funding to cover these increases. The Coast Guard has created mitigation strategies for the above identified risks:

- The Coast Guard has revisited its budget through technical alternatives in an effort to reduce its computer “foot-print” to stay within budget and meet mission essential upgrades although cost continue to rise
- To mitigate the risk to IT security the Coast Guard has created its own Cyber Command, conducts Periodic Risk Assessments, and centralized the control/review of IT Admin accounts to provide preventive measures for hacking by all types of threats.
- To mitigate this risk, the Coast Guard is conducting disaster planning, creating a contingency of operations plan, and providing ships a portable IT platform to provide mitigation and contingency support should a disaster occur.

### Assessment:

For the last 15 plus years, the SWIRS program has efficiently supported over 40,000 workstations. Due to the standardization for each workstation and servers, it allows the program to spend less to maintain the system. However, budget constraints and increased costs threaten the success of the program and its ability to take advantage of new technologies. The USCG spends less to maintain each workstation than any other agency in DHS. However, SWIRS’ budget constraints are limiting the number of resources available to take advantage of emerging technologies to further efficiency, thus posing a significant and moderate risk to the efficacy of the SWIRS technical architecture. Moderate risks also exist regarding security of assets and susceptibility to natural disasters. Considering this budget programmatic risk, the CIO assesses the USCG SWIRS program as a **Medium Risk** investment.

**Score: 3**