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## Information Technology: State Department Led Overseas Modernization Program Faces Management Challenges: Gao-02-41

By -

Bibliogov, United States, 2013. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.To promote U.S. interests in the face of rapid economic, political, technological, and environmental change, 24 federal agencies are engaged in foreign affairs activities at 255 overseas locations in 162 countries. The Department of State is responsible for coordinating and supporting federal agencies international activities and providing a means for effective interagency information sharing. State is leading a multiagency program to modernize the information technology (IT) environment supporting federal agencies overseas operations. State is in the early, formative stage of a long-term plan to acquire and deploy a common knowledge management system for overseas-based agencies. This system is to provide basic Internet access and e-mail to mission-critical policy formulation and crisis management support. In the near-term, State is using informal management controls, which are adequate given the department's stated purposes and scope of these activities. However, acquiring and deploying system capabilities for operational use, particularly a system that involves multiple agencies and performs mission-critical functions, requires a much greater level of management discipline than that needed for system prototyping and pilot testing. It is appropriate that State...



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