

Case Study: Program Management— Model Ports Initiative



DEPARTMENT OF HOMELAND SECURITY,
CUSTOMS AND BORDER PROTECTION (CBP)

CLIENT NEED

CBP wanted to improve and enhance entry experience for legitimate visitors coming to the United States while maintaining heightened security.

SOLUTION

- ▶ Use of videos in English and foreign languages to explain entry process and introduce visitors to the culture of the United States through depiction of diverse vistas and people.
- ▶ Installation of video monitors, software, and development of unique security requirements at 20 airports with the highest number of international travelers

RESULTS

- ▶ First project within the Office of Information Technology (OIT) Enterprise Network and Support Division (ENTS) to successfully pull together the necessary documentation to pass all gate reviews required by the CBP Systems Engineering Life Cycle (SELC) framework.
- ▶ Apttis was asked to host brown bag lunches to illustrate best practices for managing projects within the CBP SELC.