CHAINBRIDGE SOLUTIONS

Bridging the gap between vision and solution

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 All case management was conducted manually, with hard copy investigative products, relying on outdated applications with limited search capabilities and outdated support systems.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.

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tyler technologies

THE TYLER APPLICATION PLATFORM SOLUTION

In order to meet their goals and solve these problems, PSB selected the web-based Tyler Application Platform 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 Application 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 the Tyler Application Platform 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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