Review

The DHS Chief Information Officer conducted a comprehensive program review of the ICE Detention & Removal Operations Modernization (DROM) Program on December 2, 2009. DROM is designed to significantly upgrade IT capabilities to support efficient detention and removal of non-U. S. citizens who are in custody of ICE Detention and Removal Operations (DRO). The DRO is charged with arresting, detaining, and subsequently removing non-U. S. citizens who are in the U. S illegally. On any given day, approximately 32,000 individuals are in ICE DRO custody at an order of magnitude cost of $90-100 per day per person, so the potential economic benefits of DROM supporting the more efficient processing and removing of these individuals from the U. S. are substantial.

DROM is a mixed life cycle program that will replace legacy main-frame Common Business Oriented Language (COBOL)-based systems, providing new and enhanced capabilities to ICE DRO to support:

- **Real-time reporting, information sharing, and performance metrics** for events from arrest through detention and removal (aggregate and individual aliens).
- **Removal management** including alien case status information from arrest to removal (e.g. awaiting credible-fear review, awaiting travel-document issuance).
- **Detainee management** providing detainee tracking, property logging, and bed assignment data.
- **Bed-space management** including ability to make reservations, cancellations, show availability of beds by location, relative likelihood of availability, and alien characteristic or classification.
- **Transportation management** for efficient scheduling and routing detainees for detention and removal.
- **Process efficiencies** including standard catalog of business rules and reduction of paperwork with the *electronic* Document Management and *electronic* Visitor Log.

Assessment

DHS CIO found no significant issues with the manner in which ICE is managing DROM. Effective and qualified program management is evident, requirements are being effectively captured and managed, progress is being demonstrated, plans going forward appear reasonable and well-founded, and risks are identified and manageable with mitigation plans in place. Follow-up actions to the Program Review include:

- The ICE DROM Program Manager will provide the DHS CIO with an update briefing on the status of the ENFORCE Alien Removal Module Release 2 in spring 2010 to ensure progress remains on track.
- The ICE DROM Program Manager indicated that the Mobile Detainee Location Tracking (DLT) capability, which supports movement and location tracking of detainees while in DRO custody or transport, is to "go live" in April 2010. The ICE DROM Program Manager will provide the DHS CIO with an update/"after action" brief on initial findings from going live with DLT.

DHS CIO assessment is that the DROM Program is moderately low risk, with risks due to the transformative nature of the DROM program in supporting DRO business operations, the need for steady and predictable funding in the out-years to support deployment and O&M, and timely approval of the Privacy Impact Assessment (PIA) and System Of Record Notice (SORN) for the ENFOCE system.

Score: 4