



IT Program Assessment USCIS- Integrated Document Production (IDP) (2010)

Review

The DHS CIO conducted a comprehensive program review of the USCIS- Integrated Document Production (IDP) program on June 16, 2010. The IDP program is a world leader in the production of secure identity cards using optical memory card technology with embedded biometrics. IDP is a card personalization process that unites seamless, continuous, automated and integrated card personalization technology to produce highly secure DHS issued cards. Over 43 million cards have been produced to date, since the program became operational in FY1998. Documents produced by IDP are the following: the Permanent Resident Card (PRC), Form I-551, also commonly known as the "Green" Card; the Employment Authorization Document (EAD), Form I-766; Travel Document Booklets including the Re-entry Permit, Form I-327 and the Refugee Travel Document Form I-571. The IDP Program also produces the Transportation Worker Identification Credential (TWIC) card for TSA, and until recently produced the Border Crossing Card, also know as the Laser Visa, for Mexican national entering the U. S under B1 or B2 visas.

The current IDP system is a steady state system that provides USCIS with capabilities to personalize and issue secure credentials that non-U. S. citizens with immigration benefits need to document their legal status and to demonstrate that they are eligible for a wide range of social benefits, as well as personalizing and producing secure credentials to other customers such as TSA. Furthermore, the IDP supports USCIS priorities of eliminating backlogs, improving customer service and enhancing national security, and increasing productivity and efficiency.

Major findings from the review include the following:

- In 2010, the Card Personalization System (CPS) added refreshed production and technical capability with the deployment of CAPSTAR.
- A fee-based system, the IDP program has suppressed secure mail credential delivery capabilities due to the decline in fee revenue because of reduced customer filings for immigration benefits, resulting in an IDP program budget shortfall.
- USCIS does not have the necessary back-up and redundant capability for all critical systems to reduce the risk of a single-point-of-failure in production operations.
- The IDP program will be further examined at a department level to determine if credential production functionality of the IDP program might be leveraged elsewhere across DHS.

Assessment

USCIS- IDP is a mature fee-based program and appears to be operationally well-managed. While card applications have decreased in recent years, the program continues to perform and produce as advertised. The IDP program has performed well in meeting card-issuance service level agreements, but there is a sizable risk in not having an operational back-up facility to ensure that there is no production stoppage. Production cost per card is efficient and presents the department with an opportunity to leverage the IDP capabilities elsewhere across DHS.

Score: 4