



Why This Matters

Information technology (IT) systems play a critical role in enabling the Transportation Security Administration (TSA) to accomplish its mission. To support its mission, TSA requested an IT budget of approximately \$417.2 million in fiscal year 2013.

TSA's Office of Information Technology is responsible for developing and managing IT initiatives and policies for TSA's IT requirements. Given the size and significance of TSA's investment in IT, effective management of IT resources is critical.

DHS Response

The Administrator, TSA concurred with our recommendations. The Administrator said that TSA is taking steps to adjudicate the application of the definition of IT; however, TSA takes exception to the presumption that the baggage and passenger screening programs are IT programs. The Administrator also said that TSA will produce procedures to improve the requirements definition and development process, and will communicate the IT specialist role on an internal SharePoint site. The Administrator said that field support is dependent upon available funding, and that the current model is the most efficient and effective employment of IT support resources.

For Further Information:

Contact our Office of Public Affairs at (202)254-4100, or email us at DHS-OIG.OfficePublicAffairs@dhs.gov

TSA Information Technology Management Progress and Challenges

What We Determined

The TSA Chief Information Officer has taken several actions to establish key IT management capabilities, including updating the IT strategic plan, implementing a systems engineering life cycle process to manage IT programs, implementing an IT acquisition review process, and developing an enterprise architecture. However, additional progress is needed to:

- 1) Ensure all IT procurements go through the IT acquisition review process.
- 2) Ensure that the IT environment fully supports TSA's mission needs.
- 3) Capture IT requirements in the field.
- 4) Communicate the IT specialist role, as contractually defined, to both IT specialists and to the user community.
- 5) Provide sufficient IT support in airports and operational sites in the field.

What We Recommend

Deputy Administrator, TSA:

- 1) Direct all TSA program offices to apply the Department's definition of IT for all acquisitions.
- 2) Develop and implement a process to ensure that all IT acquisitions, including passenger and baggage screening equipment, go through IT Acquisition Review and receive enterprise architecture, security, and privacy reviews.
- 3) Develop and implement a process to capture IT requirements in the field.
- 4) Communicate the IT specialist role, as contractually defined, to both IT specialists and to the user community.
- 5) Develop and implement a process to provide sufficient IT support, such as an appropriate number of IT specialists, in airports and operational sites in the field.