

*The Information Technology world continues to evolve at an astonishing pace. Between security issues and integration problems lay a host of other concerns that keep IT administrators up in the middle of the night: cost concerns, availability of technical expertise and disaster preparedness, among others.*

IT departments grew rapidly in the 1990s as the government and private industry increased their use of server based technology. The rapid growth wasn't always planned, and often resulted in a hodge-podge of systems and hardware that couldn't work together.



As server technology improved, the federal government focused its efforts on cost control initiatives. Recent government efforts have concentrated on integrating the various systems so that different applications can run on the same hardware and use the same data, saving significant amounts of money.

However, the complexities of IT continue to outpace the resources of most end users.

### ***Security Issues***

Security tops the list of many administrators. How do I know my data is secure? What if our system crashes? Could we really lose everything? What if we are the focus of a terrorist attack? What if a hacker gets inside? How long will it take to resolve problems? Who will be available at 3 a.m. to help us get back up and running? The worry list is endless.

### ***24/7 maintenance***

IT systems don't shut down at 5 p.m. for the night, no matter what time zone you are in. They require specialized personnel to maintain and provide customer support 24 hours a day, 365 days a year, which can be a huge expense.

### ***High level of sophistication***

Today's IT systems are so sophisticated that only the most highly trained personnel can provide adequate staffing and

support. These systems require a vast amount of knowledge concerning the various hardware, operating systems, and application software uses. In addition, this info must be integrated and people must be trained on a dizzying array of updates. Finding and training the right personnel is not only time-consuming but expensive.

#### *Fast-enough service*

As the world speeds up, so do IT systems and the people who use them. Fast service and support become critical issues as organizations struggle to keep up with their changing world.

#### *ROI*

Getting any return on investment in your IT initiatives can seem impossible sometimes with the cost of infrastructure, software, personnel, training, and continual updates and changes.

## *Implications for end users*

If your IT department is like most, the resources required to work all of the issues are already busy just keeping the older systems running and don't have the time to get up to speed on the newer systems. Hiring additional staff for the new work is very costly and quickly diminishes any hope for a return on investment.

## *Today's solution*

The solution for IT departments today is to find the right IT partner that can provide all the services you need including security, technical expertise, reliability and customer service.

#### *What you should look for in an IT partner*

Ask your potential partner these questions:

- Do you offer total security, including plant and personnel?
- Do you have successful experience with disaster recovery?
- Do you have full technical expertise?
- Do you offer full technical support for all our systems and applications?
- How reliable are your systems?
- Can you provide quick flexibility if our needs change?
- Do you have experience with federal government agencies?
- Can you provide proof of customer service satisfaction?



## *The ESC solution*

Data Center Services in the Enterprise Services Center (ESC) has provided hosting and data automation solutions to the U.S. Department of Transportation for years and continues to add additional federal customers. Through the years, ESC has become one of the federal government's leading providers of IT services. Its growth is the result of providing specific services that IT administrators are looking for. In a nutshell, ESC provides peace of mind in a highly complex and constantly changing environment.

### *Security*

ESC's security package is among the best in the federal government. Security, especially for federal agencies, is important on three levels:

- Computer data safety
- Physical plant safety
- Personnel training and checking

*"ESC's security package is among the best in the world."*

ESC provides redundant firewall-protected access, automated intrusion detection, and DMZ protection for Internet accessible systems. Its facility, located on the campus of the FAA Mike Monroney Aeronautical Center in Oklahoma City, is a USDOT-certified secure facility and is among the safest anywhere. It has limited key card access, armed security guards, escorts for visitors and continual monitoring with closed circuit cameras. In addition, all personnel are carefully screened and trained.

### *Disaster Recovery*

ESC's disaster recovery program includes a disaster recovery team for recovery at other sites. Data back-ups are held at an off-site storage facility for safekeeping. All equipment is insured for replacement in the event of a disaster.

### *Customer Service Center*

ESC's Customer Service Center supports about 27,000 users. It logs about 7,000 calls a month and resolves customer needs in 95 percent of first calls.

### *Reliability*

ESC's facility provides highly reliable service to its customers. Emergency generators and distribution units provide continuous electrical service to all servers. Multiple



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cooling units can operate even if one unit or the building air fails. Each server has two power supplies, hot swap redundant hard drives and two network cards connected to redundant network switches.

#### *Technical expertise and support*

ESC personnel support full systems including all applications, hardware, software and data management. ESC has specialized teams that provide expertise in such areas as data security and disaster recovery. Its staff is highly trained and provides top-of-the-line support and maintenance 24 hours a day, 365 days a year.

#### *Cost savings*

ESC specializes in resource sharing, effectively utilizing various computer platforms and applications to significantly reduce customer's costs.

#### *Performance-based work*

ESC ensures that its customers receive the best service possible. By working hand in hand with their customers, ESC understands the customer business goals and develops and monitors ESC performance against defined targets.

#### *Fast Service*

ESC is the expert at delivering services quickly. For example, ESC used existing resources and worked directly with vendors to install USDOT's Payroll Information Processing System within 30 days.

#### *Federal expertise*

ESC has many years of federal government experience. Its current customers include all USDOT agencies. For other agencies, ESC has proven to be easy to work with because its staff understands all government policies and regulations.

## *Summary*

ESC provides a cost-effective way to manage ALL of your IT components from system hosting to data back-up to disaster recovery. It comes complete with one of the best security packages available, total reliability, technical expertise for all systems ... and great customer service.

Contact ESC's Data Center Services at (405) 954-3201 or via email at [cheryl.rogers@faa.gov](mailto:cheryl.rogers@faa.gov). And get some sleep.