



U.S. Citizenship
and Immigration
Services

U.S. Citizenship & Immigration Services

Office of Information Technology



2018 Industry Day

June 14, 2018

Mission Statement



U.S. Citizenship
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U.S. Citizenship and Immigration Services administers the nation's lawful immigration system, safeguarding its integrity and promise by efficiently and fairly adjudicating requests for immigration benefits while protecting Americans, securing the homeland, and honoring our values.

Agenda



Time	Topic
1:00 PM – 1:10 PM	Welcome/Agenda Overview
	OIT Leadership Remarks
	Contracting Leadership Remarks
1:10 PM – 2:10 PM	Divisional Overviews & Strategic Procurements for ATD, EID & SDD
2:10 PM – 2:30 PM	Joint Question & Answer Panel for ATD, EID & SDD
2:30 PM – 2:40 PM	Break
2:40 PM – 3:40 PM	Divisional Overviews & Strategic Procurements for TDD & IRNSD
3:40 PM – 4:00 PM	Joint Question & Answer Panel for TDD & IRNSD



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Keith A. Jones
Principal Deputy Chief Information Officer
USCIS Office of Information Technology



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Amanda Duquette
Chief
USCIS Contracting Office

Divisional Overviews & Strategic Procurements



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Applied Technology Division (ATD)

Enterprise Infrastructure Division (EID)

Systems Delivery Division



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Applied Technology Division (ATD)

Orest Fedak, Chief

Applied Technology Division (ATD)



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The Applied Technology Division (ATD) aligns with end users, stakeholders and business partners to create and oversee innovative processes that enable the delivery of quality products, systems and application and empower development teams to take advantage of Agile and DevSecOps practices.

What We Do (ATD)



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Emerging Technology and Innovation

- Establish enterprise blueprints to enable faster change. Develops technical strategy leveraging external resources and creative non-traditional government solutions.

Testing and Discovery

- Provide full suite of testing services including, but not limited to, unit/development test support, exploratory testing, end user testing, Section 508 testing, usability testing, operational testing and evaluation, continuity testing and system performance testing.

Agile Coaching and Training

- Establish tools, guidance, and training courses to motivate continuous improvement and achieve technical excellence.

What We Do (ATD)



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Policies, Standards, Technical Review and Oversight

- Conduct technical reviews of all solutions, products and systems to determine adherence to policies and standards. Provide recommendations to development teams as well as senior leadership as needed. Analyze development and testing data/results for trends to identify areas for improvement. Provide support for change requests and configuration management.

Program Support Branch

- Provide comprehensive program support including pre-award acquisition coordination, post award contract monitoring, budget formulation and execution, purchase card transactions, human resource personnel management process, and marketing and communication management.

Strategic Vendor Management

- Manage and optimize the purchase, deployment, maintenance, and utilization of software, tools, and technology within the enterprise.

Key Facts (ATD)



- Establish and define the technical policies and standards for product delivery by OIT.
- Provide visibility into the portfolio of IT assets enabling accurate usage reporting for IT audits
- Create collaborative communities while cultivating an environment focused on quality and continuous improvement.
- Facilitate agency-wide initiatives including the Agile Leadership Forum, the Test Community of Practice (Test CoP) and a knowledge repository wiki site.

Key Priorities (ATD)



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- **eProcessing** - Support digital workflow processing by coaching teams through a scaled agile approach to test the eProcessing Operating Model. Facilitate war room activities. Develop Product Increment Planning readiness materials. Facilitate Data and Story Mapping sessions.
- **Test and Discovery Lab** - Collaborative effort between ATD and EID to create a space where a combination of testing, prototyping, piloting and experimentation can take place without impacting production environments. The Discovery Lab will allow teams to trouble shoot issues, experiment with new technology and test with new devices.
- **Innovate DHS with DHS OCTO** - #InnovateDHS is a grassroots, cross-component effort within DHS to align and pour a sustainable mutual sharing, awareness, goal-achieving fuel to the innovation activities within our Department. This is in collaboration with the Venture, Innovation and Engagement (VICE) office within DHS OCIO/OCTO.
- **Develop a microservices marketplace** – Expand the microservices catalog to create a USCIS-wide microservices marketplace that encourages code re-use
- **Expand Agile training** – Expand training options to meet the developing needs of stakeholders for Agile and DevOps training across USCIS and DHS Components

Key Priorities (ATD)



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- **Continue automating 508 testing** - Expand adoption of 508 Automated Testing tools and practices across the Trusted Tester community
- **Develop “Auditable Agile”** – Further develop tools and practices that make it easier for auditors and other stakeholders to assess program and project performance. This includes automating GAO audit support to reduce response time and costs.
- **Expand automated code review** - Further streamline code reviews with the expansion of automated code scanning
- **Software License Positioning** - Reviewing usage and installation data within Flexera to lower license totals for upcoming re-competes and avoid costs of unnecessary contracts
- **App Portal (MyApps)** - deploying a self service software portal that will allow end users to provision software via a workflow enabled shopping cart experience and allow for SVM personnel to manage associated licenses

Operational Testing & Evaluation (OT&E)



WHAT IS IT

- Operations Process Testing
- Operations Performance Reporting
- Field Office and Service Center Visitations
- Customer Interfacing

REQUIREMENTS

- Provide independent assessment and evaluation of Level 1 and 2 acquisition programs
- Provide mission capability evaluation of systems/services under field operational environments
- Provide end to end system performance assessment per USCIS' mission through both human and technological processes
- Provide an independent ear for field customer concerns

ACTIVITIES

- Provide Stakeholders and Leadership with current data relating to ELIS
- Provide feedback on release candidate DevOps processes and acquisition events
- Provide a comprehensive program review and identify possible risks as well as identify early indicators of program issues
- Provide a complete Operational Assessment for ELIS IOC/ADE 2C

OT&E



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APFS Number F2018040911	NAICS Code 541519	OIT Division ATD	Current Contract Completion Date February 13, 2019
Contract Vehicle DWAC/EAGLE II Functional Category 3	Dollar Range \$1,000,000 - \$5,000,000	Small Business Program TBD	Contract Status Recompetition
Estimated Solicitation Release Date August 2018		Anticipated Period of Performance October 14, 2018 – October 13, 2020	
Program Manager Name Jacques Romain		Program Manager Email Gregory.J.Romain@uscis.dhs.gov	
Contracting POC Name Chris Hatin		Contracting POC Email Christopher.C.Hatin@uscis.dhs.gov	

Information Technology Asset Management (ITAM)



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What Is It?

Strategic Vendor Management's (SVM) support services contract providing software asset management (SAM) tool implementation, program guidance, USCIS license reporting, and target state transition services

What's Next?

We are looking procure services to support a mature SAM organization, maintain our suite of SAM tools and provide software licensing optimization support (SLO): Requirements include:

- Reconciling entitlement, deployments and usage data to avoid costs and maintain license compliance
- Reviewing existing software entitlements to discover cost effective licensing approaches
- Informing stakeholders on software license positioning and IT commodity spending
- Installing, configuring and maintaining all SVM SAM systems and subsystems
- Managing software requests with alignment to licensing positions, security requirements and EA

ITAM



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APFS Number F2017040399	NAICS Code 541512	OIT Division ATD	Current Contract Completion Date December 13, 2018
Contract Vehicle DWAC/EAGLE II Functional Category 1	Dollar Range \$5,000,000 - \$10,000,000	Small Business Program 8(a)	Contract Status Recompetition
Estimated Solicitation Release Date July 2018		Anticipated Period of Performance September 14, 2018 – June 13, 2021	
Program Manager Name Bayne Brown		Program Manager Email Bayne.R.Brown@uscis.dhs.gov	
Contracting POC Name Tracey Harriot		Contracting POC Email Tracey.B.Harriot@uscis.dhs.gov	

Agile Testing Services (ATS)



What Is It?

- Agile Testing and Coaching (ACT) Branch's intends to award an Agile Testing Services (ATS) Blanket Purchase Agreement (BPA) contract
- ATS will provide support for testing applications and services that leverage DevSecOps and Agile methods to support the overall immigration benefit process.
- ATS work includes Advanced Test Automation, Performance Testing, API/Contract testing, Accessibility (Section 508) Testing, Independent Testing and Evaluation (IT&E), interoperability/continuity testing and Operational Test and Evaluation (OT&E) of these USCIS applications and services
- ATS is anticipated for multi-vendor award

What's Next?

- ACT published a Request for Information (RFI) on June 6, 2018 (70SBUR18I00000013) on FedBizOpps.gov with responses due by June 20, 2018.
- ACT will use the responses to help shape the requirements and acquisition strategy.

Agile Testing Services



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APFS Number F2018042488	NAICS Code 541511	OIT Division ATD	Current Contract Completion Date March 1, 2019
Contract Vehicle TBD	Dollar Range \$50,000,000 - \$100,000,000	Small Business Program TBD	Contract Status New Requirement
Estimated Solicitation Release Date September 2018		Anticipated Period of Performance March 2, 2019 through March 1, 2024	
Program Manager Name Suzanne C. Rizzo		Program Manager Email Suzanne.C.Rizzo@uscis.dhs.gov	
Contracting POC Name Kiley Leahy		Contracting POC Email Kiley.M.Leahy@uscis.dhs.gov	



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Enterprise Infrastructure Division (EID)

Don Matheson, Acting Chief

Enterprise Infrastructure Division (EID)



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The **Enterprise Infrastructure Division (EID)** provides Agency-wide IT infrastructure engineering, design, testing, implementation, and operational support services. This includes telecommunications, video conferencing, call center capabilities, email services, and IT computing and storage at field sites and data centers.

What We Do

(EID)



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Enterprise Cloud Services

- Provides engineering, implementation, and operations support for systems in the commercial cloud environments such as Amazon Web Services, Service Now, and Salesforce

Enterprise Infrastructure Operations

- Provides the day-to-day operations and maintenance support for enterprise system administration in the data centers, cloud, and field. Services including: system administration, database administration, patch management, application system provisioning, active directory, Citrix and virtualized infrastructure.

What We Do (EID)



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Enterprise Information Operations

- Provides operations, and maintenance support in the form of storage, bandwidth, connectivity to USCIS applications hosted in the data centers, effectively and efficiently meeting business requirements.

Enterprise Operations Center

- Performs service management, network and security monitoring, incident response, performance management and chronic problem resolution

Infrastructure Engineering & Implementation

- Delivers IT solutions to the USCIS Field including infrastructure, unified network, VTC services, network storage, optimization, wireless engineering, design, and implementation services

What We Do (EID)



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Enterprise Unified Communications

- Provides telephony; video conferencing/video streaming; digital signage and messaging (such as Skype for Business) services as well as incident response and resolution.

Enterprise Project Management

- Manages large-scale USCIS Enterprise Projects, including technology services, managed services, infrastructure migrations, and upgrades.

Program Support

- Provides budget formation and execution, acquisition, and shared services management, division reporting and hiring support.

What We Do (EID)



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Program Support Branch

- Performs pre-award acquisition coordination, post award monitoring, budget formulation and execution and program administration.

Strategic Vendor Management

- Coordinates infrastructure and licensing to ensure compliance and coordination with the DHS Enterprise Architecture processes.

Key Facts (EID)



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- Supports voice and VTC services for the entire agency: approximately 25,000 employees.
- Supports all streaming video, including all Town Halls through out the agency.
- Established and supports USCIS contact centers (Verification (VCC) and Customer Engagement Center(CEC)) with 603 federal employees and 680 Tier1 contractors across the nation to resolve customer inquires.
- Deployed and manages the Customer Engagement Center that supports Eastern and Western telephone centers that staff 300 government employees to resolve customer inquires.
- Supports application hosting for all USCIS applications, security tools and audio/visual utilities.
- Manages the updates and delivery of services via ServiceNow to enable service desk and acquisition management requests for the agency.

Key Facts (EID)



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- Manages two data centers and a cloud environment to support application and services delivery.
- Develops and maintains physical and virtual configuration standards for all USCIS infrastructure components, to include the configurations that support USCIS private, public and hybrid cloud hosting
- Develops and maintains the design of the USCIS Enterprise network infrastructure, to include LAN/WAN

Key Priorities (EID)



- Implementation of New Cloud Infrastructure in Support of Transformation and System Modernization
- Wireless and Guest Wireless Network Implementation
- Telephony Upgrade and Modernization
- Design and Deploy Call Center infrastructure to onboard new Language Service Section (LSS) tenant and four Tier1 locations in support of the CEC mission
- Design and Deployment of new Call Center Infrastructure
- Back-Office Infrastructure Refresh:
 - Network Upgrades: 20% per year based on criticality and utilization
 - Network Upgrade for international offices based on critical need for remote capability and increased workloads
- Design and engineer of Microsoft Office 365 and implementation of Azure
- Data Center modernization, consolidation and reduction

Customer Service & Public Engagement Directorate (CSPED) OmniChannel Survey Tool



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DESCRIPTION OF REQUIREMENT

Provide, configure and implement an Omni-Channel (i.e. text, phone email, web chat, etc.) automated cloud based (Software as a Service) survey tool to obtain customer feedback on service received from USCIS National Customer Service Center (NCSC).

- The Omni-Channel tool will help measure/ gauge the overall customer rating of the support received from the NCSC. This measure is based on the results from the following areas:
 - Accuracy of information,
 - Responsiveness to customer inquiries,
 - Accessibility to information,
 - Customer satisfaction

CSPED OmniChannel Survey Tool



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APFS Number F2018041909	NAICS Code 541512	OIT Division EID	Current Contract Completion Date New Requirement
Contract Vehicle DWAC/EAGLE II FC 1	Dollar Range \$5,000,000 - \$10,000,000	Small Business Program SB	Contract Status New Requirement
Estimated Solicitation Release Date July 28, 2018		Anticipated Period of Performance August 28, 2018 – August 27, 2019	
Program Manager Name Jessica Membreno		Program Manager Email Jessica.J.Membreno@uscis.dhs.gov	
Contracting POC Name Charley Julian		Contracting POC Email Charles.E.Julian@uscis.dhs.gov	

Cloud Hosting Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS) BPA



DESCRIPTION OF REQUIREMENT

- USCIS has a continuing need in support of our DevOps environments to procure true on-demand, Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) hosting services in a commercial cloud which provides USCIS IT personnel direct unfettered access to the cloud administration console and Application Programming Interfaces (API's) to configure infrastructure or provision applications in real time.
- The cloud service solutions must meet FedRAMP and other federal security requirements to be defined within the solicitation. Other services provided will also include provisioning accounts, cloud configuration and costing analysis using third-party analytical tools, and three factor authentication services.

Cloud Hosting Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS) BPA



APFS Number F2017039887	NAICS Code 541511	OIT Division EID	Current Contract Completion Date March 29, 2019
Contract Vehicle GSA Schedule 70	Dollar Range \$50,000,000- \$100,000,000	Small Business Program TBD	Contract Status Recompetition
Estimated Solicitation Release Date August 2018		Anticipated Period of Performance March 30, 2019 – March 29, 2023	
Program Manager Name Steven Grunch		Program Manager Email Steven.R.Grunch@uscis.dhs.gov	
Contracting POC Name Kiley Leahy		Contracting POC Email Kiley.M.Leahy@uscis.dhs.gov	

Cloud Hosting (Migration)



DESCRIPTION OF REQUIREMENT

- USCIS has a need in support of our DevOps environments to procure services to support migration of system workloads to different hosting environments.
- Cloud Hosting (migration) will allow for application migration from one cloud provider to another provider solution that meets FedRAMP and other federal security requirements (to be defined within the solicitation). The government will evaluate and determine where workloads need to run based on technical requirements and value.

Cloud Hosting-Migration



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APFS Number F2018041246	NAICS Code 541511	OIT Division EID	Current Contract Completion Date New Requirement
Contract Vehicle DWAC EAGLE II Functional Category 2	Dollar Range \$10,000,000 - \$20,000,000	Small Business Program SB	Contract Status New Requirement
Estimated Solicitation Release Date December 2018		Anticipated Period of Performance March 30, 2019 – March 29, 2020	
Program Manager Name Steven Grunch		Program Manager Email Steven.R.Grunch@uscis.dhs.gov	
Contracting POC Name Kiley Leahy		Contracting POC Email Kiley.M.Leahy@uscis.dhs.gov	



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Systems Delivery Division (SDD)

Paula Wagner, Chief

Systems Delivery Division (SDD)



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The **Systems Delivery Division (SDD)** coordinates, directs, manages and oversees the design, development and integration of IT services that support USCIS, ensuring application development and architecture are aligned with both current and future needs of the organization.

What We Do (SDD)



WHAT WE DO

- System Operations
- Benefits
- Digital Information and Development
- Business & Enterprise Services
- Customer Service Systems
- Analytics
- 2020 Initiative

KEY FACTS

- Modernization of myUSCIS
- Maintain Sharepoint ECN/USCIS Connect
- Maintain and Modernize CLAIMS 3
- On-going success with the USCIS DID(it) team
- Maintain and Modernize Enterprise Service Bus
- Maintain and Modernize enterprise wide data warehouse eCISCOR

ACCOMPLISHMENTS

- Product built in conjunction with Asylum Division. Cost savings is expected to exceed \$800k
- Launched the Civics Test Study Tools mobile app for iOS and Android in the App Store and Google Play store
- Deployed the I-90 online filing experience

Key Priorities (SDD)



- Align SDD activities to support the 2020 eprocessing initiative
- Expand on the DiD (it) custom development environment to further drive business value.
- Complete CLAMIS 3 modernization by improving the infrastructure in alignment with eprocessing initiatives.
- Transform the ESB by focusing on MicroServices Architectures (MSA) and API management tools to provide orchestration across USCIS systems.
- Further enhance the DBIS suite of tools with the emphasis on Big Data.
- Enrich myUSCIS by deepening user experience, expanding mobile capabilities and integrating a true digital experience.

Enterprise Gateway & Integration Services (EGIS) (formerly Business Enterprise Service Technologies (BEST) III)



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DESCRIPTION OF REQUIREMENT

- **ESB Modernization:** The main goal of this objective is to modernize the twelve SOA-built services built in TIBCO and deployed in DC1 to microservice architecture using Enterprise Gateway and Integration Services (EGIS) and deploy to AWS.
- **eProcessing:** The scope of this work is to support the design, development and deployment of integration services, enterprise services and case router.
- **Maintain Legacy ESB:** There is continued need for sustainment of operational legacy capabilities. This includes operations and maintenance, as well as migration activities from DHS Data Center General Support Services to the DHS Next Generation Data Center.
- **Architecture Support:** The scope of this work includes support to the Division in the following architectural areas - business architecture, solutions architecture, data architecture and security architecture

EGIS



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APFS Number TBD	NAICS Code TBD	OIT Division SDD	Current Contract Completion Date June 2019
Contract Vehicle GSA Schedule 70	Dollar Range \$50,000,000 - \$75,000,000	Small Business Program TBD	Contract Status Recompetition
Estimated Solicitation Release Date October 2018		Anticipated Period of Performance June 2019 – June 2022	
Program Manager Name Rickey Manear		Program Manager Email Rickey.Manear@uscis.dhs.gov	
Contracting POC Name Chad Parker		Contracting POC Email Chad.R.Parker@uscis.dhs.gov	

Digital Innovation and Development (DID(it)) Industry Best Practices/Paired Programming



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DESCRIPTION OF REQUIREMENT

- Expert consulting and development services should cover industry agile software development best practices, to include processes, tools, and techniques.
- Expert consulting and development services should look at identifying and developing optimal architecture design patterns such as micro-services or other service-oriented architectures (SOAs).
- Expert consulting and development services should include the support of end-user driven requirements elicitation, user interface prototyping and development, and business layer development and validation.

Digital Innovation and Development (DID(it)) Industry Best Practices/Paired Programming



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APFS Number 2017037398	NAICS Code TBD	OIT Division SDD	Current Contract Completion Date December 31, 2018
Contract Vehicle TBD	Dollar Range \$5,000,000 - \$10,000,000	Small Business Program TBD	Contract Status Recompetition
Estimated Solicitation Release Date October 2018		Anticipated Period of Performance January 1, 2019 – December 31, 2022	
Program Manager Name Matthew W. Dosberg		Program Manager Email Matthew.W.Dosberg@uscis.dhs.gov	
Contracting POC Name Charles E. Julian		Contracting POC Email Charles.E.Julian@uscis.dhs.gov	

Investigation Division Case Management System (IDCMS) Replacement



DESCRIPTION OF REQUIREMENT

- **Current Capability** – In house Investigation Division Case Management System.
- Requirement - Commercial Off-The-Shelf (COTS) software solution which provides the same core investigative case management functions as the in-house along with some new capabilities and efficiencies.
 - Proposed software solution must attain an Authorization to Operate (ATO) on USCIS data center servers or Amazon Web Service Cloud servers.
 - Vendors must obtain a FEDRAMP certification prior to award of this contract.
 - Initial Operation Capability 12 months from the award.
 - Full Operational Capability 18 months from the award.

ICDMS Replacement



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APFS Number TBD	NAICS Code TBD	OIT Division SDD	Current Contract Completion Date TBD
Contract Vehicle TBD/GSA IT 70	Dollar Range \$1,000,000 - \$5,000,000	Small Business Program TBD	Contract Status New Requirement
Estimated Solicitation Release Date November 2018		Anticipated Period of Performance January 2019 - TBD	
Program Manager Name Sangeeta Kumar		Program Manager Email Sangeeta.Kumar@uscis.dhs.gov	
Contracting POC Name TBD		Contracting POC Email TBD	



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Questions?



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BREAK

Divisional Overviews & Strategic Procurements



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Transformation Delivery Division(TDD)

Identity, Records & National Security Division (IRNSD)



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Transformation Delivery Division (TDD)

Rafaa Abdalla, Deputy Chief

Transformation Delivery Division (TDD)



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The Transformation Delivery Division (TDD) is an outcomes and results-focused digital services factory that is responding to the Agency’s rapidly evolving business requirements and operational needs through the Transformation Program.

The Transformation Program (or “Transformation”) is a digital modernization program that was established to transform the Agency from a fragmented, largely paper/forms-based organization into a fully digital operating environment facilitating end-to-end electronic case management, adjudication, and processing of immigration benefits/petitions.

What We Do (1 of 2)



Transformation Delivery Management

- Manages execution of the Transformation Program by incorporating a structure and approach that extends beyond core program management functions, with a broader focus and accountability for delivering business value and measurable outcomes.

Analytics & Performance Branch (APB)

- Provides cross-division support for: a) program/system analytics and operational performance reporting; b) vendor performance management and evaluations (balanced scorecards); c) risk management; and d) master schedule and program milestones.

Program Support Branch (PSB)

- Provides cross-division support for: a) program/acquisition compliance and documentation; b) contracting and procurement activities; c) financial planning and budgeting; and d) audit compliance and reporting.

Shared Services Branch (SSB)

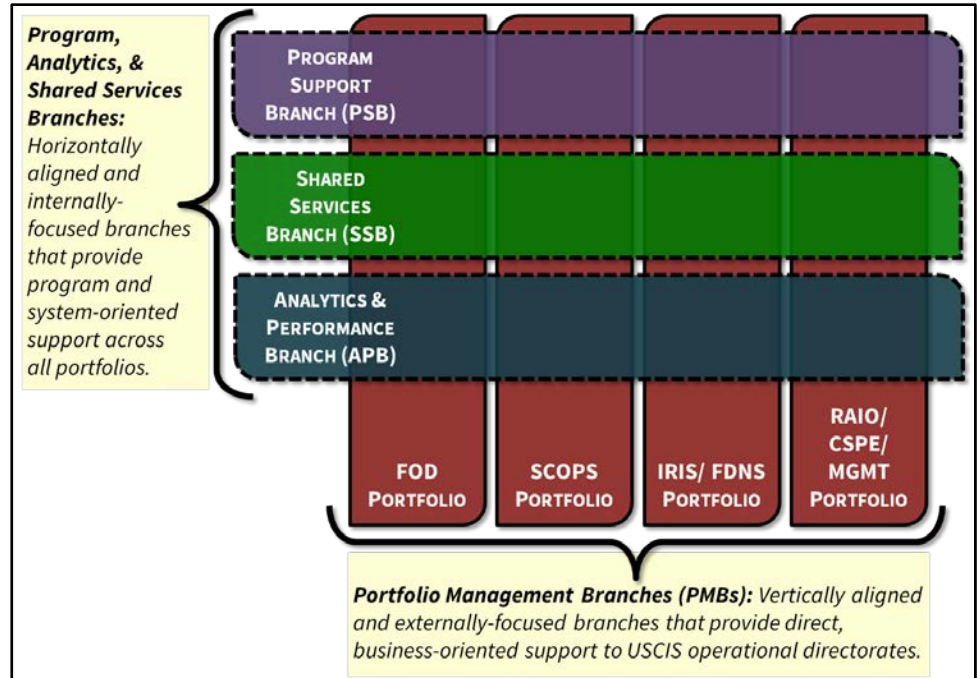
- Provides cross-division support for: a) management of program infrastructure platforms and tools; b) system monitoring and incident response; c) maintaining high system security posture; and d) delivering application services that are reliable, flexible, scalable, and effective.

What We Do (2 of 2)



Portfolio Management Branches (PMBs)

- Achieving IT and business alignment by organizing into four business-focused Portfolio Teams, each led by a Portfolio Manager who works hand-in-hand with operational directorates to prioritize new requirements and emergent needs.
- Each Portfolio leads a group of DevOps and UX teams to continuously deliver system features through an iterative cycle that includes user research, prototype design and development, usability and beta testing, and design enhancements based on user feedback.



Key Facts



Transformation Delivery Division (TDD):

- Showcase for government implementation of DevOps and other Agile practices.
- Utilizing a containerized, microservices-based architecture to deliver digital capabilities and services in the cloud.

Transformation Program Mission:

- A digital modernization initiative with an annual budget of ~\$175M.
- Established to transform the Agency from a fragmented, forms-based organization into a fully digital environment supported by end-to-end case management and benefits processing.

Enabling System:

- TDD is streamlining and enhancing USCIS's case processing operations via a web-based IT solution called the USCIS Electronic Immigration System (or "ELIS").

Lines of Business:

- TDD has delivered the core capabilities to enable end-to-end electronic processing of 40% of the Agency's total annual workload through ELIS.
- ELIS will serve as the primary adjudication and case management system for the Agency's most critical workloads within the Immigrant, Citizenship, and Humanitarian lines of business.

Key Priorities



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Delivering core capabilities and services that are central to achieving the Transformation Program's business-oriented goals:

- **Goal 1:** Improving the effectiveness of adjudicative decisions
- **Goal 2:** Adopting a best practices approach to securing the system from both internal and external threats
- **Goal 3:** Decreasing the amount of time spent by adjudicators on each case
- **Goal 4:** Reducing the lead time (as experienced by the applicant/petitioner) for applications and petitions
- **Goal 5:** Integrating with mission essential systems in order to share information and to accomplish their business goals
- **Goal 6:** Decreasing the maintenance burden from legacy systems
- **Goal 7:** Reducing the dependency on paper files
- **Goal 8:** Increasing the percentage of the Agency's workload that can be digitally processed in ELIS

Transformation Integration & Configuration Services III (TICS III)



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DESCRIPTION OF REQUIREMENTS

- Transformation Integration and Configuration Services (TICS) provides continuous Information Technology (IT) code integration and configuration management services
- GSA Schedule 70 – Estimated Contract Award April 5, 2019
- Consists of two 10 FTE Agile teams with third optional team

Transformation Integration & Configuration Services III (TICS III)



APFS Number	NAICS Code	OIT Division	Current Contract Completion Date
TBD	541611	TDD	June 4, 2019
Contract Vehicle	Dollar Range	Small Business Program	Contract Status
GSA Schedule 70	\$10,000,000 - \$20,000,000	TBD	Re-compete
Estimated Solicitation Release Date		Anticipated Period of Performance	
October 2018		April 4, 2019 – April 3, 2022	
Project Manager Name		Project Manager Email	
Raghu Sriram		Raghavender.Sriram@uscis.dhs.gov	
Contracting POC Name		Contracting POC Email	
Kiley Leahy		Kiley.M.Leahy@uscis.dhs.gov	

Transformation Data Scientists Services II (TDSS II)



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DESCRIPTION OF REQUIREMENT

- Follow-on effort to perform predictive analysis and forecasting of operational data and system performance, and to develop automated, web-enabled dashboards for program performance goals
- Eagle II Estimated Award September 27, 2018
- Consists of two 10 FTE teams of Data Scientist and Architects, Business Analyst and DevOps Engineers

Transformation Data Scientists Services II (TDSS II)



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APFS Number	NAICS Code	OIT Division	Current Contract Completion Date
TBD	541611	TDD	June 4, 2019
Contract Vehicle	Dollar Range	Small Business Program	Contract Status
GSA Schedule 70	\$10,000,000 - \$20,000,000	SDVOSB	Re-compete
Estimated Solicitation Release Date		Anticipated Period of Performance	
January 2019		June 4, 2019 – June 3, 2022	
Project Manager Name		Project Manager Email	
Raghu Sriram		Raghavender.Sriram@uscis.dhs.gov	
Contracting POC Name		Contracting POC Email	
Kiley Leahy		Kiley.M.Leahy@uscis.dhs.gov	



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Identity, Records & National Security Delivery Division (IRNSDD)

Sarah Fahden, Chief

Identity, Records & National Security Delivery Division (IRNSDD)



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IRNSDD coordinates, directs, manages and oversees the design, development, integration, maintenance and modernization of IT services that support USCIS in the areas of Identity, Records, National Security, and Verification ensuring an infrastructure and architecture that are aligned with both current and future needs of the organization.

What We Do (IRNSDD)



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Records

- Provides product integration, application development, and business optimization to the USCIS program units that are aimed at records and data management.

Person-Centric Identity

- Provides product integration, application development, and business optimization to the USCIS program units that are aimed at Identity.

Verification

- Provides product integration, application development, and business optimization to the USCIS program units that are aimed at the Verification Programs, including E-Verify and SAVE applications.

National Security

- Provides product integration, application development, and business optimization to the USCIS program units that are aimed at Fraud Detection and National Security.

Key Facts (IRNSDD)



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- Manage all identity records across the enterprise for more than 80 Million benefit applicants.
- Operate and maintain all records and national security legacy and modernized systems in support of the USCIS mission.
- Manage more than 20 contracts to support an annual IT budget of close to 200 million dollars for the modernization and maintenance of all IRNSDD applications.

Key Priorities (IRNSDD)



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- Enhance/modernize Risk and Fraud Applications to rapidly respond to emergent Strategic directives from the Agency.
- Support emergent Person-Centric Identity Management constructs through technology insertion.
- Complete modernization efforts for RAILS and FIRST to meet agency and department needs.
- Build Accounts Public to manage public accounts for submitting forms, myE-Verify and FIRST applications.
- Complete modernization efforts for E-Verify and SAVE applications to meet Department requirements.

Records DevSecOps (RDSO) (formerly JETS Records)



DESCRIPTION OF REQUIREMENT

- JETS Records II will be a DevSecOps contract that supports the Records portfolio of systems for one base period and two optional periods.
- The new contract will consist of 8 12-person teams with 5 12-person optional-teams.
- Teams will be required to be experts in securely developing mostly open source forward leaning applications in the cloud using Devops and Agile processes.

Records DevSecOps (RDSO)

(formerly JETS Records)



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APFS Number TBD	NAICS Code 541513	OIT Division IRNSDD	Current Contract Completion Date October 31, 2019
Contract Vehicle GSA Schedule 70	Dollar Range \$50,000,000 - \$100,000,000	Small Business Program TBD	Contract Status Recompetition
Estimated Solicitation Release Date December 2018		Anticipated Period of Performance May 2019 – May 2022	
Program Manager Name Robert Uzel		Program Manager Email Robert.J.Uzel@uscis.dhs.gov	
Contracting POC Name Tracey Harriot		Contracting POC Email Tracey.B.Harriot@uscis.dhs.gov	

Records Biometrics DevSecOps (RBD) (formerly JETS Biometrics II)



DESCRIPTION OF REQUIREMENT

- JETS Biometrics II will be a DevSecOps contract that supports the Biometrics portfolio of systems for one base year and two optional periods.
- The new contract will consist of 8 12-person teams with 4 12-person optional-teams.
- Teams will be required to be experts in securely developing mostly open source forward leaning applications in the cloud using Devops and Agile processes.

Records Biometrics DevSecOps (RBD) (formerly JETS Biometrics II)



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APFS Number TBD	NAICS Code 518210	OIT Division IRNSDD	Current Contract Completion Date September 14, 2020
Contract Vehicle GSA Schedule 70	Dollar Range \$50,000,000 - \$100,000,000	Small Business Program TBD	Contract Status Recompetition
Estimated Solicitation Release Date December 2018		Anticipated Period of Performance May 2019 – May 2022	
Program Manager Name Dawn Stephens		Program Manager Email Dawn.M.Stephens@uscis.dhs.gov	
Contracting POC Name Tracey Harriot		Contracting POC Email Tracey.B.Harriot@uscis.dhs.gov	

Risk & Fraud DevSecOps Services (RFDS)



DESCRIPTION OF REQUIREMENT

- RFDS will be a DevSecOps contract that supports the Risk & Fraud portfolio of systems for 1 base year and 2 optional years.
- The new contract will consist of 6 12-person teams with 4 12-person optional teams .
- Teams will be required to be experts in securely developing mostly open source forward leaning applications in the cloud using Devops and Agile processes.

RFDS



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APFS Number F2017040300	NAICS Code 541511	OIT Division IRNSDD	Current Contract Completion Date August 8, 2018
Contract Vehicle GSA Schedule 70	Dollar Range \$50,000,000 - \$100,000,000	Small Business Program None	Contract Status Recompetition
Estimated Solicitation Release Date June 2018		Anticipated Period of Performance October 2018 – October 2021	
Program Manager Name Andrea Villalba		Program Manager Email Andrea.N.Villalba@uscis.dhs.gov	
Contracting POC Name Kiley Leahy		Contracting POC Email Kiley.M.Leahy@uscis.dhs.gov	

Risk & Fraud Analytics and Modernized DevSecOps Services (RFAD)



DESCRIPTION OF REQUIREMENT

- RFAD will be a DevSecOps contract that supports text and data analytics for the Risk and Fraud portfolio for 1 base year and 2 optional years.
- The new contract will consist of 2.5 12 person teams plus 2.5 12 person optional teams.
- Teams will be required to be experts in securely developing mostly open source data science and analytics forward leaning applications in the cloud using Devops and Agile processes.

RFAD



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APFS Number F2018041607	NAICS Code 541511	OIT Division IRNSDD	Current Contract Completion Date New Requirement
Contract Vehicle GSA Schedule 70	Dollar Range \$50,000,000 - \$100,000,000	Small Business Program SB	Contract Status New Requirement
Estimated Solicitation Release Date June 2018		Anticipated Period of Performance October 2018 – October 2021	
Program Manager Name Andrea Villalba		Program Manager Email Andrea.N.Villalba@uscis.dhs.gov	
Contracting POC Name Kiley Leahy		Contracting POC Email Kiley.M.Leahy@uscis.dhs.gov	

Verifications Future DevSecOps Services (VER Future)



DESCRIPTION OF REQUIREMENT

- VER Future will be a DevSecOps contract that supports the Verification portfolio of systems for 1 base year and 2 optional years.
- The new contract will consist of 8 12 person teams and 4 12 person optional teams.
- Teams will be required to be experts in securely developing mostly open source forward leaning applications in the cloud using DevOps and Agile processes.

VER Future



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APFS Number F2018041382	NAICS Code 541512	OIT Division IRNSDD	Current Contract Completion Date New Requirement
Contract Vehicle GSA Schedule 70	Dollar Range \$50,000,000 - \$100,000,000	Small Business Program None	Contract Status New Requirement
Estimated Solicitation Release Date June 2018		Anticipated Period of Performance October 2018 - October 2021	
Program Manager Name Pablo Juarez		Program Manager Email Pablo.A.Juarez@uscis.dhs.gov	
Contracting POC Name Kiley Leahy		Contracting POC Email Kiley.M.Leahy@uscis.dhs.gov	

Records & Identity Services Portfolio DevSecOps (RISPD)



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DESCRIPTION OF REQUIREMENT

- RISPD will be a DevSecOps contract that supports the Records and Identity portfolio of systems for 1 base year and 2 optional years.
- The new contract will consist of 3 12-person teams plus 5 12-person optional-teams.
- Teams will be required to be experts in securely developing mostly open source forward leaning applications in the cloud using Devops and Agile processes.

RISPD



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APFS Number F2018041380	NAICS Code 541512	OIT Division IRNSDD	Current Contract Completion Date New Requirement
Contract Vehicle GSA Schedule 70	Dollar Range \$50,000,000 - \$100,000,000	Small Business Program SB	Contract Status New Requirement
Estimated Solicitation Release Date June 2018		Anticipated Period of Performance October 2018 – October 2021	
Program Manager Name Timothy Murray		Program Manager Email Timothy.S.Murray@uscis.dhs.gov	
Contracting POC Name Kiley Leahy		Contracting POC Email Kiley.M.Leahy@uscis.dhs.gov	

Accounts Public (AP)



DESCRIPTION OF REQUIREMENT

- Accounts Public will be a DevSecOps contract that supports public accounts and identity proofing services for several major USCIS portfolios for 1 base year and 2 optional years..
- The new contract will consist of 2-4 12 person teams plus optional teams (finalized team structure is still being developed).
- Teams will be required to be experts in securely developing mostly open source forward leaning applications in the cloud using Devops and Agile processes as well as Identity Authentication and Authorization processes and NIST governance.

Accounts Public



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APFS Number TBD	NAICS Code 541512	OIT Division IRNSDD	Current Contract Completion Date New Requirement
Contract Vehicle GSA Schedule 70	Dollar Range \$50,000,000 - \$100,000,000	Small Business Program SB	Contract Status New Requirement
Estimated Solicitation Release Date October 2018		Anticipated Period of Performance January 2019 - January 2022	
Program Manager Name Timothy Murray		Program Manager Email Timothy.S.Murray@uscis.dhs.gov	
Contracting POC Name Kiley Leahy		Contracting POC Email Kiley.M.Leahy@uscis.dhs.gov	

Modernized DevSecOps & Analytics Svcs II (MDAS II)



DESCRIPTION OF REQUIREMENT

- MDAS II will be a DevSecOps contract that supports the Verification portfolio of systems for 1 base year and 2 optional years.
- The new contract will consist of 5 12-person teams with 4 12-person optional-teams.
- Teams will be required to be experts in securely developing mostly open source forward leaning applications in the cloud using Devops and Agile processes.

MDAS II



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APFS Number TBD	NAICS Code 541512	OIT Division IRNSDD	Current Contract Completion Date New Requirement
Contract Vehicle GSA Schedule 70	Dollar Range \$50,000,000 - \$100,000,000	Small Business Program SB	Contract Status New Requirement
Estimated Solicitation Release Date December 2018		Anticipated Period of Performance May 2019 – May 2022	
Program Manager Name Christina Prat		Program Manager Email Christina.M.Prat@uscis.dhs.gov	
Contracting POC Name Kiley Leahy		Contracting POC Email Kiley.M.Leahy@uscis.dhs.gov	



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Questions?



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Thank You!

**We welcome your feedback.
Please complete an evaluation form:
[2018 USCIS OIT Industry Day Evaluation Form](#)**