



## Intervise Plays Key IT Role to Support DHS Secure Flight Program

### **Background**

The Secure Flight (SF ) Initial Operation Capability (IOC) program is the successor system to the Airline-operated Computer Assisted Passenger Prescreening System (CAPPS), and consistent with a recommendation of the National Commission on Terrorist Attacks upon the United States (9/11 Commission). The Department of Homeland Security continued forward with a next generation system of domestic passenger prescreening, called "Secure Flight", which prescreens airline passengers using information maintained by the Federal Government about individuals known or suspected to be engaged in terrorist activity and certain other information related to passengers' itineraries, specifically, passenger name record (PNR) data.

### **Services Provided**

Intervise provided support in the areas of Configuration and Change Management, Windows Systems Administration, Testing, Database Support, Production/Technical Support, Documentation and General Administration.

*Change Management* - Intervise created, updated and maintained CM processes and trained project team members during the requirements analysis, design, development, testing, implementation and maintenance phases of the project. Intervise personnel prepared for, coordinated and facilitated various review boards on the program. Intervise personnel assisted in developing processes for moving application builds between various environments (development, test, production). Tools: Rational ClearCase UCM, ClearQuest and Requisite Pro.

*Testing* - Responsibilities included developing test plans, test cases and test scripts, developing a requirements traceability matrix to map the test cases to the requirements, executing tests and documenting results.

*Systems Administration (Windows)* - Intervise personnel provided ongoing support of the development, implementation, maintenance and operation of the enterprise platform. They performed systems administration duties and backup recovery administration using both automated tools and self-derived applications.

*Database Support* - Intervise personnel provided ongoing support of the Microsoft Access applications and databases. Additionally, they provided support for interfaces to 3rd party applications and general troubleshooting.

*Production/Technical Support (7x24x365)* - Intervise assisted in monitoring and operating electronic digital computers to process business, scientific, engineering, or other data according to operating instructions. Required to set control switches; ensuring that correct peripheral equipment was utilized and moved switches to clear system and operate the equipment. Selected and loaded input and output units with materials such as tapes and printout forms. Set up and ran diagnostic test and reacting appropriately to the messages and reports errors or machine malfunctions.

*Documentation* - Intervise personnel provided Technical Writing to document the requirements analysis, design, development, testing, implementation and maintenance phases of the project. We were responsible for developing and maintaining technical deliverables and work products during all stages of the SDLC. Our technical writer created documents from scratch based upon discussions that they had with members of the technical team as well as modified existing documents for delivery to the client.