OFFICE OF THE COMPTROLLER OF THE CURRENCY PERSONNEL ADMINISTRATION AND SECURITY SYSTEM (PASS)

INTRODUCTION

The Office of the Comptroller of the Currency (OCC) is the United States Department of Treasury agency charged with overseeing the execution of laws related to all national banks as well as being responsible for the establishment of rules and regulations governing the operations of those institutions.

OCC employees are trusted to oversee the safety and security of national banks and savings associations; and as such are in a position of high public trust. Investigations and background checks on OCC employees and contractors are necessarily rigorous and deep, and productivity once on-board is paramount. However, the OCC's ability to efficiently manage investigations, background checks, on-boarding, and off-boarding was not keeping up with an increasingly complex regulatory and technical environment.

APPIAN SOLUTION

In order to solve this problem, OCC selected the Appian Platform to serve as the technology for OCC's **Personnel Administration and Security System (PASS)**, an enterprise system to automate on-boarding, off-boarding, and security processing for all OCC employees and contractors. OCC pursued a platform approach, focused on Business Process Management and data integration, to improve this core agency system as efficiently, securely, and flexibly as possible.

In the past, OCC used a number of disconnected systems—Microsoft Excel, Microsoft Access, and Lotus Notes databases—to manage security actions; however, the ad-hoc and disconnected nature of these systems resulted in a number of actual and potential issues. The PASS security application on the Appian platform now provides a single process view across as many as six or more systems including Remedy, a data warehouse, and external systems such as Office of Personnel Management (OPM) Personnel Investigations Processing System (PIPS), and GSA's USAccess solution for issuing HSPD-12 compliant credentials.

The Appian-based PASS solution is being driven by OCC's Critical Infrastructure Protection and Security (CIPS) office. PASS augments the OCC's collection of existing personnel security systems, improves business processes, and enhances data management.

Using Appian, OCC:

- Improved efficiency and auditing of on-boarding and off-boarding for all personnel.
- Enhanced its safeguards for personally identifiable information (PII).
- Eliminated redundant data entry through automated interfaces between existing systems.
- Created a central system of record for contractor information.
- Significantly eased data filtering, aggregation, and report generation efforts.
- Improved financial audit compliance through accountability for personnel processes.

BENEFITS REALIZED

Appian's comprehensive Business Process Management-based platform functionality and modern delivery methodology enabled the delivery of this system with unprecedented speed and quality.

- Streamlined personnel management processes have offered increased focus on security-related work and effective implementation of security standards and practices.
- New hires are instantly productive, rather than waiting an indefinite period of time for the appropriate clearances.
- The unified application enables better budgeting and fiscal management: estimating and planning for investigation and reinvestigation costs can finally be done accurately and efficiently with Appian's data integration and built-in real-time reporting.
- Pre-built dashboards are personalized for the unique reporting needs of each functional department and executive.

By reducing the manual effort formerly required to complete tasks, the new PASS system allows CIPS personnel to focus more of their time on the core business of OCC security, and less of their time re-entering data and building reports.   The PASS solution was delivered on-time and on-budget with a high-level of customer satisfaction.