Enterprise Services Center

SERVICE CATALOG

ESC At A Glance

Established:	2003
Cabinet Level Distinction:	A division of the Department of Transportation
Personnel:	1,200 approximately
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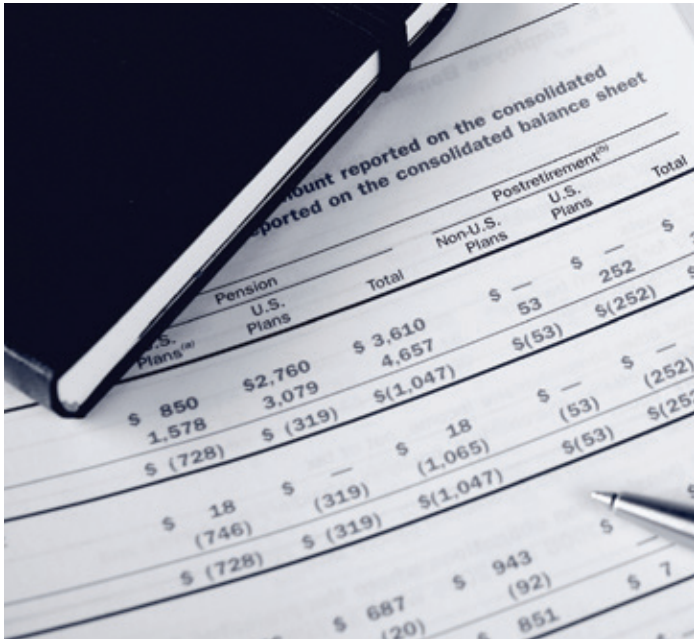
The Enterprise Services Center (ESC) provides vital services to help keep federal agencies operational. As a designated shared service provider, the ESC is able to keep costs competitive due to an economy of scale approach. ESC offers an array of government information technology services and financial management to a wide range of federal agencies. We're committed to the philosophy of continuous improvement and offering a variety of services to our federal counterparts: reporting analysis, transaction processing, audit support, data integrity, federal financial consulting, and functional system support and training. ESC's Information Technology staff helps customers maintain a robust security posture through leading edge technologies using data center services, data and voice communications, information systems security, desktop support, printing, distribution, shredding services and multi-media products. We're also able to offer industry-standard procurement software (PRISM). The software's integrated features are value added for both accounting and procurement professionals. ESC operates exclusively out of the Administrative Services Franchise Fund and competes in new federal markets offering financial and information technologies at competitive rates.

ESC has been doing business with federal agencies for nearly a decade and our services currently reach over thirty-six customers nationwide. We're eager to discuss with you any service requirements you may have. Please browse our catalog to learn the specifics about some of our service offerings. If you find something you like, please give us a call and let us help you achieve your mission-critical objectives.

History Of The Enterprise Services Center (ESC)

For over three decades, the U.S. Department of Transportation has dedicated resources to create an unparalleled team of professionals who are committed to supporting the diverse business needs of its agencies. Operating as separate organizations within the Federal Aviation Administration until 2003, the separate financial management and information technology organizations were brought together under one program office, the Enterprise Services Center. Today, the ESC continues its promise of assisting numerous federal agencies across a wide range of business needs.



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Who We Are

ESC operates as a division of the Department of Transportation and is located at the Federal Aviation Administration's Mike Monroney Aeronautical Center in Oklahoma City, Oklahoma. The organization and its service areas are comprised of over 1,200 federal employees and contractors who carry out a mission of service.

Paying attention to customer needs has led the ESC to become a provider of choice. ESC takes the time to learn each customer's business processes and requirements, and uses that knowledge to establish expectations and service levels. As a result of such efforts, the ESC can customize a specific support strategy for each and every customer.

In February of 2005, the Office of Management and Budget (OMB) named ESC as a Financial Management Center of Excellence and Shared Service Provider. Then in January 2009, ESC earned the designation of being one of only six Information Systems Security (ISS) Line of Business Shared Service Providers. In 2012, ESC became the only government entity to achieve 3rd Party Assessment Organization (3PAO) certification, which indicates the rigorous industry standards ESC applies to cybersecurity and cloud computing.

Mission

Deliver products and services that enable our customers to excel in managing the business of government.

Vision

To transform our culture: where continuously improving our business services and solutions becomes a way of life, where exceptional customer support makes us the provider of choice.

Values

- **Customer first** – we put the customer first in everything we do.
- **Teamwork** - everyone works together for the common good; collaborating, cooperating, coordinating, and communicating across organizational boundaries.
- **Continuous improvement** - continuously improve our work processes and the results we achieve.
- **Do what makes sense** - always use common sense to validate actions and ensure what we do is right.
- **Manage using facts** - make objective and informed decisions using facts and analysis to identify alternatives and define direction.
- **Appreciation and respect** - for the contributions and value of others.
- **Consensus decision-making** - make timely decisions based on the input of all involved and once a decision is made, expeditiously follow-through as a team.
- **Personal development** - continuously improve and develop our skills, abilities, and expertise through education, training, mentoring, and experience.
- **Personal responsibility, accountability, and integrity** - for our actions and consequences; for our performance; and for how we conduct ourselves and our business.
- **Recognition and reward** - based on measured or demonstrated performance.

Customer Base

ESC is proud to have such a distinguished list of customers. Whether providing bundled corporate services or helping with a single project, ESC has extensive experience in cross-servicing numerous federal organizations. ESC services extend to all administrations and bureaus operating under the Department of Transportation (DOT):

- Federal Aviation Administration
- Federal Highway Administration
- Federal Motor Carriers Safety Administration
- Federal Railroad Administration
- Federal Transit Administration
- Maritime Administration
- National Highway Traffic Safety Administration
- Office of the Chief Information Officer
- Office of the Inspector General (DOT)
- Office of the Secretary of Transportation (OST)
- OST Working Capital Fund
- Pipeline and Hazardous Materials Safety Administration
- Research and Innovative Technology Administration
- Saint Lawrence Seaway Development Corporation
- Surface Transportation Board
- Transportation Safety Institute
- Volpe Transportation Systems Center

ESC Is Also Proud To Call The Following Federal Entities, Customers:

- Bureau of Land Management
- Consumer Product Safety Commission
- Department of Agriculture
- Department of Commerce
- Department of Defense
- Department of Education
- Department of Homeland Security
- Environmental Protection Agency
- Federal Executive Board
- General Services Administration
- Government Accountability Office
- Indian Health Service
- Institute of Museum and Library Services
- National Endowment for the Arts
- National Credit Union Administration
- Nuclear Regulatory Commission
- Office of Personnel Management
- Office of Management and Budget
- Office of the Special Trustee for American Indians
- Working Capital Fund
- Pension Benefits Guarantee Corporation
- Social Security Administration
- Transportation Security Administration
- U.S. Air Force
- U.S. Army
- U.S. Coast Guard
- U.S. Commodity Futures Trading Commission
- U.S. Navy
- U.S. Securities and Exchange Commission

What We Offer

- An extensive range of products and services to meet any federal agency's business needs
- A simplified means of conducting business by using a standardized agreement process
- Open communication with specialists in crucial business support services
- Ability to use economies-of-scale to provide a better product, faster, and at a lower cost than the competition
- An answer from pricing perspective to agency budget cuts
- Synergistic capabilities among all of our service offerings

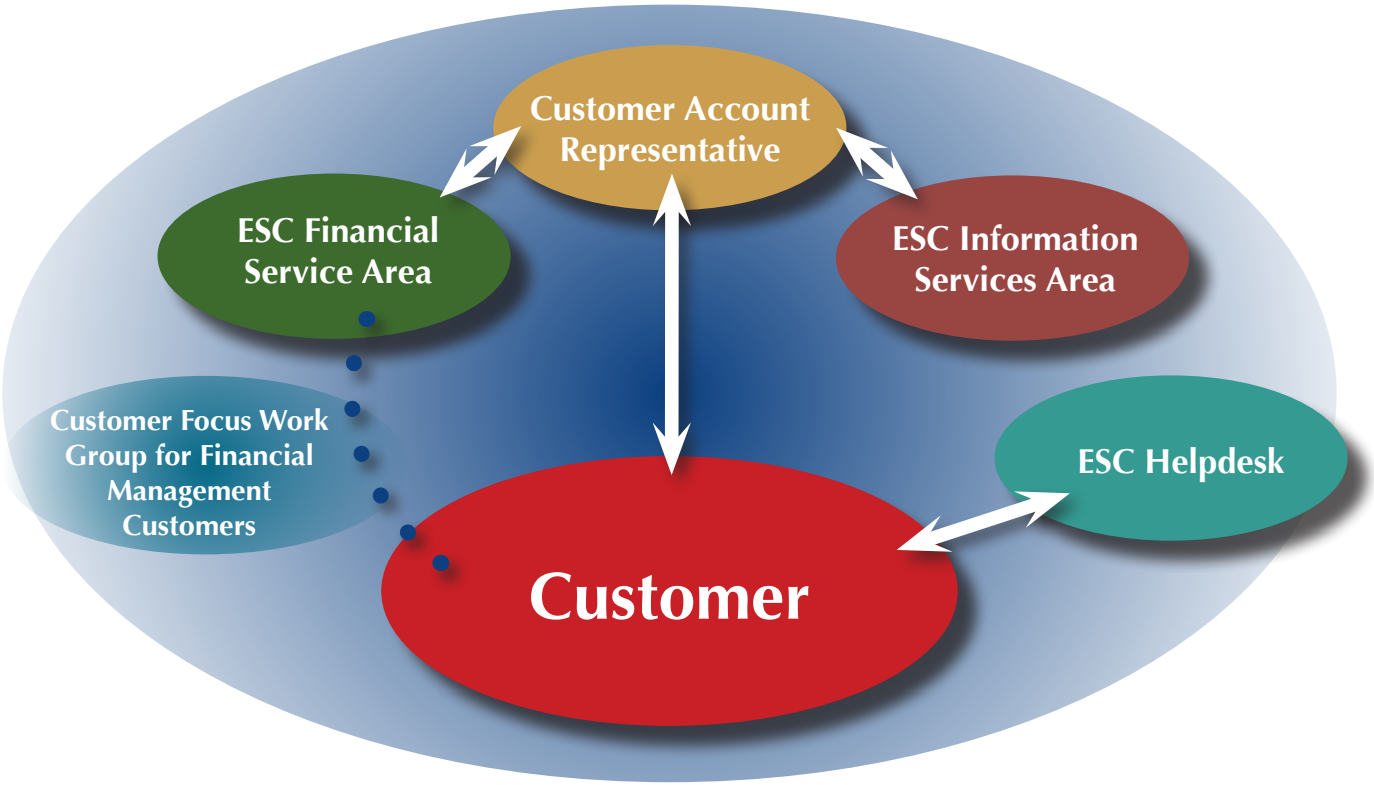
Unsurpassed Customer Services

- Investment in a customer relationship management philosophy
- Ensuring a high degree of customer satisfaction
- Supportive of customers strategic goals
- Management and oversight of customers' needs
- Offering solution-oriented communications
- Customer Account Representatives to handle customer issues or new needs of customers
- Provide project management oversight for new financial management and procurement implementations
- Through the use of a Customer Action Item Tracking System - track and facilitate the resolutions of any customer concerns
- Monitor and provide continuous project metrics
- Customer Focus Workgroups for Financial Management customers to facilitate greater communication for day-to-day operations

ESC's Customer Service Model

The Customer Account Representative serves as the liaison to coordinate and communicate customer inquiries or concerns with the Financial Services and Information Services areas for items that fall outside the scope of the customer's interaction with the ESC Helpdesk and/or the Customer Focus Work Group forum.

Customer Account representatives schedule regular face-to-face meetings with customers. The ESC Director and the ESC Customer Account Representative meet with the customer at the customer's site to discuss issues, upcoming news, etc. All customers are visited quarterly unless the customer requests a different schedule.



Recognition

The ESC is committed to quality and continuous improvement in all business practices. Initiatives to support this commitment include:

- International Standard for Organization (ISO) 9001 Quality Management System (certified in 2009)
- International Standard for Organization (ISO)/IEC 20000-1 IT Service Management (certified in 2009)
- International Standard for Organization (ISO) 14001 Environmental Management Systems
- International Standard for Organization (ISO) 18001
- Occupational Health and Safety Advisory Services (certified in 2010)
- Statement on Standards for Attestation Engagements (SSAE) 16 Type II: Ensures that all business reporting controls are evaluated and operating consistently among self/external audit engagements
- Project Management Office (PMO): ESC currently has over 40 certified Project Management Professionals (PMPs)
- Lean Six Sigma(L/SS): ESC has employees that have achieved expert status in L/SS:
  4 Black Belt certifications
  34 Green belt certifications

Organizational Overview

The Enterprise Services Center offers products and services from two main areas:

- Financial Services
- Information Services

Enterprise Services Center

The Enterprise Services Center is a designated shared service provider committed to helping customers receive quality products and services in an effort to accomplish their mission objectives. Regardless of the size of an organization or agency, benefits are gained by taking advantage of volume pricing discounts from vendors based on the size of ESC's inventory.

Financial Services

Financial Services provides cost-effective ways to integrate and manage accounting needs, from transaction processing to financial statements, to reporting and analysis. Financial Services helps with regulatory compliance, achieving clean audits and keeping projects on-time. Financial Services include:

- Commercial and Administrative Payments (making payments to employees, vendors and federal entities for products/services related to Grants, Travel and other Accounts Payable activities.)
- Travel (provides travel accounting functions such as reimbursement to travelers, interfacing with e-travel systems and providing help desk support, and processing permanent change-of-station moves.)
- Grants (allocating funds for a specific project and making payments to grantees within agency guidelines.)
- Audit Support (assistance in meeting all federal audit requirements; ensuring all transactions are supported by appropriate audit trails and remain in compliance with federal regulations.)
- Transaction Processing (includes Accounts Receivable, Accounts Payable, Grants, Fixed Assets, and Interface Travel System Transactions, reimbursable agreements processing, credit card interfaces and payroll interfaces.)
- Reporting Analysis (includes financial statements, reconciliations, documentation and adjustments.)
- Federal Financial Consulting (expertise in A-123 compliance and SSAE-16 audits.)
- Data Integrity Services (performs day-to-day reviews of general ledger accounts, reconciliations, and transmits reports to the Department of Treasury.)

Information Services

Information Technology (IT) Services provides a wide array of platforms to manage information. IT Services offers support in numerous areas: Applications Services, Customer Services Center (help desk), Data Center Services, Information System Security, Media Solutions, Office Automation Support, Project Management Office, National Wireless Program, and Telecommunications Services.

- Functional Systems Support and Training (system accountants and analysts answer questions and resolve issues; on-line support is continually updated.)
- Application Services provides information systems development, integration, maintenance and support to include enterprise commercial-off-the-shelf systems and specialized custom applications on a variety of platforms.
- Oracle Federal Financials
- Federal Payroll Tools
- Time and Attendance/Labor Distribution
- Procurement Information Management, Procurement Request Information System (PRISM)
- Worker's Compensation Information System
- Freedom Of Information Act – National Tracking System
- Custom Application Development, Maintenance and Support
- On-going hardware and software architecture standardization with emerging technologies
- Knowledge and discipline in the System Development Lifecycle process (SDLC)
- Expertise in handling Sensitive Personally Identifiable Information (PII)

Information Services – Continued

- Customer Support Services provides 24/7/365 days a week Level One help desk support for system hosting, desktop support, and application services. The Customer Support Center adheres to best practices of the IT Infrastructure Library (ITIL).
- Data Center Services includes management of security-certified hosted servers known as the Systems Management Facility (SMF). The SMF is one of four authorized Federal Aviation Administration Enterprise Data Centers.
- Information System Security (ISS) provides Federal Information Security Management ACT (FISMA) compliance services such as: security certifications and re-certifications, continuous monitoring assessments, information systems security officer, comprehensive vulnerability scanning, and contingency/disaster recovery planning. ESC is one of four organizations designated by the Office of Management and Budget as an ISS line of business for Risk Management Services.
- Media Solutions offers a multitude of multi-media services: digital photography, graphic design, video production, printing, binding, mail, and distribution services. Services also include a Level 3 high-volume shredding collection and Personally Identifiable Information (PII) document destroying capability.
- Office Automation Support provides Level 2 desktop support to over 5,600 machines and e-mail support to over 30,000 users nationwide. Such services include hardware and software installation, maintenance, troubleshooting and problem resolution for desktops and laptops.
- The Project Management Office offers credentialed practitioners who help train, mentor, evaluate and administer project tracking on-time and on-budget. This strategic competency allows projects to be completed more effectively, efficiently, and competitively.
- The National Wireless Program (NWP) is responsible for obtaining, managing, and delivering subscription plans to several governmentally-owned cellular communication devices and services (cell phones, Blackberrys, smart phones, satellite phones, personal data assistants, air cards, i-pads, mobile compact routers, wi-fi devices, etc.). The NWP also handles the safe disposal and recycling of electronic devices.
- Telecommunications Services manages and operates telephones, data and voice networks for several federal agencies; also provides network design and installation, hardware/software upgrades and repair services.

Shared Service Provider Designations

The Enterprise Services Center has the distinction of holding two Office of Management and Budget designations and one General Services Administration designation:

- **February 2005 – Financial Management Line of Business (FMLoB)**
  A shared service center for Financial Management.
- **February 2009 – Information Systems Security Line of Business (ISSLoB)**
  A shared service center for certification and accreditation and other security services.
- **May 2012 – ISSLoB earned 3PAO accreditation with the FedRAMP (the Federal Risk and Authorization Management Program) process**
  For agencies that need cloud computing services, ESC can provide rigorous independently assessed cybersecurity services.

These ESC service organizations compete for work that provides financial management and information systems security to users throughout the federal government. This cross-agency collaboration helps to minimize redundancy and increase efficiency in the U.S. government.

Membership In The Franchise Fund: Having Fee-For-Service Flexibility

Operating under the Department of Transportation and the Federal Aviation Administration, the Enterprise Services Center (ESC) is a member of the FAA Administration Services Franchise Fund. ESC is a full service provider of common administrative services. These services can be provided to any federal organization on a fee-for-service basis.

Congress authorized the establishment of the FAA Administrative Services Franchise Fund under Public Law 104-205, Department of Transportation and Related Agencies Appropriation Act, 1997. The Legislation established "…in the Treasury a fund, to be available without fiscal limitation, for the costs of capitalizing and operating such administrative services as the FAA Administrator determines may be performed more advantageously as centralized services…."

Financial Services

Financial Services offers a full complement of accounting services, handling transaction processing, financial statements, including reporting and analysis. Financial Services is rigorous with regulatory compliance, helping to achieve clean audits while ensuring timeliness of financial reporting. In an effort to improve cost, quality, and performance in federal financial operations, the Office of Management and Budget designated ESC's financial services as a shared service provider for any federal agency needing financial management services.

Employing over 900 financial professionals, ESC has extensive experience in fulfilling the financial accounting needs of multiple government agencies. Our teams of certified government financial managers, certified public accountants, project management professionals, and others continue to be repeatedly recognized for their outstanding financial management practices.

Audit Support

All transactions are supported by appropriate audit trails. ESC is highly experienced in meeting financial audit requirements. ESC clients are guaranteed help and guidance throughout the entire audit process, ensuring that all federal requirements are met accurately and on-time. ESC supports all customers in providing documentation to support internal and external audit reviews.

Data Integrity Services

Ensuring reliable data is a paramount function of ESC. Our accounting teams produce an accurate Statement of Transactions for submission to the U.S. Department of the Treasury Financial Management Service. Reviews of general ledger accounts are conducted to confirm accuracy and integrity. ESC system personnel are highly skilled in working with federal agencies, upholding their financial credibility and improving the likelihood of obtaining annual unmodified (unqualified) audit opinions.

Federal Financial Consulting

With years of experience in providing federal financial consultations, ESC's financial experts can guide customers through any financial situation. Since it is a requirement for federal agencies to provide the same internal controls and financial reporting as that of publicly traded companies, ESC safeguards clients by complying with the Office of Management and Budget directive OMB Circular A-123. ESC further protects its clients by clearly defining compliance controls in accordance with the American Institute of Certified Public Accountants Standards for Attestation Engagements (SSAE-16). ESC has helped numerous clients achieve their goals, while improving their business processes and increasing workflow efficiencies.

Reporting And Analysis

ESC accountants work closely with clients to produce the proper financial statements and support documentation, while collaboratively making adjustments as required. Reporting and Analysis involves the process of providing reports in response to the unique requests of management, as well as furnishing all standard reports.

Transaction Processing

The ESC excels in the performance of accounts payable and receivable functions. Transaction services offered include: interfacing with travel systems, processing electronic payments, handling permanent change-of-station payments for employees, real-time validation of travel and purchase cards, processing credit cards, invoice validation, scanning services, grant payments, payroll support, obligated funds, project accounting, and capitalization of fixed assets.

A Quote From One Of Our Customers

"We have also greatly improved our audit results over previous years by having no material weaknesses, becoming compliant with laws and regulations. This was greatly facilitated by migrating to a financial management systems platform operated by the U.S. DOT's Enterprise Services Center, an OMB-designated financial management line of business service provider. This business arrangement has enabled the Commodity Futures Trading Commission (CFTC) to accumulate, analyze and present reliable financial information, or provide reliable, timely information for managing current operations and timely reporting of financial information to central agencies."

Mark Carney, Chief Financial Officer, CFTC

2007 Performance and Accountability Report, Commodity Futures Trading Commission

Information Services

Application Services

Application Services delivers information systems development, integration, maintenance and assistance to any commercial off-the-shelf system including customized applications using diverse tools and platforms. At a cabinet level, Application Services has been called "best in government support" using financial systems and management. Through the use of emerging technologies, products are standardized for any on-going hardware and software architecture. One of the service tools commonly used by the Application Service professional is the Oracle Federal Financials version of e-business suite. Highly experienced teams provide business solutions using microcomputer, client/server, mainframe, and web technologies. Application technicians have strong skill sets in the areas of:

- Knowledge and discipline in the System Development Lifecycle Process (SDLC)
- Enterprise and custom solution development and maintenance
- Expertise in handling Sensitive Personally Identifiable Information (SPII) and Personally Identifiable Information (PII)
- Operations of Service Oriented Architecture (SOA)
- Support for applications development in open source hardware platforms (LINUX)
- Federal Payroll Tools that include time and attendance, and labor distribution
- Procurement Information Management, Procurement Request Information System (PRISM)
- Disaster Response and Recovery planning and availability of a Continuity of Operations Plan (COOP)

Enterprise And Departmental Systems

The Enterprise and Departmental Systems component of the ESC provides support to enterprise-level systems as part of the shared services that distinguishes ESC as a key provider in the federal information services sector. These systems have the characteristic of being used by a large customer base, to include the entire Department of Transportation and other federal entities.

The specialized systems that are managed by Application Services under the Enterprise and Departmental Systems include:

- Delphi – Oracle Federal Financial System
  - FSS - is a Discoverer workbook that electronically produces Financial Statements pulled directly from DELPHI in accordance with Treasury requirements
  - SF224-monthly Treasury Statement Requirement
- CASTLE (time and attendance system) - CASTLE is the Consolidated Automated System for Time and Labor entry that supports time and labor collection for the Department of Transportation (DOT). Process and transmit T&A data to Department of Interior (DOI). Distributed labor costs and send labor costs file to Delphi for LDR processing.
- ESC PRISM (procurement request information management system) - ESC PRISM is ESC's Procurement solution. It is COTS developed by Compusearch(vendor). ESC has taken a progressive approach to integrating Delphi and PRISM via our unique Service Oriented Architecture (SOA) based interface. This interface not only exchanges data

between Delphi and PRISM, but adds important valued-added features that both the accounting and procurement users will value. For example, ESC PRISM performs real time accounting code and supplier validation, as well as on-line funds checking and real time update of validated obligating documents. The integrated solution improves integrity by eliminating manual entry of acquisition documents into the financial system and decreasing the time, resources and costs required to complete the acquisition process.

- Interface Repository (IR) – interfacing technologies that provide personnel and payroll data throughout the customer base. The DOT Interface Repository was designed and developed following the migration of DOT payroll and personnel processing to the Department of the Interior Federal Personnel and Payroll System (FPPS). The Interface Repository (IR) is a subsystem of CASTLE that uploads and stores employee personnel and payroll data from the Department of Interior (DOI) and training data from the e-Learning Management System (eLMS). The IR system serves as the centralized repository to provide a common data source for all interface data for DOT systems.

- Freedom of Information Act – National Tracking System (FOIA-NTS) - The FOIA tracking application enables FOIA administrators within all FAA regions and centers, to input tracking information concerning FOIA requests received by the FAA. The system provides automated tracking, linking multiple requests from the same requestor, automatic fee calculation and tracking and eliminates previous paper and dissimilar "cuff" tracking systems. The FOIA system enables the FAA to produce consolidated reports from a central database, ensuring consistent and accurate reporting. A national database allows coordinators access to current information, such as status, overdue notices of outstanding fees, and subject areas. FOIA-NTS provides all the data needed to create the FOIA annual report required by Congress.

- Workers Compensation Information System (WCIS) - Provide an automated computer system, to the Department of Transportation (DOT) operating administrations, including FAA and all others, and the Department of Homeland Security (DHS) United States Coast Guard. The core services provided by ESC are the timely and accurate transmission of Workers' Compensation Claims (CA-1 and CA-2) through the Workers' Compensation Information System to the Department of Labor (DOL) and the maintenance of the WCIS that will allow workers' compensation specialists and managers to monitor the status of workers' compensation cases established with DOL under the Federal Employee Compensation Act (FECA). WCIS provides reporting, tracking, and information on trends, causes and sources of worker compensation claims. Daily transmit of Worker Comp data to DOL.

- Federal Personnel and Payroll System Web Printing (FPPS-Web Printing) - The FPPS Web Printing System is a web-based application designed to allow DOT's FPPS users to review and print Personnel Actions (SF-50s) and Personnel Actions Requests(SF-52s), DOI-initiated mass actions. The application allows users to review their FPPS output on their computer screens before having to print hardcopies and, when printing the hardcopies, direct the printing to any printer accessible through the user's respective local area networks.

Custom Solutions

Many times off-the-shelf applications are not suitable for just any business need. The specialists in Custom Solutions can design, develop, and implement an application that works well for most system requirements and infrastructure, regardless of the size. Here are a few applications that have been customized to fit particular industry needs:

- Automated Vacancy Information Access Tool for Online Referral (AVIATOR) is a suite of automated Human Resources (HR) processing programs developed for FAA's HR department that integrates with USAJOBS
- Financial Intranet and Information Systems (FIIS) developed 8 separate applications for the FAA's Office of Finance
- Cybersecurity Assessment and Management (CSAM) for the Office of the Secretary of Transportation
- Multiple Flight Procedure Automation and Development systems and tools.
- ABA Documentum Project Document Library (PDL) provides a document management systems with workflow and process automation capabilities.
- Safety Management Information System (SMIS) provides FAA supervisors/managers a means to manage and report on safety and health issues and incidents in support of Occupational Safety Health Association (OSHA), Occupational Safety, Health, and Environmental Compliance Committee (OSHECCOM), and Occupational Safety and Health Program Evaluation (OSH PE) efforts.
- Business Management Solutions (BMX) uses Excellence through Quality (EtQ) Reliance as an Enterprise Quality and Compliance Management Software package used to support the MMAC's Quality Management System (QMS) registration to International Organization for Standardization (ISO) 9001.

Customer Service Center

The ESC provides Help Desk Support 24/7/365 and is a Level 1 Service Desk Support facility. Customer Service Agents are the first point of contact for over 80,000 computer users. ESC's Customer Service Center follows the IT Infrastructure Library (ITIL) best practice guidance for IT service management. All customer service agents are certified by the Help Desk Institute in which membership is regulated by an international panel of experts in the field of technology.

To get a better idea of the performance of ESC's Customer Service performance, here are some motivating statistics:

- ***Number of tickets logged per month..... Over 16,000***
- ***Contract agents vs. full time federal employees ..... 31% vs. 69%***
- ***Customer satisfaction rating 96%***
- ***First call resolution average 65%***
- ***Average delay until call is answered .....40 seconds***
- ***Call duration average .....6.9 minutes***
- ***Call abandonment rate.....5%***
- ***Call offered to answer rate 91%***
- ***Average cost per event.....$13.53***

Customer Service Center statistics as of 2012

Functional Systems Support And Training

ESC personnel are readily available to answer questions and help customers complete critical accounting functions. The goal is to ensure there isn't a work stoppage due to any accounting issues. ESC personnel are prepared to work around the clock until issues are resolved. Teams of system accountants and analysts work seamlessly to implement upgrades and enhancements to the ESC's financial management system. Another objective of ESC is to provide clients with the best tools possible to do the job while avoiding any potential downtime. ESC is willing to provide needed training while continually updating all on-line support documentation.

Data Center Services

The ESC manages an environmentally controlled in-house U.S. DOT security-certified Tier 3 hosting facility, known as the Systems Management Facility(SMF). The SMF is one of four authorized FAA Enterprise Data Centers. The SMF holds certification with the International Standard for Organization (ISO) 20001 as a certified facility. The SMF has a diverse and dedicated staff of Information Technology professionals who are proficient in systems architecture and integration, infrastructure management and operation, and disaster recovery. The SMF secure IT infrastructure consists of nearly 700 physical and virtual servers, over 75 Oracle databases, more than 15 Microsoft SQL Server databases, and offers in excess of 1,520 terabytes of physical data storage. The facility has redundant operations in cooling, emergency power, and uninterrupted power supply and is rated as a Tier 3 data center.

The Data Center provides services such as: systems administration, database administration, patch management, storage administration, incident management, backup/restoration and disaster recovery. The SMF uses server virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully managed operating platforms with expanded inheritable security controls. The ESC managed Enterprise Data Center is a federally owned space, offering agencies enterprise class infrastructure built from the ground up with market leading technologies. The SMF continues to innovate and utilize "green" industry best practices as much as possible to improve energy efficiency and reduce greenhouse gas emissions, and achieve cost savings for the customers.

Telecommunication Services

The ESC's Internet Access Point is designated as a Trusted Internet Connection (TIC) by the Department of Homeland Security. To provide increased redundancy and reliability, the ESC has established multiple demarcations supporting multiple Data Centers. Each demarcation is supported by separate carriers at gigabit rates and with Internet Protocal Version 6 (IPV6) and Internet Protocal Version 4 (IPV4).

Telecommunications supports connections to ESC customers through dedicated high-speed point-to-point circuits and with Internet and Virtual Private Networks (VPN). Based on individual customer needs, usually a redundancy option is provided. Dedicated circuits supply consistency for the Service Levels expected by ESC customers. The combination of dedicated circuits with VPN provides robust, resilient communications to support high-availability telecommunications.

Information Systems Security

The ESC Information Systems Security (ISS) function is an Office of Management and Budget (OMB) approved shared services center for risk management, providing independent and operational security services to assist clients with achieving Federal Information Security Management Act (FISMA) compliance. ISS is also a recognized ISO 9001 certified organization. Other available services include: security, re-certifications, continuous monitoring assessments, contingency/disaster recovery planning, comprehensive system vulnerability scanning and Information Systems Security Officer (ISSO) services.

ISS is also accredited with the Third Party Assessment Organization (3PAO) which is part of the FedRAMP process. ESC holds the only government 3PAO certification. FedRAMP represents collaboration among cybersecurity and cloud computing experts from federal agencies as well as private industry. This means that for organizations that host a cloud service information system, the organization must use a FedRAMP approved third party assessor to independently validate and verify their quality management and technical competence requirements.

Using the National Institute of Standards and Technology (NIST), ISS adheres to rigorous certifications and assessments. They include initial system certifications, and, continuous monitoring assessments. They also help with mitigation consultation and independent verification and validation.

While many of the security services are specialized to fit the needs of the customer, there are several operational services that are part of a continuous offering: IT system hardening, incident response planning, creation/maintenance of security documentation, interfacing Memorandums of Understanding (MOU) /Internet Security and Acceleration (ISA) negotiations, and securing web-based ISS toolsets.

It is not uncommon for system professionals to validate thousands of mitigation activities involving system vulnerabilities each year. Hundreds of system interfaces are tracked year-round for security compliance. To better understand the intensity of the work involved, over 19,000 electronic devices are scanned on a continuous basis; this performance measure helps address all high vulnerabilities within a thirty-day time frame.

Media Solutions

The ESC provides in-house and commercial printing, mail and distribution (including urgent and overnight mail), large volume shredding services, and a variety of multi-media amenities (graphic design, video production, photography and web design.)

In-House And Commercial Printing

With low overhead and quick turnarounds, the Printing area can turn out a large volume of copied material in a short period of time. Housing eight industrial copier machines, in-house printing can deliver items as small as a tab in an instruction manual to oversized laminated posters for outdoor use. An assortment of paper stock is available in varying weights and colors. Examples of products that are produced on a regular basis: business cards, instruction manuals, wide format posters/banners, pamphlets/flyers, non-carbon reproduction forms and a wide variety of binding services. For items that require a little more printing complexity, projects are frequently and competitively outsourced via third party commercial print requests.

Mail And Distribution

Whether it's a product that's been designed in-house or something a customer has created, Media Solutions can handle the distribution of the materials to any and multiple destinations. Accustomed to handling multiple local, national, and international shipments, Mail and Distribution Services utilizes the mailing lists provided. It's up to the customer's specifications to determine how something is stocked, shipped, tracked, and delivered.

Shredding Services

Many agencies have the need to shred large volumes of information, much of which is Sensitive Personally Identifiable Information (SPII) and Personally Identifiable Information (PII). Regardless of one's shredding needs - daily, weekly or monthly shredding – a shredding cycle can be developed to best fit any agency's schedule. Hosting a Level 3 certified shredding facility means that the information shared with Media Solutions is protected, reducing product exposure to security and environmental threats. Significantly decreasing the vulnerability of identity theft, large, securely locked containers are issued to each customer to retain documents until a specified scheduled shredding time. Using an advanced National Security Agency (NSA) approved cross-cutting shredding application, large amounts of paper and PII are shredded and continuously recycled.

Graphic Design

A highly skilled team of graphic designers can create whatever is required to convey a message, whether communicating to a small team or the masses. Graphic designers believe that the look and style of the message is just as important as the words. These expert designers are highly proficient with incorporating branded styles into all related corporate materials. Designs can be constructed to fit a variety of business needs. Examples

of previously designed projects include: publications, annual reports, tri-fold brochures, logos, pocket folders, direct mail and point-of-purchase materials, posters, banners, murals, certificates, coin designs, conference booths, web-based designs, technical and freehand illustrations, digital rendering, and prepress.

Video Production

If it's important to document a one-time event, develop training, provide orientation or simply make an audience aware, the audio-visual specialists in Media Solutions can develop and produce a video to capture attention and to accurately convey your message. Video projects are produced with specific objectives, strategies, and funding in mind. Video is recorded in high definition and edited in one of several AVID editing suites. These audio-video specialists can help develop a concept from beginning to completion. Video production service elements include: script writing, casting professional talent, green screen capability, teleprompter, music and sound effects, animations, captioning services, DVD authoring, interactive media, duplications, on-site production studio, on-site audio booth. The end product can serve a variety of purposes and can be provided on a variety of delivery formats : CD, DVD, web-based, MP4 files, etc.

Photography

The ESC's high resolution photography services are used in a variety of applications: posters, publications, on-line catalogs, trade show booths, class graduations, retirements, town hall meetings, passports, websites, newsletters and classroom displays. Customers determine the need and Photography Services will ensure that it's professional documented and digitally archived.

Web Design

We offer one-on-one customer service so that you can get the eye-catching, functional website you desire. Whether your site needs a simple facelift or a complete rebuild, Media Solutions can get the job done. Our web designs are Section 508 and WCAG 2.0 compliant without skimping on style or interactivity. Let us help you generate a quality on-line presence to communicate information about your federal agency or special event.

Office Automation Support

ESC's Office Automation Support offers Level 2 desktop maintenance for FAA-authorized computing devices. E-mail support is provided to over 30,000 users nationwide. Automation Support services over 5,600 machines, resolves over 50% of the Level 2 calls remotely, hosts an in-house computer and printer repair shop, provides hardware and software installation,

maintenance and troubleshooting, and utilizes aggressive patch management programs to ensure security of the IT infrastructure.

Project Management Office

ESC's Project Management Office (PMO) was established in response to a strategic goal of enhancing quality and customer service through improved project management. The PMO's vision is to be the preeminent source of best practices and standards that encourages collaboration and continuous improvement in project results for customers and stakeholders. Primary objectives of the PMO are to improve performance and execute all projects using standards and methodologies that make the best business sense. ESC's project management resources possess the Project Management Professional (PMP) certification through the Project Management Institute.

At the onset of any project, a project management plan is drafted to include:

- Scope and objectives
- Work breakdown structure
- Definition of roles and responsibilities among all parties
- Initial risk assessment and mitigation plan
- Project communication protocol
- Project deliverables and acceptance criteria
- Change management strategy and protocol
- High-level schedule of milestones
- Budget management plan

Additional elements of a project management plan may be included in the requirements as deemed necessary by an ESC project manager or customer. Projects are managed and controlled in accordance with the project management plan by an ESC project manager through each decision-gate and closure phase. The project manager facilitates the completion of all project documents using ESC project templates or those requested by the customer.

National Wireless Program

Actively managing an inventory of more than 25,700 wireless devices, ESC has negotiated agreements with cellular service providers that established a pool of employees who use the same carrier to share minutes. The National Wireless Program (NWP) continually evaluates and optimizes agency cellular plans based on actual usage (voice only, data and voice, etc.). ESC has seen a surge in cellular data usage with the introduction of media tablets and electronic pads. New contracts are designed to accommodate the workforce data usage demands for today and into the future with excellent rates and data plans.

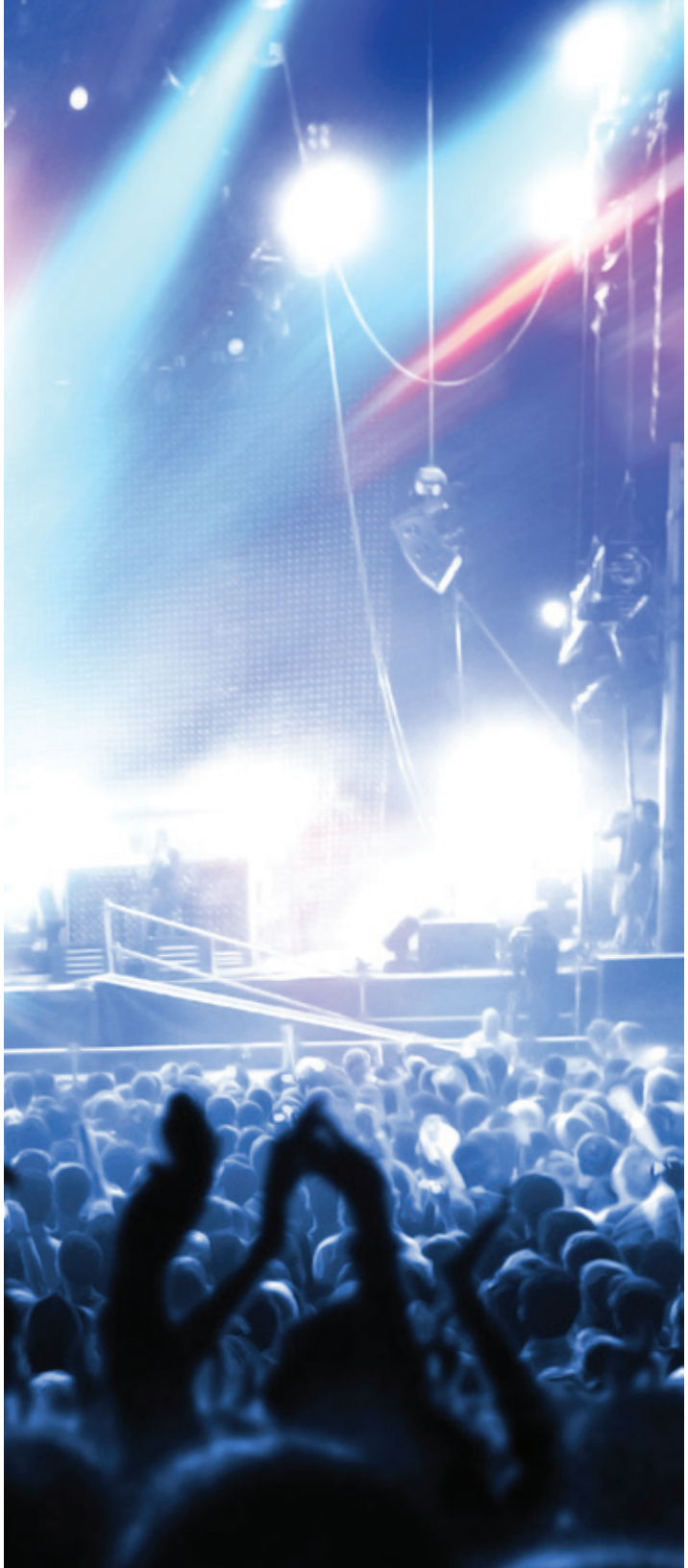
Certifications And Awards

The ESC and all of its service entities hold the following professional certifications. The skill sets of the employees are as varied as the service functions offered. Numerous employees hold certifications in their respective industries as well as memberships in professional organizations.

Many ESC professionals hold one or several of the following certifications:

- Acquisition Planning Level I
- Acquisition Planning Level II
- Application Developer-Oracle Developer
- Application Developer Specialist
- A+
- Certified Authorization Professional (CAP)
- Certified Risk and Information Systems Control (CRISC) ISACA Organization
- Certified Information Systems Security Professionals (CISSP)
- Certified Information Systems Auditors (CISA)
- Certified Government Financial Manager (CGFM)
- Certified Business Continuity Professionals (CBCP)
- Certified Public Accountant (CPA)
- Certified Hardware Asset Management Professional (CHAMP)
- Certified Software Asset Manager (CSAM)
- Certified IT Asset Manager (CITAM)
- Cisco Certified Network Associate (CCNA)
- Comptia A+

- Comptia Security Plus
- Comptia Network Plus
- FAA COR certification – Certified Acquisition Professional (COR = Contracting Officer's Representative)
- GIAC Certified Forensic Analyst (GCFA)
- Help Desk Institute Certified Customer Support Agents (CCSA)
- IBM Domino Administrator or Developer
- Information Technology Infrastructure Library (ITIL) Foundation
- ISO 9001: Internal Auditor
- ITIL Practitioner – Agree and Define (IPAD) Certification
- ITIL Practitioner – Release and Control (IPRC) Certification
- ITIL Practitioner – Support and Restore (IPSR) Certification
- ITIL V3 Foundations Certified
- Lean Six Sigma (L/ SS)Green and Black Belts
- Linux Professional (LPI)
- Linux+
- Microsoft Certified Professional + Internet (MCP+I)
- Microsoft Certified Systems Engineers (MCSE)
- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Technology Professional (MCTS)
- NetApp Certified Data Management Administrator
- Network+
- Oracle Certified Professionals and Masters (OCP and OCM)
- Oracle Certified Associate (OCA) certification
- Oracle PL/SQL Developer OCA Certification



- Oracle Advanced PL/SQL Developer Certified Professional
- Project Management Institute (PMI)
- Project Management Professionals (PMP)
- Quality Management Systems – Lead Auditors (QMS – LA)
- RedHat Certified Engineer (RHCE)
- RedHat Certified System Administrator (RHCSA)
- Registered Professional Engineers (PE)
- Security+
- SQL Server 2005/2008 Certified
- VCP-V/Mware Certified Professional

So what does it mean to customers when the ESC practices Lean Six Sigma methodologies in the workplace? For the customer – it means improved quality, lower costs, faster lead time and delivery, and increased customer satisfaction.

Awards

Accolades from President Obama and DOT Secretary LaHood on partnering with the National Highway Traffic Safety Administration during the Car Allowance Rebate System (CARS) commonly called "Cash for Clunkers" program. This project represented a $1 billion federal stimulus program. ESC and Oracle ® developed a full scale application and had it fully operational within a very tight 30-day time frame.

Accolades from the Government Accountability Office, Chief Financial Officer on the implementation of Delphi and moving to financial transaction processing.

Telly Award, (honoring the finest in film and video productions) winner in Employee Communications category – "ESC – Customer Relationship Management" video production. Other ESC Telly wining projects include "Back to Basics series", "The Zone", and "Stress in Aviation".

An ESC employee was the first recipient of the DOT Secretary's award (the Phyllis Scheinberg Memorial). This annual award gives recognition to an employee in the financial management community who has made a significant contribution to the mission of the Department.

FAA's Regions and Center Operations (ARC) provides recognition to FAA employees with an ARC Honorary Award. In 2009, one of ESC's employees was bestowed with this honor.

An ESC Employee received Employee of the Year award from Oklahoma Federal Executive Board in the category of Technical, Professional, and Administrative.

Annually, the Mike Monroney Aeronautical Center recognizes individuals and teams who make significant contributions in the areas of innovation, leadership, and assists in meeting the business plan goals of the Center. ESC employees have been honored with such awards in 2009, 2010, and 2011.

The CIO Magazine Award announced that the ESC was selected as an honoree for the magazine's 25th annual *CIO 100 Awards*. The ESC was recognized as one of 100 innovative organizations that use IT effectively to create business value. Specifically, the award recognizes the work ESC accomplished to consolidate data storage and upgrade data capabilities in the Systems Management Facility (SMF).

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