ESC

Enterprise Services Center

www.esc.gov

For inquiries, please contact ESC at 405-954-8888 or by email at CustomerService@esc.gov.

Data Center Services

FOR FEDERAL AGENCIES

ESC, the cross-servicing arm of the U.S. Department of Transportation, has provided hosting and data automation solutions to Federal clients since the 1960's and continues to add additional federal customers each year. Its growth is the result of providing specific services that IT administrators are looking for.

If your agency is like most, the challenge of keeping current with new technology while maintaining aging systems is almost insurmountable. Hiring and training additional staff is costly and quickly diminishes any hope for a return on investment.

ESC supports Unix, Linux Sun Solaris and Windows O/S on a variety of hardware platforms and currently has over 40 customers on 1,000 servers with 1.5 petabytes of storage.

Its facility, located on the campus of the FAA Mike Monroney Aeronautical Center in Oklahoma City, is a U.S. DOT-certified secure facility and is among the most secure anywhere. The facility, which is SSAE-16 and ITIL-compliant, adheres to Lean Six Sigma processes and provides peace of mind in today's highly complex and constantly changing environment.

Hosting Services

- *System and database administration*
- *Storage and Storage Area Network (SAN) management*
- *System monitoring and reporting*
- *Configuration control and patch management*
- *Production control, automated backup/restore systems*
- *Unix, Linux, Sun Solaris, Windows O/S*
- *Oracle and Microsoft SQL databases*
- *Telecommunication service management*
- *Service management policies and processes that align with ISO/IEC 20000:1 standard*

- *Independent FISMA re-certifications and annual assessments*
- *Armed guards (CLEET certified)*
- *Tiered physical and logical access controls*
- *24/7 security monitoring*
- *Intrusion detection/firewall administration*

- *Remote, secure disaster recovery site*
- *From critical operation only to full operational continuity*
- *Bi-annual testing (with customers) of DR and COOP plans*

- *Redundant electrical power and battery back-up*
- *Surround-cages for ultra-sensitive systems*
- *Redundant climate control*
- *Automated fire detection and control, including dry-pipe sprinklers*
- *Separate back-up infrastructure*

- *Certified Information Systems Security Professional (CISSP)*
- *Cisco Certified Network Associate (CCNA)*
- *Microsoft Certified System Engineer/Admin (MCSE/MCSA)*
- *Microsoft Certified Information Technology Professional (MCITP) Enterprise and Server Administration*
- *Project Management Professional (PMP)*
- *Sun Certified System Administrator (SCSA)*
- *Certified Information Systems Auditor (CISA)*
- *Red Hat Enterprise Linux (RHEL)*
- *Red Hat Certified Engineer/Technician (RHCE/RHCT)*
- *ISO/IEC 20000 Certified Consultant*
- *Information Technology Infrastructure Library (ITIL) Version 2 Foundation*
- *Oracle Certified Professional (OCP)*
- *Oracle Certified Master (OCM) - Database Administrator*
- *Certified Wireless Network Administrator (CWNA)*
- *Aruba Certified Mobility Associate (ACMA)*
- *Security +*

About Enterprise Services Center

In the 1980s the U.S. Department of Transportation dedicated the resources to create an unparalleled team of professionals dedicated to supporting the diverse business needs of its agencies. Today, called the Enterprise Services Center, this group assists numerous agencies with a wide range of business needs.

ESC has become a provider of choice because we take the time to learn our customer's business processes and requirements. We first pinpoint each customer's expectations and service level needs, then use the information we've garnered to develop an appropriate support strategy.

ESC has extensive experience cross servicing other federal organizations, to include the Government Accountability Office, National Credit Union Administration, Department of Commerce, Consumer Product Safety Commission, Department of Education, U.S. Air Force, Coast Guard, Social Security Administration, Transportation Security Administration, Office of Personnel Management, Commodity Futures Trading Commission, National Endowment for the Arts, General Services Administration, Department of Agriculture, Environmental Protection Agency, Institute of Museum and Library Services, U.S. Securities and Exchange Commission, and all of U.S. DOT.

Enterprise Services Center OMB Designations:

February 2005
Financial Management Line of Business (FMLoB)
Shared Service Center for Financial Management

January 2009
Information Systems Security Line of Business (ISSLoB)
Shared Service Center for C&A and other Security Services

May 2012
GSA Third Party Assessment Organization (3PAO) under the Federal Risk and Authorization Management Program (FedRAMP)

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