

Product Overview

Work Process Automation (WPA) is a web-based ASP.NET / MS SQL system with a growing number of applications that have been developed by SolutionWerx to meet U.S. Department of Energy (DOE) specifications. The system enables workflows to be created by Workflow Administrators through replication and customization from a template. Workflows serve to automate complex processes into an efficient and standardized business process.

SolutionWerx supports and maintains WPA in a “Software as a Service” (SaaS) model, or by the customer’s intranet behind their firewall. A Professional Services Team provides support for the product and to the customers in either model. WPA systems have been in production at various national laboratories and within multiple industries across the country. The product is highly mature as million dollars of development has already been implemented by these clients. WPA provides detailed visibility into processes with robust automation without users requiring any programming or high-level IT experience. Please be sure to review our credibility with the government [here](#)¹.

Features of WPA

- Robust Workflow Framework Templates
- Highly Customizable & Scalable
- All Browsers Supported
- Import / Export Workflows
- Triggered Action Logic
- Parallel Workflows
- Local Users or LDAP
- Tiered Access / Roles
- Local Admin Functions
- User Defined Dashboards
- Secure Approval Gateways
- Power BI Integration
- Extensive Audit Trails
- User Reassignment Capability
- Inventory Search
- Document Generators
- Email & SMS Notifications
- Resource Management
- File Management & Storage Repositories
- Custom & Metric Reporting
- Over 80+ Question Types

Scope & Boundary

The source code for WPA has been and is currently managed through Microsoft Team Foundation Server. SolutionWerx maintains distinct development, test and production environments as well as providing on-site support for those customers running WPA behind their own firewalls. Access to each tier is tightly controlled via Active Directory groups for development, quality assurance, and production. For access to production, all employees are required to complete a data specific Non-Disclosure Agreement (NDA) and is strictly limited.

¹ <https://www.usaspending.gov/Pages/AdvancedSearch.aspx?sub=y&ST=C&FY=2014,2013,2012,2011,2010,2009,2008&A=0&SS=USA&DUNS=034098918&SB=AD&SD=DESC>

Data Exchanges

Each SaaS customer has a dedicated database, providing a physical data partition. The users and roles associated with a SaaS customer are stored in that specific database with a unique encryption key, which can be used to encrypt any business sensitive data. The SaaS customer will create the encryption key and is typically the only person who knows the key.

Additionally, each WPA instance is under standard security controls which include firewalls, authentication (Active Directory, Database, CryptoCard and or Certificate based), IP packet scanning, connection management, and encryption to protect the data. The WPA application depends on server and database administration components to deliver full functionality in a secure environment whether SaaS or on the local intranet. Applications benefit from the hierarchical controls in place in the network and servers, providing granular security controls to limit user access. Minimum privileges can be granted to any user(s) in order to limit their access and only offer the ability to perform their exact job duties. Privileges (also known as authorities and roles) are requested by a user's manager and approved by an application's data owner or designated representative.

Data Contamination Protection

The WPA data is unclassified and proprietary sensitive. There may be PII data contained in WPA used to produce and report specific types of data and reports. The PII data would typically be stored, transmitted and encrypted using the customer created encryption key discussed above and is restricted to need-to-know users.

Confidentiality, Integrity and Availability of WPA Data

WPA data is managed and controlled on a need-to-know basis where the data is unclassified proprietary sensitive. WPA data integrity is also a concern because the data being utilized is highly leveraged across the WPA environment and is relied upon by others when making important decisions on behalf of the WPA customer, its end users, customers, partners and vendors.

WPA data availability is of concern given the broad use and reliance upon the WPA systems. If the WPA applications or data were to become unavailable, there could be a significant inconvenience to the enterprise. SolutionWerx uses a mirrored MS-SQL environment while clustered load balanced web servers and clustered load balanced ISP's ensure high availability of the WPA application.

Subject Matter Experts

The WPA systems rely on customer subject matter experts. The customer will assign qualified personnel to the following roles:

Site level administrators – these are super users of the application. They would have permissions to the following:

- Create, modify and disable other users
- Create, modify and disable sub sites
- Create, manage and delete the encryption key, certificates and encrypted data
- Create top level workflow containers, and workflow templates
- Assign users as workflow level administrators

Workflow level administrators – these are subject matter experts and administrators for a workflow or tree of workflows typically all related to a single functional area. They would have permissions to the following:

- Assign users to workflow level roles
- Create workflows, revisions, and copies
- Change workflow state (edit, test, active and disabled)
- Modify workflow structure by creating, modifying and deleting sections, pages, and questions
- Restrict user access to various workflow level properties such as view and edit access, available reports, disabled question visibility, tree behavior, etc.

Return on Investment

Significant reduction in costs

- \$750,000 saved the first year on a volume of 200-300 processed workflows at DOE facility (based on reduction to personnel and process time as tracked by the facility).
- Low risk as development has matured for over a decade from government funding.

Reduction in total process time

- The system has reduced the average approval time of an Invention Disclosure Process from 77 to 7 days for national laboratories.
- Utilizing an email and paper based process, 103 Disclosures were processed the year prior to WPA. There were 95 invention disclosures processed in the first 90 days WPA was in production.

(Note the following milestones are drawn from processes with 300+ questions and requiring numerous reviews and approvals.)

Why SolutionWerx?

Professional Services Team

Any tool is only as good as its implementation and the level of understanding of the people utilizing it. We understand the importance of bridging the gap between technology, operations, and people. Our Professional Services team is the conduit between our technology and your operations. They specialize in every aspect of a successful installation. From requirements gathering and design through implementation and support, they ensure successful delivery of our technology.

Process Automation

We specialize in delivering data driven automation solutions. Our applications are web-based platforms with the capacity to customize and manage your processes from a centralized system. We have created workflow solutions for organizations of all sizes, across many industries. From Human Resources and Information Technology to Marketing and everything in between, our solutions can automate processes and keep you focused on your core business while saving you time, supply costs, and significantly reducing operational redundancies.

System Integration

Streamlining capacity and data across technical resources to develop heterogeneous systems will lead to improved efficiency and productivity. We have almost twenty years of experience integrating disparate sources of information across departments and organizations. We work closely with subject matter experts to create pipelines across technology that allow resources to focus on their core function and not be burdened with the manual collection and manipulation of data.

Track Record

We have a high-performance track record that has been going strong for almost two decades. The expertise we have gained has allowed us to confidently provide powerful, automated solutions and tools for any company, in any industry. Our company was founded on the principal of providing outstanding service and cutting-edge technology to our clients at a fair cost. Our technology professionals have extensive experience across many levels of business. We believe that providing services that focus on long-term vision and system utilization allows us to maximize our clients' return on their technology. SolutionWerx is also Woman Owned, Minority Owned, Hispanic Owned, Small Disadvantaged Business.

WPA Dashboard Example

The screenshot displays the WPA Dashboard interface for 'Site Project 001 - Complex Process Portfolio'. The dashboard is divided into several sections:

- Navigation:** Includes a top menu with 'Dashboard', 'Lists', 'Admin', 'Application', 'User', 'Test', 'Blast', and 'Log Out nick'. A secondary menu on the right lists various system functions like 'All Workflow Processes', 'Answer Mapping', 'Beverage Queue', etc.
- Workflow Management:**
 - Your Workflows In Progress:** A table listing active workflows. Callout: 'Workflows in progress lists with search capabilities'.

Workflow	Title	Workflow Number	Sections
NikkaNIS Testing	Title not yet mapped	2	Default Section
Beverage Demo v2 (New Next Button)	Title not yet mapped	- 0013	Pickup
Beverage Demo v2 (New Next Button)	Title not yet mapped	- 0012	Player & Drink Info
Beverage Demo v2 (New Next Button)	Title not yet mapped	- 0011	Player & Drink Info
Beverage Demo v2 (New Next Button)	Title not yet mapped	- 0010	Player & Drink Info
Beverage Demo v2 (New Next Button)	Title not yet mapped	- 0009	Player & Drink Info
Beverage Demo v2 (New Next Button)	Title not yet mapped	- 0008	Player & Drink Info
Beverage Demo v2 (New Next Button)	Title not yet mapped	- 0007	Player & Drink Info
Beverage Demo v2 (New Next Button)	Title not yet mapped	- 0006	Player & Drink Info
Beverage Demo v2 (New Next Button)	Title not yet mapped	- 0005	Player & Drink Info
 - Your Completed Workflows:** A table listing finished workflows. Callout: 'Search completed workflow repository history'.

Workflow	Title	Workflow Number
OFA - New v2013.09.30 Security/Export Control	Upgrade PI test	R-00015-
Nicks Email Flow	Title not yet mapped	3
NikkaNIS Testing	Title not yet mapped	3
NikkaNIS Testing	Title not yet mapped	1
Metavallo - Beverage Demo	Table Games	- 0042
Metavallo - Beverage Demo	Table Games	- 0041
Metavallo - Beverage Demo	Table Games	- 0040
Metavallo - Beverage Demo	Slots	- 0039
Metavallo - Beverage Demo	Slots	- 0038
Metavallo - Beverage Demo	Slots	- 0031
- User Management:** A sidebar menu with 'User Management' highlighted. Callout: 'Assign temporary roles as employees take timeoff'. Other items include 'Reporting Lists', 'Reports', 'Reassignments', 'Recycle Bin', 'Sites', 'Sharepoint Links', and 'System'. Callout: 'Run multiple sites for different projects'.
- Annotations:**
 - 'SQL Reporting lists' points to the 'Reporting Lists' menu item.
 - 'Custom Tabbed User Dashboards can include iframes, BI reports, etc.' points to the dashboard's tabbed interface.

WPA Workflow Structure & Template Capabilities

WPA
Work Process Automation

Dashboard Lists Admin Application User Test Blast Log Out nick

OFA - New v2013.09.30 Security Export Control
Status: Edit

Back to Workflow List

Workflow

Expand All Nodes Collapse All Nodes Clear

[6] OFA - New v2013.09.30 Security Export Control
Workflow - See Nodes

- Project Information
 - PI Information
 - 1. - Select the Principal Investigator (PI)/Project Manager:
 - 2. - Select Alternate PI(s):
 - 3. - If necessary, modify the OFA proposal number:
 - 4. - Certify the following:
 - 1. - What is the title of the project?
 - 2. - Who is the primary sponsor?
 - 3. - List any additional sponsors:
 - 4. - Will the project start upon receipt and certification of funds?
 - 4.1. - Please enter estimated start date
 - 5. - Proposed project end date
 - 6. - Select the CFO Program Analyst:
 - 7. - Select your deployed CFO line budget analyst:
 - 8. - Select your responsible line manager (RLM):
 - 9. - Select the Division Security Officer (DSO) where the project work is going
 - Funding Opportunity Announcement (FOA) Information
 - 1. - Is proposed funding the result of a Funding Opportunity Announcement?
 - 1.1. - Upload Notice of Intent to Respond to Funding Opportunity Announcement
 - 1.2. - Upload the notification/approval letter from Los Alamos Field Office
 - SOW and Sponsor Data
 - 1. - Who is the sponsor's technical point-of-contact?
 - 2. - Who is the sponsor's business point-of-contact?
 - 3. - Describe the scope of work, and technical objectives
 - 4. - If you have a project plan, upload it.
 - 5. - What is the estimated total funding for this agreement?
 - Project Deliverables and Dates
 - 1. - List major deliverables (services and/or products, reports, data, presentations)
 - Location
 - 1. - Onsite location of the work:
 - 1.1. - Provide an explanation if no work will be done onsite
 - 2. - Will any work be done offsite?

Save Cancel Delete

- Workflow Information
- Users and Roles
- Workflow Numbering
- Email Templates
- Email Notifications
- Email Blast
- SMS Templates
- SMS Notifications
- Section Options
- Calendar Events
- Manage Workflow Admins
- Lifecycle Processes
- Workflow Properties
- External Database Integration
- Document Templates
- Workflow Reports
- Customize Workflow Appearance
- Warehousing
- Question Groups
- Test Sets

Save Cancel Delete

Indicates that the item is required
 * Indicates that the item is disabled
 Indicates that the question is the target of a lifecycle mapping
 Indicates that the question is the source of a lifecycle mapping
 Indicates that the item is the target of a state action on a section, page or question
 Indicates that the item is the source of a state action on a section, page or question
 Indicates that the question is the target of a prepopulated question
 Indicates that the question is the source of a prepopulated question
 Indicates a survey level item
 Indicates a section level item
 Indicates a page level item