Information Technology Capital Investment Plan

U.S. Department of Transportation
**Federal Motor Carrier
Safety Administration**

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Federal Motor Carrier Safety Administration
Information Technology
Capital Investment Plan

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I. Executive Summary

The Federal Motor Carrier Safety Administration (FMCSA) Information Technology (IT) Capital Investment Plan (CIP) identifies the IT investments needed to successfully and safely achieve FMCSA's mission, specifically FMCSA's IT mission. This CIP provided an overview of funding required (through FY 20) to fund the modernization of FMCSA's IT systems, maintain existing systems during the modernization, become more customer and mission-focused, and enforce Commercial Motor Vehicle (CMV) operating requirements and mandates including those within the Moving Ahead for Progress in the 21st Century Act (MAP-21), Fixing America's Surface Transportation (FAST) Act, and Federal IT Reform Act (FITARA). This document has been prepared in response to the request in Senate Report 115-138 accompanying Senate Bill 1655 and the Joint Explanatory Statement accompanying the Consolidated Appropriations Act, 2018 (P.L. 115-141) for the FMCSA administrator to **submit a CIP identifying strategic goals and performance objectives on an annual basis and a long-term, five-year framework.**

The following are the strategic goals and objectives as outlined in the FMCSA Information Technology (IT) Strategic Plan Fiscal Years 2018 – 2022:

- Goal 1: Our People First
    - Recruit and Retain Workforce
    - Establish Succession Planning
    - Cultivate and Support Professional Development
- Goal 2: Our Improved Service Delivery
    - Optimize Safety Mission Activities
    - Contribute to Improving Highway Safety
    - Be Responsive and Reliable to the Public
- Goal 3: Our Innovative Technology
    - Utilize New and Emerging Technology
    - Use Data as an Asset
    - Encourage Flexibility and Modularity
- Goal 4: Our Governance and Accountability
    - Partner with the Acquisition Team
    - Accountable Governance and Program Management
    - Execute Motor Carrier Registration, Inspection, Compliance and Enforcement Initiatives

As appropriate, FMCSA will update its strategy in order to stay appropriately nested underneath the DOT's strategic goals and objectives. The development and management of this CIP involves planning and the execution of technology initiatives, investments, and projects. Funding levels for the investments identified in this CIP are balanced between the need to modernize and replace FMCSA's 33 existing legacy systems and need to maintain current IT systems and infrastructure. Many of FMCSA's current systems are over 20 years old, impeding FMCSA's ability to ensure the highest standard of reliable, available, and secure IT systems and data to

customers. These older systems have continuously rising operation and maintenance costs due to a dwindling number of existing, knowledgeable service providers, available security patches for outdated software platforms, and support teams. FMCSA's systems and processes require modernization now more than ever to meet the missions of FMCSA and the Department of Transportation (DOT).

The FMCSA IT Modernization effort is designed to align directly to the goals and initiatives set forth in DOT Office of the Chief Information Officer's (OCIO) Destinations*DIGITAL* effort. Destinations*DIGITAL* is an IT transformation initiative with the goal of enabling the DOT mission, strengthening security, and achieving greater results. Destinations*DIGITAL* is outlined in greater detail in *Section III. Need for Modernization and Transformation* below.

FMCSA's diverse stakeholder groups, including state and local governments, safety advocates, and industry trade associations, frequently work directly with FMCSA and rely upon the agency's IT systems and data. In today's world, stakeholders expect easy-to-use, on-demand, digitally enabled services to help them make decisions and interact with others. FMCSA plans to spend$205 million from Fiscal Year (FY) 2018 to FY 2020 on information technology. FMCSA's overall IT budget is shown in Table 1. The following table provides FY funding for the following funding sources: Information Management (IM) and General Operating Expenses (GOE). IM funds are used solely for items that qualify as Information Technology Development, Modernization, and Enhancement (DME) work. GOE funds are used for items that qualify as normal operating expenses or Operations and Maintenance (O&M) work.

Table 1: FY18-FY20 Funding Overview

Funding Sources	FY18 *(actual)*	FY19 *(enacted)*	FY20 *(president's budget request)*
IM	$31,835,294.80	$34,824,000.62	$-
GOE	$35,485,412.87	$38,454,791.66	$64,450,041.53
Total	**$67,320,707.67**	**$73,278,792.28**	**$64,450,041.53**

Following the approval of this CIP by the FMCSA Administrator, FMCSA OCIO is taking the following immediate next steps to initiate the IT modernization effort and begin modernizing Priority Group 1 systems in FY19:
1. Finalize prioritization of existing IM funding for IT Modernization and Digital Transformation
2. Establish Transformation Management Office to manage overall modernization effort
3. Develop Enterprise Data Management (EDM) strategy
4. Begin further decomposition and reverse-engineering of systems to be modernized
5. Develop target state technical architecture with transition state architectures
6. Transfer selected staff supporting commodity IT to OCIO as part of *DestinationsDIGITAL*

II. Introduction

Congress established FMCSA on January 1, 2000, pursuant to the Motor Carrier Safety Improvement Act of 1999. At the agency's core, FMCSA's mission is to **reduce crashes, injuries, and fatalities involving large trucks and buses**[1]. FMCSA OCIO directly advances these priorities by providing technology and IT best practices to support FMCSA stakeholders in achieving the safety mission.

FMCSA has acknowledged the need to upgrade its aging IT enterprise, and the agency has attempted to modernize on several different occasions since its inception in 2000. FMCSA's current IT modernization strategy includes: 1) taking a holistic approach to sustain the effort and make sure to transition and training stakeholders; and 2) collaborating with the FMCSA program offices to understand individual office and stakeholder needs,.

To overcome and mitigate against some of the challenges that confronted previous modernization efforts, FMCSA has aligned its IT Modernization effort to DOT OCIO's Destinations*DIGITAL* transformation effort. This alignment to Destinations*DIGITAL*'s IT Shared Services organization, the department wide provisioner of commodity services (such as IT hardware, software, systems, and services), allows FMCSA to focus on mission critical IT investments while ensuring that FMCSA is closely aligned to the Department's goals and priorities, and is also considering and incorporating best practices throughout. Further, alignment and coordination with DOT OCIO ensures that FMCSA has the necessary buy-in and support to successfully execute an initiative of this magnitude (magnitude of consolidating 33 systems down to six (6) platforms). FMCSA's IT Modernization effort will help meet or contribute to the following Destinations*DIGITAL* goals:

- Eliminate one million hours of burden
- Reduce malicious cyber incidents
- Shrink DOT's IT footprint
- Implement intelligent software
- Promote transportation cybersecurity
- Retain the savings to invest in our Department

This different approach, combined with some technology improvements, has FMCSA poised to achieve success with this modernization effort. Recently, a 2016 cloud migration effort transitioned a targeted number of legacy systems to the cloud. This effort was effective by providing positive progress in 'lifting and shifting' the agency's legacy systems into a cloud environment, meeting DOT requirements. This migration provides a foundation for future modernization activities to continue the use of cloud computing and cloud products as a standard.

This CIP provides transparency into continued alignment between IT capital investments, FMCSA strategic priorities and mission, and future IT needs. Ultimately, the CIP will align directly to the contents of the FMCSA Strategic Plan, which FMCSA anticipates releasing in the

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[1] https://www.fmcsa.dot.gov/mission

coming months.   This ensures that FMCSA's IT Dashboard investments (major investments reported to the federal IT Dashboard) are kept up-to-date in alignment with the contents of this CIP. The development, and update of this CIP requires analyzing funding for investments and projects, by considering the following business needs:

- **IT Modernization & Digital Transformation** – FMCSA requires the modernization of the current IT enterprise, business, and operating models to reduce maintenance costs and meet FMCSA customer and stakeholder needs.

- **Funding to Maintain Legacy Systems and Current Operations** – During the modernization effort, FMCSA must continue to maintain its current legacy IT systems to limit disruption to current operations. This funding is used to sustain legacy systems, fill immediate business needs, and maintain current business operations without significant disruption to stakeholders until modernized systems are fully operationalized and the legacy systems can be fully retired. FMCSA receives much of the current operations support including activities such as: field infrastructure support, help and service desk support, system hosting, workplace computing, and communication tools; through Departmental shared services funded via the DOT Working Capital Fund (WCF).

Current contractual obligations, laws, and policies, such as MAP-21, FAST Act, and FITARA were also considered in the development of this CIP.

III.   Need for Modernization and Transformation

Many FMCSA systems have been operational for over 20 years and are on track to exceed their planned retirement dates. Not including grants, in FY 2018, FMCSA's total internal IT budget was $67.3 million. Due to the high number of legacy systems, *FMCSA's IT Operations and Maintenance costs associated with the current FMCSA IT enterprise and systems was the largest expense for the agency, absorbing 75.92% of all IT funding, not including grants to external stakeholders.[2]* If FMCSA does not modernize, then the increasing costs of legacy systems will continue to compound in the coming years. Due to the extremely high cost of maintaining its legacy systems and the increase in security vulnerabilities, the long-term success of FMCSA demands a comprehensive modernization effort. From the cybersecurity and privacy perspective, many of these systems contain vulnerabilities that cannot be remediated due to antiquated software and code. These systems jeopardize the entire infrastructure, thus creating opportunities for loss of data and services to our end users and stakeholders.

In addition to rising costs, FMCSA's existing systems do not meet the changing IT needs of customers today. A current state assessment of FMCSA's IT systems conducted in FY18 revealed that FMCSA customers, including external public parties and internal Federal users, are experiencing the following challenges with today's FMCSA IT systems:
- Duplicative functions and data across the enterprise with no authoritative source, impacting external reporting to stakeholders;

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2 FY18 year-end actuals as reported through the FMCSA Accounting system

- Numerous manual workarounds because systems are not meeting business requirements; and
- Limited performance from technology added to legacy systems, including numerous system outages, live data updates, and poor user experience.[3]

Table 2 Systems Assessed in FY18

System	Function	Stakeholders	Current Issues
SENTRI	Sentri 2.0 is the FMCSA mobile client used to facilitate safety audits and interventions by FMCSA and state users. It combines roadside inspection, investigative, and enforcement functions into a single interface, Sentri 2.0 will provide the following benefits to users: • Easier access to carrier and driver information • Enhanced ability to target unsafe carriers and drivers and keep them off our roadways • Enhanced workflow like interface and back-end design from prior versions of Sentri 2.0 • Provided updated safety audit questions, guidance, and recommendations	FMCSA, enforcement	Sentri 2.0 has failed to meet the metric for FY18. Due to Sentri 2.0's outdated infrastructure, FMCSA was not able to develop and integrate the functionality needed to perform off-site inspections into the current Sentri infrastructure. As a result, FMCSA had to develop an additional system (NEWS). Ideally, FMCSA would have one, consolidated system for both offsite and onsite inspections.
MCMIS	MCMIS is authoritative source for registration data, roadside inspection data, crash data, reviews, and closed enforcement cases. MCMIS is a central data repository for all of FMCSA's safety and registration data that services the needs of the agency, states, industry, and public. MCMIS is intended to provide the following benefits to users: • Increased accessibility to FMCSA's safety and registration data • Increased data traceability and consistency • Improved data reporting and query capabilities	FMCSA, states, industry, and public	Backlog Reduction and Data Accuracy metrics both failed to meet their specified FY18 targets
ASPEN	Aspen is a software application used by FMCSA and most State Commercial Motor Vehicle (CMV) enforcement agencies to conduct	FMCSA, enforcement agencies,	Aging technology, new requirements and needs from users and regulations, Inspection processing timelines met its

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[3] FMCSA IT Notional Modernization Plan (available on request)

System	Function	Stakeholders	Current Issues
	inspections on CMVs and drivers. Aspen collects the inspection details and prints these details in an associated report for the driver and carrier. Aspen is intended to provide the following benefits to its users: • Allow for the retrieval of timely, complete, and safety-based data for use by regulators to prioritize unsafe carriers and save lives • Allow for quality data collection • Provide streamlined support to enforcement officers • Carry out Motor Carrier Risk Analyses • Assist with the selection and prioritization of carriers/drivers to be inspected		specified target for the year, but is expected to decrease if the filing time requirement is reduced
URS	A fully implemented URS solution will enable interstate motor carriers, Freight Forwarders (FFs), brokers, intermodal equipment providers (IEPs), hazardous materials safety permit (HMSP) applicants and cargo tank (CT) facilities under FMCSA jurisdiction to submit required registration and biennial update information via a new electronic on-line process. URS will include a web-based application. URS is intended to provide the following benefits: • Streamlined registration processes, • Increased accessibility of data regarding regulated entities, and • Increased efficiency in tracking data related to the regulated entities that are currently required to register with FMCSA.	FMCSA, motor carriers, FFs, brokers, (IEPs), HMSP applicants and CT facilities.	URS failed to meet the customer satisfaction metric for FY18. The general performance of the Portal adversely impacted the ability of applicants to submit registration forms within the specified metric timeframe in URS. URS is not at 100% functionality.

Modernization requires allocating funding to the effort to meet FMCSA stakeholder requirements while counteracting constantly rising costs due to a dwindling number of existing, knowledgeable service providers and available security patches for outdated software platforms. By investing in modernization over the next five years, FMCSA will incrementally reduce the current spending by iteratively developing and deploying streamlined IT solutions, while also decommissioning legacy systems as new functionality becomes available.

FMCSA will accomplish this by:
- Consolidating FMCSA's application portfolio;
- Limit spending on costly legacy technology and software licenses; and
- Realigning resources to reflect IT-world best practices, ensuring balanced development and maintenance activities.

IV.   Modernization Approach

The FMCSA OCIO team will work with the program offices and other stakeholders to make sure the effort captures all necessary current functionality, current workarounds, and future requirements. This hand-in-hand approach will allow the Agency to streamline an end-to-end business process while digitally enabling FMCSA to use its most valuable asset, its data, to make data-driven policy decisions and help prevent crashes, injuries, and fatalities involving CMVs. FMCSA's target future-state systems and operations will consolidate FMCSA's disparate, current-state systems into a smaller collection of systems, with a focus on alignment to IT strategic goals and alignment with the Department's Destinations*DIGITAL* objectives. The target future-state is the consolidation of 33 legacy systems into six or less systems on standardized cloud platforms, leveraging Office of the Secretary (OST) shared services solutions, where appropriate. Figure 1 reflects this simplification of the IT structure, eliminating duplication, retiring obsolete systems and reducing the overall number of systems to be maintained. Additionally, the following diagram displays the four mission lines of business at FMCSA: Registration, Inspection, Compliance, and Enforcement (RICE). These lines of business manage the life cycle, from registering to operate as a Commercial Motor Vehicle (CMV), through ongoing inspections, ensuring compliance with laws and regulations, and enforcement.

Figure 1: Current State Transition to Target State
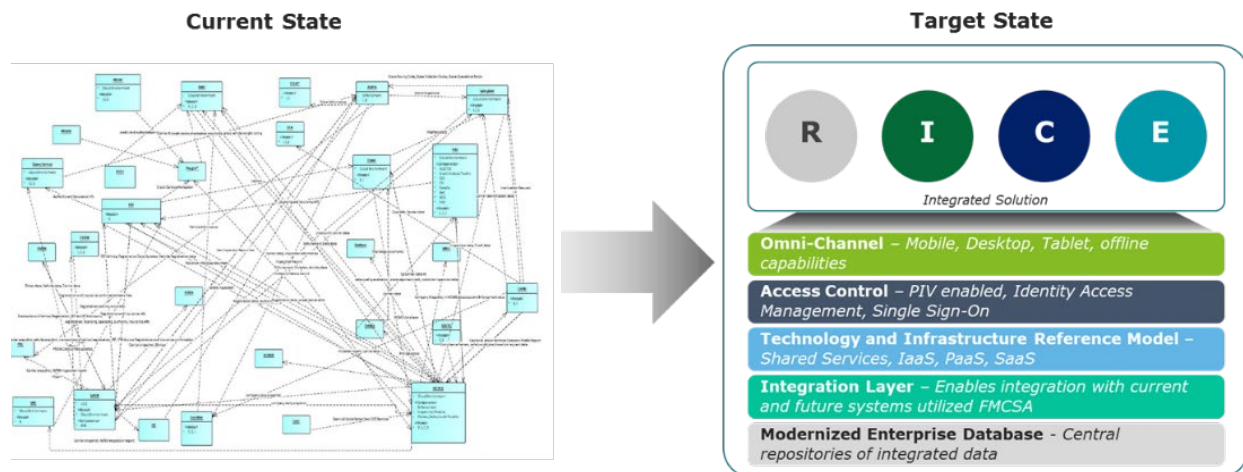
The modernization should simplify FMCSA's architecture while retiring current state systems, creating cost avoidances to be re-invested into the modernization effort.. FMCSA OCIO developed a prioritized list of current state systems to modernize. The current state systems were prioritized leveraging weighted evaluation criteria for statutory requirements, business needs, IT health criteria (e.g., frequency of outages), and criticality to the mission. New functionalities will

be iteratively built into a modern, integrated solution platform in alignment with the *IT Modernization Plan*.

Figure 2 shows FMCSA's existing systems, prioritized into three groups for modernization, in addition to the cross-cutting core systems that will be modernized over the entire effort.[4] Annotated alongside each system is the associated RICE mission line that it supports. These priority groupings do not infer timeframes but will be launched in accordance with FMCSA's current resources. A notional schedule through FY 20 is included later in the document. Functionalities performed by these 33 systems will be consolidated into approximately six platforms.,

*Figure 2: System Priority Groups according to weighted evaluation criteria for statutory requirements, business needs, IT health criteria (e.g., frequency of outages), and criticality to the mission. * See Appendix for system descriptions.*
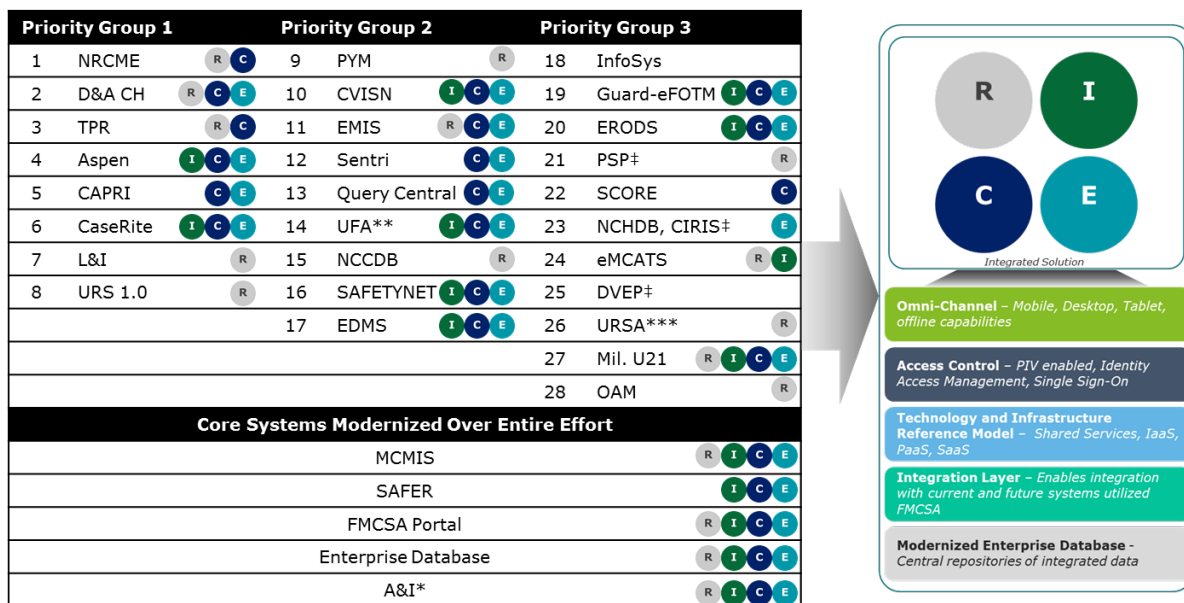
Throughout the modernization, OCIO will work with the program offices and other stakeholders to adjust the approach to identify the necessary current functionality, current workarounds, and future business requirements and priorities.

V. IT Modernization & Digital Transformation Funding

FMCSA has tailored DOT's Enterprise Program Management Review (EPMR) process to streamline the agency's ability to provide lifecycle management and review of IT investments. The current EPMR process provides guidelines for initiating, reviewing, approving, and monitoring IT investments to align with the DOT vision and prevent redundant investments. As a part of DOT's digital transformation, FMCSA will further tailor this process, where appropriate, to adopt leading industry practices, such as Agile and DevOps. Incorporating these frameworks and practices will improve transparency. FMCSA will develop metrics to measure the current

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[4] See Appendix D for system descriptions

progress of these efforts to enable the agency to make data-informed decisions. These changes will facilitate FMCSA's transition to become a results-oriented agency.

. As part of the drive to IT Shared Services for commodity IT in *DestinationsDIGITAL,* FMCSA led DOT efforts to shift support for basic infrastructure and end-user support to OCIO under inter-agency agreements. This is allowing FMCSA to dedicate its IT staff to the mission-related IT modernization priorities outlined in this plan. FMCSA is also taking advantage of the Department's new cloud computing capability as a part of that effort.

Funding allocated for IT Modernization and Digital Transformation will not be directly tied to an individual system because FMCSA's approach is to consolidate the current portfolio of 33 legacy systems into approximately six future cloud platform systems. Priority groups are not time bound to individual fiscal years. For example, a priority group could take several fiscal years to complete. Additionally, priority groups will be staggered and overlap in execution. Priority Group 1 will still be in the process of completion as Priority Group 2 begins. The methodology for modernizing each priority group is defined in the *Notional IT Modernization Plan*, which is a working plan. [5] The current sequencing was data-driven, enabling a logical, well-justified starting point. The lessons learned from executing (FY19 to FY20) the retirement, replacement and consolidation of Priority Group 1 functionalities will directly inform estimates (i.e., cost and schedule), as well as refinements – as appropriate - to the sequencing of the remaining Priority Groups.

A. Priority Group 1

FY 2019 IT Modernization and Digital Transformation funding was to be applied to Priority Group 1. *Modernization of Priority Group 1 began in FY19*, and then intention was to leverage the DOT-wide Software Engineering Support Services (SWES) Blanket Purchase Agreement (BPA). By executing a separate Task Order (TO) for each system, FMCSA should have been able to effectively manage, monitor, and report on progress in retiring each legacy system, as well as develop the future state IT Enterprise Architecture. Furthermore, this approach would have allowed the OST OCIO to effectively provide oversight of IT Modernization and Digital Transformation efforts across FMCSA and the majority of its other Operating Administrations (OAs).

Priority Group 1 targeted the most critical systems aligned to FMCSA's Registration, Inspection, Compliance, and Enforcement business lines to provide initial operational capability to program offices and stakeholders. Priority Group 1 will modernize and retire the ten systems shown in Table 2 to be incorporated into FMCSA's target-state solution of approximately six systems, while starting to incrementally modernize FMCSA core systems and migrate FMCSA's legacy data. For each system, FMCSA OCIO identified (and will continue to identify) stakeholder communities, and work hand-in-hand with the program offices to ensure effective delivery of capability. FMCSA anticipates retiring both the National Registry of Certified Medical

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[5] FMCSA IT Notional Modernization Plan available upon request.

Examiners (NRCME) and Compliance Analysis and Performance Review Information (CAPRI) legacy systems in the FY 2019 and FY 2020 timeframe.

Table 3: Priority Group 1 Systems

	System Name	FY18 *(actual)*	FY19 *(enacted)*	FY20 *(president's budget request)*
1	National Registry of Certified Medical Examiners (NRCME)	Development	Development/ Launch	
2	Drug and Alcohol Clearinghouse (D&A CH)		Development	Launch
3	Training Provider Registry (TPR)		Planning/ Development	Launch
4	Unified Registration System (URS) 1.0		Planning	Development
5	Licensing and Insurance (L&I)		Planning	Development
6	Compliance Analysis and Performance Review Information (CAPRI)	Planning	Development/ Launch	Development/ Launch
7	CaseRite		Planning	Development
8	Aspen/ Integrated Inspection Management System (IIMS)		Planning	Development
	Core Systems Modernized Over the Entire Effort			
	Motor Carrier Management Information System (MCMIS)		Planning	Development
	Safety and Fitness Electronic Records (SAFER)		Planning	Development
	FMCSA Portal PH 1		Planning	Development
	Enterprise Database		Planning	Development
	Analysis & Information (A&I)			Planning

B. Priority Group 2

Priority Group 2 will further build out operational capabilities for secondarily critical systems aligned to FMCSA's <u>Inspection, Compliance, and Enforcement</u> business lines, enabling mobile-ready case management functionality for FMCSA program offices, state, and local stakeholders. Priority Group 2 will modernize and retire the eight systems shown in Table 3 to be incorporated into FMCSA's target-state solution. FMCSA core systems will continue to be modernized while establishing an enterprise data model for ease with integration and migration. Priority Group 2 will build out operational capabilities for Inspection, Compliance, and Enforcement. Systems will be modernized, giving analytics capabilities to FMCSA program offices, state, and local stakeholders. These outcomes will allow FMCSA to provide a <u>mobile-ready case management functionality to make roadside inspections, as well as compliance and enforcement activities, easier to execute</u>.

Table 4: Priority Group 2 Systems

	System Name
9	Protect Your Move (PYM)
10	Commercial Vehicle Information Systems and Networks (CVISN)

	System Name
11	Enforcement Management System (EMIS)
12	Safety Enforcement Tracking and Investigation System (Sentri)
13	Query Central
14	Uniform Fine Assessment (UFA)
15	National Consumer Complaint Database (NCCDB)
16	SAFETYNET
17	Electronic Document Management System (EDMS)
	Core Systems Modernized Over the Entire Effort
	Motor Carrier Management Information System (MCMIS)
	Safer and Fitness Electronic Records (SAFER)
	FMCSA Portal PH 1
	Enterprise Database
	Analysis and Information Online (A&I)

C. Priority Group 3

Priority Group 3 will complete the modernization of remaining systems of lowest criticality, resulting in fully data-driven, digitally enabled program offices. Priority Group 3 should modernize and retire the 15 systems shown in Table 4 to be incorporated into FMCSA's target-state solution. FMCSA will close-out modernization activities with full operational capabilities and finish migrating legacy data. Priority Group 3 will provide full operational capabilities to FMCSA and will begin continuous improvement delivery according to an iterative framework. This ensures that target systems remain optimized to serve the needs of stakeholders.

Table 5: Priority Group 3 Systems

	System Name
18	InfoSys
19	Guard-Electronic Field Operations Training Manual (eFOTM)
20	Electronic Record of Duty Status (ERODS)
21	Pre-Employment Screening (PSP)
22	States Compliance Records Enterprise (SCORE)
23	National Claims History Database (NCHDB), Customer Insurance Registration Information Support (CIRIS)
24	Electronic Mexican Carriers Application Tracking System (eMCATS)
25	Diabetes and Vision Exemption Program (DVEP)
26	Utility for Risk-Based Screening and Assessment (URSA)
27	Military Under 21 Pilot (Mil. U21)
28	Operating Authority Management (OAM)
	Core Systems Modernized Over the Entire Effort
29	Motor Carrier Management Information System (MCMIS)
30	Safer and Fitness Electronic Records (SAFER)
31	FMCSA Portal PH 1
32	Enterprise Database
33	Analysis and Information Online (A&I)

Following the execution of Priority Group 3, FMCSA will have a modernized enterprise on cloud platform(s), as well as a modernized enterprise data management strategy and database, allowing the program offices and stakeholders to become data-driven and digitally enabled with accurate and reliable data to create reports and inform policy decisions. With the necessary funding, FMCSA estimates achieving the fully executed target state.

VI. Funding to Maintain Legacy Systems and Current Operations

As FMCSA progresses through the prescribed phases of the IT Modernization and Digital Transformation, the Agency will remain responsible for maintaining current operations in support of ongoing business functions consistent with existing budgets. Funding is applied to maintain current business operations and functionality of existing systems throughout the modernization effort. These IT systems and infrastructure, while requiring modernization, perform the essential function of providing real-time access to data to the enforcement community, industry, stakeholders, and the public in support of the mission of FMCSA.

As FMCSA builds needed functionality for the modernized target state, the OCIO will simplify FMCSA's architecture while retiring current-state systems. However, during the modernization, basic functionality of FMCSA's key systems, in addition to other systems, must exist to limit disruption to current operations. While the greater modernization effort occurs, a high-level description of each key system that will be maintained is below:

- **Motor Carrier Management Information System (MCMIS):** An information system that captures data from field offices through SAFETYNET, Compliance Analysis and Performance Review Information (CAPRI), and other sources. MCMIS utilizes an Oracle database with a web front-end access. It is a source for FMCSA inspection, crash, compliance review, safety audit, and registration data.
- **Safety and Fitness Electronic Records (SAFER):** SAFER consists of a web site that displays carrier information available to the public, a store and forward mailbox system, secondary databases, and communication links. It handles user queries, database refreshes, and inbound data transfers. SAFER is currently an integral communication link for most FMCSA data transfers.
- **FMCSA Portal:** The FMCSA Portal provides single sign-on access to MCMIS, Enforcement Management System (EMIS), Licensing and Insurance (L&I), DataQs, Query Central, A&I, SAFER, Electronic Document Management System (EDMS), InfoSys, and the National Consumer Complaint Database (NCCDB) via a single password and user ID. Additionally, the Portal provides access for companies to view their data directly, in real-time or near-real-time.
- **Enterprise Database:** The Enterprise Database will be the authoritative repository for the collection of safety, insurance, and commerce related registration data. URS will interface with the other systems to either pass or receive data that will get stored into the Enterprise Database.
- **Analysis & Information (A&I) Online:** A&I Online is a web-based tool designed to provide quick and efficient access to descriptive statistics and analyses regarding commercial vehicle, driver, and carrier safety information. It is used by Federal and State

enforcement personnel, as well as the motor carrier industry, insurance companies, and the general public.

Table 5 below provides an overview of FMCSA's current portfolio of investments and initiatives that will be maintained, leveraging funding to maintain legacy systems and current operations. The investments and systems in Table 5 reflect current IT operations requiring this funding and will be incrementally decomposed as the modernization effort progresses and consolidates individual systems.

Table 6: Planned FY18-20 Funding Mission Support Initiatives

Investment	Initiatives	ITDashboard UII
United Registration System (URS)	URS is an electronic online registration system that supports the FMCSA registration process. The system serves as a clearinghouse and repository of information for all entities regulated by the Agency including motor carriers (MCs), brokers, freight forwarders (FFs), intermodal equipment providers (IEPs), hazardous materials safety permit (HMSP) applicants/holders, and cargo tank (CT) manufacturing and repair facilities. URS combines multiple registration processes, information technology systems and forms into a single, electronic online registration process.	**021-000001000**
Integrated Inspection Management System (IIMS)	The IIMS investment provides a system and functionality take a holistic view of the inspection processes to ensure that internal systems and databases accept and effectively manage data using a uniform standard.	**021-000001002**
Legacy Inspection Systems	This funding supports operational inspection systems including Aspen, ISS, CDLS Access, SAFETYNET Inspection, and Query Central.	**021-000001003**
Electronic Logging Device (ELD)	ELD supports FMCSA's implementation of the December 16, 2015 Final Rule 49 CFR 385, 386, 390 and 395 'Electronic Logging Devices and Hours of Service Supporting Documents'. This system receives data exported from a motor carrier's ELD device and make it available to FMCSA roadside inspectors or investigators upon demand. Motor carriers are required to use an ELD device that is self-certified by the vendor to comply with the specifications within the ELD Final Rule.	**021-000001019**
SAFER Re-Architect	The SAFER Re-Architect investment will design and develop a modernized information system that will enhance FMCSA's ability to collect, store, and share safety and credentialing information in order to empower roadside technology deployment and streamline data exchange process with federal and state systems.	**021-170118203**
Sentri	Sentri (formerly known as the Mobile Client Application) is an application that combines	

Investment	Initiatives	ITDashboard UII
	roadside inspection, investigative, and enforcement functions into a single interface, which provides Enforcement and Field users with easier access to carrier and driver information and will help in their efforts to target unsafe carriers and drivers.	**021-000001004**
National Registry of Certified Medical Examiners (NRCME)	NRCME implements a system for regulations that require commercial motor vehicle drivers to be examined by a certified medical examiner in order to be deemed medically qualified to operate a commercial motor vehicle. This investment provides digital services that meet the needs of the medical examiner community, administrative assistants and third-party administrators, testing centers, and drivers.	**021-748398219**
Drug and Alcohol Clearinghouse (D&A CH)	The Clearinghouse is mandated by MAP-21, with a compliance date of January 6, 2020, at which time the database must be operational and ready to receive and send the information required by the Final Rule. The Clearinghouse improves roadway safety by identifying and maintaining a database of Commercial Driver's License (CDL) holders who have committed drug and alcohol violations that render them ineligible to perform safety-sensitive functions such as operate a commercial motor vehicle (CMV).	**021-066395766**
Legacy Compliance Systems	This funding supports software utilized by Federal and State enforcement users to complete compliance reviews, safety audits, and interventions.	**021-000001005**
National Criminal Information Scan (NCIS)/CSA (Compliance Safety Accountability) III	This investment allows for carriers and investigators to use ACE and NCIS (renamed AIM) to manage the investigations. The NCIS tool is a component of the Automated Commercial Environment (ACE) system. NCIS/CSA III provides data collection functionality for investigations, and will be integrated into a component of ACE. Additionally, the system will include enhancements and updates to the document management functionality based on feedback from the initial rollout in early 2018.	**021-170118304**
Compliance, Performance and Assessments	This funding supports the modernization of software utilized by Federal and State enforcement users to complete compliance reviews, safety audits, and interventions.	**021-170119305**
Legacy Enforcement System	This investment provides funding for software used by enforcement users to calculate uniform fines across the country as well as prepare legal Notice of Claim and Notice of Violation and track enforcement activity.	**021-000001006**
Case Docket Management System (CDMS)	Develop a case management system for disputed civil matters (cases) arising out of the Agency's enforcement actions. The system will be used to	

Investment	Initiatives	ITDashboard UII
	manage internal workflows and as a publicly available docket for cases before the Agency, including appeals of rejections for operating authority registration, civil penalty cases, safety rating cases, and other matters under 49 CFR Parts 365, 385, and 386.	**021-170118401**
Portal	This investment provides the funding needed to maintain the FMCSA portal that provides information and communications to field and head quarter stakeholders.	**021-000001007**
Business Intelligence – A&I Online (GOE)	This investment provides funding to operate business intelligence support tools that access, analyze, and transform raw data into information used for generating tactical and operational insights by stakeholders.	**021-000001009**
Legacy Enterprise Mission Support Services	This funding supports operational mission support systems including MCMIS and SAFER, which are the current system of records for FMCSA carrier data.	**021-000001010**
DataQs and Other Mission Support Systems	The DataQs system is an electronic means for filing concerns about Federal and State data released to the public by FMCSA. Through this system, data concerns are automatically forwarded to the appropriate office for resolution. The system also allows filers to monitor the status of each filing.	**021-000001011**
Training Provider Registry (TPR)	TPR is mandated by MAP-21, with a compliance date is February 7, 2022, at which time the database must be operational. The TPR database stores and transfers information about entry level driver training programs in addition to CDL applicants' certification status. Data will aid State Driver Licensing Agencies (SDLAs) in determining driver eligibility for various CDL skills tests.	**021-170118505**
Motor Carrier Management Information System (MCMIS)	MCMIS is the authoritative source for registration data, roadside inspection data, crash data, reviews, and closed enforcement cases. MCMIS is a central data repository for all of FMCSA's safety and registration data.	**021-170119507**
Enterprise Data Management	This investment will provide the ability to define, integrate and effectively retrieve data from internal applications and external communications. It will place emphasis on how data is integrated into agency applications.	**021-170119508**
IT Security	The IT Security investment provides the security for FMCSA systems through a collaboration with OST, and their modernization efforts and with the contractor assigned to manage the IT systems. IT Security is accomplished by upgrading applications with either a new version or a totally new application or platform. In additional to the	**021-000001012**

Investment	Initiatives	ITDashboard UII
	upgrades, FMCSA systems will be migrating into a new environment managed by OST. This migration will ensure that each Operating Authority (OA) receives sufficient cybersecurity support, while ultimately freeing up OA's to focus on mission initiatives.	
Help and Service Desk	This investment includes funding for the following help desk services, funded through the WCF: • 5–Help Field Support • Field Technical Support • Tier 1/2/3 Help and Service Desk • Field Server Support	**021-000001014**
Information Technology Services	This investment provides support for development, implementation, and maintenance of IT services including enterprise architecture, strategic policy and planning, performance measurement, capital planning and investment control & portfolio management. Specific contracts include: National Applications and Technology Solutions Services (NATSS) • CIO Support • Enterprise Discovery and Modernization • DOT-wide Software Engineering Support Blanket Purchase Agreement	**021-000001018**
Data Center and Cloud	The investment provides National Law Enforcement Telecommunication System (NLETS) Access, Commercial Driver's License Information System (CDLIS) Gateway, and Cloud Services Software Licenses needed to access various FMCSA systems, tools, and applications.	**021-170318607**
End User	This investment includes the WCF transfer costs for the following: • Laptops, Purchase Cards, OIG software licenses, and VTC for Conference Rooms • Telecommunications hardware and equipment • Telecommunications software and licenses	**021-170318608**
Network	The network investment provides routers and cisco licenses for FMCSA program personnel through WCF funding.	**021-170318609**
Resource Management Tool	The resource management tool is used for data discovery to access a wide variety of financial, budget, and management information.	**021-222145661**
Grants Solutions	Grant Solutions is a grants management system utilized for its application review module and ability to service all phases of the grant life cycle.	
CRM	This investment supports the operations and maintenance of the Customer Relationship Management system, a commercial off the shelf system used to track and analyze customer	**021-222145664**

Investment	Initiatives	ITDashboard UII
	interactions/transactions submitted via web form, email, phone, mail, and chat.	
Transfer - Franchise Fund	This funding includes support for licenses to DELPHI (DOT's core accounting system) and PRISM (system directly integrated into DELPHI that supports contract management and requisitioning).	**021-170418800**
Transfer - Program Cost	This funding includes support for Grant Solutions, HP Support Services, Data Support Services, Amazon Web Service, in addition to FHWA Telecommunications Support.	**021-170418801**
Transfer - Working Capital Fund	This funding includes WCF transfer costs provided to OST.	**021-170418802**

The funding shown in Table 6 below is used to maintain current-state capabilities, only until the IT Modernization and Digital Transformation effort is completed. With the necessary funding, FMCSA estimates achieving FOC by FY 2026. As stated in *Section V. IT Modernization & Digital Transformation*, FMCSA OCIO is working to prioritize IT development funding within the IT Modernization and Digital Transformation. After the completion of Priority Group 3, the investments and systems in the table below will be replaced by the target state infrastructure and systems. Consequently, in the upcoming years, FMCSA IT intends to retire the current portfolio of investments and design a new budget structure that will enable cost tracking for unique agency functions aligned to the "Target State" depicted in Figures 1 and 2. This new structure will provide insight into functional spending as opposed to the list of disparate systems reflected in Table 6.

Table 7: Funding to Maintain Legacy Systems and Current Operations[6]

ITDashboard UII	Investment	FY18 *(actual)*	FY19 *(enacted)*	FY20 *(president's budget request)*
021-000001000	**URS**	**$890,654.81**	**$910,699.63**	**$-**
	IM	$63,344.83	$62,706.90	$-
	GOE	$827,309.98	$847,992.73	$-
021-170118102	**URS Re-Architect**	**$-**	**$6,000,000.00**	**$-**
	IM	$-	$-	$-
	GOE	$-	$6,000,000.00	$-
021-000001002	**IIMS**	**$63,344.83**	**$62,706.90**	**$2,564,086.21**
	IM	**$-**	**$-**	**$-**
	GOE	$63,344.83	$62,706.90	$2,564,086.21
021-000001003	**Legacy Inspection Systems**	**$299,779.31**	**$297,227.59**	**$302,744.83**
	IM	$36,400.00	$-	$-
	GOE	$263,379.31	$297,227.59	$302,744.83
021-000001019	**Electronic Logging Device (ELD)**	**$31,672.41**	**$31,353.45**	**$32,043.10**
	IM	$-	$-	$-

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[6] The FY18 column reflects FY18 actuals. The FY19 column reflects budget and CIMS data as displayed on the IT Dashboard. The FY20 column reflects the president's budget request.

ITDashboard UII	Investment	FY18 *(actual)*	FY19 *(enacted)*	FY20 *(president's budget request)*
	GOE	$31,672.41	$31,353.45	$32,043.10
021-170118203	**SAFER Re-Architect**	**$-**	**$-**	**$2,500,000.00**
	IM	$-	$-	$-
	GOE	$-	$-	$2,500,000.00
021-000001004	**Sentri**	**$31,672.41**	**$31,353.45**	**$32,043.10**
	IM	$-	$-	$-
	GOE	$31,672.41	$31,353.45	$32,043.10
021-748398219	**NRCME**	**$4,887,600.47**	**$2,964,703.90**	**$-**
	IM	$2,263,114.83	$1,477,894.90	$-
	GOE	$2,624,485.64	$1,486,809.00	$-
021-066395766	**D&A CH**	**$63,344.83**	**$1,044,027.90**	**$64,086.21**
	IM	$-	$981,321.00	$-
	GOE	$63,344.83	$62,706.90	$64,086.21
021-000001005	**Legacy Compliance Systems**	**$214,593.87**	**$213,336.69**	**$218,418.62**
	IM	$-	$-	$-
	GOE	$214,593.87	$213,336.69	$218,418.62
021-170118304	**NCIS/CSA III**	**$63,344.83**	**$62,706.90**	**$64,086.21**
	IM	$-	$-	$-
	GOE	$63,344.83	$62,706.90	$64,086.21
021-170119305	**Compliance, Performance and Assessments**	**$-**	**$-**	**$6,000,000.00**
	IM	$-	$-	$-
	GOE	$-	$-	$6,000,000.00
021-000001006	**Legacy Enforcement System**	**$253,379.31**	**$250,827.59**	**$256,344.83**
	IM	$-	$-	$-
	GOE	$253,379.31	$250,827.59	$256,344.83
021-170118401	**CMDS**	**$63,344.83**	**$62,706.90**	**$64,086.21**
	IM	$-	$-	$-
	GOE	$63,344.83	$62,706.90	$64,086.21
021-000001007	**Portal**	**$253,379.31**	**$1,750,827.59**	**$-**
	IM	$253,379.31	$1,750,827.59	$-
	GOE	$-	$-	$-
021-170119508	**Enterprise Data Management**	**$-**	**$986,746.03**	**$532,678.23**
	IM	$-	$986,746.03	$-
	GOE	$-	$-	$532,678.23
021-000001009	**Business Intelligence – A&I Online (GOE)**	**$63,344.83**	**$62,706.90**	**$64,086.21**
	IM	$-	$-	$-
	GOE	$63,344.83	$62,706.90	$64,086.21
021-000001010	**Legacy Enterprise Mission Support Services**	**$836,407.11**	**$610,604.59**	**$-**
	IM	$718,158.11	$405,827.59	$-
	GOE	$118,249.00	$204,777.00	$-
021-000001011	**DataQs and Other Mission Support Systems**	**$63,344.83**	**$62,706.90**	**$64,086.21**
	IM	$-	$-	$-
	GOE	$63,344.83	$62,706.90	$64,086.21
021-170118505	**TPR**	**$63,344.83**	**$1,562,706.90**	**$64,086.21**
	IM	$-	$1,500,000.00	$-

ITDashboard UII	Investment	FY18 *(actual)*	FY19 *(enacted)*	FY20 *(president's budget request)*
	GOE	$63,344.83	$62,706.90	$64,086.21
021-170119507	**MCMIS**	**$-**	**$1,000,000.00**	**$2,500,000.00**
	IM	$-	$1,000,000.00	$-
	GOE	$-	$-	$2,500,000.00
021-000001012	**IT Security**	**$1,711,747.62**	**$1,015,398.29**	**$-**
	IM	$1,514,294.62	$1,015,398.29	$-
	GOE	$197,453.00	$-	$-
021-000001014	**Help and Service Desk**	**$63,344.83**	**$62,706.90**	**$64,086.21**
	IM	$-	$-	$-
	GOE	$63,344.83	$62,706.90	$64,086.21
021-170418802	**Hosting Data Center**	**$41,522.00**	**$-**	**$-**
	IM	$-	$-	$-
	GOE	$41,522.00	$-	$-
021-000001018	**Information Technology Services**	**$15,816,183.20**	**$22,664,778.06**	**$-**
	IM	$13,455,552.24	$20,936,404.34	$-
	GOE	$2,360,630.96	$1,728,373.72	$-
021-170318607	**Data Center and Cloud**	**$8,639,163.00**	**$3,172,350.34**	**$-**
	IM	$8,296,210.00	$2,887,579.47	$-
	GOE	$342,953.00	$284,770.87	$-
021-170318608	**End User**	**$501,949.78**	**$169,000.00**	**$-**
	IM	$241,011.00	$-	$-
	GOE	$260,938.78	$169,000.00	$-
021-170318609	**Network**	**$2,451,422.31**	**$300,827.59**	**$-**
	IM	$253,379.31	$250,827.59	$-
	GOE	$2,198,043.00	$50,000.00	$-
021-222145661	**Resource Management**	**$1,690,380.42**	**$1,681,792.40**	**$800,000.00**
	IM	$-	$-	$-
	GOE	$1,690,380.42	$1,681,792.40	$800,000.00
021-170418801	**Grants Solutions**	**$2,060.00**	**$2,122.00**	**$2,186.00**
	IM	$-	$-	$-
	GOE	$2,060.00	$2,122.00	$2,186.00
021-222145664	**CRM**	**$4,954,740.70**	**$1,500,000.00**	**$1,537,500.00**
	IM	$-	$-	$-
	GOE	$4,954,740.70	$1,500,000.00	$1,537,500.00
021-170418800	**Transfer - Franchise Fund**	**$1,619,292.00**	**$1,461,298.00**	**$1,699,915.00**
	IM	$-	$-	$-
	GOE	$1,619,292.00	$1,461,298.00	$1,699,915.00
021-170418801	**Transfer - Program Cost**	**$13,291,036.00**	**$5,039,528.94**	**$5,298,920.17**
	IM	$7,147,554.00	$387,016.00	$-
	GOE	$6,143,482.00	$4,652,512.94	$5,298,920.17
021-170418802	**Transfer - Working Capital Fund**	**$8,395,313.00**	**$18,241,040.00**	**$39,724,558.00**
	IM	$-	$3,564,313.00	$-
	GOE	$8,395,313.00	$14,676,727.00	$39,724,558.00

Note: The FY18 column reflects FY18 actuals. The FY19 column reflects budget and CIMS data as displayed on the IT Dashboard. The FY20 column reflects the president's budget request.

Table 6: Funding to Maintain Legacy Systems and Current Operations also includes funding for the WCF. The WCF is funded across multiple investments and is a contribution to OST that provides administrative and technical services for the entire department. Such services include:

Capital Asset Purchases, Cybersecurity as a Service, Networking Engineering, Voice/Cable/Wireless, Campus Area Network, Desktop Services, Server Operations, Directory and Messaging Services, and Enterprise Licenses. WCF funding is required regardless of the need to modernize.

FMCSA IT specifically subscribes to shared services involving field infrastructure support, help and service desk support, system hosting, workplace computing, and communication tools. Historically, FMCSA has contributed to shared licensing costs for Oracle, webMethods, and WebSphere. In the coming years, FMCSA intends to leverage the Shared Cloud Services environment for collaboration services (Microsoft Office 365), file sharing, and remote servers in support of field operations.

FMCSA is committed to reducing costs and adopting strategic sourcing of these administrative and technical services.

VII.   Conclusion

Because FMCSA OCIO is fully aligned with OST OCIO, DOT is intrinsically partnered with FMCSA for all IT Modernization/digital transformation moving forward. FMCSA CIO is collaborating fully with OST CIO to create a Department-wide IT environment that innovatively delivers services, and more tightly integrates its business processes. The collaboration with OST CIO and with field offices nationwide will promote future-state IT systems that provide FMCSA and stakeholders with the necessary tools to meet the safety mission, while streamlining IT operation and maintenance costs, and improving reliability and availability of FMCSA and DOT network and services by updating the outdated technology.

The IT Modernization and Digital Transformation effort requires developing secure, customer-focused IT services and solutions that are flexible and scalable, meeting future regulatory needs and the evolving technology landscape. As presented in this CIP, achieving FMCSA's future state with modernized systems and processes requires maintaining current operations in the short-term, to prevent disruption to business operations, as well as modernizing aging legacy systems to meet IT strategic goals.

When the IT Modernization and Digital Transformation is complete, FMCSA OCIO will be able to more effectively manage and report every individual IT functionality that FMCSA provides, significantly increasing transparency into FMCSA capital investment planning. Additionally, the healthier future state of IT solution platforms will aid the agency in delivering capabilities needed to execute its mission as a national regulatory authority of motor carriers.

Following the approval of this CIP by the FMCSA Administrator, FMCSA OCIO is taking the following immediate next steps to initiate the IT modernization effort and begin modernizing Priority Group 1 systems in FY19:
7. Finalize prioritization of existing IM funding for IT Modernization and Digital Transformation
8. Establish Transformation Management Office to manage overall modernization effort

9. Develop Enterprise Data Management (EDM) strategy
10. Begin further decomposition and reverse-engineering of systems to be modernized
11. Develop target state technical architecture with transition state architectures
12. Transfer selected staff supporting commodity IT to OCIO as part of *DestinationsDIGITAL*

VIII.   Appendix

A. Acronyms

Acronym	Full Name	Description
A&I	Analysis & Information	Tool to provide access to statistics and analyses regarding commercial vehicle, driver, and carrier safety information
ACE	Automated Commercial Environment	System intended to provide enforcement personnel access to the tools and information needed to manage carrier prioritization, make or view assignments, view reports, and link to work-related resources
ACRS	Automated Compliance Review System	System to track State implementation of CDL regulations as part of State compliance reviews performed by FMCSA
BSA	Border Safety Application	Application that leverages vehicle and driver information between FMCSA and U.S. CBP to provide automated, data-driven approach to selection of vehicles for inspection at U.S. border crossings
CAPRI	Compliance Analysis and Performance Review Information	System provides assists federal and state enforcement users to complete Compliance Reviews, Safety Audits and Interventions
CDLIS	Commercial Driver's License Information System	CDL database
CIRIS	Customer Insurance Registration Information Support	System that supports components of the FMCSA Registration mission line of business
CPIC	Capital Investment Planning Control	Capital Investment Planning Control
CSA	Compliance, Safety and Accountability	Systems that enable federal and state enforcement users to complete Compliance Reviews, Safety Audits and Interventions. NOTE: CSA is technically a business function instead of a standalone system. The systems that support CSA are modules of A&I
CVISN	Commercial Vehicle Information Systems and Networks	Effort to establish management framework and system architecture to guide safety information exchange, credentials administration, and electronic screening
D&A CH	Drug and Alcohol Clearinghouse	Database to record CDL holders who have committed drug and alcohol violations that render them ineligible to operate a CMV
DVEP	Diabetes and Vision Exemption Program	System that provides exemptions for interstate drivers in accordance with TEA-21 Act
EDMS	Electronic Document Management System	System enables preparation of legal Notice of Claim and Notice of Violation and tracking enforcement activity
eFOTM	Electronic Field Operations Training Manual	System that provides electronic field operations training manuals
ELD	Electronic Logging Device	Electronic logging device for managing hours of service
eMCATS	Electronic Mexican Carriers Application Tracking System	System for tracking international Mexican carriers
EMIS	Enforcement Management System	System provides enforcement users the ability to calculate uniform fines across the country as well as prepare legal Notice of Claim and Notice of Violation and track enforcement activity
ERODS	Electronic Record of Duty Status	Electronic Records of Duty Status compliance tool
FOC	Full Operating Capability	When a system is delivered to a user and they have the ability to fully employ and maintain it to meet an operational need
IIMS	Integrated Inspection Management System	Multi-phase effort to implement a business process reengineering of FMCSA's roadside inspection tools and related data systems

Acronym	Full Name	Description
ISS	Inspection Selection System	System screens motor carrier vehicles on the roadside and determines the usefulness of conducting an inspection
L&I	Licensing and Insurance	System used to enter and display licensing and insurance information regarding authorized for-hire motor carriers, freight forwarders, and property brokers
MCMIS	Motor Carrier Management Information System	Central database of safety information
Mil. U21	Military Under 21 Pilot	Effort to support the Under 21 Military CDL Pilot Program
NCCDB	National Consumer Complaint Database	System for recording and reporting on household good, safety violation, hazardous material, cargo tank and passenger complaints
NCIS	National Criminal Information System	System provides data collection functionality for investigations
NLETS	National Law Enforcement Telecommunication System	Message switching network for exchange of criminal justice and public safety related information
NRCME	National Registry of Certified Medical Examiners	Registry that provides medical examiner's driver's medical certification to State Driver Licensing Agencies for Commercial Motor Vehicle drivers
OAM	Operating Authority Management	Portlet that allows authorized federal and state users to perform L&I functions
SAFER	Safety and Fitness Electronic Records	System that provides access to safety records
Sentri	Safety Enforcement Tracking and Investigation System	System that facilitates safety audits and interventions
TPR	Training Provider Registry	Registry that will allow eligible training providers to register to provide drivers, subject to entry level driver training requirements, access to a list of self-certified training providers; and allow State Driver Licensing Agencies to verify certification
UFA	Uniform Fine Assessment	System calculates uniform fines across the country
URS	United Registration System	URS is an electronic online registration system that supports the FMCSA registration process. The system serves as a clearinghouse and repository of information for all entities regulated by the Agency including motor carriers (MCs), brokers, freight forwarders (FFs), intermodal equipment providers (IEPs), hazardous materials safety permit (HMSP) applicants/holders, and cargo tank (CT) manufacturing and repair facilities.