

Case Study: FAA Intelligent Automation & Analytics

Modernizing Identity, Access, and Workforce Management

Prepared by Synaptein Solutions Inc.
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Case Studies Series

Synaptein Solutions

Client Overview

The **Federal Aviation Administration (FAA)** manages a diverse ecosystem of employees, contractors, and external users who require secure, efficient access to mission-critical applications. The agency sought to strengthen its **FICAM (Federal Identity, Credential, and Access Management)** program while improving employee data management and reducing reliance on legacy systems.

Business Challenge

FAA faced several operational challenges:

- **External user complexity:** Millions of external users required secure registration, identity validation, and single sign-on.
 - **Manual identity verification:** Inefficient validation of Social Security Numbers (SSN), driver's license data, and phone-based verification delayed onboarding.
 - **Workforce data fragmentation:** Employee and contractor information was dispersed across Lotus Notes, Active Directory, and paper-based processes.
 - **Audit and compliance burden:** Manual checks increased compliance risks and slowed down investigations.
 - **Need for advanced analytics:** Leadership needed dashboards and insights to monitor user adoption, compliance, and organizational hierarchy.
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Solution Approach: Intelligent Automation & Advanced Analytics

Synaptein delivered an integrated solution combining **RPA, Intelligent Automation, and Analytics**:

1. MyAccess – Secure External User Registration

- Built a **single sign-on platform** for millions of FAA external users.
- Integrated with **LexisNexis Web Services** for automated identity validation.
- Added **RPA-enabled orchestration** for automated onboarding, OTP validation, and account linking across FAA applications.

2. MyProfile – Workforce Data Management

- Migrated employee and contractor data from **Lotus Notes to Oracle** and integrated with **Active Directory**.
- Automated **data syncs** between PIV databases, organizational hierarchy, and user profiles.
- RPA bots ensured **real-time updates** of profile and organizational information.

3. Analytics & Dashboards

- Built **dashboards and reports** for leadership to monitor onboarding trends, compliance exceptions, and workforce hierarchy.
- Automated anomaly detection to identify mismatches between user-provided data and authoritative sources.
- Enabled FAA to make **data-driven workforce and access management decisions**.

Outcomes & Impact

- **Millions of external users onboarded securely**, using single sign-on across multiple FAA applications.
 - **Automated identity verification** reduced onboarding delays and cut manual verification errors.
 - **Sunset legacy systems** (Lotus Notes), consolidating workforce data into modern Oracle and Active Directory platforms.
 - **70% faster profile updates** with automated synchronization across systems.
 - **Improved compliance and audit readiness**, reducing risk in identity and access management.
 - Delivered **real-time workforce analytics**, enabling leadership to improve organizational decision-making.
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Technologies Used

- **UiPath RPA** – Automated onboarding workflows and profile synchronization.
 - **LexisNexis Web Services** – Automated identity validation.
 - **Oracle, MS SQL, Active Directory** – Workforce data management.
 - **Dashboards/Analytics (custom BI)** – Workforce reporting and compliance monitoring.
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Why Synaptein

Synaptein combined **RPA, data integration, and advanced analytics** to help FAA achieve a **secure, modernized, and intelligent identity management environment**. By eliminating manual processes and legacy dependencies, the FAA gained both **efficiency and confidence** in its workforce and external user management systems.