IT Program Assessment
CBP & ICE – Traveler Enforcement Compliance System (TECS)
Modernization (2010)

Review

The Traveler Enforcement Compliance System (TECS) Modernization (Mod) program is a joint CBP/ICE effort funded under one OMB Exhibit 300. The DHS CIO conducted a program review of CBP TECS Mod on October 16, 2009 and a review of ICE TECS Mod on October 23, 2009. TECS Modernization is a major DHS IT investment to replace legacy TECS, which is a 1990s vintage mission-critical legacy system that with over 58,000 DHS users, and 120,000 users in total.   Legacy TECS technology is outmoded and in many cases no longer supported by the hardware and software vendors. TECS supports critical core missions of CPB and ICE, as well as users from other DHS Components and federal agency partners.

CBP and ICE are each responsible for modernizing the functionality of legacy TECS that is unique to their respective mission. CBP and ICE will undertake parallel, yet independent TECS Mod projects. However, both CBP and ICE recognize the need to coordinate and work collaboratively to support business, management, and information and technology oriented aspects of the program. Consequently, each has agreed to carry out TECS Mod within the parameters of an overarching TECS Mod Program.
The following are high level differences in CBP TECS and ICE TECS:

- **Mission:** CBP's Mission is to prevent terrorists and terrorist weapons from entering the United States and to facilitate entry and exit for law-abiding travelers. ICE's Mission is Investigative Case Management and Intelligence Reporting and Dissemination. This difference in mission needs for the two organizations drives differences in Operational Requirements for the two systems.

- **Operational Requirements:** CBP TECS must be available 24/7; unavailability of CBP TECS increases the risk of allowing potentially dangerous and/or inadmissible travelers into the United States. This would also increase wait times at the border as officers would be using mitigation systems and processes to screen travelers. The 24/7 availability requirement requires redundant hardware and failover processes to allow system maintenance to occur with no interruption to end users of the system. ICE TECS availability requirements are not as stringent and allow for scheduled maintenance windows; these requirements can be met with a configuration that is less complex and costly.

- **User Community:** CBP TECS primarily supports CBP Officers, Border Patrol and has a user base of over 70,000 from over 20 Federal agencies responsible for traveler processing, investigations, case management and intelligence. ICE TECS primarily supports ICE Agents.

ICE and CBP have developed a joint governance structure to help ensure effective coordination between the two efforts, minimizing duplicative efforts and maximizing opportunities for common services and reuse of capabilities and data, consistent with privacy requirements.

Assessment

The DHS CIO found both the CBP TECS Mod Program Manager (PM) and the ICE TECS Mod PM to be well-qualified, and that progress is being demonstrated in both the CBP TECS mod and the ICE TECS Mod programs. Issues and follow-up actions from the program reviews include the following.

CBP TECS Mod:
- The DHS CIO observed that CBP TECS Mod was not using an enterprise scale requirements management tool, and directed the PM to hold discussion(s) with the OCIO Director, Enterprise Service Delivery Office (ESDO) regarding the availability of an enterprise requirements tool. Meeting outcomes will be provided to the DHS OCIO.
- The DHS CIO directed the CBP TECS Mod PM to procure a department approved requirements tool and provide verification of use of that tool on TEC Mod to the DHS OCIO.

- The DHS CIO noted that CBP was delinquent in getting a formal Privacy Impact Analysis (PIA) approved for the CBP TECS Mod Secondary Officer's Toolset. The DHS CIO directed the CBP TECS Mod PM to provide an approved PIA for the Secondary Officer's Toolset to the DHS Privacy Office within 60 days.
- In reference to how PIAs will be conducted in the future, the DHS CIO directed the CBP TECS Mod PM and the ICE TECS Mod PM to develop a joint PIA approach and provide the plan to the DHS Privacy Office for approval. PIA for the High Performance Query also needs to be submitted to DHS Privacy and approved.
- The DHS CIO noted that the CBP TECS Mod PMO appears to be understaffed with respect to the size and scope of the program. The DHS CIO directed CBP to submit a complete CBP TECS Mod PMO staffing plan to the DHS CIO that will include individual names and indicate Requirements and Technical lead(s).
- The DHS CIO requested the CBP TECS Mod PM to provide the original TECS Mod business case to the DHS CIO, to include the original spend plan.

ICE TECS Mod
- The DHS CIO noted that there are other investigative case management applications in the federal government, and available COTS and GOTS products, and also noted that unnecessarily prescriptive requirements could drive ICE TECS Mod solution to custom coding. The DHS CIO requested that the ICE TECS Mod PM provide the DHS OCIO with a briefing on how well available COTS/GOTS products can satisfy the TECS Mod Investigative Case Management baseline requirements.
- Legacy TECS is not well documented, and based on COBOL code. The DHS CIO directed the ICE TECS Mod PM to provide the DHS OCIO with formal documentation describing the approach to extracting embedded business logic and requirements from legacy TECS COBOL code.
- The ICE TECS Mod PM noted that there will be baseline requirements available the 2nd quarter of this Fiscal Year. At that point the ICE TECS Mod PM will provide DHS OCIO with a follow up plan on the deployment plan.
- Following a discussion of the Seized Assets and Case Tracking System (SEACATS), and expression of concern that SEACATS also needed to be migrated off legacy TECS platform, the DHS CIO requested follow-on information from the ICE TES Mod PM to better understand and confirm how CBP TECS Mod and ICE TECS Mod being fielded will allow retirement of the legacy TECS system and infrastructure (e.g., Is there a plan to migrate all legacy TECS functionality to new platform [s]?)
- The DHS CIO directed the ICE TECS Mod PM to meet with the Director, ESDO to discuss the common operating environments to support Development, Test, and Production.
- In reference to the deployment approach, the PM will provide the DHS OCIO with documentation on this approach once a vendor is selected. The DHS CIO clearly expressed preference is for modular releases of capability and accelerated rather than the $100 and 3.5 years development approach brief by the ICE TECS Mod PM.
- The DHS CIO directed the CBP and ICE TECS Mod PMs to evaluate, identify, and document opportunities for ICE TECS Mod to leverage CBP TECS Mod Infrastructure. Both PMs will jointly brief DHS OCIO on results of their findings.

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