

NFC Agency Security Officer User Group Meeting
Wednesday, February 13, 2013 – 10:00 a.m. – 12:00 noon Central Time
Meeting Notes

AMB Participants

Lisa Stafford
Louis Collins
Bobby Borja

Agency Participants

A total of 88 ASOs connected to the webinar, but the ASOs listed below provided confirmation of their participation during the webinar by emailing their names and agencies.

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|---------------------------|--------------------------------------|
| Kim Pridgen | Dianna Wilson, BPD |
| Camille Parks, NCPD | Holly Burnside, BPD |
| Kathy McDuffie, NEA | Amy Townsend, DOC/NIST |
| Nadene Grow, ARS/WBSC | Courtney McGowan, DHS/US Coast Guard |
| Patricia Condon | Jim Willoughby, DOL/MSHA |
| Jo Bonner, DHS/USCG | Diane Evans, DOC/OS |
| Stephanie Means | Denise Rivers, USDA/OCIO/ITS/IOD/OSB |
| Larry Fittipaldi, DHS/ICE | Barbara Godfrey, ARS |
| Angela Cooper, USCP | Renee' Vigil, OCIO/ITS |
| Jason Hug, USDA/RD | Glenn Brokering, RD |
| Amy Martz, BOP | Darlene Stephens |
| Alice Parks, NEH | Kathleen Mitchell |
| Mia Lawson, NEH | Karen Baker |
| Karen DeCesaris | Gary Lunt, DOL |
| Linda Gandara, ARC | Nicole Young, ARS |
| Wayne Loeffler | Ricky Talley |
| Bob Holliday | Tajuana Dill |

Notes

- Lisa Stafford, Chief of the Access Management Branch, welcomed ASOs to the webinar, and requested that they send their name and agency information via the Notes Tab.
- Louis Collins provided the webinar guidelines which included placing phones on mute during the webinar.
- Several participants acknowledged that they were unable to log into the webinar.
- Information was provided during the webinar on how to obtain the presentation: To get the presentation, go to www.nfc.usda.gov. Click on the Security Corner link on the left side of your screen. Click on User Group on the right side of your screen. Click on to the presentation link.
- News and Updates were provided on the following topics: 1. **Staffing**: Several new employees were added to the Access Management Branch at NFC, which has had an immediate impact in productivity. 2. **Customer Service**: Updates to improve the effectiveness of the Web Page are being made which includes Frequently Asked Questions, Surveys and Security Reports. 3. **Training**: Training on reports was added to provide insight on what reports are available to ASOs and how to effectively use them. If increase in training attendance continues, inquiries would be minimized as well as routine questions concerning reports. 4. **Notices and Reports**: Contractors Expiration Dates Reports are not provided automatically, ASOs must request the reports then it would be mailed to the requester. 5. **Remedy**: When using group email addresses please be advised that all participants within the group would have access to your information. Also, ASOs are encouraged to respond to Remedy Surveys which provides a central location to questions being asked, and expedites the research. 6. **Performance Metrics**: Information was provided in regards to the average number of days it takes to process a request. 7. **Expedites**: Discussed valid versus invalid reasons to expedite a request. 8. **Draft NFC Access Forms**: The draft access form will be sent to ASO Users for review, questions and comments. 8. **Training dates**: Training dates and contact information was provided to the ASO User Group.

Questions

Several questions were asked during and immediately after the webinar. They are listed below. Common ones will be added to the FAQs on the Security Corner of the NFC web site.

Q: Will the slides from the Webinar be accessible after the meeting?

A: Yes, this presentation has been posted on the NFC Security Corner.

Q: I have been trying to get a user access to the new TMGT Table 113. A request was submitted in Remedy and I was informed the request was completed but it was not. How can I find out what the problem is?

A: Louis Collins requested that the information be sent to him and he will research and provide guidance.

Q: Who is the Point of Contact in regards to reports which shows the TMGT tables users have access to?

A: Bobby Borja.

Q: Does SecureAll (SALL) reset the password for Reporting Center? What other Applications does it provide services for?

A: Yes. SecureAll resets the password for Reporting Center and provides services for Web Applications.

Q: Is NFC the only one that can add an ASUSPEND?

A: ASOs can add an ASUSPEND, but they could never un-suspend a user.

Q: After a password is reset does the ASO have to call the NFC Staff?

A: NFC/OSC would have to be notified to remove an ASUSPEND.

Q: When filling out an access form if an ASO is responsible for more than one organization, can one form be used for two people in different organizations?

A: NFC will look at consolidating applications to provide more information to make requesting access more efficient.

Q: Can a group email be used?

A: Group emails can be used but be advised that everyone in the group would be able to have access to your information. Also once a group email is set up, the ASO would not be able to change the address.

Q: What is the turnaround time for tickets in Remedy?

A: Usually 5 – 10 days, depending on how many IDs are on the request, and how complex the request is.

Q: Where do we send request for Contractor Expiration Date Notice Reports?

A: Send request to the Security Reports group via Remedy Requestor Console.

Q: How can ASOs receive training?

A: Training will be provided today, February 13, 2013. The ASO training dates were provided in the Webinar Presentation and are available on the web site.

Q: Is training provided online?

A: The training is via the webinar, also NFC would like to have your feedback on training; let us know if the webinar is effective.

Q: Do we receive acknowledgements if we are accepted in a class?

A: Yes.

Q: What does the SLA state pertaining to the amount of time given to process access request?

A: There is no agreement in place; new guidelines will be in place next year.

Q: Please provide insight on an email sent by Ivan Jackson pertaining to people that still have SecuRemote Access.

A: NFC is in the process of ensuring accounts are accurate prior to the implementation of Juniper. If you have someone who is no longer at your organization please send the updated information to NFC.

Q: If we were unable to log on to the Webinar today, what email addresses do we use to use to get the information?

A: NFC.ASO@nfc.usda.gov