



# Information Services (IS) Fact Book

**Enterprise Services Center**  
*A Division of the US Department of Transportation*

March 2010





## **ESC Mission**

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

## **ESC 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.*



**Simplify  
your work**

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**T**he Enterprise Services Center (ESC) is a cross-servicing organization of the Department of Transportation (DOT) Federal Aviation Administration (FAA). It provides financial, business and information services on a fee-for-service basis to several cabinet level government agencies. It has over 900 employees, including contractors, and it is located at the FAA Mike Monroney Aeronautical Center in Oklahoma City, Oklahoma (with representation in Washington, D.C.)

The ESC was designated by OMB as a Financial Management Line of Business (FMLoB) Shared Service Center for Financial Management in February 2005 and as an Information Systems Security Line of Business (ISSLoB) Shared Service Center for Certification and Accreditation (C&A) and other Security Services in January 2009.



*This Fact Book focuses on the information services provided by the ESC. Services offered are wide in scope, tools, and technologies, including the following:*

- Application Development
- Data Center Services
- Information Systems Security
- Customer Service Center
- Office Automation Services
- Telecommunication Services
- National Wireless Program
- IT Acquisition Services
- Media Services

*The ESC has extensive experience cross servicing other federal organizations to include the following:*

- Government Accountability Office (GAO)
- Department of Education (DoED)
- U.S. Air Force (USAF)
- Social Security Administration (SSA)
- Department of Homeland Security (DHS)
  - U.S. Coast Guard (USCG)
  - Transportation Security Administration (TSA)
- Commodity Futures Trading Commission (CFTC)
- National Endowment for the Arts (NEA)
- General Services Administration (GSA)
- Institute of Museum and Library Services (IMLS)
- Office of Personnel Management (OPM)
- Department of Commerce (DOC)
- Consumer Product Safety Commission (CPSC)
- National Credit Union Administration (NCUA)
- U.S. Department of Agriculture (USDA)
- Environmental Protection Agency (EPA)



- All operating administrations and bureaus of the Department of Transportation (DOT):
  - Office of the Secretary of Transportation (OST)
  - Federal Aviation Administration (FAA)
  - Federal Highway Administration (FHWA)
  - Federal Motor Carrier Safety Administration (FMCSA)
  - Federal Railroad Administration (FRA)
  - Federal Transit Administration (FTA)
  - Maritime Administration (MARAD)
  - National Highway Traffic Safety Administration (NHTSA)
  - Office of Inspector General (OIG)
  - Pipeline and Hazardous Materials Safety Administration (PHMSA)
  - Research and Innovative Technology Administration (RITA)
  - Saint Lawrence Seaway Development Corporation (SLSDC)
  - Surface Transportation Board (STB)

# Our Employees



## **Staff:**

- Over 450 employees  
*(approximately 50% are contractors)*

## **Skill Mix:**

### • IT Specialists:

- Systems Analysts
- Programmers
- Web Developers
- Database Administrators
- Systems Administrators
- Hardware Specialists
- Telecommunications Specialists
- Network Administrators
- Office Automation Specialists
- Customer Service Agents
- IT Security Professionals

### • Other Specialists:

- Printing Technicians
- Graphic Designers
- Video Producers
- Script Writers





### ***Employee Certifications:***

*Employees hold a variety of certifications in many areas including the following:*

- Oracle Certified Professionals and Masters (OCP and OCM)
- Microsoft Certified Systems Engineers (MCSE)
- Microsoft Certified Professional + Internet (MCP+I)
- Certified Information Systems Security Professionals (CISSP)
- Certified Information Systems Auditors (CISA)
- Certified Business Continuity Professionals (CBCP)
- Help Desk Institute Certified Customer Support Agents (CCSA)
- Information Technology Infrastructure Library (ITIL) Foundation
- Project Management Professionals (PMP)
- Quality Management Systems – Lead Auditors (QMS – LA)
- Registered Professional Engineers (PE)

# Quality Programs

*The ESC is committed to quality and to continuous improvement. Initiatives to support this commitment include:*

- **ISO 9001: Quality Management Systems**  
*Certified in FY-2009*
- **ISO/IEC 20000-1:2005: IT Service Management**  
*Certified in FY-2009*
- **Statement of Auditing Standards  
No. 70 (SAS-70) Type II:**  
*Annual audit of ESC services and validation of controls in place*
- **Project Management Office (PMO):**  
*Over 40 certified Project Management Professionals (PMPs)*
- **Lean Six Sigma:**  
*Two Black Belts*  
*Over 19 Green belts*  
*Over six active process improvement projects at a time*



## **Application Services:**

*The ESC provides information systems development, integration, maintenance and support to include enterprise commercial-off-the-shelf (COTS) systems and specialized custom applications on a variety of platforms.*



## **Facts and Figures:**

- “Best in government” support in financial systems and management at cabinet level
- Emerging Technologies:
  - Ongoing hardware and software architecture standardization
  - Oracle Federal Financial Release 12i
- Provide business solutions using microcomputer, client/server, mainframe, and web technologies:
  - Knowledge and discipline in the System Development Lifecycle Process (SDLC)
  - Enterprise and custom solution development and maintenance
  - Expertise in handling of sensitive personally identifiable information and personally identifiable information (SPII/PII)
  - Expertise in Service Oriented Architecture (SOA)
  - Support for applications development in open source hardware platforms (LINUX)



### **Data Center Services:**

*The ESC manages an in-house security certified server hosting facility known as the Systems Management Facility (SMF). The SMF is one of four authorized FAA Data Centers. Services include systems administration, database administration, patch management, backups/restores and disaster recovery. The ESC also supports mainframe services for a platform located in an outsourced facility at the U.S. Department of Agriculture's National Information Technology Center (NITC).*

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### **Facts and Figures:**

- 7,660 sq. ft. facility
- 500 plus servers
- Manages 75 plus Oracle Databases and 15 Microsoft SQL Server Databases
- Over 1,020 terabytes of storage  
*(25% annual growth expected to continue)*
- 696 kW of power  
*(1.4MW of backup generator power, one diesel, one natural gas)*
- 240 tons of cooling *(an average 2,000 sq. ft. home uses three)*



## **Information Systems Security (ISS):**

*The ESC ISS staff provides Federal Information Security Management Act (FISMA) compliance services such as: security certifications and re-certifications, annual assessments and contingency/disaster recovery planning. Other services include system vulnerability scanning and Information Systems Security Officer (ISSO) services.*



### **Facts and Figures:**

- One of four organizations designated by OMB as an ISSLOB for Certification and Accreditation (C&A)
- In excess of 1,000 mitigation activity closure validations processed in FY-09
- Over 100 system interfaces tracked year-round for security compliance
- Approximately 19,000 devices scanned weekly, monthly and quarterly. The performance measure to close all high vulnerabilities found within 30 days has been met for the past three years

### **Customer Service Center (CSC):**

The ESC provides 24x7x365 Level 1 help desk support for system hosting, desktop support, and application services. The CSC follows ITIL best practices. Agents are certified by the Help Desk Institute.



### **Facts and Figures:**

CSC Performance Measures	FY-09 Overall	Industry Averages <i>(if available)*</i>
Number of contact users	Over 50,000	
Number of tickets logged (from all sources) per month	Over 15,600	
Contact users per full time equivalent (FTE) agent	2,083	471
Customer satisfaction rating	96%	
Average first call resolution	51%	65%
Average delay until call answered	25 seconds	38 seconds
Average call duration	6.9 minutes	
Call abandonment rate	4%	
Call offered to answered rate	85%	85%
Average cost per event	\$11.83	\$23.09

*\* Per Gartner Group, 2008*



## Services

### **Office Automation Services:**

*The ESC also provides Level 2 desktop and e-mail support to the Aeronautical Center. Services include hardware and software installation, maintenance, troubleshooting, and problem resolution for desktops and laptops.*



### **Facts and Figures:**

- Over 4,500 workstations supported
- Over 50% of calls escalated to Level 2 are resolved remotely
- In-house PC and printer repair shop
- Aggressive patch management program to ensure security of IT infrastructure
- Provide e-mail support to over 30,000 users as member of virtual team covering nine FAA regions and the Aeronautical Center



## Telecommunication Services:

*The ESC provides and supports the voice and data infrastructure to the Aeronautical Center campus.*

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### Facts and Figures:

- Number of telephones supported over 8,900
- Number of VoIP telephones supported (*for disaster recovery*) over 130
- 2,578 fibers connecting 70 plus buildings
- 100 plus secured wireless access points at key locations
- Second largest internet access point (IAP) in FAA
- Provides telecommunications to over 15 other government customers/agencies in various capacities
- Supports nine call centers (*including two remote sites*), averaging 20,000 incoming calls per week





## Services

### **National Wireless Program (NWP):**

*The ESC serves as the FAA's central acquisition platform for cellular devices and services.*



### *Facts and Figures:*

- Supports over 17,000 cellular devices for the FAA
- Manages four national carriers (*AT&T, T-Mobile, Sprint and Verizon*), two national pager services (*Skytel and USA Mobility*) and three satellite carriers (*Iridium, Inmarsat and Globalstar*)
- Rate optimization analysis conducted every three months (*optimization involves the analysis of usage to determine the most cost effective plan for the user*)
- Zero-usage analysis conducted every three months
- Cost savings/avoidance resulting from centralizing all cellular device contracts and support has been tracked as an FAA cost control initiative. Below is the reported cost savings since it began to be tracked:
  - FY-2008: Cost savings of \$328K (*four months only*)
  - FY-2009: Cost savings of \$2.5 million



## **IT Acquisition Services:**

*The ESC provides IT asset contract management solutions that result in a lower cost of ownership.*

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## **Facts and Figures:**

- The ESC has a Blanket Purchase Agreement (BPA) for desktops, laptops, and commodity servers
- The BPA is a mandatory source for FAA (*optional for DOT*)
- All laptops, desktops and monitors on the BPA are Electronic Product Environmental Assessment Tool (EPEAT) gold rated (*gold rating is an environmental rating that requires that the equipment meet all 23 required criteria plus at least 75% of the optional criteria*)
- Cost savings/avoidance resulting from using the BPA has been tracked as an FAA cost control initiative. Below is the reported cost avoidance for the last three years:
  - FY-2007 19,841 units sold at a total cost of \$38.2 million  
Cost avoidance of \$11.6 million
  - FY-2008: 19,314 units sold at a total cost of \$41.9 million  
Cost avoidance of \$10.7 million
  - FY-2009: 15,505 units sold at a total cost of \$38.5 million  
Cost avoidance of \$8.2 million



## Media Services:

*The ESC provides in-house and commercial printing, mail and distribution (to include urgent and overnight mail) and multi-media services (to include commercial graphics, video production and photography).*



## Facts and Figures:

- Prints an average of 2.8 million pages each month
- Produces over 81,000 square feet of large format, color printing a year
- Handles an average of 22,000 pieces of mail a day
- Processes over 12,000 urgent mail requests per year
- Full high definition (HD) capable video production team records over eight TB of HD video a year
- Directly supports FAA mission with graphic, photo and video support in areas such as: Runway Safety, Crew Resource Management, and Human Factors in Aviation



- **Customer First** •

*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 values 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.*



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