



Why This Matters

Information Technology (IT) systems play a critical role in enabling the United States Customs and Border Protection (CBP) to accomplish its border security, trade, and travel missions. To support its mission, CBP had an IT budget of \$1.5 billion in fiscal year 2012, making it the component with the largest IT budget within the Department.

CBP's Office of Information and Technology provides IT services and products that enable CBP to meet its missions. Given the size and significance of CBP's investment in IT, effective management of IT resources is critical.

DHS Response

The Assistant Commissioner, Office of Internal Affairs concurred with our recommendations. The Assistant Commissioner stated that CBP will provide resources sufficient for enterprise architecture activities; will establish additional outreach efforts to achieve full compliance with the information technology acquisition review process; will respond to the infrastructure needs of the Office of Field Operations, the Office of Border Patrol, and the Office of Air and Marine; and has taken action to increase automation of the technology insertion process.

For Further Information:

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

CBP Information Technology Management: Strengths and Challenges

What We Determined

The CBP Chief Information Officer has taken several actions to support effective stewardship of IT resources. Specifically, the Chief Information Officer has implemented a strategic planning process, developed an "As-Is" enterprise architecture, and established a systems engineering life cycle process to guide and manage the agency's IT environment.

However, additional progress is needed to:

- 1) Build the agency's target enterprise architecture.
- 2) Ensure compliance with the IT acquisition review process.
- 3) Ensure that the IT environment fully supports CBP's mission needs.

What We Recommend

CBP Assistant Commissioner, Office of Information and Technology:

- 1) Provide the necessary resources to complete required enterprise architecture activities.
- 2) Implement a plan to ensure the timeliness of the information technology acquisition review process and to communicate this process to component offices and procurement to achieve full compliance.
- 3) Develop a funding strategy to ensure replacement of outdated infrastructure in order to address availability challenges and outages.
- 4) Implement a plan to address gaps in the existing requirements and reassess the technology insertion process to address functionality and interoperability challenges in the field.