



**Homeland
Security**

IT Program Assessment United States Citizenship and Immigration Services (USCIS) Infrastructure Enterprise (EID) Program

The Department of Homeland Security (DHS) Office of the Chief Information Officer (OCIO) conducted a program health review of the United States Citizenship and Immigration Services (USCIS) - Infrastructure Enterprise (EID) Program as part of the OCIO's continual program assessments to improve the performance of IT programs. This assessment represents the program's status through March 2012.

Description and Background:

This program provides infrastructure engineering and operations capabilities to USCIS employees to access all voice and data communications. It is the basic infrastructure that represents information technology utility to USCIS and the comprehensive support of that infrastructure. 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:

- Developed the Performance Work Statement (PWS) and led the team in the evaluation of the Video Replacement contract which was awarded in October 2011. This contract will not only provide USCIS with a more enhanced video-teleconferencing system but it will enable improved communications and outreach between HQ and our vast field office.
- Upgraded local area network capabilities to 2 major USCIS Headquarter sites. This upgrade was done to meet the requirement to replace all legacy switches, and will allow for faster access to internal network drives, applications local to the site, and support unified communications
- Setup data center and network infrastructure in support of the ELIS System.
- Completed the successful migration of all USCIS mainframe systems from the Dallas Department of Justice (DOJ) Datacenter to DC1 in December 2011.
- Supported the Verification Information System (VIS) Data Center environment provisioning and migration activities.
- Established Video Conference Room Standards and upgraded Video Teleconferencing equipment in several USCIS sites.
- In response to Executive Order 13514 which established requirements for sustainability in federal government, implemented a policy that puts workstations into a power-saving mode that significantly saves energy costs.
- Developed the requirements and then the Statement of Objectives for the Verification Customer Relation Management (CRM) System which were included in the Performance Work Statement (PWS). The Verification CRM contract was awarded in November 2012.

Risks and Issues:

- Acquisition issues – USCIS and DHS do not have an acquisition capability for establishing new cloud development and test data center environments . USCIS customers have a requirement for the Verification Customer Relationship Management (CRM) System Development/Test environments and USCIS does not have the space to accommodate this requirement. In addition, the DHS DC1 and DC2 contracts are not in place to provide Development/Test cloud services until June 2012.

Mitigation Strategy:

EID is pursuing Work Place as a Service, Development/Test as a Service and Infrastructure as a Service to take advantage of Cloud computing and the direction DHS is moving in to maximize limited resources.

- Continue to review other cloud provider capabilities or delay the Verification CRM schedule
- Collaborate with the Data Center team to ensure the contracts for Dev/Test proceed on schedule and or alerted to any potential purdabations

Assessment:

EID continues to deliver infrastructure service to USCIS users. As evidenced in the accomplishments since the last review, the program is streamlining processes to become more efficient. They continue to be a well-run program that is providing long-term benefits. EID now has the capability to meet Operations & Maintenance (O&M) requirements due to the contract modification that was realized September 2011. EID continues to support the ELIS system and VIS migrations. EID is pursuing Work Place as a Service, Development Test as a Service and Infrastructure as a Service to take advantage of Cloud computing and the direction DHS is moving in to maximize limited resources. These issues are constraining progress in meeting infrastructure support goals. Accordingly, the CIO assesses the USCIS Infrastructure Enterprise Program as a **Medium Risk** investment.

Score: 3