

FMCSA IT Workshop

Salt Lake City, Utah



Overview, Collaboration, and the Mobile Client

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What Will You Get From This Session?

- ▶ An understanding of the COMPASS program and its benefits
- ▶ COMPASS Evolution
- ▶ Where the program is today and where it's going
- ▶ COMPASS Collaboration
- ▶ Mobile Client – What is it?
- ▶ Learn how you can get involved!

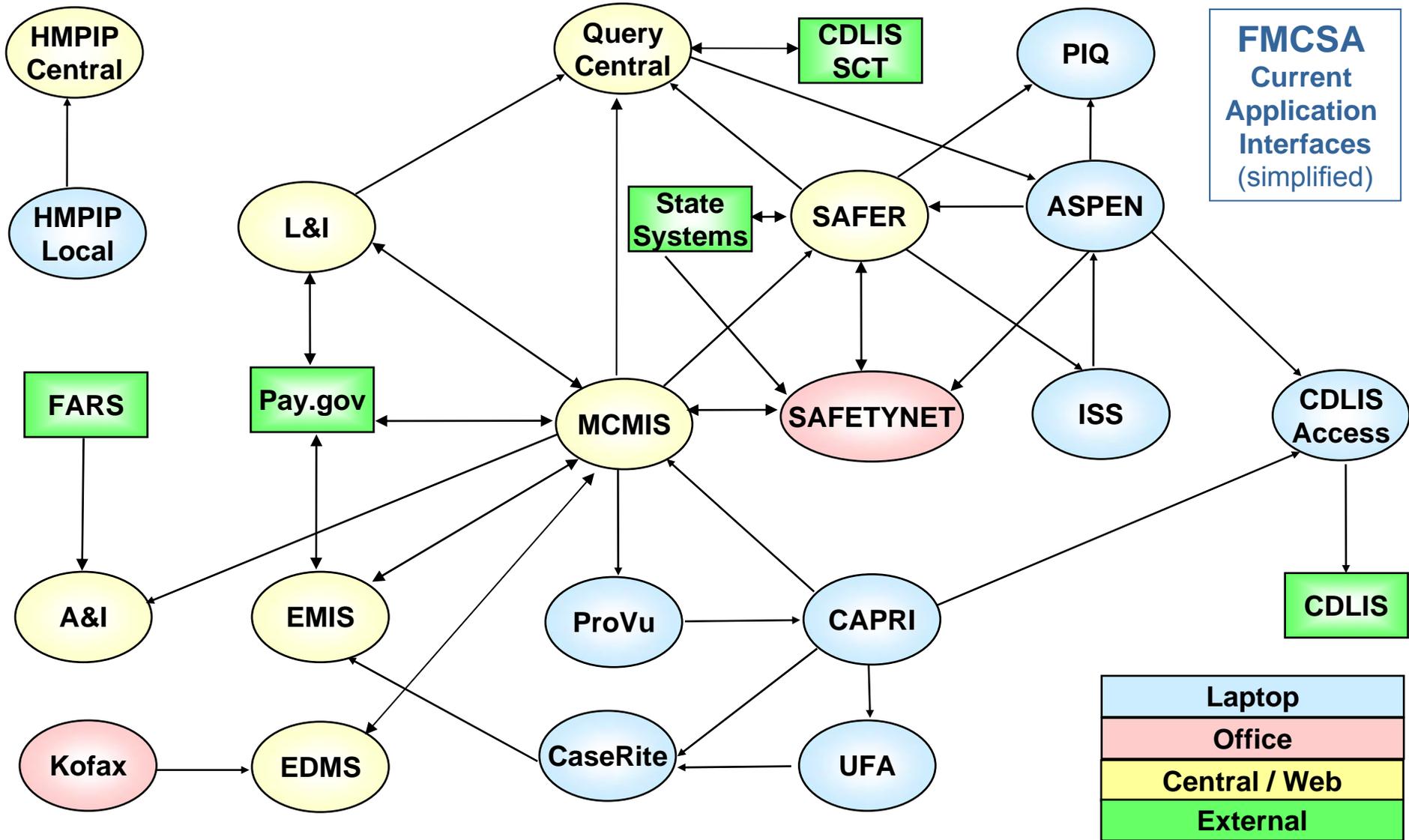


COMPASS Program

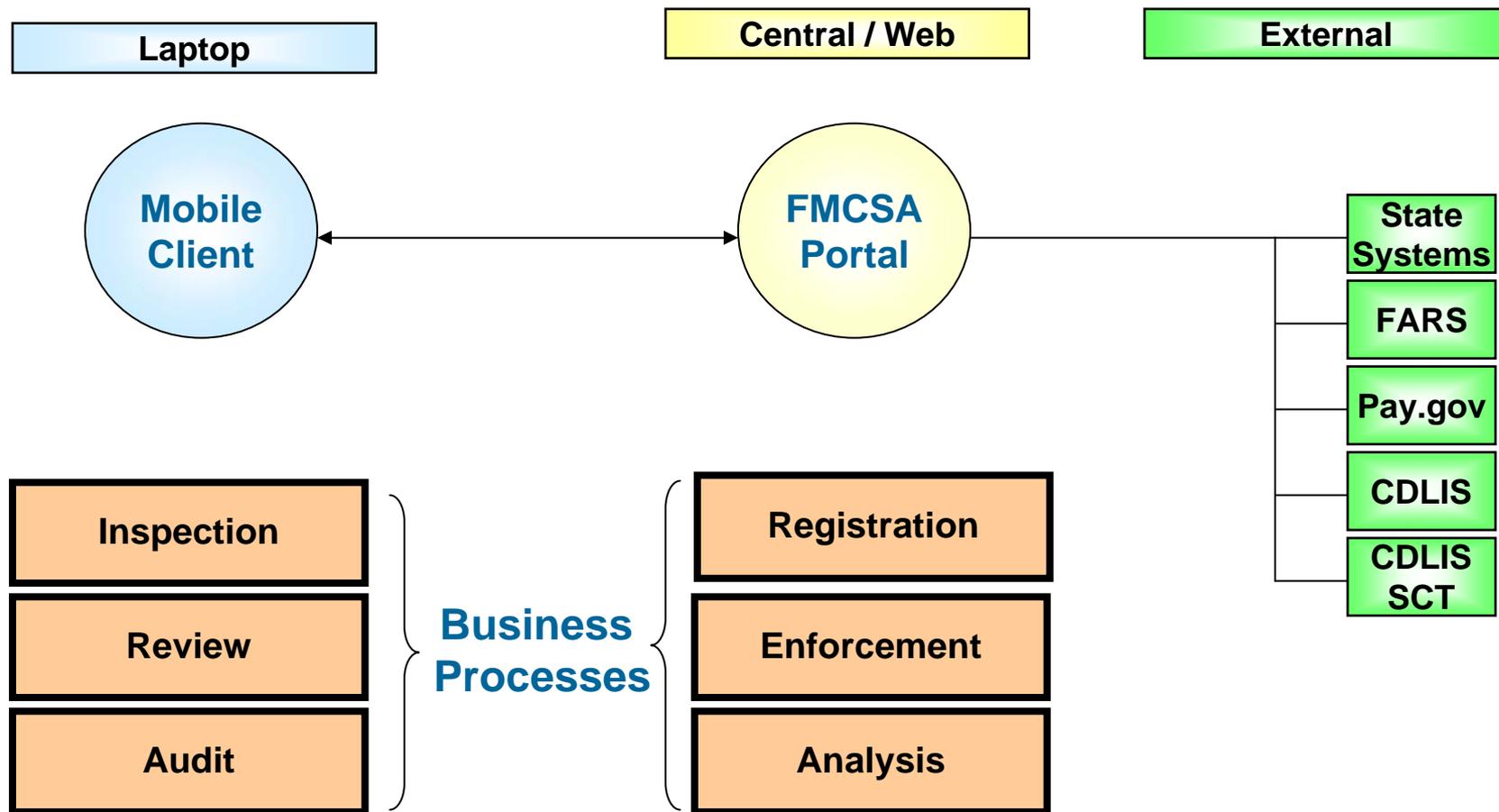
- ▶ The COMPASS program is an FMCSA-wide initiative that is leveraging new technology to transform the way that FMCSA does business
- ▶ The ultimate goal is to implement a customer-centric information technology (IT) solution that improves the Agency's ability to save lives and improve the safety of commercial motor vehicles
- ▶ Key objectives include:
 - Creating a single source for crucial safety data via single sign-on access
 - Improving data quality to enable better, more informed decision making
 - Providing actionable information as well as data

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FMCSA's IT Systems Today



Vision: Better Access to Information and Improved Decision Making





Benefits of COMPASS

- ▶ Single source of reliable, authoritative information
- ▶ Actionable information for conducting roadside and border safety inspections, safety audits, and reviews
- ▶ Automated alerts sent to the right person at the right time
- ▶ Information “pushed out” through a data warehouse, allowing users to develop their own analysis reports
- ▶ Increased self-service for users



Program Accomplishments

- ▶ Pilot release (July 2006)
- ▶ Implemented E-authentication (Sept 2006)
 - Only DOT Agency to successfully launch E-authentication
- ▶ Established a solid foundation for the program
- ▶ Developed and implemented a new technical architecture
- ▶ Engaged and involved stakeholders (working groups, IT workshop, CSA 2010, CVISN, FITSG, CVSA, carrier representatives)
- ▶ Deployed the Portal Access Release (Sept 2007)
- ▶ Trained Enforcement users by Service Center area (Oct 2007)



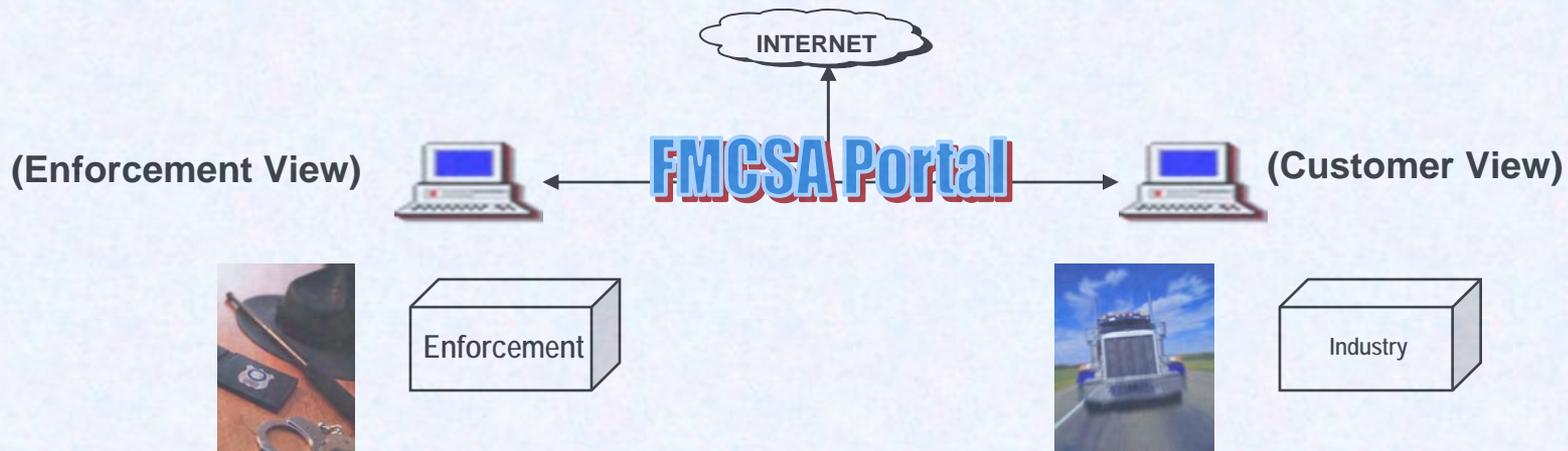
COMPASS Portal Release Scope

Enforcement functionality includes:

- Automated account management Process, Role based access to systems;
- Prioritize Carriers for review or safety audit assignment, view existing assignments;
- Access to MCMIS, EMIS, L&I and DataQs through the FMCSA portal;
- Assign Safety Investigators or auditors to perform review or safety audit ;
- View Company information; and
- Ability to generate & print Company Safety Profile.

Carrier functionality includes:

- View specific alerts relating to their records;
- View recent activities that have been recorded;
- View their history and link to DataQs directly to challenge any of the history displayed; and
- Ability to generate & print Company Safety Profile



Highlights of the Single Sign-On Release

- ▶ The Single Sign-On (SSO) Requirements & Design effort kicked off in Aug 2007
- ▶ Identified Stakeholder User Groups
FMCSA HQ, State Partners, Federal Staff, 3rd Party Contractors, & Carriers
- ▶ Hosted Online Stakeholder Workshops and are developing Requirements
- ▶ The SSO release will expand the single sign-on capabilities available in the Portal Access Release to include 7 additional systems and provide links to 11 other external systems.
- ▶ SSO will be delivered in 2008



COMPASS Single Sign-on Release Scope

COMPASS Single Sign-on Release:



SSO to Multiple
Systems

COMPASS Single Sign-on:

- Analysis & Information Online (A&I);
- Query Central (QC);
- Hazardous Material Package Inspection Program (HMPIP);
- Electronic Document Management System (EDMS);
- FMCSA Information Systems Website (InfoSys);
- National Consumer Complaint Database (NCCDB); and
- SAFER Website.

External Links via URL:

National Consumer Complaints Database (NCCDB), CVISN, Protect Your Move, Share the Road Safely Website, National HM Route Registry (NHMRR), NTC, National Registry of Certified Examiners (NRCME), InfoSys, A&I, L&I, and SAFER Website.

Enhancements:

- Enhance the online account management processes
- Address specific Portal functionality and usability enhancements



What's Next?

- ▶ **Data Migration** - Evaluate and plan for the migration of new & existing system data to the enterprise database
 - Company Census Data
 - Data needed to support the CSA 2010 initiative
 - Registration data stored in MCMIS and L&I
- ▶ **Data Quality and Data Cleansing** - Name & Address, USDOT#, MC/MX #, VIN, Tax ID, DL#, Email Address, etc.
 - Synchronization of data between MCMIS and L&I
 - Impact on external and existing systems
 - Company validation
 - Data validation

The conversion and migration of data will include cleansing of existing data as it is loaded into the enterprise database!





- ▶ Requirements Gathering for Compliance Monitoring – Federal
- ▶ Requirements Gathering for Compliance Monitoring – State
- ▶ Requirements for Registration / Public Access
- ▶ COMPASS Training



Session Participation

- ▶ Attend as many COMPASS sessions as you can this week
- ▶ Please provide the team with your comments after receiving the FMCSA Portal Training
 - Pain points, successes, training strategy, etc.
- ▶ Be vocal in the COMPASS Sessions and their discussions
 - Requirements definition, design validation, test, marketing support, training
- ▶ Volunteer to be part of a COMPASS working group

Remember – In order for the COMPASS program to be successful, FMCSA and its stakeholders need to work together!



The COMPASS Program Requirements Model

Participating in Working Groups!

Inputs

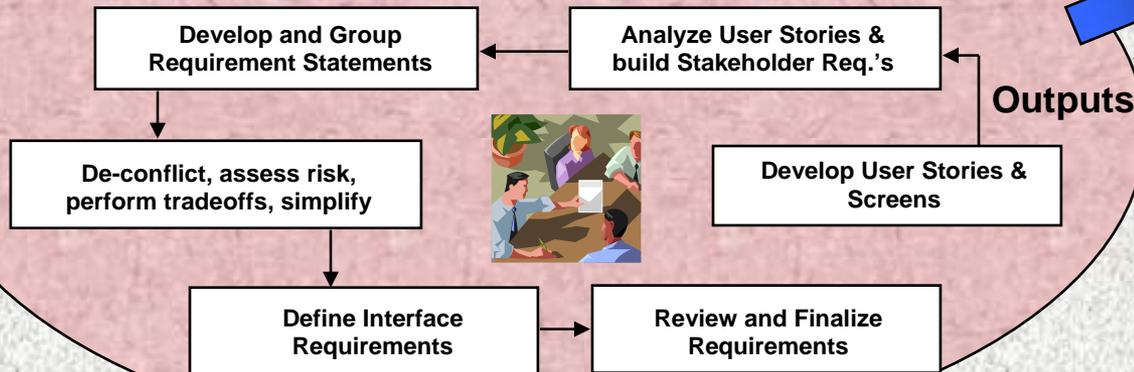
- Statement of Work
- FMCSA COMPASS Roadmap
- Stakeholder Working Groups
- IT Workshop (Requirement Sessions, Salt Lake City, UT)
- FMCSA BRT, Data Quality

Identify Stakeholder Needs

- Identify Stakeholders – FMCSA, State
(We welcome IT Workshop volunteers with expertise in Compliance Monitoring, Registration and Public Access)
- Obtain Stakeholder Needs
- Confirm/Prioritize/De-conflict Stakeholder Needs
- Obtain Agreement



Transform Stakeholder Needs into System Requirements **(Become part of a Stakeholder Working Group)**



- System & Interface Requirements
- Design and Development



Participate in release

User Acceptance Testing !



What Does Participating in a Stakeholder Workgroup Entail?

- ▶ Two-day workshop of facilitated breakout sessions
- ▶ Online web meetings to review user stories and process flows
- ▶ Teleconferences
- ▶ Review and validate requirements, design, and process flows generated from these sessions
- ▶ Participate in user acceptance testing



COMPASS Collaboration

COMPASS Collaboration

▶ CSA2010

- Regular program management and technical coordination
- COMPASS will implement CSA2010 business processes
- Develop an integrated plan

▶ Field IT Steering Group

▶ CVISN

- Regular coordination with state CVISN reps
- COMPASS materials posted at the site:

<https://partners.jhuapl.edu/BA/hp/cvisn/CC/Lists/Telecons/AllItems.aspx>

▶ State Partner Working Group and CVSA



Mobile Client

Mobile Client – What Is It?

- ▶ A single field application that facilitates
 - Inspections
 - Reviews / Audits / Investigations
 - Enforcement
 - Crash data collection
- ▶ Connectivity – works online or offline
 - Allows users to work offline and later sync with the central system when connected
 - Provides real-time carrier, vehicle, and driver validation if connected



Inspection and Review Processes

Overall Themes from Previous IT Workshop

▶ Connectivity Issues

- Multiple user names and passwords
- Session time-out
- Availability

▶ Integration / Consolidation of Applications

- Which application to use when

▶ Data Quality

- Standardization, edit checks

▶ Flexibility

COMPASS Inspections

- ▶ **Prioritization model** to identify which commercial vehicles should be selected for an inspection.
- ▶ The **software to record an inspection will be updated** to better reflect the business process and to allow data to flow directly into the central enterprise database.
- ▶ This release will include:
 - **Selecting** an entity for an inspection,
 - **Entering** the inspection details,
 - **Reviewing and approving** the inspection and then matching the inspection to the correct entity in the enterprise database, and
 - Implementation of a **streamlined reconciliation** of Carrier certifications against the original inspection records.
- ▶ This release will also include all of the functionality to **perform the queries involved with clearance checks**, the services to receive queries from and send responses to ACE/ITDS, and to make the data from the queries available during border inspections.

COMPASS Inspections – Feedback

- ▶ Be flexible in methods of connectivity
- ▶ Want to make data checks / corrections at the state level before upload to MCMIS
- ▶ Able to tailor state violations in addition to federal that they need to be able to cite
- ▶ Ability to automatically populate information from existing systems
- ▶ Automatically populate using barcode scanning (e.g. drivers license and registration)
- ▶ Citation functionality needs to be considered for COMPASS
- ▶ Be able to define and use state specific fields
- ▶ Transmission of data should use small packets of data
- ▶ Provide ability to do automatic software updates
- ▶ Ability to exchange data between mobile client and other systems external to FMCSA
- ▶ Ability to provide canned and adhoc reporting

COMPASS Reviews

- ▶ This release includes functionality to:
 - Select a carrier for review,
 - Scheduling a review,
 - Preparing for the review,
 - Conducting the review,
 - Reviewing and authorizing the review once it is complete, and
 - Starting an enforcement case when necessary which will include generating the Notice of Claim.
- ▶ In selecting the Carrier for review, the new prioritization model would be utilized.
- ▶ May include capability for the Carrier to electronically submit data and documents prior to the review. This change in process would allow the Safety Investigator to perform more of the preliminary work prior to visiting the Carrier's company and would greatly improve the efficiency of the on-site review.

► Assignments:

- Business rules/intelligence need to identify carriers evading compliance
- Inconsistent data representation across systems
- FPM would like to see a dashboard of goals

► Preparing for Compliance Review:

- Dividing line between Federal and State information
- Would like to expand access to EDMS for state people
- Automated way to pull all required information prior to review
- Trend analysis reports

▶ Conducting a review:

- A need to collect and map GPS information
- Configurable worksheets
- Define a configurable work flow for conducting a compliance review
- Ability to link up mobile client with training manual (eFOTM)

▶ Complaints/enforcement cases

- Automated ability to determine if the complaint is frivolous or non-frivolous
- Able to use appropriate letterhead for each division
- States should be able to access automatically generated case numbers
- Track state level enforcement cases (e.g. civil cases)
- View case history / safety history for the complaint subject
- Track driver specific comments related to a case

▶ Authorize

- Need full access to complete review including worksheets

▶ General

- Ability to process intrastate carrier reviews the same as interstate reviews
- Support electronic signatures
- FMCSA Review process policies need to be reviewed for consistency
- Involve Legal to ensure consistent goals
- Notification of change in functionality when accessing that functionality
- Pull statistics for CRs and Safety Audits (ad hoc reporting)

- ▶ Provide functionality to support and improve
 - Crash investigations
 - Crash recording process
 - Crash data quality
 - Uploading of state crash information
 - Analysis of crash information to avoid future crashes

COMPASS Crashes – Feedback

- ▶ Ability to search by VIN Number and driver for Crash information
- ▶ Need edit capability on Crash data prior to uploading it to federal
- ▶ Need to capture GIS information (e.g. Longitude and Latitude of crash site)
- ▶ Collect crash data on an event basis as opposed to a vehicle basis
- ▶ Ability to link post-crash inspections with a crash
- ▶ Improve communication of federal criteria for identifying commercial vehicles
- ▶ Leverage functionality of existing crash applications
- ▶ Be able to view crash statistics by fiscal or calendar year
- ▶ Be able to track crash rate data to measure progress at the state level

COMPASS Crashes – Feedback

- ▶ Inconsistent classifications of injury across states and between states and federal
- ▶ Inconsistent data representation across systems
- ▶ Be able to include the narrative in COMPASS
- ▶ Need crash causation statistics reports for safety programs
- ▶ Concerns over timeliness of crash data (e.g. A&I)
- ▶ Improve training of roadside investigators
- ▶ States currently review/modify crash data for data quality (e.g. invalid VINs)
- ▶ Leverage SAFETYNET's edit checks
- ▶ Leverage FARS for Reporting
- ▶ Need for system-to-system access from multiple systems

For More Information

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