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PERSONNEL SECURITY (PERSEC) | *Powered by ServiceNow*

Governments are chartered with meeting increasingly robust requirements for the vetting of Employee and Contractor personnel. These demands are anticipated to rise with forthcoming Trusted Workforce 2.0 regulations and are further intensified by the volume of insider and counter-intelligence threats. With this considered, Personnel Security Programs across Government should evaluate mechanisms to streamline operations, scale capacity and digitize inter-Agency investigative data sharing transactions to adapt to their evolving landscape.

To address this need, Deloitte has launched the PerSec asset, a PaaS-based product built on ServiceNow's AppEngine engineered to help Personnel Security Programs optimize the investigative process on modernized tools, while also enhancing audit controls and operational transparency. Designed through decades of Deloitte support for Federal Suitability Agent Executive Programs (SEAD) across Government, clients can rapidly digitize and enhance their investigative capability to address increasing case volumes. PerSec's pre-configured portal and workflow automation capabilities deliver a suite of process and cost saving features out-of-the-box (OOTB). Collectively, these features serve as the catalyst for transition to a digital operating model across the end-to-end investigative lifecycle on a mature, market-leading technology to enhance usability, investigative data security, caseload capacity and audit-readiness.

Solution Features

Real-Time Operating Transparency

Enterprise-level reports on case volume, status, complexity, velocity and more are delivered via tailored, role-based views to drive decision-making and operating efficiency.

Deployment Acceleration & Cost Reduction

PerSec is configured in a way that is modular, scalable, and layered with logical pre-built connectors for integration needs, reducing deployment cost and time to value.

Safety and Cyber Security

PerSec has been intentionally built using configuration methods, data models, and access controls that help ensure safe usability within a variety of environments, including ServiceNow's FedRAMP High Cloud.

Low-Code Process Automation

Embedded with pliable, pre-configured workflow, PerSec automates specific onboarding and adjudicative activity handoffs between Applicants, Personnel Security departments and others.

Generative AI

GenAI features are baked within PerSec's OOTB offering, including AI- enabled Optical Character Recognition (OCR) to populate case data from onboarding forms and automate non-critical functions.

E-Delivery for Adjudication

PerSec supports secure ingestion and decryption of investigative files from external agencies, with capabilities to auto-adjudicate fingerprint results and route any potential issues for adjudication.

Data Validation

Data standardization is driven via PerSec's input validation, configured to check data types and normalize formats like email addresses, while business rules allow for server logic to enforce conditional processing.

Invoicing & Billing Summaries

PerSec includes invoice and billing summaries that offer on-demand transparency into investigative costs across the enterprise, paving the way for expense reconciliation and business unit cost chargeback.

Benefits

 Integrated services and experiences within dedicated consoles for Administrative Officers, Employees and Contractors, and PerSec Agents

 A variety of pre-configured use cases to support contractor management, onboarding, investigative case management, and more

 System generated performance reporting relative to defined SLA targets, with activity and history logging for audit reporting at the click of a button

 SSO integration and identity and access management (IAM) with authentication tools, including PIV enablement

 A 'connect-ready' solution, with 180+ pre-configured integration spokes to external COTS applications and APIs

 40-50% reduction in measured timeframes to deploy a business-ready investigative case management tool

APPLICANT ONBOARDING PORTAL ——— WORKFORCE MANAGEMENT ——— DIGITAL INVESTIGATIVE CASE MANAGEMENT ———
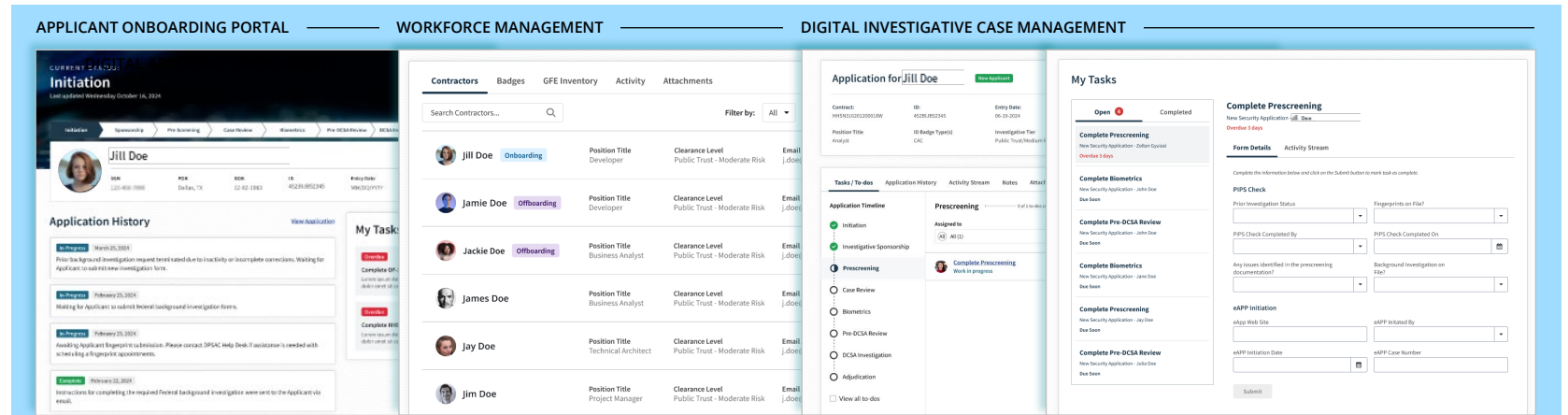
Deloitte partner awards

2024:

Worldwide
Built with ServiceNow Offering Partner of the Year

APAC
Global Elite Partner of the Year

Worldwide
Creator Workflow Partner of the Year

APAC
Employee Workflow Partner of the Year

Worldwide
Employee Workflow Partner of the Year

EMEA
Global Elite Partner of the Year

Worldwide
Public Sector Industry Partner of the Year

EMEA
Transformation Partner of the Year

Worldwide
Healthcare Industry Partner of the Year

2023:

Worldwide
Built with ServiceNow Offering Partner of the Year

EMEA
Transformation Partner of the Year

Worldwide
Manufacturing Industry Partner of the Year

Worldwide
Employee Workflow Partner of the Year

Americas
Service Provider Partner of the Year

APAC
Customer Workflow Partner of the Year

Why Deloitte and ServiceNow?

Deloitte helps our clients enhance business outcomes by leveraging ServiceNow as an end-to-end digital workflow platform. We don't just leverage ServiceNow to help you automate your current processes; we can help you reimagine how work gets done, delivering material improvements in revenue and cost reduction with higher job satisfaction.

As a ServiceNow Global Elite Partner with 11+ years of experience delivering ServiceNow transformation programs, 10,500+ practitioners, 11,000+ certifications, 16 ServiceNow Certified Technical Architects (CTAs) and 13 ServiceNow Certified Master Architects (CMAs), Deloitte is recognized for collaborating with 5,500+ clients to re-architect work and unlock business value. With deep industry experience, Generative AI services, and distinctive capabilities spanning Deloitte's Advise, Implement, and Operate (AIO) offerings, we integrate advisory services into our 6,000+ ServiceNow-led project implementations and innovation-led operations.