

CHAINBRIDGE SOLUTIONS

UNPARALLELED INTEGRITY

Personnel Security Background Investigation CMS Case Study

The Nuclear Regulatory Commission, Personnel Security Branch, Personnel Security Adjudications Tracking System (PSATS)

The NRC's Office of Administration (ADM), Division of Facilities and Security (DFS), Personnel Security Branch (PSB), is responsible for ensuring that only authorized NRC employees, consultants, contractors, and licensees have access to NRC facilities, classified information, sensitive NRC information and equipment, nuclear power facilities, and special nuclear material.

PSB needed a way to efficiently, yet thoroughly vet each and every candidate while meeting increasingly ambitious timeliness guidelines from the Office of Personnel Management (OPM). All case management was conducted manually, with hard copy investigative products, relying on outdated applications with limited search capabilities and outdated support systems. Manual processes and paper-based archives hindered the agency's ability to manage and track the personnel security program in an efficient manner. The agency was motivated to increase staff efficiencies and ensure timely processing of required actions.

The U.S. Nuclear Regulatory Commission (NRC) is an independent Federal agency established by the Energy Reorganization Act of 1974 to regulate civilian use of nuclear materials. NRC's mission is to manage the nation's civilian use of byproduct, source, and special nuclear materials to ensure adequate protection of public health and safety, to promote the common defense and security, and to protect the environment.

The entellitrak-Based Case Management System Solution

In order to meet their goals and solve these problems, PSB selected the web-based MicroPact entellitrak® BPM Platform technology as the foundation of the new Personnel Security Adjudications Tracking System (PSATS). Chainbridge Solutions worked closely with PSB staff to thoroughly understand the agency's pain points, streamline business processes, optimize data integration with internal and external systems, build timesaving features, and as a result, improve PSB's overall productivity. PSATS transformed the agency's ability to swiftly onboard candidates, ensure high data integrity of their personally identifiable information, expedite information sharing between NRC and OPM, and allow for swift communication with candidates and executive management.

PSATS on the entellitrak platform now provides a central repository for all personnel security related data, with a single process view across several systems including:

- Office of Personnel Management's Personnel Investigations Processing System (OPM PIPS)
- DOI's Federal Payroll Processing System (FPPS)
- Drug Testing Tracking System (DTTS)
- Identity Credential Access Management (ICAM)

Using entellitrak allowed Chainbridge Solutions to utilize the inherent development tools and built-in functionality for business process management and workflow. As NRC requirements evolved, Chainbridge Solutions was able to tailor and further conform the solution to exactly meet the agency's needs.

Benefits Realized

Today, the PSATS solution serves as the NRC's system of record for all personnel security information. It has improved efficiencies and tracking of on-boarding and off-boarding all personnel. Business workflow logic now drives PSB's success and significantly streamlines the NRC's pre-employment vetting process. Key benefits realized within PSATS include:

- Improved efficiency onboarding and off-boarding staff
- Swift and Focused Management Reporting
- Enhanced data integrity and protection of PII
- Elimination of redundant data entry
- More productive staff

Using PSATS, Adjudicators are informed of a received investigation report immediately upon receipt, maximizing review and collaboration time, while ensuring timeliness goals are met.

The Chainbridge Solutions Team

Chainbridge Solutions has worked with the NRC since 2011.

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SOFTWARE THAT THINKS LIKE YOU DO.

MicroPact is a wholly owned subsidiary of Tyler Technologies, the largest company in North America dedicated to providing software for the public sector, including federal, state, and local government. Tyler is a nationally recognized provider of integrated system solutions and professional services and serves clients in more than 21,000 installations across 10,000 state and local government locations in all 50 states, Canada, Puerto Rico, the United Kingdom and Australia, as well as more than 200 U.S. federal agencies. Acquired by Tyler in February 2019, MicroPact has focused for more than four decades on delivering powerful, adaptive, commercial off-the-shelf (COTS) solutions to the public sector. Today, MicroPact products serve 49 U.S. states and 97% of federal agencies with 500 or more employees. Tyler has more than 21,000 successful installations across 10,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. A financially strong company, Tyler has achieved double-digit revenue growth every quarter since 2012. It was also named to Forbes' "Best Midsize Employers" list in 2018 and recognized twice on its "Most Innovative Growth Companies" list. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at tylertech.com.

The **MicroPact Global Alliance partner program** gives your organization the connections, technical skills, and expertise to sell, configure and maintain entellitrak solutions that solve real business challenges. For more details, please contact the MicroPact Global Alliance team at **703.709.6110** or by email at sales@micropact.com.

Chainbridge Solutions Inc., is an SBA 8(a) minority, woman-owned small business, providing IT services to the Federal Government and private sector. Chainbridge Solutions specializes in the design, development, and modernization of Business Process Management solutions, with strong expertise in the Personnel Security space. Their services include Program and Project Management, Business Process Reengineering, Software Development, Data Migration, Training, infrastructure support, and Operations and Maintenance. Chainbridge Solutions delivers state-of-the-art, modern, and cost effective solutions to customers, enabling them to become more efficient and successful in their business goals. The company, which has a perfect customer satisfaction rating, works hard to foster long-term IT partnerships with all clients.

