



IT Program Assessment USCIS- Customer Service Web Portal (CSWP) (2010)

Review

The DHS Chief Information Officer (CIO) conducted a comprehensive review of the USCIS Customer Service Web Portal (CSWP) Program on April 29, 2010. As an early step in support of the USCIS Transformation effort, the USCIS Office of Communications (OCOMM) and the USCIS Office of the Chief Information Officer (OCIO) launched an enhanced Web Portal in October of 2006 to provide comprehensive connectivity to USCIS. The primary goal of the CSWP is to provide the public with an understandable and effective online experience. A public user, with minimal computer skills, can access the CSWP and easily access information, download forms, educational and instructional materials, and gain access to other systems responsible for scheduling interviews and applying for immigrant benefits. In September 2009, and at the direction of the White House, CSWP underwent a redesign with substantial enhancements, including the deployment of USCIS Español.

Findings from the review include the following:

- The Program continues to meet all of the business' current requirements, staying within cost and schedule.
- Future phases of the program implementation plan to fully integrate service-oriented websites (Customer Relationship Interface System (CRIS), and e-Filing) into USCIS.gov. Currently, the USCIS.gov portal has links to these systems, but the CSWP program does not have management or oversight responsibility for CRIS or e-Filing, even though CRIS and e-Filing are funded within the CSWP OMB Exhibit 300 and amount to 1/3 of the total CSWP program budget.
- CSWP design changes are made part of scheduled releases, yet the program occasionally experiences external ad-hoc change requests. The program has displayed timely responses and exceptional flexibility with respect to these requests.

Assessment

CSWP appears to have been well managed up to this point, with requirements captured and managed, clearly engaged business ownership, and a Program Management Office (PMO) appropriately structured and sized for a program of this magnitude. Timely public feedback appears to be extremely positive and the user-friendly web portal continues to adjust to the changing needs of the user. DHS CIO did identify an apparent issue in that CRIS and e-Filing are under the CSWWP OMB-300, but there does not appear to be a common management oversight. Apparent issue is that either CSWP and the CRIS and e-Filing projects should be under common management oversight, or the CRIS and e-Filing subprojects should be budgeted for separately from CSWP.

Score: **5**