



Bureau of Customs and Border Protection Services

PSI INTERNATIONAL, Inc. (PSI) has provided technology support to the United States Bureau of Customs and Border Protection (Customs) since 1984. These services include management consulting, management of the Customs Data Center, and substantial support for Custom's network infrastructure. We continue to provide support to this valued customer today. Through these many years, we have gained an understanding and appreciation of the Customs mission. We have applied this understanding and appreciation in developing productive working relationships with Customs' management and the user community.

Current Customs Projects - Our existing Customs projects include the following:

- ◆ **Database Management Support** - Customs operates a large data center complex located in Springfield (Newington), Virginia. PSI has supported this data center for over 12 years in the areas of database management and related services. The Customs Data Center supports all major law enforcement, commercial, financial and administrative systems and is the central processing site for millions of daily automated transactions in support of Customs commercial and law enforcement missions. The Data Center has one of the largest databases in the world. More than

550 million database transactions are processed on a daily basis. The production database currently totals more than two terabytes on 888 Direct Access Storage Device (DASD) volumes. There are more than 5,000 distinct database tables in place. The total number of records maintained on the production database exceeds 4.5 billion records.

- ◆ In support of this project and its mission, PSI provides senior level database specialists available in the Customs Data Center with experience in logical and physical database system design, development, implementation, verification, security, management, performance tuning, and administration in a mainframe and distributed processing environment. Furthermore, PSI provides staff experienced in managing large databases and software support to assist in enhancing current database system capabilities and developing and implementing new database systems.
- ◆ PSI is involved in the strategic planning process and technology architecture group at U.S. Customs and has participated in numerous conferences and user-groups throughout the country representing Customs. PSI plays a very active

role planning for the design, development, implementation, and modification/upgrade of performance-tuned and manageable data structures and applications.

- ◆ **Network Support** - PSI provides direct support to the users at the Newington, Virginia Customs Data Center and to the field. PSI provides "hands on" on-site support including, but not limited to, installation, diagnostics, maintenance, analysis, training and Help Desk support to all network users in the data environment. The scope of the contract that PSI supports includes end-to-end support services from concept through operations. It includes maintenance for the current Customs network and communications environment and technological refreshment and enhancements. This support requires coordination with internal and external organizations in a dynamic environment.

The team is required to coordinate and collaborate in planning, designing, implementing, resolving problems, and providing ongoing support for both internal and external organizations. This includes working closely with Customs, other Government personnel, other Customs contractors and vendors, the Customs Community of Interest (COI) such as any of the Trade community and the enforcement community, other external collaborating entities, such as the U.S. Department of State, foreign Government organizations, and

international organizations, and others.

The environment encompasses headquarters, including the Customs Data Center Complex in Newington and field locations with an "n-tier" architecture. Customs has over 900 offices throughout the world with over 1000 non-Customs locations that access the systems at the Customs Data Center. Currently, the Customs environment includes mainframes and server host systems, a wide area network, voice networks, distributed infrastructure services, and peripheral infrastructure. Other services that PSI supports include electronic messaging, directory services, open systems technologies, network security, and open systems services, such as web development and support.

Consistency and Quality - Continuous process improvement is the foundation of our corporate Process Improvement Program. We structure our standard project management processes to conform to the Software Engineering Institute's (SEI's) Software Capability Maturity Model Integration (CMMI). Our CMMI-compliant management practices ensure high levels of consistency and quality. PSI is part of an elite group of organizations worldwide to have been independently assessed at CMMI Level 3.

Similar Projects - PSI provides similar technology and mission-oriented services for various other Government agencies and commercial clients.

- ◆ PSI maintains, enhances, and operates the Adverse Event

Reporting System (AERS) and Electronic Submissions (eSub) Applications for **Food and Drug Administration (FDA)'s Center for Drug Evaluation and Research (CDER)**. PSI transitioned the application software, documentation, standard operating procedures and all other related activities from the incumbent contractor within the first 30 days of the award of the contract. As part of this contract, PSI supports the Enterprise Search (ES) application (Electronic Document attachment Process) which is part of Retrievalware that supports the viewing of pdf attachments to the safety reports submitted by the drug manufacturers.

- ◆ For the **Department of Veterans Affairs (VA) Veterans Benefit Administration (VBA)**, PSI teams in the Austin Systems Development Center (SDC) and the VA Central Office (VACO) analyze, design, develop, implement, and maintain nationwide applications in collaboration with the Loan

Guaranty (LGY) service organization.

Blended for Success - PSI offers outstanding technical expertise supported by a disciplined management infrastructure and sound corporation. The broad spectrum of services we offer supports the missions of organizations that greatly impact those living in our communities. Our success with these organizations is a direct result of our understanding of each customer's objectives, challenges, and environment.

For more information, please contact:

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