

IMMIGRATION AND NATURALIZATION SERVICE

Information Technology Partnership

Introduction: The Information Technology Program (ITP) provides the Immigration and Naturalization Service (INS) a support services task order contract. The ITP contractor functions as a proactive, forward-thinking, strategically oriented partner who assists the INS to develop information management strategies. The contractor provides support for various tasks throughout the IT life cycle including systems planning, analysis, design, development and maintenance. The ITP objectives are to respond to increased workload throughout the agency by automating information systems, and to establish a standardized systems architecture to provide access to critical mission information. The following describes the INS approach to performance measurement.

ITP Business Performance Measurement Plan

