



Efficient
Secure
Collaborative

Enterprise Content Services (ECS)

The Department of Transportation – Enterprise Services Center





ESC Then and Now

Shared Service Provider • Cloud and System Integration • Technologies • Cyber Security • Multi-Media



1987

DOT Systems

- 14 accounting systems
- 6 operated by USCG

1992 - 1993

DOT

- 7 accounting systems

DAFIS

- \$23.4M deployment
- Over 1,500 users

1998

FAA Shared Services at MMAC

- FF for Media

2000 - 2004

- DOT agencies migrate from DAFIS to Delphi
- Onboarded NEA
- Stood up TSA

2005

- Federal Shared Service Designation
- Onboarded IMLS

2006

- Onboarded CFTC

2007 - 2008

- National Wireless Program (NWP)
- Onboarded GAO and ESC PRISM

2009 - 2010

- Designated ISSLOB
- Cash for Clunkers
- Onboarded DOC

2011

- iSupplier for Grants
- Onboarded CPSC

2012 - 2013

- Cybersecurity authorized GSA FedRAMP 3PAO
- Onboarded SEC, NCUA, and OPM financial services

2014 - 2015

- Completed R12 upgrade and GTAS
- NHTSA and FRA Go-Live on PRISM
- DATA Act

2017 - 2018

- Exadata upgrade
- Customer engagement
- Pricing workgroups

2019 - 2023

- DOT Agencies consolidate to (1) ESC PRISM
- \$12.9M savings via centralized shared services for Cybersecurity
- \$2.5M savings via cellular services and equipment
- Hosting OPM's legacy financial system
- Migrated OPM to Shared Services environments – May 2021
- IMLS ESC PRISM implementation – May 2021
- iSupplier for DOT Vendor Payments
- RPA Solutions for Financial Services Processing

Delphi

- 6,200 users
- 1 accounting system

ESC Leader in Shared Services

- ✓ Servicing over 20 federal agencies with Financial Solutions
- ✓ Financial Services 5-year averages:
 - Processed 892K grant payment transactions for \$65B for DOT
 - Processed 48K AR invoices for \$18.9B
 - Processed 556K AR receipts for \$14B
 - Processed 124K travel vouchers
- ✓ Financial statements available 10-days after Year End
- ✓ Intelligent automation strategy
- ✓ Cybersecurity strategy
- ✓ Over 2,200 ESC PRISM users
- ✓ DOT Financial Audit – Clean Audit for 16 consecutive years

ESC Services reflect consistent growth through Shared Services

2010

- Financial Innovation & Transformation (FIT)

2017

- Unified Shared Services Management (USSM)

2019

- Quality Service Management Office (QSMO)



ESC Products & Services

Financial Management Services Packages	Information & Digital Services Packages
<p>Financial Management</p> <ul style="list-style-type: none">• Transaction Processing & Reporting Services• Receivables Management• Payables Management• Financial Statement Prep• General Ledger• Fixed Assets/Capitalization• Budget Execution• Professional Services/Consulting• Financial Reconciliation• Financial Reporting• Revenue Management• Reimbursable Management• Delinquent Debt Management• Cost Management <p>Relocation and Travel Services</p> <ul style="list-style-type: none">• Permanent Change of Station• Travel System• Travel Card Administration• Centrally Billed Accounts• Travel Card Monitoring	<p>Acquisition</p> <ul style="list-style-type: none">• ESC PRISM <p>Financial Management</p> <ul style="list-style-type: none">• Delphi <p>Cybersecurity</p> <ul style="list-style-type: none">• Independent Cybersecurity/Vulnerability Assessments• Cybersecurity Support Services <p>Information Technology Services</p> <ul style="list-style-type: none">• Data Center Hosting & Managed Services• Application Services• Service Desk Services• Enterprise Content Services <p>National Wireless Program</p> <ul style="list-style-type: none">• Contract and Funding Management• Invoice Management• Inventory Management• Usage and Optimization Management• End-of-Life Recycling/Disposal <p>Media and Digital Solutions</p> <ul style="list-style-type: none">• eLearning Development• Video and Animation• Graphic Design• Document Digitization• Photography• Printing, In-House and Commercial



OMB Mandates

M-19-21 Transition to Electronic Records

- Issued in June of 2019.
- This mandate required all Federal agencies to manage all permanent records in an electronic format with the appropriate metadata by 2022.

M-23-07 Update to Transition to Electronic Records

- Issued in December of 2022.
- This update moved the required completion deadline to June of 2024 and notified agencies that following 6/30/24, NARA will no longer accept the transfer of physical records.



Enterprise Content Services Vision

CAPTURE

- *Scalable content digitization services*
- Automated metadata collection and tagging
- Efficient, scalable, and flexible content format ingestion
- *Alternative capture options for on-premises and remote operations*
- Automatic document identification, classification and storage
- NARA compliant digitization standards

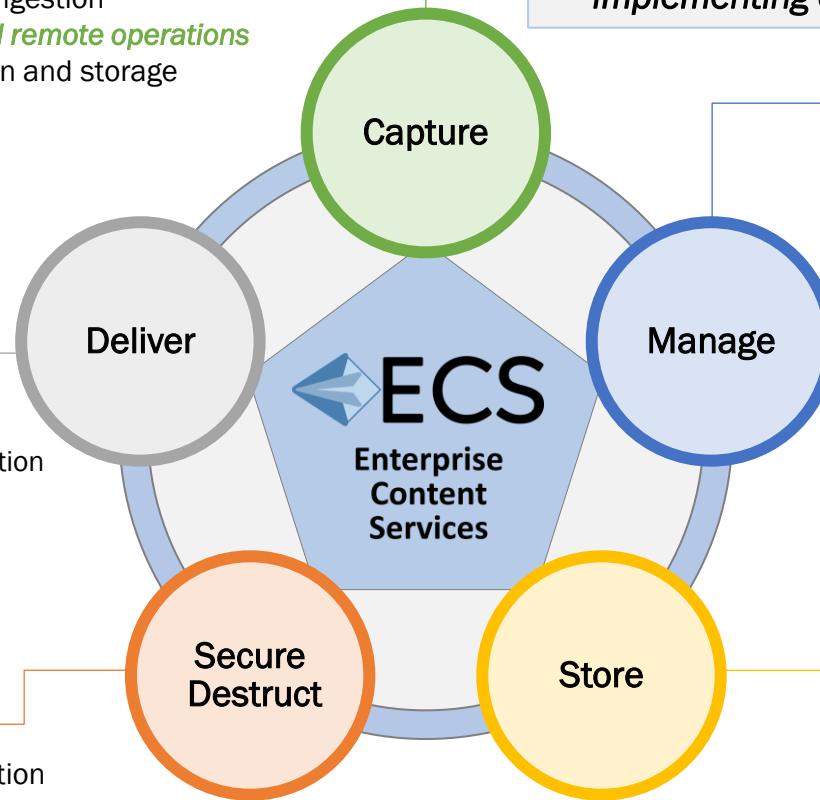
A single, cost-effective, secure, and scalable solution for capturing and managing records, automating business processes, and implementing efficient, centralized digital content governance.

DELIVER

- Well organized and easily located digital content
- Improved productivity and user experience
- Automatic transfer of digital content to NARA
- **Structured processes from creation to disposition**
- Reduction in manual tasks through efficient process automation
- Enhanced procedures for content creation and search
- Extensive reporting capability

SECURE DESTRICT

- Securely managed physical records prior to destruction
- Securely destroyed based on disposition schedules



MANAGE

- *Automatically enforce Records Management policies*
- Compliance with content policies, laws and regulations
- Mitigation of legal and business risks
- NARA compliant metadata standards
- *Cost effective and scalable*
- Centralized content and information governance
- Flexible integration for managing data in place

STORE

- Secure and efficient content storage
- Leveraging industry leading technology
- Scalable infrastructure



Steps Taken

To address the mandates ESC performed the following:

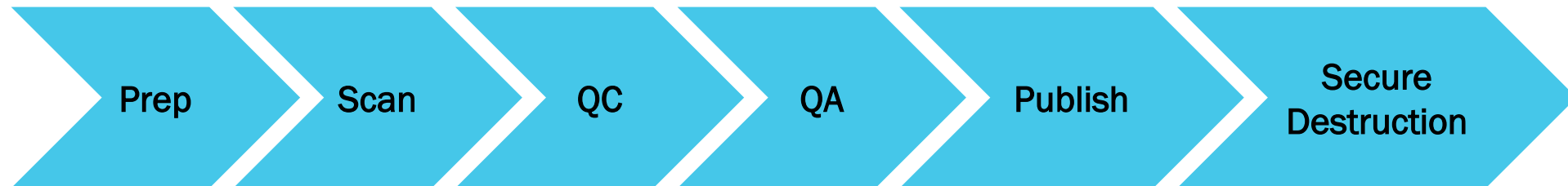
- Utilized the ESC Intake process to define the problem/scope and lay out the requirements
- Leveraged our Enterprise Architecture teams to identify solutions to address the digitization and records management mandates
- Developed a business case and presented to the FAA Franchise Fund Council for approval
- The following represents the core of Enterprise Content Services



ECS - Digitization

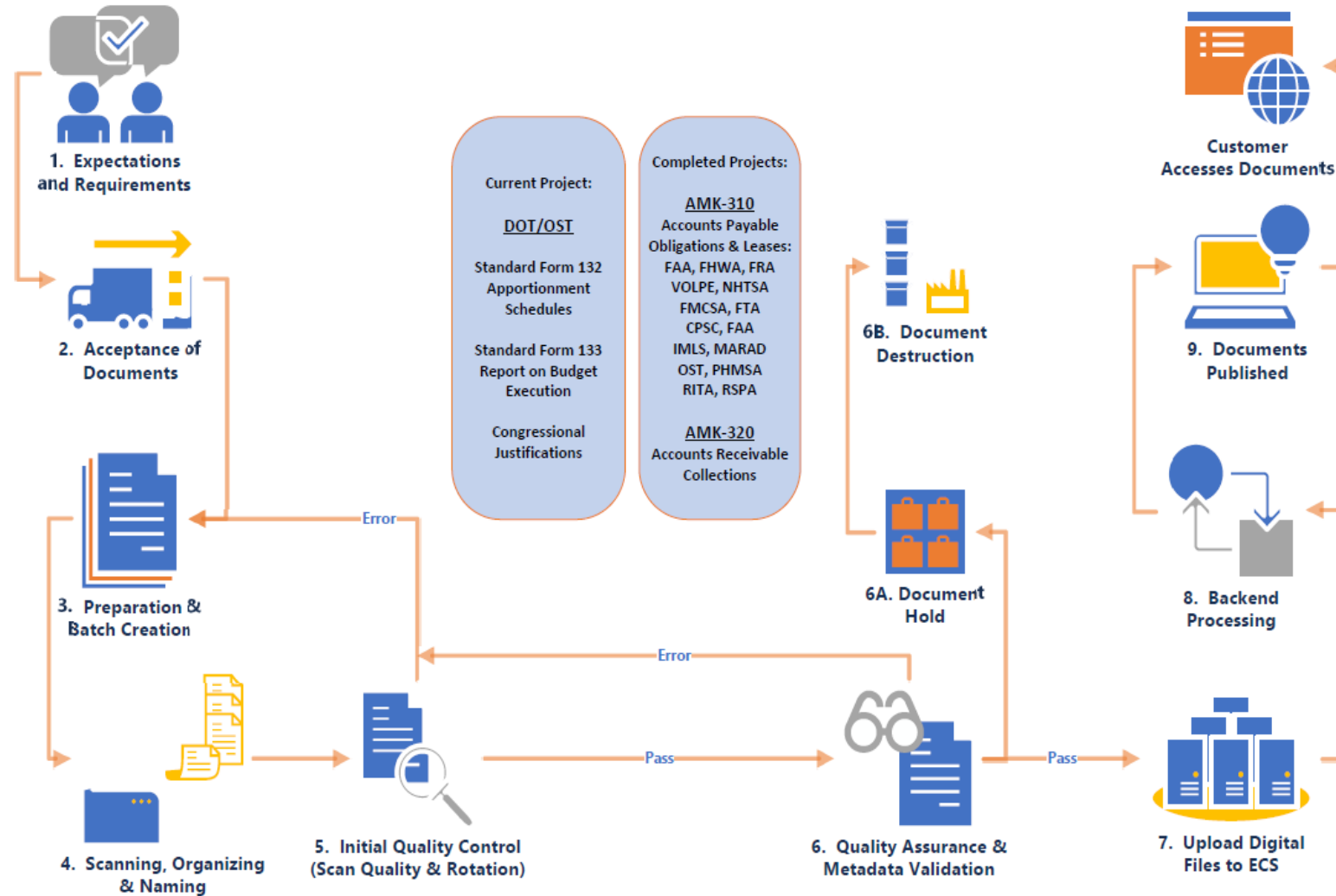
Process Creation

- Built from the ground up, visited LOB scanning areas
- Procured commercial scanners that can handle up to 480 pages per minute
- Used internal workorders to develop workflow, milestones and metrics
- Designed a unique, internal digitization process to ensure 100% accuracy and high-quality imaging





ESC Digitization Process





Enterprise Content Services (ECS) Progress to Date

2020

Internal Media Solutions Workorders - 100,000 Pages

- Trained on the hardware and developed processes to digitize

2021

AMK-310 (AP) - 0.6 Million Pages

2022

AMK-310 (AP) and FAA Leases - 1.5 Million Pages

2023

AMK-320 (AR) - 2.5 Million Pages

DOT Office of the Secretary - 2.6 Million Pages

2024

DOT Office of the Secretary - 2.8 Million Pages

.002 Error Rate (2 in 1,000)



Enterprise Content Service (ECS) Platform

Key ECS Platform Features



Intelligent Capture

- Automated form recognition and data extraction
- Machine learning of distinct forms and images for automate processing and routing



Integration

- Connect with other applications or data sources to send, receive or share data



Records Management

- Automatically classify documents, assign records schedules, and create archival or disposition workflows



Business Process Automation

- Optimization of repeatable business processes and standardized operations
- Dynamic case management and task processing



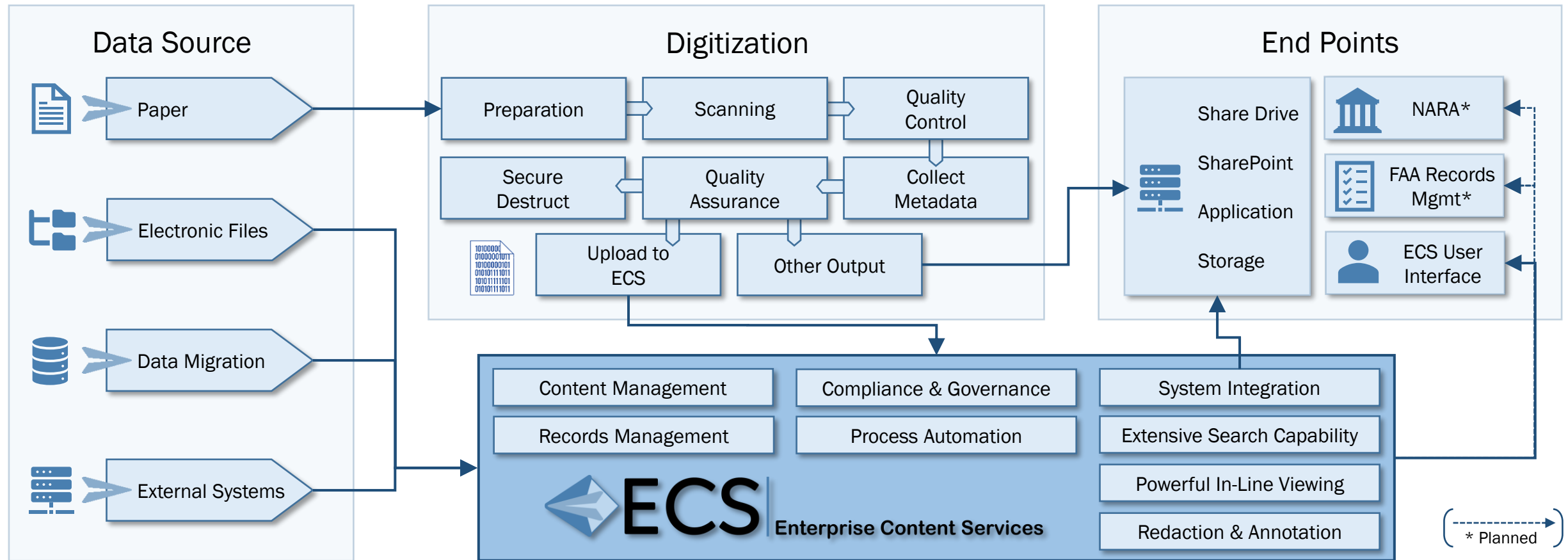
Security

- Role-based access based on application and business requirements
- Robust authentication protocols (MFA Compliant)



Enterprise Content Services (ECS)

A secure and scalable shared service solution for capturing and managing records, automating business processes, and implementing efficient, centralized, digital content governance.





ECS DEMO



Q&A