COUNTERPOINT

CUSTOMER SUCCESS STORIES

USING APPWORKS IN THE UNITED STATES PUBLIC SECTOR

INTELLIGENT AUTOMATION SOLUTIONS

Presented to

opentext™

CLIENT: TRANSPORTATION SECURITY ADMINISTRATION(TSA)

SCOPE

The Transportation Security Administration (TSA) Request for Personnel Action (RPA) system automates the processing of employee work schedule changes, promotions, bonuses, departures, as well of a variety of other Human Resources functions The TSA's Offer Management Interface system handles employee hiring through USAJobs/ Monster job offer announcements. Together, these systems help automate the TSA's operational and personnel needs across over 450 locations, including major US airports and TSA headquarter locations.

PROBLEM

The legacy RPA and OMI systems were built on the Metastorm 7 platform which is no longer being supported by OpenText. TSA sanctioned the migration of the systems into the OpenText AppWorks platform but required skilled resources in order to implement as well as enhance the current functionality

CHALLENGES

1. Requirements and functionality produced in the legacy system in Metastorm have to be converted into their functional equivalents in AppWorks, which often requires clever reverse engineering.
2. TSA has several external systems that required unique integration solutions, including connections with Kapow Software and USAJobs/Monster.com handled using Oracle SQL database software as a middle layer.
3. Role and location-based access is a primary security concern for RPA and OMI users, with the system requiring some dynamic flexibility in performing system functions and upholding segregation of duties.

IMPLEMENTATION /SOLUTION DETAILS

Solution Overview: Customized modern front-end application built on Backbone.js/Marionette.js hosted on TomEE application server. AppWorks serves as the middle layer that handles all system integrations (including Content Suite, PDF generation, Kapow system, and Oracle DB), user and role security through OpenText Directory Services, and stateful workflow management.

Technologies: Oracle SQL, Java, AppWorks, Content Suite, Backbone.js/ Marionette.js

Features:HR process automation, data management/ form prepopulation, role and location-based security, auto-generation of PDF documents, content server document management, automated flagged actions, custom to-do/ worked items list, custom search interface, process flow auditing, automated email notification, dynamic form validation.

CLIENT: TRANSPORTATION SECURITY ADMINISTRATION (TSA)

BENEFITS

- Delivered robust, modern custom UI to replace the outdated look and feel of Metastorm 7 forms
- Utilized the modularity of AppWorks business processes to consolidate several Metastorm workflows, thus saving development time and streamlining production support
- Improved performance through separation of business data from runtime backend
- Automated the TSA's Human Resources processes for filling vacant positions, assigning monetary and time off awards, and employee exit clearances while maintaining their compliance with public sector legal regulations
- Legacy system functionality with expanded features, easy maintenance of business logic
- Section 508 - Compliant