

Military Service Academy Nominations Portal

Revolutionizing Congressional Nominations through a single, modern Salesforce portal

OVERVIEW

Students wishing to attend the United States Military Academy, Naval Academy, or Air Force Academy must go through a rigorous application process, and be nominated by Congressional means. The National Defense Authorization Act for Fiscal Year 21 requires a single user interface to enable Congressional members to nominate candidates for all three academies.

HESFP, LLC built a portal and integrated with the three service academies existing architecture to enable a seamless process for Congressional members to nominate using one user interface.

Key Metrics

- Eliminated weeks of manually creating vacancies; each Representative has five vacancies per academy and can nominate up to 15 candidates per vacancy.
- Eliminated immeasurable hours of work needed to manually track communications between the service academies and Congressional offices, saving countless hours of work.
- Migrated over 10,000 student applications and data to Salesforce.
- Congressional members and staff now have 20+ additional data points readily available, eliminating previously manual requests to the academies.
- 50+ internal users initially deployed on Salesforce Government Cloud; ultimately, all 535 Congressional offices will have access.

CHALLENGES

- Congressional members and staff had to utilize three different systems that displayed different information to nominate candidates.
- Congress had insufficient standardized reporting on key information and missing analytics to drive decisions and actions around nominations.
- Academy admission staff used manual processes to create vacancies, execute the mission during nomination cycles.
- Documenting communications between academy admission staff and Congressional offices was challenging.
- Required an Authority to Operate (ATO) and security of data across the enterprise architecture.

SOLUTIONS

Leveraged Salesforce Government Cloud and Mulesoft to integrate with all three service academy admission systems, resulting in alignment of data and processes so Congressional members and their staff have seamless consistency when nominating candidates.



Integrations



Automation



Cyber Support to Obtain ATO

Salesforce Configuration

1

Developed automated flows and logic in vacancy management and integration code to reduce manual work on the Academy admission staff during all phases of the nomination cycle.

2

Multiple Integrations

Configured MuleSoft to exchange data from service academies to enable a Tableau dashboard and reports the public can use to view key information for candidates and students at each of the three service academies.

3

Streamlined, Centralized Communications

Leveraged Chatter, communication tracking, and custom email notifications to support collaboration and communication.



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RESULTS

Standardized Processes

1 Standardized the three service academy methodologies so Congress and staff have a consistent experience when nominating future leaders of the country.

A Secure Solution Poised for Expansion

2 A government cloud-based portal with immense capability for customization and growth.

Clicks, Not Code

3 Out-of-the-box features deployed to enable flexibility and maintenance as service academy applications and nomination laws change.

Full Transparency in Real Time

4 Congressional members and the general public can see live, accurate metrics, applications, and other data relating to the makeup of the nomination body.

Complex, Seamless Integration

5 Utilized MuleSoft to exchange data from the three service academies to the nomination portal, allowing for synchronization of data.

Authority to Operate Achieved

6 Deploying MuleSoft and Tableau in an IL4/IL5 compliant environment (Navy Technical Agent) and getting an Authority to Operate (ATO) ensures customer security requirements are met.



[HESFP]'s team is a fantastic group of professionals, who provide excellent solutions to a very challenging project. I would gladly work with them again on any project. Their knowledge of Salesforce capabilities and restrictions is exceptional.

- **Salesforce CSAT Survey**
5/5 Star Rating

Products Used

- Government Cloud
- Sales Cloud
- Service Cloud
- Public Sector Solutions
- Experience Cloud
- Flow
- Reports and Dashboards
- DevOps Center
- Identity and SSO
- MuleSoft
- Tableau
- AWS in NAVSUP as the base layer for IL4 environment for Tableau and MuleSoft



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THE APPLICATIONS



Welcome to the Nominations Portal **Nick Update!**
Office of New York District 20

The Nominations cycle for the Class of 2029 is now open and will end on **February 1, 2025**.

Dashboard **My Nominations Dashboard**
This dashboard shows at a glance metrics for staffers related to Applications, Nominations, and Vacancies.
As of Jul 19, 2024, 2:43 PM Viewing as Nick Update

Open, Unsubmitted Vacancies This Year

Academy	Vacancy Name	Sum of Total Nominations
US Air Force Academy	USAFYA NY 20 2029 Vac 2	0
US Military Academy	USMA NY 20 2029 Vac 1	1

[View Report \(Current Year Open, Unsubmitted Vacancies\)](#)

Vacancy Statuses Per Academy

Academy	Open	Submitted	Deactivated
US Air Force Academy	0	1	0
US Military Academy	0	1	0
US Naval Academy	1	0	0

[View Report \(Current Year Vacancies\)](#)

Number of Applications This Year

[View Report \(Current Year Applications\)](#)

Nominations Made Per Academy

[View Report \(Nominations by Academy\)](#)

Announcements/Bulletins

USMAPS R-Day 15 JUL 2024
0 View • Jul 11, 2024 • Knowledge

USAFA Class of 2024 Graduation!
0 View • May 29, 2024 • Knowledge

5/29/2024 USNA Bulletin
0 View • May 28, 2024 • Knowledge

5/28/2029 Announcement
0 View • May 28, 2024 • Knowledge

USNA Announcement
0 View • Feb 23, 2024 • Knowledge

Test USMA Announcement
0 View • Feb 23, 2024 • Knowledge

Top Articles

FAQ
[What are the different nominating methods?](#)
[What is a "vacancy"?](#)
[What is a "charge" or "charged student"?](#)
[When does the nomination cycle start and end?](#)

Process
[What are the different nominating methods?](#)
[How do I nominate an applicant?](#)
[What is a "vacancy"?](#)
[What is a "charge" or "charged student"?](#)
[When does the nomination cycle start and end?](#)

Technical
[What are the different nominating methods?](#)
[How do I nominate an applicant?](#)
[What is a "vacancy"?](#)
[How do I search through the current year's applicants?](#)
[What is a "charge" or "charged student"?](#)

[View All \(6\)](#)

Help and Training
[FAQs](#)
[Training Materials](#)

Contact Information
Air Force Academy Admissions
Naval Academy Admissions
West Point Admissions

Academy Websites
U.S. Air Force Academy
U.S. Naval Academy
U.S. Military Academy

Landing page for Congressional members with analytics highlighting their office's constituents.



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THE APPLICATIONS

▼

CONTROLLED UNCLASSIFIED INFORMATION

Account New York District 20

Congressional State NY
Congressional District NY 20
Account Record Type Congressional
Nominator Category Congress/Representative
Nominator Primary Staffer Nick Update

Printable View

Vacancy Management Nominations Current Students Details Account History

▼ Air Force Academy Vacancies

USAFA NY 20 2029 Vac 1

Vacancy Status Submitted	Graduation Year 2029
Nomination Method Competitive	Nominating Source New York District 20
Total Nominations Submitted 2	Academy US Air Force Academy

This vacancy has been submitted, no further action is required.

Request to Re-Open

View Nominees

USAFA NY 20 2029 Vac 2

Vacancy Status Open	Graduation Year 2029
Nomination Method Competitive	Nominating Source New York District 20
Total Nominations 0	Academy US Air Force Academy

Actions ▾

▼ Naval Academy Vacancies

USNA NY 20 2029 Vac 1

Vacancy Status Submitted	Graduation Year 2029
Nomination Method Principal with Numbered Alternates	Nominating Source New York District 20
Total Nominations Submitted 3	Academy US Naval Academy

This vacancy has been submitted, no further action is required.

Request to Re-Open

View Nominees

USNA NY 20 2029 Vac 2

Vacancy Deactivation for US Naval Academy

This vacancy for the US Naval Academy has been deactivated to prevent a potential lockout for the 2026 admission cycle.

If you believe it is necessary to nominate against this vacancy, please request its reactivation by contacting the academy admissions staff using the action below.

Request to be Activated

▼ West Point Vacancies

USMA NY 20 2029 Vac 1

Vacancy Status Open	Graduation Year 2029
Nomination Method Principal with Competing Alternates	Nominating Source New York District 20
Total Nominations 1	Academy US Military Academy

Actions ▾

View Nominees

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Air Force Academy Admissions

Naval Academy Admissions

West Point Admissions

Academy Websites

U.S. Air Force Academy

U.S. Naval Academy

U.S. Military Academy

Vacancy management with three service academies highlighted for the upcoming nomination cycle.