

IT Program Assessment

USCIS – CLAIMS-3 Immigration Program

Review

The DHS CIO conducted a comprehensive program review of the USCIS CLAIMS-3 program during September 2011. Program observations include the following:

CLAIMS-3 is meeting major milestones; current goal is to complete the CLAIMS 3 Program Optimization Project (C3PO) by December 2012. To date C3PO is 42% complete. An Operational Analysis will be completed in Fall 2011 to review current project mission goals and provide recommendations for moving CLAIMS 3 forward to better meet USCIS Transformation goals. CLAIMS-3 will migrate the CLAIMS Mainframe from the Department of Justice Data Center to the DHS Data Center by November 2011.

There are some concerns with resource conflicts and prioritization to support Transformation as well as balancing emerging USCIS priorities.

Assessment

CLAIMS-3 has migrated to the Pervasive 10 database to improve security. CLAIMS-3 Project team is providing the Incremental Strategy for the Software Development work pattern. The CLAIMS-3 Project team is exploring using Lean Agile work pattern for upcoming releases to provide business capability faster. Currently, CLAIMS-3 has three Agile releases planned for FY12. For quality and risk controls CLAIMS-3 follows the USCIS systems engineering lifecycle and Change, Configuration and Release Management processes that include policies for risk, change and configuration management. CLAIMS-3 has developed and implemented program level risk and quality assurance plans.

There are some concerns with resource conflicts and prioritization to support the USCIS Transformation program. We must ensure there is a balancing of emerging USCIS priorities, such as potential increases in workload to be supported by CLAIMS-3, pending the Transformation program actually deploying comparable capabilities. As with CLAIMS-4, we must be aware of any potential immigration reform initiative that may be passed by Congress. The CLAIMS-3 budget remains within 5% of projected yearly budget. The CIO assesses the USCIS CLAIMS-3 program as Level 4—Moderately Low Risk.

Score: 4