

Case Study



U.S. Citizenship
and Immigration
Services

Department of Homeland Security (DHS)

U.S. Citizenship and Immigration Services (USCIS)

Profile

U.S. Citizenship and Immigration Services (USCIS), an agency within the Department of Homeland Security (DHS), oversees lawful immigration to the United States. USCIS is comprised of more than 18,000 government employees and contractors working at 250 offices around the world.

Business Challenges

USCIS used numerous and disparate reporting systems that supported more than 60 legacy USCIS applications worldwide. Due to the collection of information in disparate systems and the presence of multiple reporting programs, reports could take up to three months to be delivered, significantly impacting management's ability to make timely and accurate decisions.

The Solution

Opus Group implemented a solution that was threefold, uniting people, process, and technology within USCIS. Opus Group identified a critical need to unite key USCIS subject matter experts around the common goal of consolidating and standardizing reports across the agency. In order to facilitate, organize, and disseminate information effectively, Opus Group established a business intelligence Center of Excellence (CoE) around its centralized reporting solution: the Standard Management Analysis and Reporting Tool (SMART). To ensure implementation success, Opus Group became extremely adept with the Systems Engineering Life Cycle (SELC) methodology, supporting the adoption of the Agile development approach that allowed Opus Group to deploy workable reporting solutions iteratively, in a timely manner, and in compliance with USCIS IT guidelines. To achieve technical success, Opus Group developed the SMART reporting solution using Oracle Business Intelligence Enterprise Edition (OBIEE). By providing USCIS access to critical data sources while leveraging OBIEE Answers (for ad-hoc reporting), Dashboards (for canned and operational reporting), and Delivers (for scheduling and dissemination of reports), USCIS now has an enterprise-wide analytical reporting system that can adapt to meet its business needs.

Customer Benefits

The involvement of Opus Group at USCIS has directly increased the ability of agency leadership to organize their data into meaningful, useful information that enables more effective decision-making. By standardizing OBIEE as an agency-wide analytical reporting solution, Opus Group empowered USCIS to share information across the enterprise, fostering a customer-centric and scalable approach to service delivery. The solution also strengthened key processes and supported an optimized IT infrastructure. SMART delivers a centralized, enterprise-level business intelligence solution to access USCIS data sources from a single OBIEE portal that enables more efficient, more accurate, and less-expensive reporting across USCIS.

Roles & Responsibilities

Opus Group is involved in the full development lifecycle, including project management, analysis, design, development, testing, end-user training, deployment, and operations and maintenance.

Methodology

USCIS System Engineering Life Cycle (SELC) methodology, including Lean-Agile and Agile SCRUM, and adherence to the Federal Enterprise Architecture (FEA).

Technology

OBIEE 11g (BI Answers, Dashboards, and Scheduler), Oracle WebLogic, and Oracle 11g RDBMS.

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