Transformation Program Office

Daniel Renaud is the Chief of the Transformation Program Office. The Transformation Program Office (TPO) was established in February 2006 to transition the agency from a paper-based business model to a centralized and consolidated electronic environment. Transformation Program Office facilitates the development of a flexible and efficient organizational business model supported by an integrated technical environment. TPO provides a centralized management structure to oversee transformation activities within USCIS including the coordination of several initiatives that are converting the current mix of legacy infrastructure and paper-based business procedures to an electronic-based business process.

This effort will require re-engineering agency-wide business processes and updating information technology systems to provide new capabilities to USCIS employees and customers. The system developed will utilize proven technology to create online customer accounts that will improve the agency's identity management process, delivery of real-time information, account tracking and related activities and reduction in identity fraud.

There are four divisions within the Transformation Program Office:

The **Strategy Division** works with Transformation Program Office (TPO) management to define the scope and direction of the Transformation Program. This division is responsible for determining the long-term vision and deployment strategy for transforming USCIS and meeting specific timeline and budget constraints. The Strategy Division is also responsible for determining the best overall acquisition strategy for transformation-related contracts. Working closely with USCIS management, the Strategy Division ensures that TPO strategies align with USCIS operational objectives and performance goals, the IT Strategic Plan and agency Enterprise Architecture.

The **Increment Management Division** is a major component in the transformation from paper to electronic processes. It is responsible for transitioning management strategies and concepts from theory to application. Division staff:

o coordinates with other USCIS component offices to manage planned system deployments
o provides guidance on business and system requirements to development contractors
o plans the functionality and scope of future increment development efforts

The **Change Management Division** is the voice of the Transformation Program Office (TPO) and is responsible for organizational change management, communications and training. Division staff implements the processes and tools that will allow TPO to engage, empower and educate key internal and external stakeholders throughout the transformation process. As new technology is introduced into the workforce, Change Management staff will analyze the impact of these changes and develop strategies and means to secure stakeholder support.

The **Program Support Division** is responsible for supporting all Transformation Program office activities including:
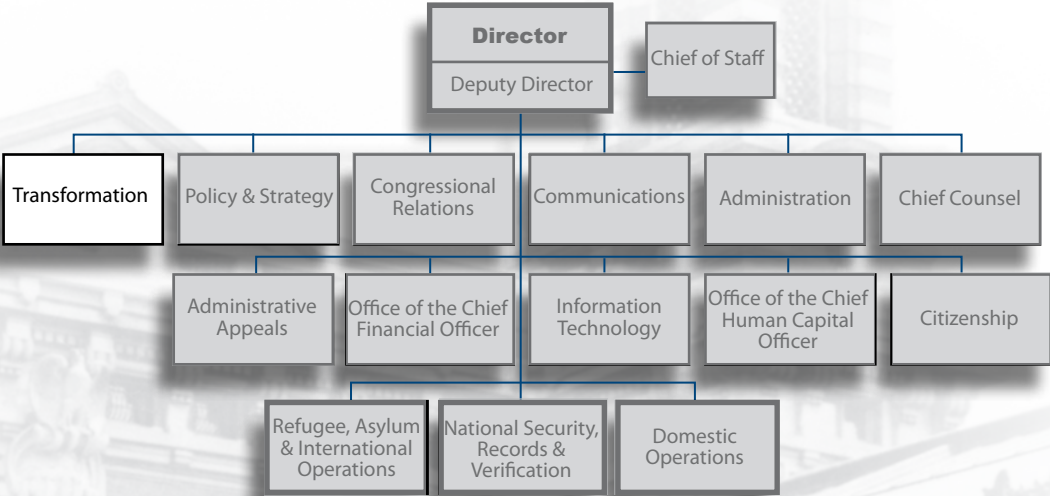
- o   scheduling control, project monitoring and reporting
- o   acquisitioning of contractors and contract lifecycle management, property management, budget formulation, execution and oversight
- o   pilot project risk management and quality assurance
- o   data security
- o   managing and responding to oversight and budget inquiries from other government entities

The Transformation Program Office has taken the first steps in leading USCIS into a secure digital environment, providing enhanced customer service and offering new opportunities for our employees. These improvements will not only result in better service for more customers, but will also serve to enhance security, deter immigration fraud and improve efficiency.

USCIS transitions from paper-based system to electronic environment

USCIS Organizational Chart

- Director
  - Deputy Director
  - Chief of Staff

- 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

Transformation Program Office

- Chief Transformation Program Office
  - Legal Counsel
  - Deputy Chief
  - Strategy

- Increment Management Division
- Change Management Division
- Program Support Division