



### Why This Matters

Information technology (IT) systems play a critical role in enabling U.S. Citizenship and Immigration Services (USCIS) to accomplish its mission. In FY 2012, USCIS' IT spending was approximately \$379 million.

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

### DHS Response

The Acting Deputy Director, USCIS concurred with our recommendations. The Acting Deputy Director said that USCIS is taking steps to finalize the USCIS OIT Strategic Plan by September 2014. USCIS OIT has also made significant progress in addressing senior level staffing vacancies according to the Acting Deputy Director. Additionally, USCIS OIT created a new Applied Technology Division to ensure the delivery of high quality IT systems and services. The Acting Deputy Director also said USCIS OIT is taking steps to update system user manuals and training resources for key systems. Finally, the Acting Deputy Director said USCIS OIT is working on a Technology Refresh Strategy to upgrade workstations and infrastructure.

#### For Further Information:

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

## USCIS Information Technology Management Progress and Challenges

### What We Determined

The USCIS Chief Information Officer has established key IT management capabilities to support mission needs, including creating a draft IT strategic plan, developing an enterprise architecture, implementing IT acquisition review and systems engineering life cycle processes, and leading the advancement of agile methodologies for software development. However, additional progress is needed to:

- 1) Coordinate across internal divisions.
- 2) Ensure that the IT environment fully supports USCIS' mission needs.
- 3) Ensure staff members know which systems to use and which systems are available to perform their specific job functions.

### What We Recommend

Chief Information Officer, USCIS:

- 1) Finalize the IT strategic plan.
- 2) Develop a plan to address senior level staffing vacancies.
- 3) Coordinate with system owners to ensure users are provided with adequate training.
- 4) Develop a plan to refresh outdated IT infrastructure.