



NEWS from the Federal Communications Commission

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For Immediate Release

FCC INFORMATION TECHNOLOGY TEAM RECOGNIZED WITH THE AFFIRM LEADERSHIP AWARD IN CLOUD COMPUTING

WASHINGTON, June 22, 2015 – The Federal Communications Commission was recognized with the Association for Federal Information Resources Management's ("AFFIRM") Leadership Award in Cloud Computing. A first-time AFFIRM Leadership Award recipient, the FCC information technology team is being honored for its role in developing the new Consumer Help Desk. The FCC was the only recipient of a team award from AFFIRM this year.

"It takes a team to not only make complete an important project, like the Consumer Help Desk, but also to do it within a tight budget and timeline," said FCC Managing Director Jon Wilkins. "We all thank CIO Dr. David Bray and his team for their outstanding work on this project and look forward to their continued success in helping the agency as well as the consumers and businesses with whom we work."

The information technology team developed the Consumer Help Center, eliminating the previous paper-based system in favor of an online system. This new online system allows for 24-hour filing, tracking and handling of complaints and uses a cloud-based Software-as-a-Service (SaaS) model, which embodies the FCC's approach to IT moving forward.

For systems using the traditional in-house, "on-premise" model, the FCC received estimates of approximately \$3.2 million over 1-2 years. The new system's price tag of only \$450,000 represents savings of 85 percent to taxpayers. From purchase of the technology to the launch of the platform, the process took approximately six months to complete. The new, easy-to-use-system has been praised by the Commissioners and public advocacy groups alike.

AFFIRM has presented Leadership Awards to recognize leaders in the Information Technology community since 1979. Previous winners of the award include Senator Jerry Moran (R-KS), Senator Tom Udall (D-NM), Congressman Gerry Connolly (D-VA), and Robert J. Carey, Deputy Assistant Secretary of Defense. This is the first award to be given to the FCC.

Dr. Barry A. West, AFFIRM President, presented the AFFIRM Leadership Award to the FCC Information Technology Team on June 17, 2015 at the AFFIRM Celebration of Government Leadership. The event took place at the Willard InterContinental Hotel in Washington, D.C.

The FCC's Consumer Help Desk can be visited here: <https://consumercomplaints.fcc.gov>.

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