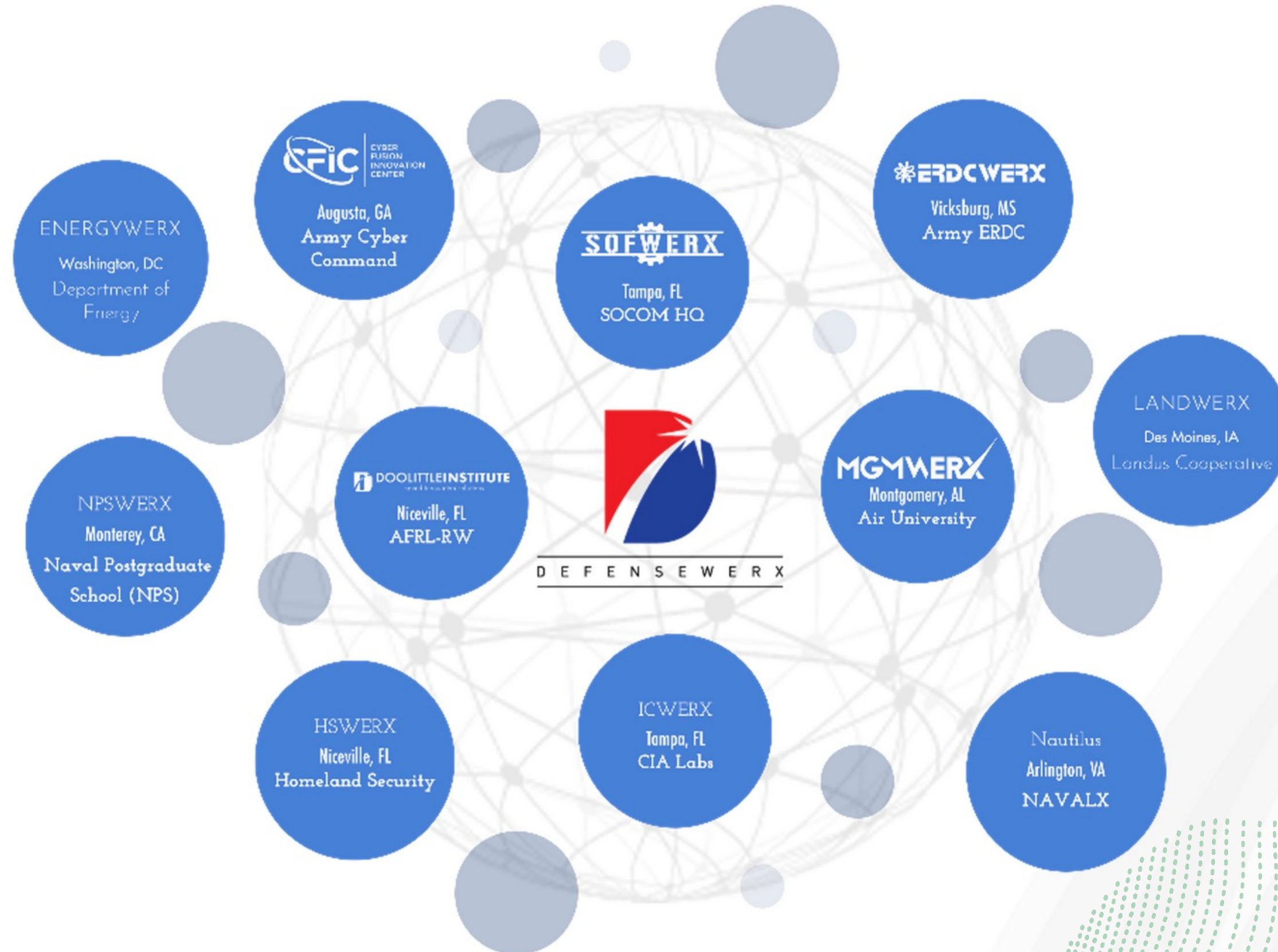




TSA PLAN OF DAY COLLABORATION EVENT (CE)

DEFENSEWERX HUBS





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DHS

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DHS Innovation Hub

WHY DEFENSEWERX

- Focuses on non-traditional enterprises
- Lowers the barrier of entry
- Can act quickly and proactively
- Neutral facilitator focused on results
- Enables the BEST solutions, not just the KNOWN solutions
- Discover, Engage, Accelerate novel and innovative solutions through an accessible and productive platform



Innovation Task Force Stakeholder Brief: DEFENSEWERX Collaboration Event

June 7, 2023



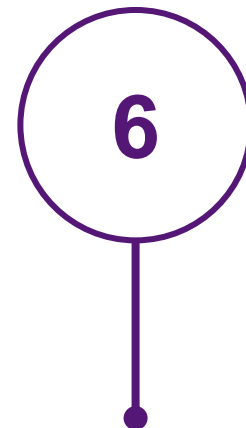
RCA | REQUIREMENTS &
CAPABILITIES ANALYSIS

Table of Contents

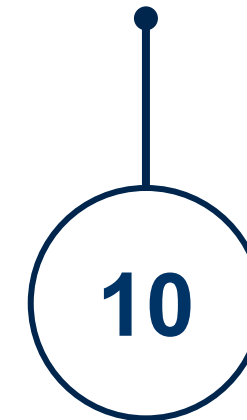
**Plan of Day
Background**



**Phased
Approach**



Next Steps



A night sky background featuring the Milky Way galaxy, a bright star, and a comet streak.

**Plan of Day
Background**

Plan of Day Background

In August 2022, ITF received a problem statement from the RCA Field Information Systems (FIS) Capability Manager (CM) titled “Plan of Day”. Plan of Day (PoD) aims to overcome the multiple hurdles in integrating a Bring Your Own Device (BYOD) mobile authentication and credentialing application to access an existing TSA Staffing, Scheduling, Time & Attendance (SSTA) solution. Additionally, the problem statement describes TSA’s need to centralize and analyze operational data including staffing, equipment, passenger throughput projections, and other external data sources.

The PoD Integrated Project Team (IPT) works to fulfill the following objectives:

- **Collect, organize, and display** the complexities of TSA daily operations from the management perspective
- **Enable conversations with key stakeholders** to develop requirements
- **Leverage inter-agency resources and information**
- Establish recurring meetings to **inclusively and collaboratively evaluate potential solutions**

PoD Approach

If PoD is implemented at a large scale, work demand would be overlaid with staff and equipment resources. More mature phases will include predictive capabilities and will generate optimal recommendations from the platform. Systemic and local work rules can be easily customized and PoD will notify the user when service failures exist in the plan. **Approach development will occur incrementally in three phases.**



Phases

I. Informative

Read-only dashboard that will pull from existing datasets to inform management of their operation. Validation rules, key performance indicators and “red flags” will indicate areas of interest/concern.

II. Interactive

Allows users to include information that is not accessible from existing systems, such as planned breaks, lunches, training etc. Plans will be published and showcase management’s edits to the default data. As the user edits information, the system will continue to reevaluate the feasibility of the plan.

III. Prescriptive

The system tells the user how to reallocate resources and allows TSA management to make changes. Evaluates effectiveness of recommended reallocation changes and execution of resources.

A night sky photograph showing the Milky Way galaxy. The galaxy's core is visible as a bright, dense band of stars and dust, stretching diagonally across the frame from the bottom right towards the top right. The background is filled with numerous individual stars of varying brightness. In the bottom left corner, there is a white rectangular box containing the text "Phased Approach" in a bold, black, sans-serif font.

Phased Approach

Phase I: Informative

During the Informative Phase, PoD will track:

TSA Resources

Employee rosters and schedules to include:

- Individual shifts
- Training and leave schedules (only finalized schedules should be integrated into PoD)
- Employee equipment certifications
- Employee gender
- Gender balance at checkpoints and baggage locations
- Individual equipment status (e.g. x-ray machines, body scanner, ETD machines, and CAT/BPS machines)
- Anticipated equipment repair times (when applicable)

Airline Information

- Flight statuses
- Departure and arrival times
- Flight numbers
- Passenger capacity of each flight
- Passenger checked baggage and accessible property count

Passenger Information

- Passenger vetting status (e.g. Standard vs. PreCheck)
- Airline name
- Flight number
- Destination
- Departure time

Climate Information

- Weather (e.g., extreme thunderstorms in several areas could lead to flight delays, shifting passenger loads from one terminal to another as passengers adjust travel plans to navigate departure delays)

Traffic Information

- Traffic events which could impact screening operations (e.g., a car accident outside of an airport entrance could lead to an operational lull in passenger load, followed by a drastic spike as the route is cleared)



Phase II: Interactive

During the Interactive Phase, PoD will:

Optimize

Flag operationally inefficient processes from available information and enable TSA management to interact with current resource allocations to design optimization strategies.

Forecast

Project wait times for incoming passengers, operational load, and resources available to meet the long-term goal

Evaluate

Assess wait times in 15-minute increments at each screening location and flags wait times longer than 20 minutes for action

Identify

Create indicators to denote surpluses or deficiencies in resources

Phase III: Prescriptive

During the Prescriptive Phase, PoD will notify:

**TSA
Management**

When resource allocation inefficiencies are identified and recommend actions for recourse

**TSA
Employees**

When scheduled shifts and/or training are adjusted to meet operational demand. Notifications must provide the impacted employee with date, time, and location of the new duty station.

A night sky photograph showing the Milky Way galaxy. The galaxy's core is visible as a bright, dense band of stars and dust, stretching diagonally across the frame from the bottom left towards the top right. The background is filled with numerous individual stars of varying brightness. A white rectangular box is overlaid in the bottom left corner, containing the text "Next Steps".

Next Steps

DEFENSEWERX (DWX) Collaboration Event

Purpose: Designed to provide insights to ensure that potential offerors understand the problem set(s) fully and to increase the likelihood of matching their technologies with end user needs. The event is an opportunity for attendees to meet and form partnerships that may provide a more comprehensive solution.

Expected Outcome: Curate problem statements by bringing together academia, industry, and government to identify any potential barriers. Once the event concludes, PoD IPT members will have a list of mitigation and action plans to overcome barriers and move towards solution identification.



Post-Event Activities: What Comes Next?

- Once the event concludes, PoD IPT members will have a list of mitigation and action plans to overcome barriers and move forward to solution identification
- After the event, PoD IPT members will have the tools to implement actionable plans and develop a path forward
- Proposed DWX path forward and subsequent Assessment Event

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Questions?