



Enterprise Services Center
Data Center Services
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Data Center Services FOR GOVERNMENT AGENCIES



ESC, the cross-servicing arm of the US 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 500+ servers with 1,020 terabytes of storage.

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 most secure anywhere. The facility, which is SAS-70 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

Physical and Logical Security

- + 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

Disaster Recovery

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

Purpose-Built Facility

- + 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

Data Center Personnel Certifications

- + 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

About Enterprise Services Center

In the 1980s the US 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, US 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, and all of US 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


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