Information Technology

Jeff Conklin is the Chief Information Officer. The Office of Information Technology (OIT) provides the information technology (IT) leadership, technical expertise and strategic vision necessary to enable USCIS to deliver effective, efficient, and secure immigration services. OIT leads USCIS in the design, development, delivery and deployment of IT services and solutions that are transforming the nation's immigration system. OIT is composed of four divisions.

The **IT Strategic Programs Division** ensures the strategic and architectural alignment of Office of Information Technology activities and resources with USCIS mission requirements, providing intelligence analyses of USCIS data. The IT Strategic Programs Division develops and maintains USCIS information technology architecture reference models, provides a secure information technology (IT) environment for USCIS and designs the accountability framework for effective IT Governance.

The **IT Service Engineering Division** designs, develops and maintains information technology services in support of enterprise business requirements through the use of systems engineering best practices. The IT Service Engineering Division:

- o provides planning and services to guide and support the design, development, procurement, and modification of information technology systems to ensure service alignment with the USCIS mission, strategy and standards
- o partners with USCIS operational elements to ensure engineered solutions are based upon defined business requirements and are aligned with the USCIS enterprise architectural models
- o engineers appropriate integration, interoperability, reliability and performance of USCIS IT business solutions and conducts interoperability and performance testing
- o conducts engineering analyses of proposed information technology system changes, existing and new technologies, and developmental methodologies
- o manages the USCIS web services program to include Internet, Intranet and extranet efforts in cooperation with the Office of Communications and other USCIS operational elements
- o manages the USCIS Standard Local Office Programming Environment
- o manages the planning, engineering and implementation of the USCIS Baseline Automation Support Infrastructure for Citizenship Services program

The **IT Service Delivery Division** ensures information technology services are provided as required and agreed upon between Office of Information Technology (OIT) and the USCIS customer community. To ensure compliance, the IT Service Delivery Division manages the activities of the IT Financial Management Branch to oversee budget formulation and execution, provide accounting and internal controls to manage the unit cost of equipment, software, organization, facilities and third party service providers and identify budget requirements and constraints. The IT Service Level Management Section develops, coordinates and monitors service level agreements between OIT and other USCIS component offices and between USCIS and other government agencies and external entities. The IT Acquisition and Contracts Administration Branch provides support to OIT and USCIS components in the development of procurement packages for information technology (IT) contracts and orders.
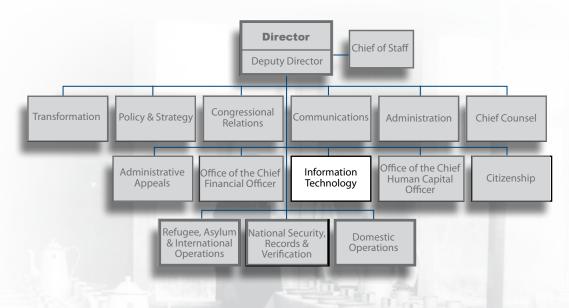
The **IT Workforce Management Branch** provides OIT guidance on federal human resources policies and regulations, staffing, employee compensation and benefits and training and career development. The IT Provisioning Branch works in close coordination with USCIS Office of Administration and other USCIS and DHS components to procure, deploy, and implement IT products, services, telecommunications and infrastructure requirements of USCIS.

The **IT Service Support Division** manages and supports information technology services that are necessary to the USCIS business requirements. The division provides a comprehensive, consistent and cohesive set of best practices for IT Service Management processes, promoting a quality approach to achieving business effectiveness and efficiency in the use of information systems. Division services include operating the USCIS Service Desk, Incident Management, Problem Management, Configuration Management, Change Management, Release Management, Network/Security Service Operations, Infrastructure Operations Management, Customer Support Services and Area Management of Field IT Support Services.

USCIS employees, Chicago, Ill.

USCIS Organizational Chart

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                    │    Director     │        ┌──────────────┐
                    ├─────────────────┤────────│ Chief of Staff│
                    │ Deputy Director │        └──────────────┘
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| Transformation | Policy & Strategy | Congressional Relations | Communications | Administration | Chief Counsel |

| Administrative Appeals | Office of the Chief Financial Officer | Information Technology | Office of the Chief Human Capital Officer | Citizenship |

| Refugee, Asylum & International Operations | National Security, Records & Verification | Domestic Operations |

Information Technology

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                            │ Division Chief │
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                  │ Deputy Chief │      │ Chief of Staff│
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| Strategic Programs Division | Service Engineering Division | Service Delivery Division | Service Support Division |

| Security Integration Program | Architecture Branch | Systems Engineering Branch | Infrastructure and Performance Engineering Branch | Financial Management Branch | Service Level Management Section | Customer Support Division | CCRM Branch |

| Governance Branch | | Portfolio Engineering Branch | Web Services Branch | Workforce Management Branch | Acquisition and Contact Admin. Branch | Infrastructure Operations Branch | Problem Management Branch |

| | | Data Interchange and Analysis Branch | SLOPE Program | | Service Provisioning Branch | Western Area | Southeast Area |

| | | | BASICS Program | | | Northeast Area | NBMO Area |

| | | | | | | Central Area | |