IT Program Assessment
TSA – Transportation Worker Identification Credential (TWIC) Program (2010)

Review Assessment

The DHS Chief Information Officer conducted a comprehensive program review of the TSA Transportation Worker Identification Credential (TWIC) Program on January 5, 2010. The legislative foundation for the TSA TWIC Program derives from the Maritime Transportation Security Act (MTSA, which requires biometrically enabled transportation security cards and background checks for unescorted access to secure areas of vessels or maritime facilities, and the Aviation and Transportation Security Act (ATSA), which requires consideration of the deployment of biometrics, or similar technologies, to identify individuals employed at airports and other modes of transportation. The TSA TWIC program is fee-funded, with user fees covering all operating costs. TSA provides enrollment, vetting, and credential issuance capabilities for TWIC; the U. S. Coast Guard provides enforcement, access control requirements, and Merchant Mariner data integration for use of the TWIC credential. The TWIC program was initiated in 2003, and entered production, deployment, and O&M in 2007.

Major findings during the DHS CIO IT Program Review of the TWIC Program include the following.

- Program is in O&M Phase, and will be supported in the future by the TSA TTAC IT Modernization Program. The TWIC Program is working closely and effectively with the TSA TTAC IT Modernization Program to ensure program needs will be met going forward.
- TSA, working with the DHS Screening Coordination Office, is pursuing a rulemaking for a Universal Fee Rule that will provide necessary flexibility for TSA to provide common screening, vetting, and IT support capabilities to the universe of programs supported by TTAC. Implementation of the Universal Fee Rule will help mitigate any funding issues the TWIC program might otherwise face as a stand-alone fee-funded program.
- The TWIC program does not have a COOP site. Going forward, TWIC COOP needs will be supported by the TSA Transportation Threat Analysis Center (TTAC) IT Modernization program, which will provide COOP capabilities for all supported programs.
- The TWIC program may face issues with capacity and potential single points of failure, and does not have a TWIC COOP capability. These issues are expected to be resolved by implementation of the TSA TTAC Modernization Program.
- No other significant program shortcomings or risks were identified.

Mitigation Strategy

Findings and issues from the DHS CIO IT Program Review of the TWIC program are being effectively addressed by program and TTAC management, and aging technology issues will be mitigated by implementation of the TSA TTAC IT Modernization Program.

Score: 4