Efficient
Secure
Collaborative

Enterprise Content Services (ECS)

The Department of Transportation – Enterprise Services Center
ESC Then and Now

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

- 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 Products & Services

<table>
<thead>
<tr>
<th>Financial Management Services Packages</th>
<th>Information &amp; Digital Services Packages</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Financial Management</strong></td>
<td><strong>Acquisition</strong></td>
</tr>
<tr>
<td>• Transaction Processing &amp; Reporting Services</td>
<td>• ESC PRISM</td>
</tr>
<tr>
<td>• Receivables Management</td>
<td><strong>Financial Management</strong></td>
</tr>
<tr>
<td>• Payables Management</td>
<td>• Delphi</td>
</tr>
<tr>
<td>• Financial Statement Prep</td>
<td><strong>Cybersecurity</strong></td>
</tr>
<tr>
<td>• General Ledger</td>
<td>• Independent Cybersecurity/Vulnerability Assessments</td>
</tr>
<tr>
<td>• Fixed Assets/Capitalization</td>
<td>• Cybersecurity Support Services</td>
</tr>
<tr>
<td>• Budget Execution</td>
<td><strong>Information Technology Services</strong></td>
</tr>
<tr>
<td>• Professional Services/Consulting</td>
<td>• Data Center Hosting &amp; Managed Services</td>
</tr>
<tr>
<td>• Financial Reconciliation</td>
<td>• Application Services</td>
</tr>
<tr>
<td>• Financial Reporting</td>
<td>• Service Desk Services</td>
</tr>
<tr>
<td>• Revenue Management</td>
<td>• Enterprise Content Services</td>
</tr>
<tr>
<td>• Reimbursable Management</td>
<td><strong>National Wireless Program</strong></td>
</tr>
<tr>
<td>• Delinquent Debt Management</td>
<td>• Contract and Funding Management</td>
</tr>
<tr>
<td>• Cost Management</td>
<td>• Invoice Management</td>
</tr>
<tr>
<td></td>
<td>• Inventory Management</td>
</tr>
<tr>
<td><strong>Relocation and Travel Services</strong></td>
<td>• Usage and Optimization Management</td>
</tr>
<tr>
<td>• Permanent Change of Station</td>
<td>• End-of-Life Recycling/Disposal</td>
</tr>
<tr>
<td>• Travel System</td>
<td><strong>Media and Digital Solutions</strong></td>
</tr>
<tr>
<td>• Travel Card Administration</td>
<td>• eLearning Development</td>
</tr>
<tr>
<td>• Centrally Billed Accounts</td>
<td>• Video and Animation</td>
</tr>
<tr>
<td>• Travel Card Monitoring</td>
<td>• Graphic Design</td>
</tr>
<tr>
<td></td>
<td>• Document Digitization</td>
</tr>
<tr>
<td></td>
<td>• Photography</td>
</tr>
<tr>
<td></td>
<td>• Printing, In-House and Commercial</td>
</tr>
</tbody>
</table>

**ESC Service Catalog:** [www.esc.gov/ESCSC/ESChome.asp](http://www.esc.gov/ESCSC/ESChome.asp)
# 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

**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

**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

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

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

<table>
<thead>
<tr>
<th>Intelligent Capture</th>
<th>Integration</th>
<th>Records Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Automated form recognition and data extraction</td>
<td>• Connect with other applications or data sources to send, receive or share data</td>
<td>• Automatically classify documents, assign records schedules, and create archival or disposition workflows</td>
</tr>
<tr>
<td>• Machine learning of distinct forms and images for automate processing and routing</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Process Automation</th>
<th>Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Optimization of repeatable business processes and standardized operations</td>
<td>• Role-based access based on application and business requirements</td>
</tr>
<tr>
<td>• Dynamic case management and task processing</td>
<td>• Robust authentication protocols (MFA Compliant)</td>
</tr>
</tbody>
</table>
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.

Data Source:
- Paper
- Electronic Files
- Data Migration
- External Systems

Digitization:
- Preparation
- Scanning
- Secure Destruct
- Secure Destruct
- Quality Assurance
- Quality Assurance
- Collect Metadata
- Collect Metadata
- Upload to ECS
- Upload to ECS
- Other Output
- Other Output

End Points:
- Share Drive
- SharePoint
- Application
- NARA*
- FAA Records Mgmt*
- ECS User Interface

Content Management
Compliance & Governance
System Integration
- Records Management
- Process Automation
- Extensive Search Capability
- Powerful In-Line Viewing
- Redaction & Annotation

* Planned
ECS DEMO
Q&A