



IT Program Assessment USCG- Interagency Operations Centers (2010)

Review

The DHS CIO conducted a comprehensive program review of the United States Coast Guard (USCG) Interagency Operations Centers (IOC) Program on March 16, 2010 with representatives from DHS OCIO, USCG OCIO, the appropriate USCG Directorates, and other DHS Headquarters (HQ) elements. The focus of the IOC program is to improve tactical decision-making, situational awareness, operations monitoring, rules-based processing, and joint planning in a coordinated interagency environment.

Major findings from the review include the following:

- The IOC program consists of three functions: (1) *WatchKeeper*, (2) a network of sensors, and (3) physical facilities.
- WatchKeeper is a system that provides a front-end for several databases; partners with CBP, ICE, and State and Local authorities to provide a web-based enterprise application.
- The program provides a common sensor management system that pulls in feeds from all maritime domain awareness sensors.
- A current mixed lifecycle program, WatchKeeper (Segment 1) is preparing for deployment which requires a Department governance review (ADE-3). The sensor management system (Segment 2) is currently in the Solution Engineering Phase. The sensors are currently only used as a pull function rather than feeding data to any other systems.
- Due to funding constraints, the IOC program has experienced some delays; however, it has not needed to rebaseline.

Assessment

While Congress has earmarked money for the Interagency Operations Centers program to develop and deploy, it has not provided any Operations and Maintenance (O&M) funding. When USCG received the Office of Management and Budget (OMB) Passback for FY11, program funding was substantially reduced. Concerns about the broad nature of the program, in addition to federal budget constraints, led to this reduction. USCG, however, has since descoped the program and OMB has been more supportive in response. The IOC is a viable program, essential to the department's mission. The program has been managed effectively given the circumstances of not having O&M funding appropriated. USCG must annually reassess priorities to ensure adequate funding is available to ensure program operability. The CIO applauds the Program and Component management effort of analyzing and examining potential consolidation and efficiency opportunities across the USCG funding base to find additional funding for the IOC program.

Score: 4