

## **IT Program Assessment USCG - Infrastructure - SWIRS**

### **Review**

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

SWIRS supports: 1) 1850 UNCLAS Servers and 605 Classified Servers; 2) 40,395 UNCLAS Workstations and 1896 Classified Workstations; 3) 74,856 Users of the UNCLAS system and 7763 Users of the Classified system(s); 4) 40 major changes to the UNCLAS environment and 15 major changes to the Classified environment each month

The CG implemented Federal Desktop Core Configurations (FDCC) standards on all ashore computers and has started the more difficult afloat installations. It has also established an initial operating capability (IOC) for a CG-wide Centralized Service Desk (CSD) in St Louis, MO. This will consolidate initial triage from a plethora of regional Help Desks, and provide Tier 1 remote maintenance and assistance CG-wide.

The SWIRS program has governance in place as there are 2 major review processes for each SWIRS sub-project. The Budget Board reviews the resourcing needed by each project and the Information Technology Acquisition Review (ITAR) reviews each procurement. It also has a certification processes for all new hardware configurations and software which do Testing and Risk, Change and Configuration Management.

The SWIRS program is concerned about having sufficient resources to preserve its outstanding service record to USCG desk top service users and about security and infrastructure risks, such as:

- Likely budget reductions and cost increases that would impact the program’s capabilities to provide desk tops services.
- There is potential of unauthorized access to Coast Guard equipment and software which could harm the network or compromise systems and data
- There is potential for damage to the CG Infrastructure from natural/man-made disasters which would affect availability to users

### **Mitigation Strategy:**

The Coast Guard has created mitigation strategies for the identified risks.

To mitigate the risk of budget reductions and cost increases, The CG is evaluating technical alternatives to reduce the size of its computer “foot-print” across the agency.

To mitigate the risk to IT security the CG has created its own Cyber Command to provide preventive measures for hacking by all types of threats.

To mitigate the risk from natural/man-made disasters, the CG is conducting disaster planning to provide mitigation and contingency support should a disaster occur.

## **Assessment**

SWIRS is well managed and executed. For the last 15+ years, the SWIRS investment has efficiently supported over 40,000 workstations. USCG policies and procedures have been copied by many other agencies. SWIRS brings efficiencies of scale and form uniformity. Standardizing on workstations, servers, and images allows for reduced prices through bulk purchasing. It also allows Help Desk personnel to more efficiently manage problems because each workstation may only vary in small ways from the standard. Applications that run on the Standard Workstation or that are accessed via the standard Web browser can be written in less time (thus saving money) because previously developed apps have already produced code that will work. 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 high risk to the efficacy of the SWIRS technical architecture. Moderate risks also exist regarding security of assets and susceptibility to natural disasters. Considering these risks, the CIO assesses the SWIRS program at a Level 3 - Medium Risk.

**Score: 3**