Biometrics

PM DoD Biometrics Quick Reaction Capability (QRC) System Support

ManTech provides planning, field service engineering, operational and user maintenance, database management, help desk/network management, information assurance (IA), software sustainment/development/testing, training, program management, and logistics/procurement support of QRC biometric product/systems for the Project Manager (PM) Department of Defense (DoD) Biometrics.

We operate, train, maintain, and sustain the QRC systems, along with any associated support equipment, facilities, and enterprise biometrics infrastructure necessary to support DoD Tactical Biometric Systems (TBS) and tactical biometric collection capability worldwide, in such areas as Afghanistan, Kuwait, Djibouti, Germany, Qatar, and Korea. These products/systems include:

- Biometric Automated Toolset – Army (BAT-A)
- Secure Electronic Enrollment Kit II (SEEK II)
- Handheld Interagency Identity Detection Equipment (HIIDE)
- Biometric Identification System for Access (BISA)

ManTech provides direct operational technical support and enrollment services to the Warfighter using the BAT, HIIDE, and SEEK systems to enroll third-party nationals, local nationals, and coalition partners into a biometrically enabled system; to perform verification or identification (screening) of the individual; and to issue credentials if required.

Operational and Field Support

ManTech Field Services Engineers (FSE) are on the ground where they are needed providing a full range of field support tasks, such as:

- Providing network support services, database and security administration, maintenance, hardware/software configuration, and integration and connectivity to associated local area networks.
- Maintaining databases, tracking and monitoring data flow, establishing and coordinating replication schema, upgrading server software, monitoring and optimizing network performance, developing and implementing database monitoring tools, and assisting with IA to ensure compliance.

- Establishing enrollment/production issuance teams that collect biometric data, verify documentation, process application, and security of coordination of credentials.
- Supporting voiceprint enrollment, including collecting and capturing human voice biometric data through interviews and performing duties as linguists and interpreters.
- Transmitting theater-level data collected through TBS to CONUS systems for storage, matching, and analysis.
- Receiving and disseminating the results of matching and analysis back to TBS in theater.
- Managing the fusion and implementation of Biometrics Enabled Intelligence (BEI).
- Reporting operational activities and metrics to PM DoD Biometrics and Biometrics Identity Management Agency (BIMA).
Training and Help Desk/Data Center Support
ManTech instructors train Warfighters to use unit-level tactical biometrics systems by:

- Providing manned FSE/Trainer support at Combat Training Centers: National Training Center, Joint Readiness Training Center, and Joint Multinational Readiness Center.
- Providing unit exercise support, using biometrics during exercises, database management, equipment support, and over-the-shoulder training.
- Conducting classroom and hands-on training.
- Developing training materials and procedures from the “real world” Warfighter experience.

Our network engineers and help desk/data center technicians provide help desk, troubleshooting, and network management support for TBS hardware/software to customers worldwide 24x7x365.

Hardware/Software Development Sustainment
ManTech personnel plan and implement the transition of legacy BISA hardware and software to BAT-Av5.1 in support of the continued need for base-access operations in Iraq at selected DOS OSC-I locations. Our engineers are responsible for improving the data-replication techniques developed for BAT-Av5 and enhancing the BAT-Av5 Common Adjudication Website.

Program Management
In addition to the technical aspects of each program, ManTech takes great pride in its program management expertise—

ensuring that each program provides added value to our customers. Tasks that help guarantee satisfaction and efficiency include:

- Implement management controls to meet performance and schedule requirements throughout program execution.
- Forecast program cost (Estimate to Complete) and track financial cost/variance to budget.
- Identify and manage risk.
- Anticipate and mitigate potential future challenges.

ManTech innovations are the product of progressive management, effective engineering approaches, continuously evolving processes, and the expertise of our aggressive, solutions-oriented workforce. Our ability to maintain an experienced engineering and support staff with low turnover ensures that we can continue to provide our value-added support to the PEO EIS, PM DoD Biometrics.

For more information contact
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