

# TRANSPORTATION SECURITY ADMINISTRATION (TSA)

## CHALLENGE

Monitoring and managing a diverse network in support of DHS.

## SUMMARY

ACI Solutions has successfully provided IT support for the Department of Homeland Security (DHS), Transportation Security Administration's (TSA) IT infrastructure across a number of technology areas over the last 20+ years. Contract IT services have been provided to TSA since 2010 with the IT Infrastructure Program (ITIP) and has continued since 2018 with the Information Technology Management, Performance Analysis, and Collaborative Technologies (IMPACT) programs. Over the last five years, ACI Solutions met all Service Level Agreements across numerous technology areas for the entire contract period providing expertise in the areas of – Unified Communications / Voice over Internet Protocol (VoIP) Lead, and IT Support roles for Video Teleconferences (VTC), Security Engineering, End Users, and TSA HQ & Airport. Over the course of these projects, ACI's support to TSA resulted in continual uptime for their VoIP system, POA&Ms being resolved with required timelines, and successful test environments for managed VoIP calls. ACI staff have properly operated and maintained TSA IT infrastructure at supported airports and offices, as well as proficiently operating and maintaining VTC equipment while setting up and operating those calls for TSA HQ personnel.

## SOLUTION

Throughout the 20+ years, ACI continues to bring innovative IT performance and project management excellence to the program.

## OUTCOME

Within TSA, ACI continues to have the longest running support tenure of any small business. ACI's full-service approach and commitment to TSA's mission has ensured a lasting and effective relationship.