Pragmatics Supports Homeland Security Agency's Mission to Improve Operational Efficiency and Effectiveness through Agile Enterprise Infrastructure Management and Business Intelligence Decision Analytics

THE CLIENT ENTERPRISE ENVIRONMENT:

One of the Department of Homeland Security's largest, most complex agencies has a priority mission of keeping terrorists and their weapons out of the U.S. It also has a responsibility to secure our border and facilitate lawful international trade and travel while enforcing hundreds of U.S. laws and regulations, including immigration and drug laws.

The agency's systems and applications are critical to its work in securing the nation's borders while facilitating lawful trade and travel. These systems ensure the information presented fully supports officers' decisions, is used to collect duties and fees, and controls human and cargo access into the United States.

THE CHALLENGE:

When the agency faced an increasing workload with decreased resources and limited time, it looked to automation to increase efficiencies. In particular, the agency saw the value of agile development, and selected Pragmatics to deliver an agile solution. As their partner since 2005, Pragmatics was responsible for performing testing on air, sea, and rail manifest systems that support trade at ports of entry and land border crossings.

Leveraging its institutional knowledge of agency business processes, experienced systems engineers, and unique Pragmatic Agility® methodology, Pragmatics provided the knowledge and execution necessary to transition the agency to an agile approach, performing the full range of independent verification and validation (IV&V) of mission-critical systems, modernization efforts, and related supporting activities. At its peak, Pragmatics provided 110 testers for six program offices.

THE RESULTING BUSINESS IMPACT:

- Using the Agile methodology, the agency gained operational efficiencies across the enterprise, enabling decision makers to do "more with less" in a restrictive budgeting environment.

- Faster deployment of systems and applications enabled the agency to process more information faster, with increased operational capacity.

- Leveraging Pragmatics' institutional knowledge of business processes, deployment was faster and more effective. There was no need to start from zero, and the most rigorous quality control standards were sustained.

OVERVIEW

- HOMELAND SECURITY AGENCY FACED INCREASING WORKLOAD WITH DECREASED RESOURCES AND TIME.

- PRAGMATICS LEVERAGED THE USE OF PRAGMATIC AGILITY® METHODOLOGY AND AGENCY BUSINESS PROCESSES TO INCREASE EFFICIENCIES.

- PRAGMATICS MOVED THE AGENCY TO AN AGILE APPROACH, PERFORMING A FULL RANGE OF IV&V OF MISSION-CRITICAL SYSTEMS, MODERNIZATION EFFORTS, AND RELATED SUPPORTING ACTIVITIES.

- AGENCY DECISION MAKERS WERE ABLE TO DO MORE WITH LESS IN A STRINGENT BUDGETING ENVIRONMENT.

Faster deployment of systems and applications enabled the agency to process more information faster, with increased operational capacity.