



STATEMENT OF

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CSC**

**BEFORE THE SUBCOMMITTEE ON GOVERNMENT MANAGEMENT, ORGANIZATION, AND
PROCUREMENT OF THE
COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM
U.S. HOUSE OF REPRESENTATIVES**

"ID CARDS: REISSUING BORDER CROSSING CARDS"

JUNE 25, 2008

Mr. Chairman, Ranking Member Bilbray, members of the subcommittee, thank you for the invitation to testify at today's hearing. I am Aaron Fuller, President of the Enforcement, Security and Intelligence Division for CSC's North American Public Sector. I would like to say a few words about CSC, followed by a brief overview of the contractual efforts performed by my organization that may be of interest to you today.

CSC is a leading global consulting, systems integration and managed services company. Our mission is to provide customers in industry and the public sector with solutions crafted to meet their strategic goals and enable them to benefit from the advanced use of technology. CSC consistently and successfully provides business and technology solutions tailored to a wide range of industries and government missions. Every day around the globe, we serve the diverse missions of governments. Our nearly 50 years of support to the U.S. federal government has extended to virtually every department, agency and major initiative. We also serve state and municipal governments in the U.S., and national and provincial governments in Canada, Europe, Asia and Australia. Our clients benefit from our experienced employees, collaborative culture and ability to manage highly complex programs with leading solutions providers worldwide.

With approximately 90,000 employees, CSC provides innovative solutions for customers around the world by applying leading technologies and CSC's own advanced capabilities. These include systems design and integration; IT and business process managed services; applications software development; web and application hosting; and management consulting. Headquartered in Falls Church, Virginia, CSC reported revenue of \$16.5 billion for the 12 months ended March 28, 2008.

CSC's North American Public Sector (NPS) is a diversified professional services organization that provides information technology, business operations and specialized engineering services for government clients throughout North America. NPS' 26,000 employees support clients' needs for operational effectiveness and operational efficiencies so that they may achieve excellence in their core missions. NPS has eight focused divisions: Applied Technology Division; Civil Division; Defense Division; Enforcement, Security & Intelligence Division; Government Health Services Division; Information Technology Infrastructure Solutions, Canadian Public Sector and Federal Consulting Practice.

The Enforcement, Security & Intelligence (ES&I) Division, which I lead, is responsible for systems development and related services, managed services, systems integration; and security offerings to clients in the foreign affairs, intelligence, law enforcement, and national security communities. As the president of that business, I am charged with stewardship of 4437 employees supporting federal government missions. CSC's ES&I business unit has two contracts with the Department of State in support of the Bureau of Consular Affairs. What follows is a general overview of the work performed by CSC under these two contracts.

The CSC umbrella contract for "user pays" was competitively awarded in 2000 by Department of State in support of the Bureau of Consular Affairs. This service is currently provided to consular missions in 40 countries under two prime contracts. The contracts are geo-centric, with one contract for Latin America and the Caribbean, and one for Europe and Africa.

The term "user pays" means that the services are paid for by the applicants for visa information services and not with appropriated funds. Thus, the visa applicants pay CSC directly for the services rendered.

With regard to the Visa Information Services provided in Mexico, CSC is tasked to fulfill customer service requirements for United States consular facilities in Northeastern Mexico by providing services to visa applicants applying for non-immigrant visas. Under the terms of our contract, we have opened a "proof of concept" Applicant Service Center (ASC) in Nuevo Laredo, Mexico, and a pilot ASC in Monterrey, Mexico. In both locations the services provided include:

- Provision of visa process information via a full-service call center and a self service website;
- Appointment scheduling for non-immigrant visa (NIV) interview and data collection;
- Collection of all ten fingerprints of NIV applicants;
- Live-capture digital photograph of NIV applicants; and
- Courier services for return delivery of visa and any supporting documents to approved applicant.

In compliance with our contractual requirements, CSC has opened a proof of concept facility in Nuevo Laredo to service 65,000 applicants per year. Also in compliance with our contractual requirements, CSC has opened a pilot facility in Monterrey to service 250,000 applicants per year. CSC opened the Nuevo Laredo proof of concept ASC on March 24, 2008. The pilot ASC facility in Monterrey, Mexico was opened on April 18, 2008. For the convenience of the applicants we service, these ASCs are open longer hours/days than the Consulates. Hours of operation for Nuevo Laredo are Monday through Friday, 10:00 to 8:00 and Saturday, 12:00 to 5:00. Hours of operation for Monterrey are Monday through Friday, 9:00 to 7:00 and Saturday, 8:00 to 1:00.

To provide the Subcommittee with more insight into the services CSC provides, I would like to step through the typical applicant experience with the services model employed in Nuevo Laredo and Monterrey. An applicant either calls our Visa Information Service or accesses the services via our self-service website (www.usvisa-mexico.com) to receive information about the visa process and schedule appointments both at an ASC and the local U.S. Consulate. Applicants are able to select the ASC appointment times that are convenient for them. Every applicant is required to enter his or her application information on an electronic form available through a Department of State website (<https://ceac.state.gov/genniv/>). Once completed, the applicant prints a hard copy of the confirmation page that contains a barcode to bring with them to the ASC appointment.

On arrival at the ASC, there are multiple layers of security to ensure that each applicant has an appointment and the necessary visa application documents.

A CSC employee then initiates the data collection process. The CSC employee scans the barcode on the printed confirmation page brought by the applicant, which retrieves elements of the electronic record from the Department of State - provided remote data collection software. The CSC employees may not alter data in this record in any way. Next, the CSC employee checks the passport number and name of the applicant, scans the applicant's Mexican passport, collects fingerprints from all ten fingers, and takes a digital photograph. A barcode is printed and affixed to the applicant's confirmation page which is returned to the applicant. At that point, the Government-provided software automatically transmits the updated electronic form via the internet to the Department of State. The last step in the process is for the applicant to provide information to CSC's courier service for final delivery of the approved visa. The applicant has now successfully completed the ASC experience. The next step for the applicant is to attend the Consulate appointment.

We have the capacity to service approximately 250 applicants per day in the Nuevo Laredo facility. Through June 18, 2008, the facility has averaged 50 applicants daily. In Monterrey, we have the capacity to service approximately 1500 per day. Through June 18, 2008, the average number of applicants at the Monterrey facility has been 400 per day.

CSC is pleased to be engaged with the Department of State in efforts to improve efficiency of operations and to support the Department's needs. We highly value cooperative work with our government clients and industry partners to deliver services and information technology that serves domestic and foreign operations.

Our current contract has a period of performance of January 31, 2008 through January 31, 2009. Our pilot program on-site manager is an American citizen who holds a security clearance from the Department of State and all of our in-country staff members have undergone a Department of State background check/name check by the local U.S. Consulate.

CSC fully supports the efforts of the Congress, the Department of State and other federal agencies to oversee, plan and deliver services that will meet the immigration challenges that lie ahead. Underpinning the delivery of products needed to secure and manage our nation's borders is the efficient use of state-of-the art processes.

I appreciate the opportunity to provide these comments before the subcommittee on this important project and I look forward to any questions you may have. We at CSC also look forward to working with the subcommittee as you continue future deliberations on this issue.

STATEMENT REQUIRED BY HOUSE RULES

In compliance with House Rules and the request of the Committee, in the current fiscal year CSC performed “user pay” visa-related services under two prime contracts in support of the Department of State Consular Affairs Bureau.

- Contract No. S-AQMPD-06-C-0039 for Europe and Africa; period of performance January 2006 – January 2009
- Contract No. S-AQMPD-06-C-0040 for Latin America; period of performance January 2006 – January 2009

BIOGRAPHY

Mr. Fuller is President of the Enforcement, Security and Intelligence (ESI) Division within CSC's North American Public Sector focused on high priority programs with an emphasis on sensitive information. Clients include Department of State, intelligence agencies and programs, United States Department of Homeland Security, Department of Justice, and others. ESI includes the global security solutions unit that provides security capabilities throughout CSC for both client delivery and internal systems.

Mr. Fuller joined CSC in April 1998 as a Vice President. At BDM International (1991-1998) he was Senior Vice President and operating unit executive. He has served in senior management positions at General Research Corporation and Booz-Allen & Hamilton. From 1975-1980, Mr. Fuller was a senior economist at the Institute for Defense Analyses. He has a BA degree from Claremont McKenna College, (Claremont, California) and an MA degree from the University of Virginia. Mr. Fuller is a frequent speaker at industry meetings and serves on executive boards and commissions.