



**Homeland  
Security**

## *Biography*



### **Carlene C. Iletto**

#### **Executive Director, Products and Services Delivery Management Office**

Carlene C. Iletto was recently named Executive Director of the Product and Services Delivery Management Office (P&SDMO) March 2017, responsible for the delivery of products and services for the Department of Homeland Security including services and products such as Office365 (O365), Work Place as a Service (WPaaS), Mobility, and

Continuous Diagnostic Mitigation (CDM). In addition to the delivery of services and products, she is also responsible for the Enterprise Services Strategy for the Department's Infrastructure, the IT Category Management to improve the way services are procured, and the delivery of the Continuous Diagnostic and Mitigation (CDM) Program to improve the Department's security posture by providing strategic guidance for planning, oversight, and reporting technical challenges associated with the DHS implementation across the component's. Previously she held the position Executive Director of the Enterprise Business Management Office (EBMO) responsible for Portfolio and Program Management, IT Policy, and Life Cycle Methodologies (including Agile Methodology). The EBMO is responsible for overseeing the planning, execution strategy, acquisition and governance of the \$6.8 B in IT investments across the DHS IT Portfolio to include developing long range plans, managing the relationship with OMB on behalf of DHS, DHS Office Inspector General (OIG) and General Accounting Office (GAO) interfaces and main point of contact. Her office is responsible for providing timely high quality products and services to her internal and external customers.

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**Current as of March 2017**

Carlene C. Iletto

In addition to oversight and governance, Ms. Iletto has been given the responsibility to implement new legislation recently enacted such as Federal Information Technology Acquisition Reform Act (FITARA) by developing the Implementation Plan and Common Baseline Self-Assessment Plan. As a result of the successful implementation of FITARA, the Department scorecard rating resulted in a “B-“; the third highest scorecard rating in the Federal Government by GAO.

Prior to assuming this role she was the Executive Director of the Transformation and Systems Consolidation (TASC) Program. Previously, Ms. Iletto served as director of Enterprise Voice Networks at the Internal Revenue Service, where she was in charge of the telecommunications technologies deployed in the Modernization and Information Technology Services (MITS) infrastructure for the voice network systems.

Ms. Iletto previously served as Director of Accounts Management Services within Applications Development’s Customer Service Domain, where she was accountable for delivering functionality that enables IRS employees to provide improved services to American taxpayers. Earlier, she was the project director for Filing and Payment Compliance for Tax Administration Modernization. In that role, she was responsible for successfully delivering the modernized collections compliance system that re-engineered work processes, treatment streams, and new technologies.

Ms. Iletto has spent thirty years in the information systems industry as a computer scientist/systems engineer. She began her career as a systems engineer working on the Surface Launch Cruise Missile project for BAE Systems and spent twelve years with IBM as an advisory-level systems engineer prior to entering the federal government.

Carlene, is a native of Virginia, and holds a Bachelor of Science in mathematics, with a minor in computer science. She and her husband, a Principal Engineer Logistics at BAE Systems, have been married 34 years and have two daughters. The oldest daughter, Christie Iletto, is a news reporter for WPVI in Philadelphia, ABC Channel 6 News and the youngest daughter, Kellie Iletto, is a Speech Language Pathologist for Montgomery County Public Schools.

