CURTISS-WRIGHT

In-Processing Best Practices

DTE ACCELERATES IN-PROCESSING ACTIVITIES WITH MOBILE CHECK-IN APP

"Mobile Check-In saved us 15 to 20 minutes per applicant. This allowed us to process 100 people per day, something we could not have done before."

— *Cynthia Bomyea, Supervisor, Nuclear Security Staff*

Organization: DTE Energy is a diversified energy company servicing customers in southeastern Michigan. They operate one nuclear power plant which provides 1.1 million kilowatts of power and accounts for 30% of Michigan's total nuclear generation capacity.

Challenge: During routine outages, DTE Energy's Nuclear Security team must conduct a thorough screening process for all temporary workers. These teams may include more than 1,000 workers and can be an extensive and time-consuming process.

Solution: Curtiss-Wright's In-Processing and Access Authorization (IPAA) Mobile Check-In app streamlines the screening and worker verification process.

Results: Having a mobile application that integrates with the Security Screening Information System allows the security team to quickly process large volumes of workers and maintain a centralized database, resulting in cost savings and increased operational efficiency.

Employing about 850 workers and supplying 20 percent of the power generated by DTE Energy, the Fermi 2 Power Plant is an important part of DTE's balanced energy portfolio. At 1.1 million kilowatts, the Newport, Michigan facility represents 30 percent of the state's total nuclear generation capacity. The plant began commercial operation in 1988 and has since produced more than 200 billion kilowatt hours of electricity for DTE Energy customers.

Like all nuclear utility companies, DTE Energy periodically shuts down its nuclear power plant for refueling and maintenance. For example, during a recent outage at the Fermi 2 Power Plant, the nuclear engineering team replaced one third of the fuel in the reactor. Other staff members completed thousands of maintenance and testing activities to ensure the safe, reliable operation of the plant.[1] According to company reports, the biggest project during this outage involved replacing the rotor, a key part of the generator within the plant's boiling water reactor.[2]
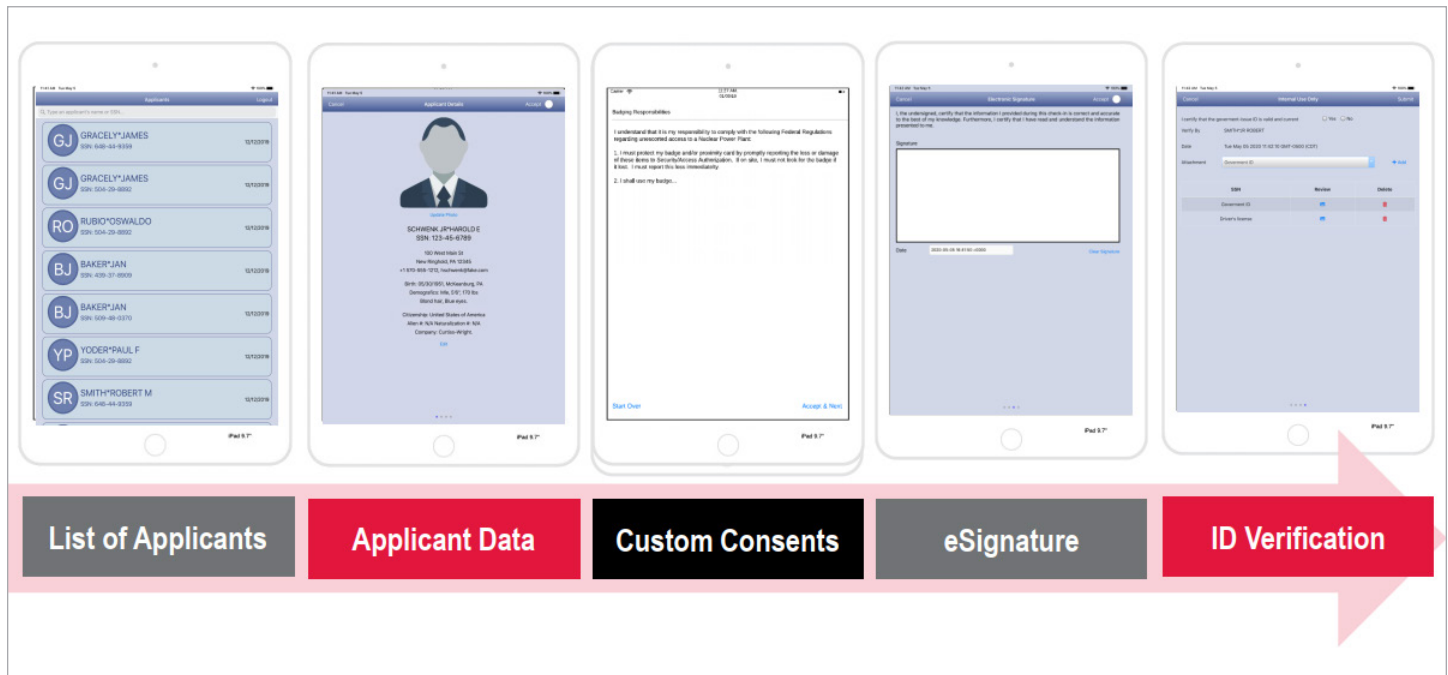
Prior to these outages, DTE Energy's Nuclear Security team is responsible for authorizing more than 1,000 temporary workers, who converge at the plant to carry out these various maintenance and repair tasks. For each worker, the team must gather current information about access authorization requirements such as drug screenings, background investigations, credit checks, criminal history checks, and psychological tests.

For several years, DTE Energy has used Curtiss-Wright's In-Processing and Access Authorization (IPAA) Suite to simplify worker in-processing during these busy periods. During the spring 2022 outage, DTE Energy used the IPAA Mobile Check-In app to further streamline the worker verification process.

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[1] https://www.detroitnews.com/story/news/local/michigan/2022/05/13/dte-fermi-2-nuclear-power-plant-coming-back-online-refuel/9760896002/

[2] https://www.detroitnews.com/story/business/2022/02/20/fermi-2-nuclear-power-plant-down-southeast-michigan-rotor-refuel/6805401001/

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Mobile Check-in App Process Overview

Introducing Mobile Check-In

Mobile Check-In is an iPad application that increases visibility into in-processing information, while also simplifying the required paperwork for applicants. It synchronizes with the Security Screening Information System (SSIS), automatically digitizing information for easy storage and verification.

For example, the mobile app presents a comprehensive list of the applicants who are scheduled to arrive each day. Administrators can easily search by applicant name or ID to bring up all of that applicant's pertinent details.

"Mobile Check-In gave us a sort of one-stop shop for in-processing," says Cynthia Bomyea, supervisor of Nuclear Security at the Fermi 2 plant. "Once applicants verify that all their information is correct, we use the camera on the iPad to take their photo. The images are routed directly to SSIS and maintained in a folder that we use to print the badges."

Bomyea heads up In-Processing and Access Authorization/FFD activities at the Fermi 2 Power Plant, a role she has held for several years. She was first introduced to the Mobile Check-In app during a Curtiss-Wright user group meeting.

"I could see right away that there were many functions that could streamline our in-processing activities and save time and money for our staff," she recalls.

Before and After Comparisons

Previously, Bomyea and her team had to manually scan employee IDs, wait for each image to appear in the scanned folder, and then attach them to the media in SSIS. After that they had to download the photos onto a thumb drive, and then plug the drive into another computer to upload and print the badges—a somewhat tedious and time-consuming process.

Now, as workers arrive for check-in, the in-processing team uses the mobile app to quickly find their names on the list. Using the iPad, they can take photos of the workers to add to their badges, show them the consent forms they must review and acknowledge, and confirm the verification of their government-issued ID. If an applicant has other required paperwork on hand at check in, such as DD-214s, credit references, and legal paperwork, the team can use the iPad to scan these items as well.

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All media are sent directly to SSIS and attached to the applicant's request. SSIS remains the central repository for in-processing, out-processing, and 30-day revalidations. It also handles reinvestigation, access-level change requests, and fitness for duty testing, and automatically inputs information to the PADS database.

Several people can use Mobile Check-In simultaneously, on several iPads. The app synchronizes data in the background, so each staff member will only see the names of people who still need to be checked in, avoiding duplicate work.

"We can see at a glance who has been checked in, and who has not," Bomyea explains. "It's easy to input additional data or update an applicant's records. All that information is collected electronically and available for immediate use by authorized users throughout the company. We are currently upgrading this process even further, since Curtiss-Wright has a feature that will allow us to print badges directly in SSIS."

Rapid Implementation, Measurable Savings

According to Bomyea, implementing the Mobile Check-In app was quick and easy, thanks to excellent support from Curtiss-Wright. She simply appropriated some existing iPads from the training department, and requested the enhancement to the IPAA Suite.

Curtiss-Wright installed the new app during a site visit, then went on to modify the forms to include the exact language the team wanted to convey for badging, legal actions, and other factors.

"Curtiss-Wright was involved every step of the way—creating, implementing, and ensuring that the app met our needs," Bomyea says. "We started with the generic version. Then I told Curtiss-Wright what we wanted to change, and they modified it for our needs They also created a specific job aid to help me train my team. My staff picked it up in no time. I couldn't be happier with the customer service that Curtiss-Wright provided."

During the recent outage, the nuclear security team only needed one person to take photos, scan IDs, and check applicants into SSIS upon arrival—versus two or three people before. And because the app is mobile, they were able to complete parts of the process in the classrooms instead of asking individuals to line up in the hallway in front of the nuclear security office.

"Mobile Check-In saved us 15 to 20 minutes per applicant," Bomyea sums up. "This allowed us to process 100 people per day, something we could not have done before."

In addition to successfully managing temporary workers during plant outages, Bomyea and her team use Mobile Check-In to re-validate the plant's regular population of workers. This entails managing in-processing of new and returning employees, as well as ensuring that each member of the staff complies with FFD/BOP requirements.

"I could not be happier with Curtiss-Wright's products and services," Bomyea concludes. "They are constantly working to make our jobs easier. Any plant that is using SSIS should add the Mobile Check-In app. It saves money, streamlines the check-in process, and allows us to do more with fewer people. That's a big deal in our industry."