

**Office of Inspector General
DEPARTMENT OF HOMELAND SECURITY**

ACE Release 4 Post-Deployment Problems



Office of Inspector General

U.S. Department of Homeland Security
Washington, DC 20528



**Homeland
Security**

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Preface

The Department of Homeland Security (DHS) Office of Inspector General (OIG) was established by the Homeland Security Act of 2002 (*Public Law 107-296*) by amendment to the Inspector General Act of 1978. This is one of a series of audit, inspection, and special reports prepared as part of our oversight responsibilities to promote economy, efficiency, and effectiveness within the department.

This report assesses the extent to which Customs and Border Protection (CBP) is effectively detecting and resolving problems with Automated Commercial Environment (ACE) Release 4 after deployment to land border ports. It is based on interviews with employees and officials of relevant agencies and institutions, direct observations, and a review of applicable documents.

The recommendations herein have been developed according to the best knowledge available to our office, and have been discussed in draft with those responsible for implementation. It is our hope that this report will result in more effective, efficient, and economical operations. We express our appreciation to all of those who contributed to the preparation of this report.

A handwritten signature in cursive script that reads "Richard L. Skinner".

Richard L. Skinner
Inspector General

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Abbreviations

ACE	Automated Commercial Environment
CBP	Customs and Border Protection
CCB	Change Control Board
CIO	Chief Information Officer
CR	Change Request
DHS	Department of Homeland Security
GAO	Government Accountability Office
O&M	Operations and Maintenance
OIG	Office of Inspector General
OFO	Office of Field Operations
PTR	Problem Tracking Reports
SEV	Severity
SIT	System Integration Testing
SWIT	Software Integration Testing
TT	Trouble Ticket

Executive Summary

U.S. Customs and Border Protection is developing a new cargo processing system to modernize the targeting, inspection, enforcement, border security, revenue collection, and trade statistics processes for all cargo entering and leaving the United States. The Automated Commercial Environment (ACE) will be replacing the current Automated Commercial System. The prime contractor started ACE development in August 2001 and plans to complete ACE by September 2011 at a total cost of \$3 billion.

The objective of the audit was to determine to what extent Customs and Border Protection is effectively detecting and resolving problems at the ports after the deployment of ACE Release 4, e-Manifest: Trucks (ACE Release 4).

Generally, problems referred to the ACE help desk, the principal method used by CBP to detect and resolve problems with ACE at the land border ports, were effectively resolved. However, Customs and Border Protection did not detect and resolve some operational problems that occurred at the ports and did not provide adequate communication and guidance to the ports. For example, Customs and Border Protection did not develop sufficiently detailed standard operating procedures that defined the different types of examinations and the proper method for inputting exam results into ACE. This occurred because CBP did not adequately monitor port operations and follow-up with port personnel after deployment of Release 4. Operational problems with ACE 4 and inadequate communication and guidance from Customs and Border Protection headquarters to ACE 4 users resulted in resources wasted at the ports dealing with operational problems and technical difficulties. We are recommending that Customs and Border Protection develop procedures to timely monitor post-deployment operations and communicate ACE problems, operational fixes, and system changes to officers at the ports. Customs and Border Protection concurred with the recommendations and is implementing corrective actions.

Background

U.S. Customs and Border Protection (CBP) is responsible for enforcing the trade laws of the United States while simultaneously facilitating legitimate international trade. One of the critical functions of CBP is to control cargo and conveyances entering and leaving the United States to prevent terrorism, narcotics smuggling, illegal alien smuggling, enforce trade laws, and collect revenue. The ability of CBP to process the growing volume of imports, while improving compliance with trade laws, depends heavily on successfully improving the trade compliance process and modernizing supporting automated systems. The ACE project was initiated to modernize the targeting, inspection, enforcement, revenue collection, and trade statistics processes for all cargo entering and leaving the United States. Congress funded ACE in response to concerns from the trade¹ that federal requirements were outdated, burdensome, and duplicative.

ACE is being delivered in a series of eleven incremental releases, seven releases for cargo processing and four releases for screening and targeting. The first three cargo releases are deployed and operating. CBP first piloted ACE Release 4 at Blaine, Washington in December 2004, and has been deploying the system to land border ports since April 2005. As of May 2006, CBP had deployed ACE Release 4 to 44 ports and plans to complete deployment to all 99 land border ports by June 2007. See Appendix C for the ACE deployment schedule as of March 2007. Furthermore, the deployment included 14 sub-releases to add enhancements or improve functionality for Release 4 from January 2006 through May 2006.

ACE Release 4 provides an electronic truck manifest, a primary officer interface (the screens CBP officers use), and expedited importation processing. The officer interface consolidates more than seven separate cargo release systems to provide CBP officers with a comprehensive view of enforcement and transaction history data to enhance enforcement capabilities while simultaneously expediting the movement of trade. The release provides for the automated manifest processes of determining the admissibility of cargo, conveyance, and equipment arriving in the United States. The release interfaces with the Automated Targeting System to provide selectivity data to CBP primary officers, and other authorized users, to target high-risk transactions and to record and track information associated to potential or actual noncompliance. Release 4 also provides for carriers to provide an electronic manifest for trucks. The filing of an electronic manifest was initially voluntary, but CBP will phase in mandatory electronic manifest filing from January to December 2007.

¹ “Trade” refers to those companies such as importers, carriers, and brokers that deal in international commerce.

CBP established the ACE help desk as the principal method to identify and resolve user problems with ACE Release 4 at the land border ports. The number of calls made to the help desk by Trade and CBP internal users has been increasing as ACE is deployed to additional ports and functionality is added. The ACE help desk resolved 1461 problems through telephone calls and issued 2642 Trouble Tickets in June 2006. See Appendix D for statistics on help desk call volume from November 2005 to June 2006.

The help desk assigns a Trouble Ticket number for problems and tracks the ticket from issuance to resolution. Problems are either resolved immediately or escalated to the next level of support depending on the severity and complexity of the problem. Problems reported to the ACE help desk may result in the creation of a Problem Tracking Report (PTR) or a Change Request (CR). CBP uses the PTR process to correct a defect in the ACE application code. CBP uses the CR process to add new functionality to the ACE application. CBP implements PTRs and CRs about once a month. See Appendix E for a flowchart depicting the process for resolving ACE Release 4 problems called to the help desk.

CBP also detects and resolves problems through informal communication with the ports consisting of telephone calls, conference calls, and e-mail between port personnel and various groups within CBP.

The Cargo Systems Program Office (Program Office) and Office of Field Operations (Field Operations) management are responsible for planning, organizing, directing, and controlling ACE program operations to ensure that ACE achieves its intended goals and objectives. The Program Office is responsible for the development, maintenance, and deployment of ACE. Field Operations provides centralized management oversight and operational assistance to U.S. ports.

Results of Audit

CBP's detection and resolution of problems that occurred at the ports after deployment of ACE Release 4 is generally adequate, but we identified an area needing improvement. Overall, problems referred to the ACE help desk, the principal method used by CBP to identify and resolve problems with ACE at the land border ports, were effectively resolved. However, CBP did not identify and resolve all operational problems that occurred at the ports and did not provide adequate communication and guidance to the ports on system usage. This occurred because CBP did not adequately monitor port operations and follow-up with port personnel after deployment of the system. Operational problems with ACE Release 4 and inadequate communication and guidance from CBP headquarters to ACE Release 4 users resulted in resources wasted at the ports because of operational problems and technical difficulties with the system.

According to the Office of Management and Budget Circular A-123, Management's Responsibility for Internal Control, federal managers are responsible for establishing and maintaining internal control to achieve effective and efficient operations. Internal control includes measuring, reporting and monitoring program performance and developing the detailed policies, procedures, and guidance for ACE Release 4 operations. Monitoring program operations includes reviewing operations to identify and resolve problems that affect the efficiency of cargo processing and the efficient use of resources.

We identified examples of operational problems and communication issues at the ports of El Paso, Port Huron, and Nogales that the Cargo Systems Program Office and Office of Field Operations did not identify and resolve. During our audit, CBP conducted two border conferences at which port officials reported the same problems to the Program Office and Field Operations that we identified as well as additional concerns. Examples of problems noted include:

- Port personnel develop and use unauthorized workarounds. For example, one unauthorized workaround used by port personnel to fix a problem was to delete truck drivers or shipments to amend or correct a manifest. This prevented the proper release of the truck and required the help desk to resolve the problem. A trip is the CBP processing of a truck crossing the border. Authorized workarounds are temporary, written procedures from program management that allow cargo processing to proceed before there is a permanent solution to a problem. CBP did not compile, maintain or distribute a list of authorized workarounds.
- CBP does not routinely communicate upcoming system enhancements and fixes or information on common user errors and how to prevent them. CBP occasionally communicated this information to land ports, informally.
- The ports do not receive timely feedback on the status of their problems. A GAO Report² also found that the ACE help desk did not inform users on the status of their unresolved problems. Without communication from CBP on the status of their problems, port personnel may develop unauthorized workarounds and report fewer problems to the help desk.

² *INFORMATION TECHNOLOGY: Customs Has Made Progress on Automated Commercial Environment System, but It Faces Long-Standing Management Challenges and New Risks*, GAO 06-580, May 2006

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- CBP did not develop complete or sufficiently detailed Release 4 standard operating procedures for the land ports. For example, CBP did not develop standard operating procedures that defined the different types of examinations and the proper method for inputting exam results into ACE. Standardized procedures ensure uniform processing of cargo and consistency in reporting exam results. Port officials at the southern border conference emphasized the need for standard operating procedures and guidance, including how to process certain shipments.
 - Port personnel do not properly use or understand the port monitoring activity function in ACE, which is a near real-time tool for managing the specific port and provides a high-level snapshot of truck release data for the previous 24 hours and e-manifest data for trucks arriving in the next 24 hours. We observed port personnel improperly using the port monitoring activity function to generate formal reports instead of using the Reports function. CBP officials at the southern border conference advised port personnel not to use the port monitoring activity function to generate formal reports.

CBP has not adequately monitored port operations and followed-up with port personnel on ACE Release 4 deployment. CBP did not document any ACE Release 4 post-deployment reviews from April 2005 through May 2006 and did not provide us with documentation of plans for post-deployment reviews. As of May 2006, CBP had deployed ACE Release 4 to 44 ports. The first time CBP conducted a review at a port was in June 2006 in response to reports that ACE was causing significant backups in Laredo. Post-deployment reviews include interviews with port managers and staff, observation of processes, and a review of reported problems, as well as a written report to management that describes the problems affecting the ports and makes recommendations to address problems.

CBP did not hold a formal conference to obtain feedback from the ports and identify ACE Release 4 problems with port officials until more than one year after ACE deployment. The CBP held a conference for southern border ports on June 14, 2006, and another for northern border ports on July 18, 2006. The two border conferences to address post-deployment issues were positive steps to improve management oversight and resulted in action items to improve the ACE Release 4 implementation

The operational problems at the ports and inadequate communication and guidance to the ports have resulted in an inefficient use of resources. Port personnel and the ACE help desk reported spending considerable time and effort resolving ACE Release 4 problems. For example, the three ports we visited devoted time and effort attempting to use the ACE reports function but, ultimately, the ports continued generating manual reports or reports from

legacy systems. The ACE help desk had to repeatedly research and resolve problems relating to user errors and unauthorized workarounds as well as to follow-up on the status of open problems. CBP officers at the ports took additional time to process cargo because they did not have guidance on releasing certain types of shipments or they developed unauthorized workarounds. One port developed their own standard operating procedures for inputting examination results, including new exam definitions. Without standard operating procedures from Field Operations, cargo processing and examination results may not be uniform across all ports.

Recommendations

Recommendation 1:

The Commissioner of CBP should develop plans and procedures to timely and routinely monitor post-deployment operations, including post-deployment reviews, for Release 4 ports and future ACE releases.

Recommendation 2:

The Commissioner of CBP should develop plans and procedures to timely communicate ACE problems, operational fixes, and system changes to CBP officers at the ports.

Management Comments and OIG Analysis:

In February 2007, CBP began monthly northern and southern border conference calls to identify and resolve operational problems related to ACE. CBP plans to establish a template, a schedule and a core group of managers to conduct post deployment reviews. CBP plans to complete the first round of post deployment reviews by December 31, 2007.

An internal web site and email box provides CBP officers a quick link to procedures and frequently asked questions. Interim field instructions were disseminated to ACE ports in September 2006. CBP plans to issue standard operating procedures by September 1, 2007.

The actions taken and planned by CBP satisfy the intent of our recommendations.

Purpose, Scope, and Methodology

The objective of the audit was to determine to what extent CBP is effectively detecting and resolving problems at the ports after the deployment of ACE Release 4, e-Manifest: Trucks. We performed the audit at various CBP locations within the Washington, D.C., area and land border ports of entry at El Paso, Texas; Port Huron, Michigan; and Nogales, Arizona.

To determine the process used by CBP to detect and resolve problems called to the help desk, we interviewed CBP officials and reviewed the policies and procedures for the help desk, Change Requests, and Problem Tracking Reports. We created a flowchart depicting the detection and resolution process when a user calls the help desk, found in Appendix C.

To test the effectiveness of the resolution process for problems reported to the help desk, we examined the Trouble Ticket logs for the three ports we visited. We judgmentally selected 33 problems based on the description in the Trouble Ticket logs. We initially selected at least one Trouble Ticket for each of the 33 problems. However, we selected additional Trouble Tickets for some problems based on the frequency of occurrence, complexity of the problem or because interviews with port personnel identified the problem as significant. Therefore, we selected 72 Trouble Tickets for the 33 issues. CBP tracks Trouble Tickets using a commercial software program. We met with CBP officials and observed them trace each of the 72 Trouble Tickets from detection through resolution.

To identify the problems and issues at the ports with ACE Release 4, we reviewed the Trouble Ticket logs for the three ports we visited. We conducted structured interviews with CBP officers and CBP officials and observed port operations. We also obtained and reviewed the Laredo post-deployment review report and the minutes of the CBP southern and northern border conferences.

We conducted the audit from April 2006 through July 2006, pursuant to the Inspector General Act of 1978, as amended, and according to generally accepted government auditing standards.

U.S. Department of Homeland Security
Washington, DC 20229



U.S. Customs and
Border Protection

April 26, 2007

MEMORANDUM FOR RICHARD L. SKINNER
INSPECTOR GENERAL
DEPARTMENT OF HOMELAND SECURITY

FROM: Director *William H. Hant*
Office of Policy and Planning

SUBJECT: Response to the Office of Inspector General's Draft Report
Entitled, "Audit of ACE Release 4 Post-Deployment
Problems"

Thank you for providing us with a copy of your draft report entitled "Audit of ACE Release 4 Post-Deployment Problems" and the opportunity to discuss the issues in this report. The U.S. Customs and Border Protection (CBP) appreciated the opportunity to work with the auditors in constructing a balanced and accurate document. The report assesses the extent to which CBP is effectively detecting and resolving problems with ACE Release 4 after deployment to land border ports.

In the report the Office of the Inspector General (OIG) makes 2 recommendations that are directed to the Commissioner of CBP. The first recommendation is that CBP should develop plans and procedures to timely and routinely monitor post-deployment operations, including post-deployment reviews, for Release 4 ports and future ACE releases. The second OIG recommendation is that CBP should develop plans and procedures to timely communicate ACE problems, operational fixes, and system changes to CBP Officers at the ports. CBP concurred with the recommendations and is taking action to address these issues.

Attached are comments specific to the recommendations. A line-by-line, general-technical-sensitivity review of the OIG draft report was conducted by CBP. With regard to the classification of the draft report, CBP has not identified information within the report requiring restricted public access based on a designation of "For Official Use Only."

If you have any questions regarding this response, please contact me or have a member of your staff contact Ms. Janiene Jones, Audit Liaison, Office of Policy and Planning, at (202) 344-2169.

Attachment

**Responses to Draft Report Recommendations for
“Audit of ACE Release 4 Post-Deployment Problems”**

Recommendation 1: The Commissioner of CBP should develop plans and procedures to timely and routinely monitor post-deployment operations, including post-deployment reviews, for Release 4 ports and future ACE releases.

Response: Concur.

Since the audit field visits were performed, CBP has engaged in a number of post deployment review processes. This effort has grown as more ports have come on line. The following post deployment processes have taken place:

- OFO Headquarters and OIT personnel conducted post-deployment operational reviews in Nogales, AZ in November 2005 and Pembina, ND in December 2005.
- OFO Headquarters and OIT personnel conducted post-deployment operational review in Laredo, TX in July 2006.
- OFO and OIT held northern and southern border conferences to discuss operational issues and share best practices with field participants in summer 2006.
- OIT and OFO began monthly northern and southern border conference calls in February 2007 in part to identify and resolve operational issues related to ACE processing. This has become especially important as more eManifests are being filed as ports are mandated.
- OIT conducted a post deployment training and assistance visit in Nogales Arizona the week of March 19, 2007. Additional visits are planned for other ports, as the eManifest mandatory enforcement dates get closer.

Milestones:

- Establish a schedule of post deployment operational reviews to be performed by OFO headquarters and trained OFO port managers. This schedule will be developed no later than April 30, 2007.
- Establish a core group of OFO port managers (GS-13 and above) to perform post deployment reviews at various deployed ports. This should be established no later than May 31, 2007.
- Establish a template for OIT/OFO post deployment reviews timed to coincide with enforcement dates for mandatory eManifest. This template will provide a checklist to allow designated OFO port managers (from other ports) to perform these reviews in conjunction with OIT personnel. This should be developed no later than May 31, 2007.
- Develop and deliver training to the core group to allow them to perform the reviews no later than June 15, 2007.
- Complete first round of post deployment reviews no later than December 31, 2007.

Due Date: December 31, 2007

Recommendation 2: The Commissioner of CBP should develop plans and procedures to timely communicate ACE problems, operational fixes, and system changes to CBP Officers at the ports.

Response: Concur

Since the audit field visits were performed, CBP has improved communication of ACE problems and system changes and will continue to do so. The following communication efforts have taken place:

- The OIT work plan for system fixes has been published on the CBP web site for both CBP Officers and the trade community to view.
- CBP Officers will be brought into HQ on temporary duty assignments to help staff the OIT technical support center (help desk).
- OIT is looking into improving the portal to include more inclusive information on the status of the system and the identification of known problems at time of user sign-in.
- OIT, working with OFO, has developed a process to notify field sites via email and facsimile when system issues affecting ACE are identified as being national in scope. Additional information is provided as fixes are identified or problems resolved. This process is driven by analysis of ACE help desk tickets.
- OFO Headquarters, supported by OIT, developed a series of ACE musters (interim field instructions) that were disseminated to ACE ports the week of September 4, 2006. These musters were designed to standardize procedures and eliminate unauthorized workarounds. The topics contained in the musters included:
 - ACE Tips for Primary Processing.
 - ACE Tips for Secondary Processing.
 - ACE Troubleshooting – Discontinued workarounds.
 - ACE Troubleshooting – Working with e-manifests and Trip Shells in Primary.
 - ACE Troubleshooting – Releasing entries in the Automated Commercial System (ACS) on a “stuck trip” or “stuck tracer”.
 - ACE Tips for Trouble Shooters.
 - New Processing Functionality for ACE Ports in the Automated Commercial System (ACS) Cargo Selectivity.
 - ACE Exit Gate Functionality and Reports.
- OFO Headquarters requested and received all standard operating procedures (SOP) used at ACE ports as of October 2006. This information has been compiled into a consolidated SOP that is currently undergoing review by the ACE support team. Monthly changes in functionality have caused revisions to the document and review is continuing.
- An internal web site and email box has been developed for use by CBP Officers to provide a quick link to procedures etc. Musters are currently published at this site but other OFO information and frequently asked questions from the internal mailbox will also be provided on this site.
- OIT and OFO began monthly northern and southern border conference calls in part to provide guidance and instruction on system fixes and operational changes.

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Milestones:

- Publish additional interim field procedures in the form of musters no later than May 31, 2007.
- Complete draft SOP and distribute for guidance and comment by June 30, 2007.
- Publish "final" SOP and provide a dynamic version to internal CBP website. This version will be indexed and updated by section as changes are made. This should be complete no later than September 1, 2007.

Due Date: September 1, 2007

Appendix C
ACE Release 4 Deployment Schedule

State	Cluster	Deployment Schedule as of 06/2006	Mandatory e-Manifest Date as of 06/2006	Revised Deployment Schedule as of 03/2007	Revised Mandatory e-Manifest Date as of 04/2007
Washington	Blaine, Sumas, Lynden, Point Roberts, Oroville, Danville, Ferry, Laurier, Boundary, Frontier, Metaline Falls, Nighthawk	4/5/05	8/1/06	4/5/05 – 6/21/05	1/25/07
Arizona	Nogales, Douglas, Naco, Sasabe, Lukeville	7/25/05	8/1/06	7/18/05 - 7/25/05	1/25/07
North Dakota	Pembina, Neche, Walhalla, Maida, Hannah, Sarles, Hansboro	8/24/05	9/1/06	8/15/05 – 8/24/05	1/25/07
Texas/New Mexico	Los Indios, Veterans International, Pharr, Progreso, Rio Grande City, Roma, Eagle Pass, Del Rio	1/17/06	10/1/06	1/18/06 – 1/27/06	4/19/07
	Bridge of the Americas, Ysleta, Presidio, Santa Teresa, Columbus	2/27/06-3/25/06	10/1/06	3/3/06 – 4/2/06	4/19/07
	Colombia Solidarity Bridge, World Trade Bridge	4/5/06-4/26/06	10/1/06	4/22/06–5/4/06	4/19/07
California	Otay Mesa, Calexico, Andrade, Tecate, San Luis	5/1/06-5/19/06	11/1/06	5/10/06 – 5/26/06	4/19/07
Michigan	Ambassador Bridge, Windsor Tunnel, Barge Transport, Port Huron, Marine City, Algonac, Sault Sainte Marie	10/4/05	9/1/06	10/4/05 – 10/10/05	05/2007
New York	Champlain, Cannon Corners, Mooers, Overton Corners, Rouses Point, Trout River, Chateaugay, Fort Covington, Churubusco, Jamieson Line, Massena, Ogdensburg, Alexandria Bay, Peace Bridge, Lewiston Bridge	6/24/06-7/21/06	9/1/06	6/24/06 – 10/5/06	05/2007
Vermont/New Hampshire	Highgate Springs, Alburg Springs, Alburg, Morses Line, Richford, West Berkshire, East Richford, Pinnacle, Derby Line I-91, Derby Line Rt 5, North Troy, Norton, Canaan, Pittsburgh, Beecher Falls	8/5/06-9/1/06	11/1/06	10/24/06 – 11/17/06	06/2007
North Dakota	St. John, Fortuna, Ambrose, Carbury, Noonan, Dunseith, Sherwood, Antler, Northgate, Westhope, Portal	11/25/06-12/15/06	3/17/07	11/29/06 – 12/14/06	06/2007
Idaho/Montana	Eastport, Roosville, Porthill, Whitlash, Del Bonita, Wildhorse, Sweetgrass, Piegan, Willow Creek, Turner, Morgan, Scobey, Opheim, Raymond, Whitetail	10/14/06-11/17/06	2/20/07	1/24/07 – 2/22/07	07/2007

Appendix C
ACE Release 4 Deployment Schedule

State	Cluster	Deployment Schedule as of 06/2006	Mandatory e-Manifest Date as of 06/2006	Revised Deployment Schedule as of 03/2007	Revised Mandatory e-Manifest Date as of 04/2007
Maine	Ferry Point, Milltown, Lubec, Vanceboro, Forest City, Orient, Houlton, Monticello, Van Buren, Hamlin, Madawaska, Fort Kent, Estcourt, Limestone, Jackman, Coburn Gore, St. Zacharie, St. Aurelie, St. Pamphile, St. Juste, Fort Fairfield, Easton, Bridgewater	9/9/06-10/6/06	1/10/07	3/19/07 – 5/10/07	08/2007
Minnesota	Roseau, Grand Portage, Pinecreek, International Falls, Baudette, Lancaster, Warroad	1/8/07-2/4/07	5/17/07	5/22/07 – 6/11/07	08/2007
Alaska Ports	Dalton Cache, Skagway, Alcan	8/12/06-8/26/06	11/30/06	6/20/07 – 6/28/07	09/2007

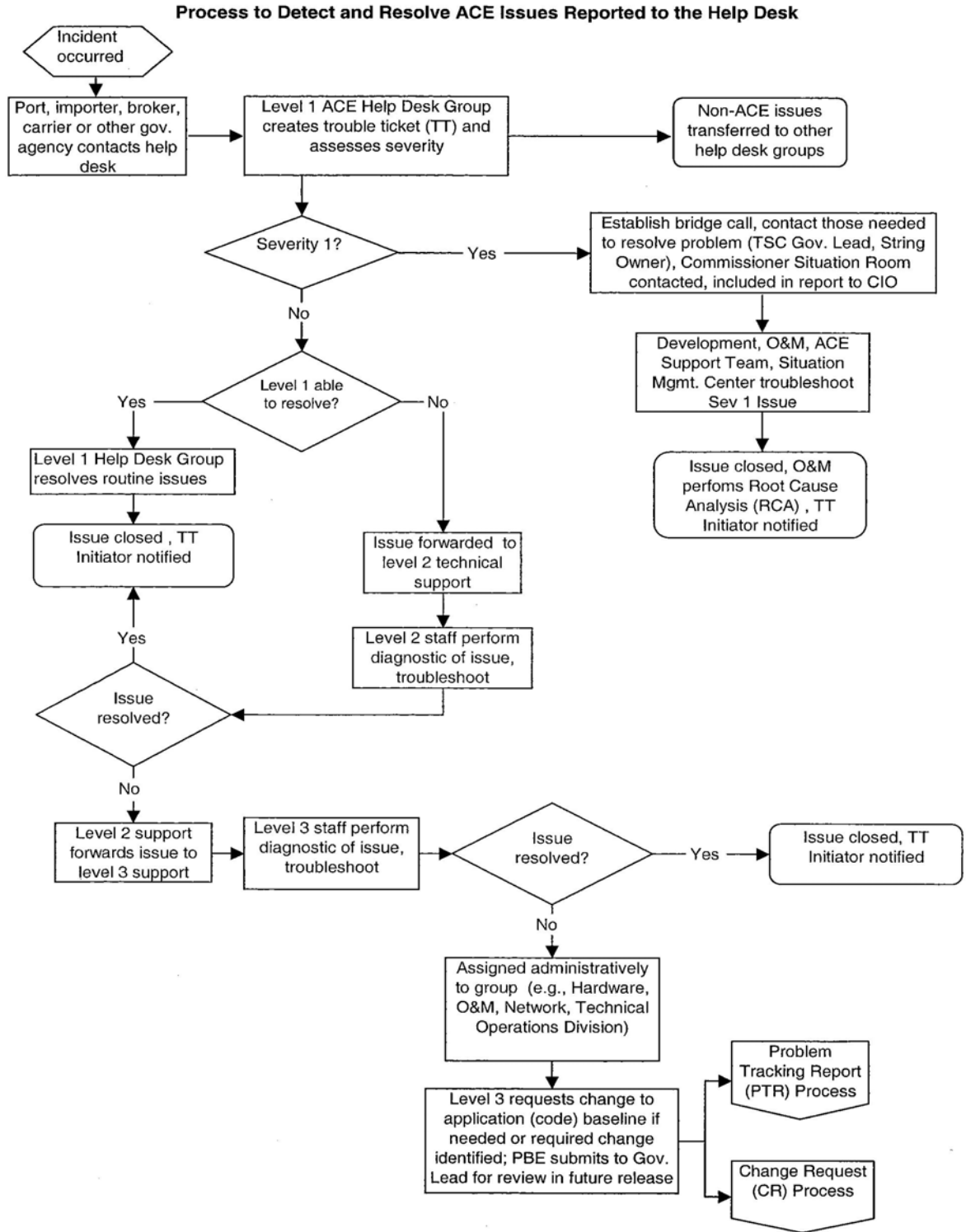
Business Outcomes ACE Support



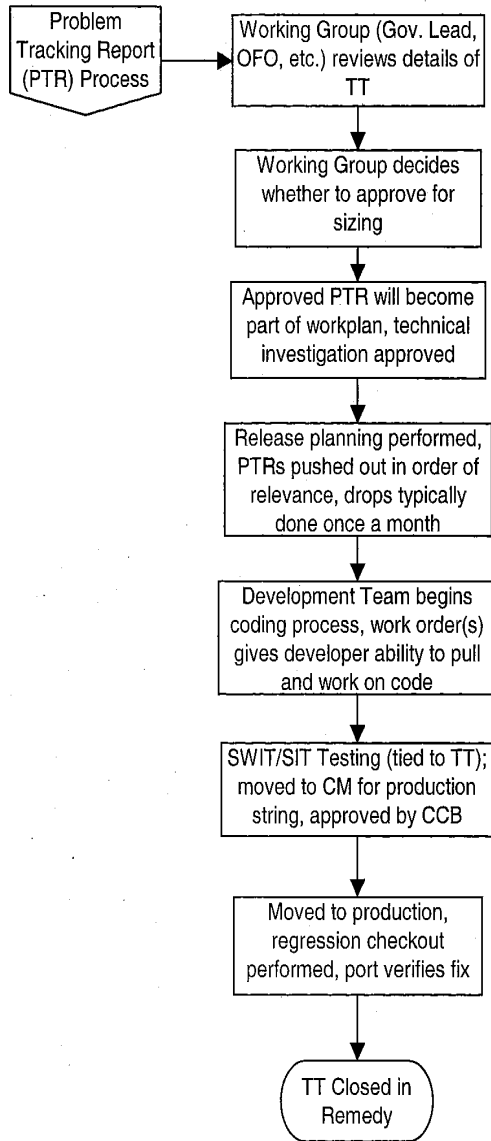
ACE Help Desk	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Maximum Daily Usage	659	673	901	920	995	1052	1386	1487		
Total Requests:	1736	1549	1634	1717	2107	2035	2756	3358		
Calls Resolved:	973	991	967	921	965	909	1335	1461		
Customer Satisfaction:	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD		

Trouble Tickets Opened										
Sev 1:	11	3	5	3	5	6	6	4		
Sev 2:	30	19	13	6	8	13	32	19		
Sev 3:	550	532	613	637	782	620	2119	2619		

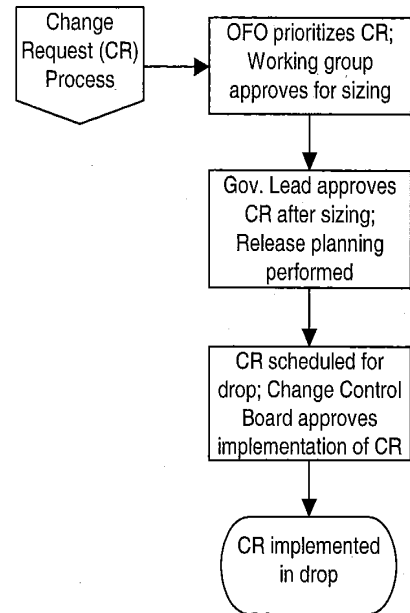
Trouble Ticket Backlog										
Sev 1:	0	0	0	0	0	0	0	0		
Sev 2:	4	1	1	2	1	0	3	3		
Sev 3:	908	880	968	1208	1401	1489	2019	2134		
Total:	912	881	969	1210	1402	1489	2022	2137		
PTR Status:	200	296	346	380	334	442	460	403		
Enhancement Status:	11	12	16	21	21	15	11	12		



Process to Detect and Resolve ACE PTRs



ACE Change Request Process



Appendix F
Major Contributors to the Report

George Tabb, Director, Trade Operations and Security Division
Gene Wendt, Audit Manager
Carlos Berrios, Auditor In Charge
David Porter, Auditor
Michael Lugo, Auditor
LaTrina McCowin, Auditor

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