

Case Study

Department of Labor (DOL) Office of Inspector General (OIG)

The Organization

The Department of Labor (DOL) Office of Inspector General's (OIG) mission is to serve the American Workforce, the Department of Labor, and Congress by providing independent and objective oversight of Departmental programs through audits and investigations, and by combating the influence of labor racketeering in the workplace.

Challenge

DOL OIG had four (4) independent, legacy systems in place to support their investigative process. The systems provided mission-critical electronic complaint and investigation automation functionality, but due to outdated technology and siloed architecture, had become time intensive and costly to maintain. OIG needed to implement a new OIG Investigations solution that consolidated OIG investigative activities and sub-processes while providing enhanced functionality at significantly lower maintenance costs. High level objectives included:

- Provide enhanced functionality
- Improve performance and availability
- Consolidate OIG investigative processes
- Enforce legal compliance
- Reduce maintenance cost by utilizing a FedRAMPSM
- Cloud solution
- Enable adaptation to new processes and requirements

The new system also needed to prove long term return on investment.

Solution

AINS enabled DOL to consolidate and modernize their system using eCase[®] Investigations. The web-based app enables DOL to manage the entire investigative lifecycle in one, unified system. Leveraging configurable, case management features and dynamic workflows, eCase was able to map DOL OIG's exact process, while giving them the flexibility staff needed to alter steps based on the unique requirements of each individual case.

DOL OIG's New Investigative Management Information System (NIMIS) included four integrated modules for investigation processing, including Complaints, Investigations, Internal Investigations, and Matters not Investigated.

A low code, Commercial Off the Shelf (COTS) product, eCase was quick to implement and easy to maintain. DOL chose the eCase FedRAMP cloud SaaS approach to reduce the burden of in-house IT system maintenance.



Results:

- **Document Approvals:** documents undergo DOL OIG-specific approval processes
- **Security:** eCase provides identity management and authentication, access control configuration, configurable administration security parameters, appropriate personnel security clearances, and data security was provided
- **Integrated Evidence Tracking:** comprehensive evidence tracking capabilities built in to eCase replaced the existing standalone tool, helping to streamline investigative processes for agents
- **Data Consolidation:** over 120 GB of data is integrated into eCase from legacy DOL OIG systems and forms. eCase tracks, searches and reports on 20+ years of DOL OIG data
- **Remote Hosting:** Using the AINS FedRAMP Moderate and FISMA approved data center, DOL saved significantly on implementation time and maintenance costs