



- POA&M Backlog
- Streamlining Validation Process
- Saving Time and Money with Technology

CASE STUDY

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Office of Consular Systems and Technology

OBXtek was engaged by the U.S. Department of State's Bureau of Consular Affairs' Office of Consular Systems and Technology (CA/CST) to provide effective, day-to-day operational support of Consular Affairs (CA) information systems security.

CA is the public face of the Department of State for millions of people around the world. CA is responsible for the welfare and protection of U.S. citizens abroad, for the issuance of passports and other documentation to citizens and nationals, and for the protection of U.S. border security and the facilitation of legitimate travel to the United States. CA contributes significantly to the Department of State's strategic goals of achieving peace and security; promoting international understanding; and supporting the vision to help American citizens engage the world.

"We look at our role on this project as contributing to the Bureau of Consular Affairs and the overall State Department mission," said Daniel Jetton, OBXtek vice president, cybersecurity and ISSP program manager.



CYBERSECURITY

OBXtek employs experts in RMF and A&A, using proven techniques to eliminate unnecessary risk and protect the confidentiality of your data.

ENTERPRISE IT SERVICE MANAGEMENT

OBXtek has the expertise to accurately scope, design, implement, and manage IT.

IT ENGINEERING

OBXtek delivers a forward thinking, full lifecycle approach of strategy, assessment, architecture, deployment and maintenance.

SOFTWARE, CLOUD AND MOBILITY

OBXtek's flexible CMMI Level 3 approach results in forward leaning, cost-effective and secure applications.

LOGISTICS

From Acquisition, Logistics and Technology (ALT), training, professional services, our logistics practice experts turn data into actionable insights to solve real-world problems.

INTELLIGENCE

OBXtek identifies, curates and produces intelligence products that provide valuable, actionable intelligence and enable customer mission success.

Challenge

The project faced a backlog of Plan of Actions & Milestones (POA&M) validations. **Prior to OBXtek streamlining the process, the project validated 954 POA&Ms during the course of 25 months.**

Solution

OBXtek was able to create an innovative approach that resulted in 796 POA&Ms being validated within an eight-month period. This equated to a more than 163 percent improvement in the POA&M validation process.

Our People...Our Reputation

OBXtek streamlined the POA&M validation process through efficiencies and engagement. OBXtek consolidated multiple POA&Ms into one document for a single signature, as opposed to individual POA&Ms requiring authorization. This resulted in a significant time savings for the information resources management/information assurance (IRM/IA) assessor.

As with many OBXtek innovations, putting people first was key to the solution. OBXtek promoted regular meetings with the IRM/IA, as well as other stakeholders, such as the applications team, security operations, and integrated services. These regular meetings ensured that all teams knew which POA&Ms each system had, and they could map a remediation path forward. The previous process consisted of completing a POA&M form and attaching evidence to the IRM/IA assessor, who would then review the closure form and determine if remediated. The OBXtek process engaged the IRM/IA in a face-to-face meeting with the technical teams and a dedicated POA&M subject matter expert. This allowed the IRM/IA to discuss with the technical personnel, which dramatically decreased the rejection rate.

OBXtek also was mindful of keeping the direct costs of traveling onsite low, while having meaningful engagement. To make that possible, OBXtek used secure, conferencing applications to view and edit documentation in real time with all participants. With OBXtek scheduling approximately 25 of these meetings each week, this methodology saves time and money. **OBXtek was able to save more than 90 percent of its other direct costs budget (\$21,786) during the 2016-2017 period of performance by facilitating telecons and Lync meetings, as opposed to driving to Washington, D.C. Combine the total contract term over five years and OBXtek will have saved the government \$92,957 by smartly using technology.**