CACI improves their onboarding cycle for cleared candidates and transforms Enterprise Security operations with a Fresh Haystack solution.

Challenge

Tight Timescales

Process & Measurement

A vital competitive differentiator for CACI, which counts many agencies within the U.S. government and Intelligence Community as customers, is its ability to recruit and hire qualified and cleared personnel. A critical part of candidate onboarding is understanding where the candidate is in the process, awareness of the completion timelines, and timely receipt of applicant updates.

Jamie Burnett, CACI Chief Security Officer and Senior Vice President for Corporate Security, and his team understood they needed to reform the onboarding process. Security traditionally can be considered a security clearance processing bottleneck. However, several factors drove the CACI Security Team to transform its clearance process, including USG policy changes, a USG investigative backlog, a transition from the Defense Security Service (DSS) to the Defense Counterintelligence Security Agency (DCSA) and the Trusted Workforce 2.0 initiative. CACI's Security Team considered these factors during a collaborative problem-solving exercise to develop a creative solution: the establishment of an integrated and resourced customer support center. The center combined collateral security clearance processing with human resources and recruiting elements to remove multiple manual touch points, while maintaining compliance.

Solution

Starting in October 2017, CACI worked with a CANDA Solutions team and the maker of Fresh Haystack software, to manage, migrate, and more completely integrate legacy collateral personnel security data with multiple other CACI internal systems such as Workday (HR), Contracts and Data Warehouse. CACI and CANDA Solutions used Agile methods to launch the center on April 6, 2018, including an IT infrastructure and security plan. *"Across the enterprise we have seen a significant improvement in visibility and cycle times when screening and processing various levels of security clearances that we did not have before." Jamie Burnett*

CACI
EVER VIGILANT

At a Glance

- **Industry**
  Government

- **Location**
  United States

- **Challenge**
  Onboarding cycle for cleared candidates

- **Solution**
  Fresh Haystack

- **Results**
  + Provided Industrial Security solution
  + Integrated with Workday & Contracts
  + SCI & Collateral Workflows
  + Accountability & Audit
  + Shared Security Services Center enablement

THE RESULTS

CACI consolidated all cleared candidates processing into a Shared Security Services Center or used designated agency dashboards, as needed. As a direct result, the onboarding cycle timeline has significantly improved. The Security Team possesses clear insight both in the process and measurement of their performance, but also with CACI program managers and HR personnel. Comprehensive business rules established by CACI ensure the quality of the data; and notifications and escalations improve accountability and communications. And CACI further strengthens security by operating within a closed environment. Metrics and SLAs (Service Level Agreements) allow transparency and full audit capabilities to drive data-driven decision-making and efficiencies across all stakeholders in the hiring process.

Fully Integrated Team

Secure & Isolated Environment

Integrations with HR, Data Warehouse & Contracts

Proven Metrics driving process improvement

Our Fresh Haystack integration was a necessary shift to our business processes & change management, and the efficiencies gained have paid off not only for the visibility and transparency into the hiring cycle but also for the integration of data that automated what used to be manual offline actions or inquiries thus saving time and resources.

Paul Rodriguez
Director of Security

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About CACI

CACI's 23,000 talented employees are vigilant in providing the unique expertise and distinctive technology that address our customers' greatest enterprise and mission challenges. Our culture of good character, innovation, and excellence drives our success and earns us recognition as a Fortune World's Most Admired Company. As a member of the Fortune 1000 Largest Companies, the Russell 1000 Index, and the S&P MidCap 400 Index, we consistently deliver strong shareholder value. Visit us at www.caci.com.

About CANDA Solutions, LLC

CANDA Solutions is a leading software and services provider specializing in Agile Delivery, DevSecOps, Cloud, Case Management and streamlined innovative solutions for Personnel Security and Enterprise Risk Management. CANDA Solution's product, Fresh Haystack, is the only software on the market today addressing the end-to-end lifecycle of Personnel / Industrial Security by combining Suitability, Collateral and SCI Security, Insider Threat Defense and Investigations Management in one platform. For more information, visit http://freshhaystack.com/differentiators/