

IT Program Assessment

USCIS - Infrastructure Enterprise (EID) Program

Review

The DHS CIO conducted a comprehensive program review of the USCIS Infrastructure Enterprise (EID) program during September 2011. Program observations including the following:

This program provides capabilities to USCIS employees to access all voice and data communications of USCIS. It is the basic infrastructure that represents information technology utility to USCIS and the comprehensive support of that infrastructure. This program provides support to the Data Center Migration effort. However, this program does not include help desk services, ICE shared services, and ICENET costs. This is a program that has long-term benefits to the Department and the Program office needs adoption across the Department and more ability to force migration to enterprise services. The net result is that goals are being accomplished and core enterprise services are operational. Here are some of the noteworthy accomplishments since the last review:

- Provisioned approximately 20,000 users to Office Communications Server (OCS)
- Migrated USCIS 25,000 Email Accounts from the ICE Email System
- Completed transition of FTS 2001 Network Circuits to NETWORX Contract
- Completed Circuit 19 Circuits Bandwidth for the Transformation Program Office (TPO)
- Completed Data Center Migrations
 - EHS-1 GSS infrastructure at Data Center 1 (DC1) – Dec 2010
 - ELIS infrastructure at DC1 – Feb 2011
 - ELIS infrastructure at Data Center 2 (DC2) – Oct 2011
 - VIS Infrastructure at DC2 – Nov 2010
- Operation and Management Services for 3 Data Centers (35 + applications)
- Provide Services for Development & Test Environments for Transformation (13)
- Completed DC1 and DC2 General Service System for USCIS Applications
- Completed Active Directory and Exchange Design & Configuration
- Complete Upgrade of LANDesk (Local Area Network management tool)
- Complete upgrade Microsoft Active Directory and Exchange 2003
- Complete the upgrade Citrix Infrastructure at Service Centers

EID has identified program risks associated with acquisition processes, contractual support and resource shortages; which will be mitigated in the next section.

Mitigation Strategy

EID has established the following efforts to mitigate these risks:

- Monthly and quarterly project reviews (weekly for fast track efforts) to meet project needs.
- Monthly evaluations of Contractor metrics against contract performance requirements.
- Quarterly Program Management Reviews (PMRs) along with monthly invoice and performance metrics reviews of the SETI contract which represents most of the overall EID acquisition budget. All affected EID Project managers must participate.

- Close liaison with the Department for Infrastructure Service Management in an effort to reduce operating expenses through Data Center consolidation, network design changes and the elimination of extranets.

Assessment

EID is a well managed program that is providing long-term benefits to the Department and USCIS. EID is experiencing some limitations regarding: 1) an Enterprise storage solution for structured and unstructured data; 2) enterprise application and infrastructure disaster recovery capabilities; 3) a more effective desktop power management solution; 4) enterprise server management at all USCIS Field sites; and 5) Telework enablement for 90% of staff. EID's ability to meet Operations & Maintenance (O&M) requirements has been challenged with the implementation of multiple Data Centers, the Transformation Program Office (TPO) Electronic Immigration System-1 (ELIS) system and the VIS Migrations. Currently there are contract award delays. The EID program anticipates a budget reduction to 2010 funding levels; this will minimize the ability to do no more than maintain existing systems. All new projects are on hold until a new budget is approved. These issues are constraining progress in meeting infrastructure support goals. Accordingly, the CIO assesses the USCIS Infrastructure Enterprise Program as a Level 3—Medium Risk.

Score: 3