

Charlie Armstrong
Chief Information Officer
U.S. Customs and Border Protection

On June 9, 2008, Mr. Charles R. Armstrong returns to U.S. Customs and Border Protection (CBP) as the Assistant Commissioner for the Office of Information and Technology. As the Assistant Commissioner and the Chief Information Officer (CIO) for the Component, Mr. Armstrong is responsible for the management and integration of all of CBP's information technology (IT) service deliveries and for aligning CBP's technology solutions with the Department's overarching IT strategies. Functional responsibilities include software development, infrastructure services and support, tactical communications, the laboratory system and research and development functions, and IT modernization initiatives supporting CBP's core business processes. Additionally, as the Department of Homeland Security (DHS) Steward for network services, Mr. Armstrong is accountable for supporting the agency's requirements for secure, reliable telecommunications via OneNet.

Mr. Armstrong most recently served as the DHS Deputy CIO and is a champion of the Department's IT initiatives for improving the agency's secure information sharing capabilities through the consolidation of infrastructure and strengthened security. Under his leadership, DHS established 2 enterprise data centers, and Component organizations are in the process of developing and executing plans for migration. DHS also implemented a Department Network Operations Center and Security Operations Center capability; the agency's ability to manage and control network events continues to improve with ongoing Component efforts to migrate onto OneNet. The Department is now on a common email system with the migration to Microsoft Exchange, and the establishment of a Global Access List within DHS allows employees to locate contacts across the enterprise and facilitates communication via email. Mr. Armstrong's emphasis on IT security raised the Department's score for compliance with the Federal Information Security Management Act from an initial rating of "F" to a "B+" in May 2008. He also institutionalized a solid management framework and governance process for integrating the DHS IT community.

Mr. Armstrong brings with him over 25 years of leadership and technology experience in the operations and management of IT. After starting his career with the Navy Department, he worked for the legacy U.S. Customs Service and CBP in various capacities, including as the Executive Director, Customs Modernization, and as the Acting Assistant Commissioner, OIT, in November 2003. He also served as the CIO for the DHS Border and Transportation Security prior to assuming the position of DHS Deputy CIO in October 2005. Mr. Armstrong graduated from Old Dominion University with a Bachelor of Science in Information Systems and obtained a Master's Certificate in Management from National Louis University. He is a Harvard Senior Executive Fellow, a graduate of the General Services Administration Strategic and Tactical Advocates for Results (STAR) Program, and was recognized by Federal Computer Week's Federal 100 as one of the top executives from government, industry, and academia who had the greatest impact on the government information systems community in 2001.