# IT Program Assessment

# USCIS - Infrastructure End User Support (EUS) Program

## Review

The DHS CIO conducted a comprehensive program review of the USCIS Infrastructure EUS program during September 2011. Program observations include the following:

Infrastructure-End User Support is a services investment.  This program continues to meet all major milestones on time.  To ensure continued quality service and support by our contractors, contracts will be reviewed throughout the year for performance assessment.  The consolidation of redundant service will facilitate the delivery of goods and services and provide for greater transparency into the provisioning of hardware and software products.

- Software Gap:  Lack of updated software to coincide with emerging technical products/models being developed—upgrade operating systems (i.e. MS2003 to MS2010)
- Tools Gap:  Need to upgrade Process Verification Control System (PVCS) (system change tool) to Dimensions Business Manager to allow us a decentralized approval and Agile process
- Image Lab Gap: Development for images need to keep pace with replacement of end-of-life hardware

## Assessment:

Infrastructure-End User Support is a services investment.  The program status and health is green and the program continually strives to maintain a high level of support to USCIS.  The Infrastructure-End User Support program continues to meet all major milestones on time.  To ensure continued quality service and support from its support contractors, contract performance is reviewed throughout the year.  The program is striving to consolidate redundant services to facilitate the delivery of goods and services and provided, while striving for greater transparency into the provisioning of hardware and software products to USCIS users.   The risks identified for the program relate primarily to maintaining quality Help Desk services, which are being mitigated through continuing training and awareness efforts.   The CIO assesses the Infrastructure End User Support program as a Level 4—Moderately Low Risk.

## Score: 4