



The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

Status:

Laureate

Year:

2013

Organization Name:

Real-Time Technology Group

Organization URL:

www.realtimetg.com

Project Name:

The Secure Worker Access Consortium (SWAC) Project

Please select the category in which you are submitting your entry:

Safety & Security

Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)

The Secure Worker Access Consortium (SWAC) Project from Real-Time Technology Group is a single project that unites the efforts of 2,800+ labor groups, private contractors, public agencies and security professionals to deliver a shared identity management and background screening solution for enhanced access control. Built on a powerful platform - Real-Time Verification (RTV) - SWAC brings together public agencies and private enterprises to cooperatively secure critical infrastructure through personal identity and credentials verification of workers needing access to secure facilities. SWAC solves security breach problems that inadequate and inaccurate credentialing and identity recordkeeping can cause. It provides the interoperability, security, and trusted

verification necessary for a broad-based, collaborative service that effectively protects critical infrastructure and ensures personal privacy. A huge challenge SWAC overcame was enabling an infinite number of organizations such as transit authorities and other public agencies, private enterprises, labor unions and contractors to securely share personnel identity information on a need-to-know basis. SWAC securely collects and privately manages members' personal information; Verifies workers' identities and threat-free backgrounds; Provides real-time information for authentication of access rights at critical infrastructure sites; Audits the history of every member's activities; Supports a trusted contractor community that is known, skilled, threat-free, and stands ready to serve our nation's sensitive sites; and, ensures maximum personal privacy protection. Using secure Web-based hosting, SWAC enables credentialing information to be securely transferred in real time to any entity anywhere in the world with only a Web connection. SWAC is a turnkey, managed service that is highly cost effective, instantly available anywhere and easy to use for contractors and agencies, eliminating massive duplication of effort and costs among participating facilities. These include: Airports & Transportation Facilities, Critical Infrastructure & Key Resources, Public Landmarks & City Centers, Healthcare & Pharmaceuticals, Education, Corrections.

When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)

SWAC was first implemented in February 2007 and adapted by the New York Port Authority. It was contractually renewed again in February of 2012. SWAC has expanded over the years to include other major metro New York area agencies including the New Jersey Turnpike Authority and the New York Thruway Authority, as well as the Army Corps of Engineers. New technologies have been adapted since the project's inception, including the ability to view and analyze identity documents using more advanced technology, such as infrared to evaluate the authenticity of credentials such as licenses and certifications. In addition, Real-Time Technology Group's SWAC program now also encompasses deeper Assurance capabilities with the approval of TSA to continually screen the SWAC community against private government watch lists.

Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)

Because the SWAC project/program has been renewed by the New York Port Authority and already encompasses over 2,800 public agencies and private enterprises, RTTG President Dan Krantz expects to see the project expand and move into many more cities and regions across the country. In addition, with

SWAC supporting the following: Personnel data collection and program administration; Biometric authentication and acceptance of valid TWIC cardholders without time and cost of additional background screening; Identity document verification, photo capture and authorization-form management; Supervision of independent, third-party personal identity verification and criminal history background screening vendors; Production and delivery of membership ID Cards; Secure Web-based information management system; Daily search of terrorist watch lists; Maximum privacy protection, and the fact that it is expandable to enable an infinite number of organizations to cooperatively participate, continued growth and effectiveness is inevitable.

Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)

SWAC has directly benefitted the NY Port Authority and other participating agencies by enabling the development of a trusted community of vetted individuals eliminating duplication of effort and share costs across all agencies. This credentialing solution has also encompassed the secure access of over 2,800 participating entities, representing a comprehensive security solution at a huge savings to all participating companies and individual workers. This one-time cost to be a part of SWAC and have all records be securely held is a ground-breaking offering that allows public agencies, private corporations, labor organizations and contractors to strategically partner to mitigate risk, develop the SWAC Trusted Community, and cooperatively improve regional and national security. The largest transportation agencies in the New York metro area including the Port Authority of New York and New Jersey (PANYNJ), Metropolitan Transit Authority (MTA), and New Jersey Transit (NJT) have adopted SWAC as the regional standard for access control to sensitive facilities, critical infrastructures, and key national resources. SWAC enables real-time secure information sharing among disconnected facilities on a strictly need-to-know basis. To gain access to unique secure zones, prescreened members' personal information, certifications, credentials and access rights are verified by security professionals. Additionally, biometrically authenticated Transportation Worker Identification Credential (TWIC) cardholders are eligible for SWAC membership without additional background screening. For all SWAC members, the excessive time and cost associated with redundant screening is eliminated. Prescreened members' personal information, certifications, credentials, and access rights are efficiently and effectively verified by security professionals for access to unique secured zones. Now in its sixth year of operation, SWAC continues to dynamically grow and expand its trusted community nationwide.



Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)

Absolutely. In addition to being innovative as reported in question #5, and a notable advancement in secured access to critical infrastructure sites, SWAC is a shining example of a best practice as it can be adapted without repeated cost across an infinite number of organizations. SWAC enables disconnected organizations to become connected and share the expense of building trusted communities for Secured Workers access. In summary, SWAC provides: Personnel data collection and program administration; Acceptance of valid TWIC cardholders without time and cost of additional background screening; Identity document verification, photo capture and authorization-form management; Supervision of independent, third-party personal identity verification and criminal history background screening vendors; Production and delivery of membership ID Cards; Secure, web-based information management system; Daily search of terrorist watch lists. SWAC truly represents an unprecedented innovation, best practice and amazing advancement in bringing together public agencies and private enterprises to cooperatively secure critical infrastructure through personal identity and credentials verification of workers needing access to secure facilities.

If there are any other details that the judges should know about this project, please note them here. (In 300 words or less.)

SWAC represents the only project/solution of its kind wherein thousands of companies can share in a single, secured information system that enables the safe, pure and efficient credentialing of workers in real time, anywhere, anytime, to access critical infrastructures. SWAC successfully meets the challenges of Personal Identity Verification (PIV) for contracted workers to help ensure they are known, well trained, and have a threat-free history in accordance with federal standards. This represents an unprecedented, and cost-effective solution for public and private entities to come together to secure our homeland in a Secured Worker Access Consortium (SWAC).