Confusion to Clarity: Enterprise HCM System Transformed Intelligence Agency Operations

At most organizations and government agencies, dozens of human capital management (HCM) systems support every employee. Timecards, expense reporting, insurance benefits, intranet, and many other processes all silently underpin every employee's day-to-day. However, when these myriad systems don't function seamlessly together, employees may become less productive because they are distracted from their missions.

One Intelligence Community agency was managing dozens of disparate HCM systems in tandem, everything from network accounts to parking passes. By implementing a custom, enterprise HCM system, the agency was able to manage all employee and user data through a single portal, decreasing overhead costs, increasing workforce transparency, and enhancing employee productivity.

"Without this system, none of our customer's end users could do any of the million things an employee needs to do for their basic job function, everything from choosing benefits, recording hours, contributing to retirement plans – actions that we often overlook," said Michael Sexton, executive director, Human Capital Management systems at CACI.

20,000+
USERS

25
SEPARATE SYSTEMS

The Challenge: Identifying a secure single source of truth

The agency lacked an HCM system that was easy to maintain and operate. Without a single source of truth, the provisioning and de-provisioning of accounts and maintenance of user data was overtly complex and inefficient for active users. Also, there was no effective way to decommission user accounts across all systems, creating significant security risks at the agency.

"When managing that many systems, it was difficult for this agency to ensure that retired or terminated employees no longer had access to accounts or logins that they shouldn't," Sexton said.

The agency needed an enterprise identity management system to overcome these security risks while simultaneously clearing these cross-system collaboration challenges posed by the outdated, unsecured systems.

The Results: Securing employee data and amplifying productivity

CACI's experts in HCM implemented an enterprise HCM system that delivered the single source of truth the agency needed, enabling collaboration across all systems, thus improving the quality of mission results, reducing administrative overhead costs, and aligning the priorities and functional requirements of business process owners across all managed applications.

CACI's team built a secure, effective system through PeopleSoft that deploys accounts to employees the instant they're hired. That account is intangibly tied to said employee from hire to retire, providing full life cycle management of the account, thus mitigating security risks and terminating or revoking account access when necessary.

The HCM system conforms to the Scaled Agile Framework® (SAFe®) processes, through which CACI's Agilists, Scrum Masters, engineers, and SAFe consultants deliver timely solutions to any issues with full auditability. Our SAFe processes and preventative approaches identify early defects, which reduce bug fixes by more than 30% throughout the program lifespan, even as the managed portfolio grows in size and complexity.

By designing the system to be future-facing, the agency was able to rapidly adopt a cloud-first strategy. This enabled the application portfolio, including classified and unclassified domains, to be successfully migrated to the cloud without any disruption.

FEWER BUG FIXES

SIGNIFICANT REDUCTION IN ADMINISTRATIVE OVERHEAD

EFFICIENT CLOUD MIGRATION

The Future: Meeting end user work environment needs

Every application at the agency is now connected through CACI's custom HCM platform. Accounts are managed through the enterprise system of record for employee data and can take appropriate action against inactive or terminated accounts. This has eliminated scores of unnecessary spreadsheets and databases in favor of a single, secure system.

"The transparency element is so critical because, without it, you don't even know who has access to what systems," Sexton said. "That transparency also enables us to modernize or even decommission applications around the agency, which helps our engineers and Agilists further streamline solution delivery and manage user account data."

As the workforce shifts and more end users request remote and hybrid work settings, the agency continues to explore opportunities that enable flexible work environments. Multi-domain applications and systems can provide capabilities on both classified and unclassified systems, providing agency end users access to the entire HCM portfolio without compromising security.

"This robust suite of applications supports those who are actually executing the agency's mission," Sexton said.

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