



U.S. federal government agency

A matter of national security

Federal government agency uses Adobe® LiveCycle® Enterprise Suite software, Acrobat® X, and Creative Suite® 5.5 Master Collection to keep citizens and data safe from harm

A government is fundamentally responsible for keeping its citizenry safe and providing a secure environment in which people can pursue life, liberty, and happiness. As global politics and economics evolve, the manner in which governments conduct business must too. In many cases, this means adding new processes and layers of approvals, taking on new expenses for materials, and substantial investments in new technologies to keep up with demand.

For one major department of the United States government, these challenges are omnipresent and grow by the day in a continuing effort to mitigate risks and threats to the country's security. The department is an amalgamation of many different agencies, responsible for managing customs and national border issues, airport security, and many other important functions that keep Americans safe on a daily basis.

Such a wide-ranging list of responsibilities requires heavier emphasis on the management and distribution of information, getting it from one place to another quickly, securely, and reliably. Department personnel in offices and field locations throughout the country need to be able to source and compile information, route it for approval from managers or other higher-ups, and distribute it to colleagues as efficiently as possible.

After years of relying on paper-based manual processes, the department began digitizing and automating some processes as funds became available. However, new software was purchased on demand, making it difficult to efficiently manage that every department and employee had access to the same versions.

Shortly after, department officials engaged Adobe Systems, Inc. and agreed to an enterprise license agreement (ELA) to streamline the process of procuring software licenses of the most current versions of Adobe LiveCycle Enterprise Suite, Adobe Acrobat X, and Adobe Creative Suite 5.5 Master Collection software for employees nationwide.

Entering into an ELA with Adobe enables the department to consolidate more than 400 separate purchase orders into just a handful of annual purchases or renewals. An ELA saves a lot of time and helps to ensure that the latest software is deployed to employees needing it in a timely manner. In addition, the agreement positions the department to secure the lowest, most consistent price for the latest software and technology, creating massive savings year after year.

A new standard of information exchange

Adobe software solutions are an integral part of the department's operations at the border, on the water, in the airports, and at headquarters. Standardizing on Adobe products gives the department a reliable, consistent communications and data management system for conducting its business more efficiently and saving tax payers significant sums of money each year.

Challenges

- Standardizing software procurement across the organization
- Accelerating the collection, processing, and distribution of information vital to national security
- Protecting sensitive information from unauthorized use or access

Solutions

- Leverage Adobe software to automate forms processing for more efficient information sharing
- Use Adobe Acrobat X to standardize files on PDF and improve redaction capabilities and data security
- Deploy Adobe Creative Suite 5.5 Master Collection to arm law enforcement agents with new, powerful tools to address complex issues in unique, inventive ways

Benefits

- Standardized data collection and aggregation using PDF to consolidate file types and improve version management for greater efficiency and security
- Developed more than 1,000 unique digital forms for users across the organization
- Achieved significant cost savings with consolidated purchasing via an enterprise license agreement
- Automated document rights management to enhance security to help ensure that classified or sensitive information is accessed only by authorized personnel
- Improved compliance with FOIA and other federal information dissemination regulations

Toolkit

Adobe Acrobat X

Adobe LiveCycle Enterprise Suite software. Modules include:

- Adobe LiveCycle Rights Management ES
 - Adobe LiveCycle Reader Extensions ES
 - Adobe LiveCycle Forms ES
 - Adobe LiveCycle PDF Generator ES
- Adobe Creative Suite 5.5 Master Collection

On an operational basis, combining the functionality of Adobe LiveCycle ES software and Adobe Acrobat X helps the department simultaneously eliminate a substantial amount of paper and materials costs while accelerating the processing of critical data. With Adobe LiveCycle Forms ES, the department can rapidly develop and deploy many intelligent digital forms specifically designed to address the needs of individual department operations that replace obsolete paper forms.

For example, border patrol officers in Texas and other states with international boundaries used to manually complete printed forms and fax them into a central processing center upon apprehending a trespasser or undocumented migrant. Forms were processed manually at the center, where employees conducted background checks to determine the status of the detainee and issue a decision on the next step in the process. The entire procedure could take as many as two days, creating crowding in holding centers and a logjam of additional paperwork.

With PDF Generator, Reader® Extensions, and Process Management modules within Adobe LiveCycle ES, the process is automated to accelerate the transmission of information and speed along the intake and discharge of detainees. With Adobe software, field officers can deliver dynamic intelligent digital forms to a tablet or mobile device in the field, leveraging Adobe Portable Document Format (PDF) files.

Files can be securely submitted electronically to processing centers, where Adobe LiveCycle Process Management ES automatically cross-references as many as 12 databases for additional information, which is aggregated and routed to the appropriate personnel for review and sign off, per established business rules, to accelerate decision making. As a result, detainee holding times have been reduced from as many as two days to as little as one hour.

Similarly, airport security procedures—such as no-fly lists and other security policies and protocols—are also enhanced with Adobe software. Security personnel can submit assigned checkpoint reports using digital forms enabled by Adobe LiveCycle Reader Extensions ES from any location, which are compared to existing warnings in backend databases to identify potential threats on the spot and help ensure that procedural guidelines are followed closely. Forms are systematically routed through the chain of command, helping to ensure that the right people see the information and take appropriate actions in a timely manner.

Processes automated with Adobe software not only streamline the data collection and routing process, but also enhances the efficiency of processing centers. In the past, one of the three centers could receive the bulk of submissions, overwhelming its staff while leaving the other two centers idle and underutilized. Automating routing and approvals helps balance the load among the three centers to maximize productivity, reduce the costs of underutilized staff, and stay ahead of workloads rather than lagging behind.

Heightening the security of security

Sometimes crime fighting and national security requires more creativity than simply moving information from one destination to another faster. Adobe Creative Suite 5.5 Master Collection software plays an integral role in forensic science applications employed by the government.

The powerful graphic design and publication tools help law enforcement officials take more unique, creative approaches to solving complex issues. For example, customs and immigration agents, among others, can use Adobe Photoshop® CS5 to reverse engineer existing digital photos of exploited or missing children to determine the origin of the photo. Understand details about how and where the image was posted provides critical insight into possible locations of the perpetrator and helps accelerate investigations for faster response to emergency situations or to shed new light on older cases that may lead to solving them.

Adobe software is also the standard for developing outreach content and other messaging materials. Creative Suite 5.5 components are tightly integrated, enabling department designers to leverage existing assets to create new, more engaging, and impactful digital communications faster.

Sensitive data can be protected at multiple levels because Adobe Acrobat X and Reader integrate seamlessly with Adobe's security solutions and other software.

Like most of the department's communications, creative files are packaged and sent in PDF. The department standardized on PDF for a variety of reasons, namely that the format is universally accessible, enhances efficiency through improved version management, and provides multiple layers of security to help ensure data integrity when integrated with data security measures in Adobe software.

Department employees can easily convert any file—Microsoft Word, Corel WordPerfect, or any other format—into a PDF. Users require only the free Adobe Reader software to access the files, meaning that data such as immigration paperwork can be archived into an indexed database and records are easily retrieved by authorized personnel from virtually any computer or device.

More importantly, sensitive data can be protected at multiple levels because Adobe Acrobat X and Reader integrate seamlessly with Adobe's security solutions and other software. In particular, the department relies on the advanced redaction and document sanitization capabilities in Acrobat X to prevent accidental sharing of sensitive information by permanently removing it while still fulfilling its obligations of disclosure under the Freedom of Information Act (FOIA).

Additional layers of security such as restricting document access, limiting editing functionality, and document expiration dates are enforced by using confidentiality policies that are centrally managed to help ensure that the critical information distributed is exposed only to the intended people. The department controls how people can use the information to prevent it from circulating too far. The control over the use of information continues even after the information is distributed.

Threats to national security come in all forms. Whether it's a potential physical external attack, natural disaster, or cyber-crime, the government needs to be able to anticipate it and respond quickly. Adobe software such as Acrobat X, and Creative Suite 5.5 Master Collection have transformed previously slow, expensive, and ineffective paper-based data processing into streamlined, efficient, and secure exchanges of vital information. With Adobe software and technologies, federal government agencies can securely deliver critical information quicker than ever, disseminating important information to the right people at the right time to make sure it keeps up with evolving challenges to the security of its citizens.

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