



Homeland Security

IT Program Assessment USCIS – National File Tracking System (NFTS)

Review

The DHS Chief Information Officer conducted a comprehensive review of the USCIS National File Tracking System (NFTS) on April 30, 2010. NFTS tracks the movement of Alien Files (A-Files) and other immigration files between USCIS offices and displays the exact location of a file within an office using a centralized database. NFTS is used by the USCIS, Customs and Border Protection (CBP), Immigration and Customs Enforcement (ICE), and Department of State. NFTS is currently tracking nearly 115 million immigrant files and supporting over 17,000 concurrent users.

NFTS was initially deployed to approximately 80 USCIS File Control Offices (FCOs) between FY2001 and FY2003, and replaced the legacy Receipt and Alien-File Accountability and Control System (RAFACS). In FY2010, NFTS is transitioning to a new support contractor, upgrading to Windows 2003, upgrading to Oracle 11G, moving to the DHS Stennis data center, coordinating NFTS Transformation efforts, and providing operations and maintenance support to the current user community.

Capability gaps identified by the NFTS Program Manager include a need for additional reporting capabilities, ad hoc reporting capabilities, the ability to consolidate and customize reports as needed, and the need to provide global reporting. Currently, NFTS is not fully compliant with other DHS standards (i.e., IE8).

Assessment

NFTS appears to be well-managed and is operating effectively, given the resources applied to the NFTS program. NFTS is currently facing schedule challenges related primarily to contractor resourcing issues and procurement issues. The Program Manager (PM) asked DHS Procurement to investigate the program's contract issues and provide the PM and DHS CIO with alternative recommendations to mitigate procurement issues. In addition, the NFTS Privacy Impact Assessment (PIA) is not in place and is currently in review between DHS Privacy, the USCIS Privacy Office, and the USCIS Records Division. DHS CIO tasked the NFTS PM to provide DHS OCIO with a status report on the program's Privacy Impact Assessment.

While the NFTS program appears to be performing well, the rating below was set at "3" primarily due to the potential impact on the program due to the contractor resourcing and procurement issues. Effective mitigation of the contractor resourcing and procurement issues will cause an upward revision to the rating.

Score: 3