

## Service Now Decision Matrix/Tree

1. What is Agency Security Officer?

Answer-

Serve as the liaison between agency users and the security access team. Please use the Agency Security Officer roles and responsibilities link [Agency Security Officer Responsibilities](#).

2. How do you become an Agency Security Officer?

Answer-

- a. Obtain authorized signature from ISSO, ISSPM, CIO or CISO
- b. Submit the appropriate AD3100-A Form

3. What type of access is provided to Agency Security Officer?

Answer-

Access to submit your security tickets for employee's access to applications and reports  
List user accounts, profiles, suspend accounts, reset passwords, and view security reports.  
For more detail information, please use this form link [ASO forms](#).

4. What type of training is provided to Agency Security Officer?

Answer-

Agency Security Officer training is cover in three courses. Please use this Registration link for information [ASO training](#).

5. What should the Agency Security Officer do if the Service Now Portal URL is unavailable?

Answer-

Agency Security Officer should contact the Operations and Security Center by telephone 1-800-767-9641 or via email [osc.etix@nfc.usda.gov](mailto:osc.etix@nfc.usda.gov).

6. What should the Agency Security Officer do if they cannot successfully log onto Service Now Portal with their ID and password?

Answer-

Primary Agency Security Officer should contact their Alternate Agency Security Officer and request they submit an incident ticket.

- a. Submit Service Now incident ticket with following information
- b. ASO User ID
- c. ASO User name
- d. Verify Browser Name (Google Chrome, Firefox, Microsoft Edge)**
- e. Attach error message
- f. Time of error
- g. Previous Access Request or Incident numbers

Note: Agencies are required to have Alternate Security officers. The recommendation is to appoint two Agency Security Officers however authorizing a minimum of three Agency Security Officer is recommended. If you do not have an Alternate Security Officer, then please contact the Operations Security Center by telephone 1-800-767-9641 or email [osc.etix@nfc.usda.gov](mailto:osc.etix@nfc.usda.gov).

7. What is the proper procedure for reporting an issue when a user receives an application error message?

Answer-

Agency Security Officer submits a **Service Now (Incident ticket)** by selecting the “report issue” link under the menu “How Can We Help?”

8. What should the Agency Security Officer include when creating a new Service Now incident ticket?

Answer-

- a. User ID
- b. User name
- c. Name of the application
- d. Attach error message
- e. Time of error
- f. Previous Access Request or Incident numbers

9. What should the Agency Security Officer do when they received email that the **SERVICE NOW (INCIDENT TICKET)** is now resolved.

Answer-

- a. Request the user log onto the application with 24 days.

- b. User must verify functional responsibility can be accomplished.
- c. Agency Security Officer must notify the Security Administrator by updating notes tab in the incident ticket within 3 business days that the issue has been resolved.
- d. If there still is issues with the user's access, then Agency Security Officer must update the notes tab with the following information:
  - 1. Name of the application
  - 2. Attach the new error message
  - 3. Time of error

10. What should the Agency Security Officer do when they received email that the **SERVICE NOW (ACCESS REQUEST)** is now completed?

Answer-

- a. Request the user log onto the application with 24 days.
- b. User must verify functional responsibility can be accomplished.
- c. Agency Security Officer must notify the Security Administrator by updating notes tab in the incident ticket within 3 business days that the access has been provision correctly.
- d. If there is issue with the user's access, then Agency Security Officer must update the dispute tab with service request and provide the following information:
  - 1. Name of the application
  - 2. Attach the new error message
  - 3. Time of error

11. What is the proper procedure for requesting access to Payroll and Personnel applications?

Answer-

Agency Security Officer submits a "Service Request" with authorized and accurate AD form. For more detail information, please use this form link [ASO forms](#).

12. What is the proper procedure for designating a Benefit Processing Officer and/or Servicing Processing Officer?

Answer-

Agency Security Officer submits a "Service Request" with authorized and accurate AD form. For more detail information, please use this form link [ASO forms](#).

13. What should the Agency Security Officer do when an account is administratively suspended (ASUSPEND) or disabled/locked?

Answer-

Agency Security Officer submits a **Service Now 'Report Issue' (Incident ticket)** for resolution. Please use this link for submitting new tickets [Service Now URL](#).

14. Can the Agency Security Officer contact a security administrator under any circumstances?

Answer-

Please email the security administrator through your **Service Now (Incident or Service ticket)** by selecting the [Service Now URL](#).

15. What should the Agency Security Officer do when a user account has been DELETED for Day Inactivity?

Answer-

Agency Security Officer submits a **Service Now 'Service Item/Request' (Service ticket)** for provisioning. Please use this link for submitting new requests [Service Now URL](#).

16. What is the **criteria** for expediting your 'Service Item/Request' ticket?

Answer-

Agency Security Officer sends an email to ASO mailbox with one of the following criteria:

1. Production related issue that impact pay processing
2. Security Incident/investigation
3. NFC delay due to unavailability of resources

17. What are the acronyms and full name of NFC Payroll Personnel Mainframe and Web Application System?

Answer-

Note: Items with an asterisk "\*" are applications within SecureAll

- ABCO Accounts Receivable and Collection Data
- CULPRIT Standardized System Generated Reports
- CADI Central Accounting Database Inquiry
- DPRW Direct Premium Remittance System
- DOTSE Document Tracking System
- EPIC WEB Entry, Processing, Inquiry, and Correction System
- \*EPPA Employee Personnel Page administrator
- POWR EmpowHR Human Resource Application
- \*FSDE Financial Statements Data Exchange
- \*FUND The Working Capital Fund and Greenbook Online
- FESI Front End System Interface
- FOCUS Ad Hoc Mainframe, PPS Report Generator System
- INSIGHT INSIGHT BUSINESS INTELLIGENCE DELIVERED, produce predefined and

- \*ITRS Customized Reports
- IRIS Intradepartmental Transactions Reconciliation System
- \*OFEE Information Research Inquiry System
- LIST Officer Fee Review System
- Paycheck 8 Locator Information System
- PERHIS Time & Attendance System
- PINQ History Correction & Cancellation Report
- PMSO Personnel Inquiry System
- PROP Position Oriented Database Management System
- RETM Personal Property
- RFQS Retirement Processing System
- RIFR Remote Forms Queuing System
- \*RPCT Reduction in Force
- \*SALL NFC Reporting Center
- SETS Secure All
- SPPS Security Entry and Tracking System
- STAR Special Payroll Processing System
- SNOW System for Time and Attendance Report
- TINQ Service Now – Service Requests and Incident Reporting Solution
- \*TIPS Time Leave Correction
- TMGT Tribal Insurance Processing System
- TRAI Table Management
- UCFE Training Information System
- WebTA Unemployment Compensation-Federal Employees
- WTWO Time and Attendance System
- W-2 Online Processing System

18. Why are Security Access Requests returned for correction?

- a. The appropriate AD3100 Form is not attached to the Service Now, Service Request.
- b. Appropriate areas are not completed on the form such as required fields Organization Code and Personnel Office Identifier.
- c. New employees SSN is not provided.
- d. Security Form not properly encrypted when containing PII data.

19. What are the Common authorized liaisons designations on Security Form AD3100-A?

- a. **BPOs – Benefit Processing Officer**  
**Purpose:** An agency authorized liaison to coordinate processing of agency employees benefit transactions or research issues.
- b. **SPOs – Service Personnel Officer**  
**Purpose:** An agency authorized liaison to coordinate processing of agency employees payroll and personnel transactions or research issues.
- c. **DSAs – Distributed Security Administrator**  
**Purpose:** Act in the capacity for granting *EmpowHR* access to other agency users.

**d. ASOs – Agency Security Officer**

**Purpose:** Act in the capacity as the agency authorized liaisons for submission of security access requests, security incidents, etc. See complete list of an Agency Security Officer responsibilities via NFC Security- **NFC Security Corner**

[https://www.nfc.usda.gov/ClientServices/HR\\_Payroll/Communities/Security/index.php](https://www.nfc.usda.gov/ClientServices/HR_Payroll/Communities/Security/index.php)