



U.S. Customs and  
Border Protection

*Protect the American people, safeguard  
our borders, and enhance the nation's  
economic prosperity.*

# OIT

## YEAR IN REVIEW

### FISCAL YEAR

# 2022



## OFFICE OF INFORMATION AND TECHNOLOGY (OIT)

Deliver secure, reliable IT services and capabilities anywhere,  
anytime at the speed of CBP's 24/7 mission.



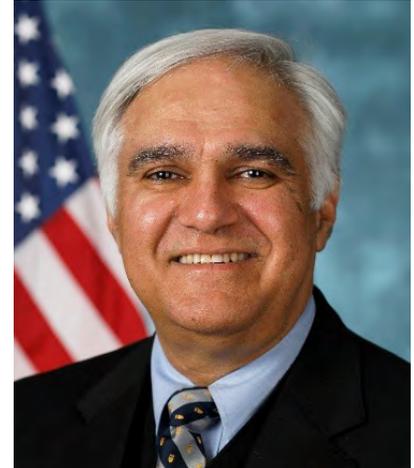
# INTRODUCTION

## MESSAGE FROM THE CBP CIO

At the end of another outstanding and remarkable year, I am pleased to present the OIT "Year in Review Report for Fiscal Year 2022" (FY 2022).

As the largest IT organization in the Department of Homeland Security (DHS), with a budget of \$1.8 billion, CBP's Office of Information and Technology (OIT) plays a vital role in protecting the American people, safeguarding our borders, and enhancing the nation's economic prosperity. OIT's impact grows exponentially each year and with it, the workload and expectations placed on OIT's workforce and systems in support of enhanced operational capabilities for CBP.

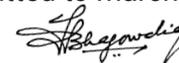
This Year in Review (YIR) Report for Fiscal Year (FY) 2022 celebrates, commemorates, and captures the numerous achievements, accomplishments, innovations, and accolades received by the CBP OIT team from CBP, Department of Homeland Security (DHS), Other Government Agencies (OGA), Office of Management and Budget (OMB), International, and Industry stakeholders. The amazing ingenuity, resourcefulness, professionalism, fortitude, and resolve of the CBP OIT team mirrors the same commitment demonstrated daily by all agents, officers, and analysts on America's frontline in support of CBP's mission. The teamwork and trusted partnerships have advanced CBP mission goals and objectives to new levels of excellence. CBP OIT continues to make investments in people, infrastructure and applications while collaborating with partners to deliver secure and efficient IT solutions and services anywhere, anytime at the speed of CBP's 24/7 mission.



In FY 2022, OIT continued its focus on strategic transformation, building upon tactical excellence and improving governance and management of the enterprise with measured performance while expanding IT innovation. OIT utilized cutting-edge and innovative technologies to keep pace and lead the way to meet ever evolving and historical level mission needs and challenges. As illustrated below, OIT's strategic transformation built upon tactical operations excellence and agile innovation.



I want to express my sincere thanks, and deepest gratitude to the entire OIT workforce as well as CBP and Enterprise Services (ES) leadership for their support of OIT. The hard work and dedication of this team of professionals is truly reflected in the accomplishments outlined in this report. CBP OIT looks forward to continuing to deliver secure and reliable capabilities and is committed to marching towards even greater levels of excellence together in FY 2023.

Sincerely,   
**Sanjeev (Sonny) Bhagowalia**  
 Assistant Commissioner (AC),  
 Office of Information & Technology (OIT)  
 CBP Chief Information Officer (CIO)





## ... CBP: A DAY IN THE LIFE (FY 2022) ...

- Processed 809,863 passengers and pedestrians
- 226,575 incoming privately owned vehicles
- \$9.16 billion worth of imported products
- 107,692 entries of merchandise at our air, land, and sea ports of entry
- \$301.83 million in duties, taxes, and other fees
- 2,538 pounds of drugs seized

DHS CIO FY 2022  
Priorities

Compliance

Diversity, Equity,  
and Inclusion  
(DE&I)

Customer  
Experience (CX)

Enterprise  
Infrastructure  
Solutions (EIS)

Cybersecurity

Technology  
Modernization  
Fund (TMF)

National Key  
Significant Events

Uniting for  
Ukraine (U4U)

Operation Allies  
Welcome (OAW)

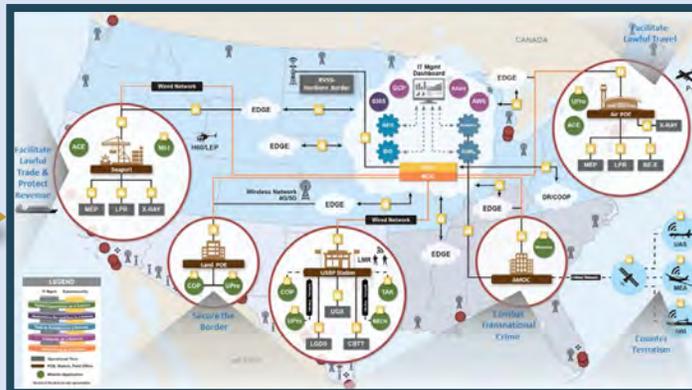
Super Bowl LVI

Southwest Border  
Migrant Surge

COVID-19

## CBP OIT Support

CBP's IT landscape is expansive and provides 24/7 mission support across 1,744 locations nationally. OIT meets enterprise mission needs using capabilities and tools developed to modernize infrastructure, improve cybersecurity, and expand enterprise applications.



## CBP OIT FY 2022 STRATEGIC FOCUS AREAS



Enterprise Architecture assists in optimizing the interdependencies among CBP's mission and business operations, and the underlying IT and IRM that support them.



The expansion and enhancement of dashboards continued in FY 2022 and was a priority project that further streamlined access to information, enhanced transparency, and improved delivery.

## FUTURE VISION

In FY 2023, OIT will strive to deliver enterprise services and applications at the speed of mission. OIT will use the tools it's developed to keep modernizing, enhancing cybersecurity, increasing network connectivity, and support ongoing innovations to keep pace with evolving mission needs.

## KEY SIGNIFICANT EVENTS

OIT collaborated with the Office of Field Operations (OFO) and U.S. Citizenship and Immigration Services (USCIS) to deploy solutions supporting efforts to allow Ukrainian citizens to travel to the U.S. These efforts included solutions to vet applicants and provide advance travel authorization as well as support a new process allowing U.S. sponsors to submit I-134 Declaration of Financial Support forms to allow certain Ukrainian citizens and their immediate family members to apply for and receive an advance authorization to travel to the U.S., where they can seek parole for a period of up to two years.



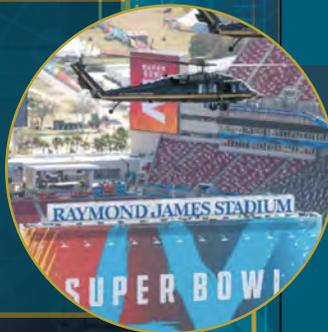
### Uniting for Ukraine (U4U)

OIT continued to support Operation Allies Welcome (OAW) through the development of several new solutions to process evacuees from Afghanistan. These included biometric and biographic collection, targeting and vetting, data stream consolidation and sharing with partner agencies, and subsequent validation of vetting results using photo comparison services.



### Operation Allies Welcome (OAW)

In preparation for Super Bowl LVI, OIT collaborated with Air and Marine Operations (AMO), Office of Field Operations (OFO), and U.S. Border Patrol (USBP) to provide enhanced tactical communications, non-intrusive inspection (NII) relocation support, and onsite technical support before and during the event. This included relocating units from Miami and Baltimore to Inglewood, CA. Maintenance technicians were on site to provide support and ensure the units were operational.



### Super Bowl LVI

In response to the largest ever surge of migrants (2.7M encounters in FY 2022) at the Southwest U.S. border, OIT is working to develop and deploy innovative technologies to strategically support frontline operations and personnel. These include the Unified Immigration Portal (UIP), Unified Processing (UPRO), Soft-Side Facilities (SSF) and Mobile En Route Processing (MERP) efforts which will allow agents and officers to seamlessly process migrants, work and share information with government agency partners and deploy technology when and where it is needed, regardless of location and terrain.



### Southwest Border Migrant Surge

OIT continued to support CBP's response to the ongoing COVID-19 pandemic to include development efforts to track COVID-19 related exposures and testing requirements as well as provide building access and clearance for staff reintegrating to the office as pandemic related restrictions were eased in FY 2022.



### COVID-19



## FY 2022 DHS CIO Focus Areas



### 1. Compliance

- Completed 134 Information Technology Acquisition Reviews (ITAR), with 109 approved at DHS
- Reviewed 93 acquisition-related documents from across CBP
- Processed 18 CBP system Authority to Operate (ATO) packages and three Ongoing Authorizations
- Participated in 30 acquisition and systems engineering lifecycle review events



### 2. Diversity, Equity, and Inclusion (DE&I)

- Launched a reinvigoration and expansion of OIT's Diversity, Equity, and Inclusion Program
- Hosted a National Black History Month panel discussion and an Asian American, Native Hawaiian and Pacific Islander Heritage Month speakers' event
- Celebrated 13 heritage, history, and diversity awareness months
- Engaged with staff through three sessions of the newly established DishIT forum for open discussion with leadership



### 3. Customer Experience (CX)

- Collaborated with other CBP offices to form a CBP Customer Experience Action Plan
- Developed a CBP Burden Reduction Initiative Strategy
- Identified expansion of the CBP One application and the Vessel Entrance and Clearance System (VECS) as CBP CX initiatives
- Leveraged agile methodology to ensure customer/user experience best practices are part of application development



### 4. Enterprise Infrastructure Solutions (EIS)

- Awarded three Fair Opportunity contracts under GSA's EIS contract vehicle
- Placed 99% of the orders for telecommunications services that must transition to EIS with the vendors
- Vendors have submitted 98% of the orders for transition and execution
- Completed 12,770 legacy service disconnects



### 5. Cybersecurity

- Developed an updated CBP enterprise-wide Cybersecurity Strategy for FY 2022-FY 2024
- Migrated 5,000 users to CBP's Zero Trust solution
- Blocked 38,088 Indicators of Compromise (IOCs) in FY 2022
- Applied almost 38.5 M patches across nearly 7,000 operating system instances, application servers, and databases in FY 2022



### 6. Technology Modernization Fund (TMF)

- Received an initial increment of \$6.4M in TMF funds as part of the DHS Southwest Border Technology Integration project
- Completed the first DHS TMF funded and governed project, ACE Collections Releases 4-6 on schedule, within budget and without major issues
- Enhanced Unified Immigration Portal (UIP) capabilities for data sharing between DHS agencies with support of TMF funds
- Continued development of Unified Processing (UPRO) to standardize and streamline case processing and custody management with support of TMF funds

# FOCUS AREA SUMMARY

## OIT'S SIX STRATEGIC FOCUS AREAS

### 1. Mission Applications

OIT collaborated with mission partners to develop and refine purpose-built applications designed to maximize efficiency, operational awareness, and tactical excellence.

Notable applications include those supporting Uniting for Ukraine (U4U), Operation Allies Welcome (OAW), Unified Immigration Portal (UIP), Automated Commercial Environment (ACE), and Unified Processing (UPRO).



### 2. Mission Infrastructure

In an ongoing cloud modernization effort to enhance security, scalability, and accessibility of enterprise cloud services, OIT successfully migrated 61% of the 271 apps targeted for cloud migration, surpassing the FY 2022 goal of 55%. Collaboration with other Mission Offices led to key successes including the modernization of critical infrastructure hardware in the field, implementation

of M-WINDs as part of the newly developed USBP Mobile En-Route Processing (MERP) procedure and continued onsite support at border facilities.



### 3. Trusted Partnerships

Through continued development, OIT's Trusted Partnership Initiative has been established as a showcase of OIT's commitment to the collaborative success of its mission partners. This includes an expansion of internal TPI meetings to involve more CBP offices, engaging with other DHS components on topics such as biometrics and southwest border operations, supporting the

Border 5 / Migration 5 CIO Tech Forum, and establishing a collaborative series with the Air Force Installation and Mission Support Center (IMSC).



**FY 2022 was a year of exceptional progress and accomplishment in the face of unprecedented challenges. CBP OIT continues to play a vital role in protecting and supporting our national security and prosperity.**

**The intent of the OIT Year in Review Report is to showcase CBP OIT accomplishments and major milestones reached during FY 2022. These accomplishments align to OIT's six strategic focus areas and build on the successes of FY 2021. A small subset of highlights from each focus area are included here.**



# FOCUS AREA SUMMARY

## OIT'S SIX STRATEGIC FOCUS AREAS

### 4. Mission Cybersecurity



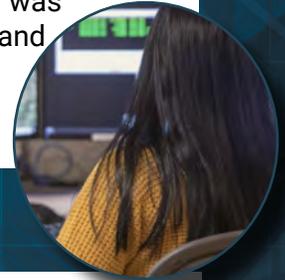
CBP has made significant investments in and increases to its cybersecurity capabilities including personnel, tools, and processes. Highlights include publication of CBP Cybersecurity Strategy, implementation of Zero Trust Architecture, integration of additional capabilities into the CBP Security Operations Center and a result of zero Notice of Findings and Recommendations (NFR) for the Annual Financial Statement Audit.



### 5. Enterprise IT Governance



In support of the newly established Management and Governance Directorate's (MGD) goal to enhance IT Governance at CBP, several efforts have been initiated: a CBP Chief Data Officer position was developed and produced the CBP Data Strategy, executed an organizational realignment to provide a better span of control in management and leadership, and the CBP IT Executive Dashboard was deployed as a transparent platform to motivate and inform data-driven enterprise decision-making.



### 6. CIO Business Operations



As mission needs and technology change, OIT must continually evolve to deliver to our mission partners. Recognizing the criticality of our people in that delivery, OIT developed a portfolio of four Workforce Experience (WX) initiatives and engaged employees through town halls and recognition of employees' successes and accolades. An enhanced Diversity, Equity, and Inclusion Program was launched to enhance cross-cultural and cross-gender awareness and promote equal opportunity for all employees.



OIT's FY 2022 accomplishments built off foundational excellence of FY 2021 to utilize cutting edge technologies and emerging global trends to keep pace with evolving mission needs.



# CONCLUSION

## MOVING FORWARD

With FY 2022 behind us, OIT looks forward to FY 2023 and will continue to build on the past, focus on the present and position for the future. We will pursue innovation and transformation of IT services and solutions in support of CBP's mission.

Each year, our responsibility and role as CBP's IT provider continues to expand. In FY 2023, we are thinking bigger and better. The focus areas detailed in the OIT FY 2023-FY 2027 Strategy, include both innovation and the expansion of OIT core operational capabilities. OIT aims to be an intrinsic force to anticipating and meeting partner expectations and the critical support needs of CBP's important mission. We strive diligently to grow our impact for our workforce and our trusted partners. Our multi-year CBP IT Strategy will drive and guide us to increased impact and opportunity for innovation.

We are the forward-leaning IT organization that, alongside our mission partners, enables the nation's premier law enforcement agency to protect the American people and the national economy while safeguarding and managing the United States' air, land, and sea borders. In FY 2023 OIT will continue to proudly serve the nation. Always remember:

**"Faster. Better. More Affordable. More Secure."**



We **COMMIT** to the mission

"This document was produced by the OIT Communications Team, with thanks to the many OIT personnel who contributed."



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# ALWAYS

ON  
SECURE  
INNOVATING



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