

Case Study > Transportation Security Administration (TSA)

ABOUT THE TSA

The Transportation Security Administration was formed as part of the Department of Homeland Security immediately following the tragedies of Sept. 11 with responsibility for transportation security.

With state, local and regional partners, the TSA oversees security for highways, railroads, buses, mass transit systems, ports and 459 airports across the USA. They employ approximately 50,000 people from Alaska to Puerto Rico.



THE CHALLENGE

The TSA Transportation Security Operations Center (TSOC), recently renamed the Freedom Center, tracks all types of air traffic, from commercial to cargo and general aviation. The TSOC wanted to remove the obstacles hindering situational awareness within and beyond the TSOC Watch Floor by giving personnel:

- more efficient access to more information residing outside of their local network.
- the ability to share information with senior leadership situated elsewhere in the facility, as well as with Operations Centers at major airports around the country.

THE SOLUTION

Activu was enlisted to design and build a net-centric, secure information display system that leveraged their existing infrastructure (ie. information, network and display devices), and solved their information sharing problems.

As a software-based solution embedded into their network, Activu enabled access to a wide range of intelligence and law enforcement information sources located throughout the wider network environment, thus creating a larger ecosystem of real time information.

Activu similarly also expanded their ability to share information with anyone in their network. For example, TSOC personnel are now able to push individual or compiled sets of information to senior leadership to provide them with a comprehensive real time view of situations without requiring their physical presence on the TSOC floor.

Collaboration with the many Operations Centers in airports around the country is also significantly improved. Using the example of a suspect's photo and critical details, where the TSOC had previously relied upon eMail for mass distribution, they can now post important information immediately on large walls or desktop panels in each of the Operations Centers, making it highly visible within critical timelines. Another example is FAA-provided Air Picture radar (shown) which can now be easily distributed to other airports which do not receive this information.