

**NFC Agency Security Officer User Group Meeting**  
**Wednesday, May 8, 2013 – 10:00 a.m. – 11:30 a.m. Central Time**  
**Meeting Notes**

**AMB Participants**

Lisa Stafford	Genevieve Sander	Aqeel El-Amin
Louis Collins	Regina Heisser	Chatoya Nettles
Bobby Borja	Susan Traill	Wilbert Thibodeaux
Diana Maldonado	Curtis Ford	James Varnado

**Agency Participants**

A total of 167 ASOs connected to the webinar, but the ASOs listed below provided confirmation of their participation during the webinar by emailing their names and agencies.

Alice Murphy	Gary Wiles, DHS/ICE	Paul Trotter, USDA/NFC
Alvis Wayne, BPD	Giana Jowers	Peter Lee, OIG
Americo Yabar	Gilberta Grimbail	Priscilla Tate, DHS/CBP
Amy Martz, BOP	Henrietta Green, HUD	Rande Young, DM
Amy Townsend, DOC/NIST	Holly Burnside, BPD	Rachella Jackson, ITS
Anna Maestas	Jackie Royster, OCC	Rebecca Call, DOL/SOL
Arlicha Stewart, AMS/GIPSA	Jackie Smith	Reggie Coleman, USDA/NFC
Bill Turner	Jenny Schwartz	Renee Vigil, OCIO/ITS
Bob Holliday, Treasury	Jim Willoughby	Renita Richardson
Brenda Foster, FSIS	Jo Bonner	Richard Anto, OCC
C Baker	Joanne McCabe, CLER/AETNA	Ricky Talley, MSHA
Cheryl McMillan	Karen Queen, DOJ	Robert Holliday
Courtney McGowan, USCG	Kathy McDuffie, NEA	Roy Mitchell, USDA/AMS
Cynthia Payne, NIST	Kathy Yeldell, AFSPA	Sarinya Rodbhajon, SBA
Darlene Campbell, SAMBA Health Benefits Plan	Kim Pridgen, Treasury	Sheila Braun, Census
Darlene Stephens, APHIS	Kimberly Corley, BPD	Sherri Coleman, DO
Dave Rada	Kimberly McDonough, NIST	Stewart Small, OCFO/DAMS
Deanetra Moore	Larry Fittipaldi, DHS/ICE	Suzanne Moy, FDIC
Deborah Bartholomew, US House of Representatives	Lee Freeman	Takisha Jackson, DHS/FEMA
Denise Rivers, ITS	Lester Robinson, NFC	Taunya Said, APHIS
Diane Evans, DOC/OS	Linda Gandara	Tawny Schumacher, Blue Shield of CA
Dianna Wilson, BFS	Lisa McFerson, USDA/OC	Teri Spence, Blue Shield of CA
Don Cooper, SBA	Lisa Reilmann, USDA/RD	Theresa Johnson, HUD
Dora Keller, AULTCARE	Lori Gleason, APHIS	Tim Medina, OCIO/ITS
Duane Currie, DOJ	Lori Harrell	Tony Tobias
Effie Pryor	MJS Forest Service	Toshalynn Rodriguez
Eric Penningroth, Army NAF Benefits Office	Matt Merrell, DOJ/OJP	Tracy Payne, ERS
Erica Williams, DOL	Michele – IBC Foster	Wesley Burton, FS
Eunice Meade, GAO	Monica Tran, USDA/OCE	Velicia Jacobs, DOJ
	Nola Alvarado	
	Pamela Clark, APHIS	
	Patricia Condon	

**Notes**

- Lisa Stafford, Chief of the Access Management Branch, welcomed ASOs to the webinar, and requested that everyone send their name and agency information via the Notes Tab.
- Louis Collins provided the webinar guidelines which included placing phones on mute, procedures on how to ask questions using the icon tab and sending agency information and questions via the Notes tab.
- 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 receive a copy of the presentation, go to [www.nfc.usda.gov](http://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. **Performance Metrics:** a. Processed Requests: The time it takes to process a request has improved significantly. Requests are being completed at a rapid rate with 80% being processed within 5 days. b. Expedited Requests Processed: Agencies are being asked to limit the number of expedite requests. There should be a good reason for submitting an expedite request and it should be kept to a minimum. NFC will start looking at the top 10 agencies that are requesting expedites, to see if assistance could be given to help elevate the submission of this type of request. c. Requests Processed: Each month more requests are being processed than received; this ensures that we remain ahead of the paperwork. d. User IDs Processed: The amount of time it takes to process this type of request will vary. Some agencies submit multiple requests via one form. This item will be one of the topics addressed in the forthcoming Service Level Agreement. e. Incidents (Trouble Tickets): Password incidents decreased in February 2013 and continue to decline. Two full time positions were dedicated for processing requests in Remedy. Password resets were transferred to another section which allows AMB time to handle more complex issues. f. Top 10 Agencies by Requests Processed: This metrics gives an ideal of how much work is being processed from among the different agencies. Going forward we will be evaluating the differences in the number of request being submitted.

2. **Calendar**: The calendar contains the dates for when training will be held, and information pertaining to when reports will be distributed.

3. **Remedy Updates:** a. Email Addresses: When using a group email address others are able to view your information, and changes are not retained. An Incident (Trouble Ticket) must be submitted to correct the problem. b. Summary Line Changes: Please pay close attention to the summary lines because changes are made periodically. The lines will be identified and processed quickly, use the line that best describes your need. c. Notes Size: The Note section contains a 250 character limit. d. Reports stored in Remedy: Reports are attached to a Remedy ticket but no more than three attachments can be viewed. e. Emails: When ASOs receive email messages in regards to resolving issues; if not responded to within three days the message will automatically close. f. Missing Information: When sending an initial request if information is missing, ASOs can go back to the original submission and attach the information needed. Remember that NFC is the only one who can designate requests as critical to be expedited. Ensure when calling NFC to get the name of the support staff that assisted you and feedback is always welcomed.

4. **Access Updates:** a. Increase in PII incidents. GESD released correspondence stating to be mindful of PII information within requests. ASOs could potentially lose their access privileges due to incidents. The 1<sup>st</sup> time an incident occurs it will result in a warning and corrective action must be taken. The 2<sup>nd</sup> time will result in a one week suspension, and the 3<sup>rd</sup> time will result in a one month suspension. When renewing your access after the suspension, expedites will not be accepted. b. Removal Access: Security Officers are reminded to send out a request to have User IDs deleted from their system once an employee is no longer assigned to them. c. Access Forms: Forms are in the process of being updated and a draft copy will be routed to ASOs for input.

5. **Project Updates:** a. Role Based Security: The main goal is to define the standard/current profiles and determine what employees are in them. Work needs to be done to create new profiles, then send request to put users in, and delete old profiles. Susan Traill (NFC/AMB) will be conducting training soon on this topic. b. Service Level Agreement (SLA): In 2014 a new SLA will be in place, one of the topics addressed in the agreement will be the amount of time allotted to complete an access request. c. FAQs: Topics covered are Access, Applications, Notifications, Passwords, Remedy, Reports, and Training. d. Survey: Survey Monkey will be forthcoming and this survey will help us to measure our customer service. The survey will cover ASO information, Training, Web site, Communications, Reports, and User Group meeting. e. Annual Certification: Must take test based on information from website and training course. Account will be suspended without certification.

## 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 at [https://www.nfc.usda.gov/Security/Security\\_home.html](https://www.nfc.usda.gov/Security/Security_home.html).

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

A: Yes, this presentation is posted on the NFC Security Corner at [https://www.nfc.usda.gov/Security/Security\\_home.html](https://www.nfc.usda.gov/Security/Security_home.html).

Q: What is meant by the statement: "AMB is processing more requests than what is being received?"

A: A tracking number is assigned to all requests that are processed, and this measures the amount of work being done by the administrators. This procedure is used as a benchmark for AMB, but if multiple requests are on one form it will take longer to

process the request.

Q: In the metric titled Top 10 Agencies by Requests Processed, who is represented in the USDA block?

A: The representation for the USDA block depends on how the fields are set up in Remedy. USDA includes Departmental Administration.

Q: In my agency we do not have access to reports due to the zip file.

A: Access to reports should be available even for zip files. For further guidance call Lisa Stafford, AMB Branch Chief at (504) 426-0440.

Q: Responding to emails in Remedy within 3 days is difficult due to other work assignments and employees' leave schedules. The designated backups for ASOs can not see what was originally submitted into Remedy.

A: Remedy is used throughout the National Finance Center and certain changes could adversely affect some users. One alternative would be to set up rules that would forward requests to the ASO backups.

Q: In regards to ASOs User IDs being suspended due to PII Incidents, would the entire ID be suspended or just the ASO portion?

A: Only the ASO user portion.

Q: I am not receiving current emails. What is the email address?

A: [nfc.aso@nfc.usda.gov](mailto:nfc.aso@nfc.usda.gov)

Q: Can Mainframe be used to see what a profile contains?

A: Not in Reporting Center but you can look at the ASO panels to see what a profile contains.

Q: When profiles are tweaked the updates are not reflected on reports in the ASO panels.

A: Please inform us when updates are not reflected. The installation data was not updated.

Q: Could notification be made to JCON prior to sending out the Customer Survey? If not the IP address will be blocked and the survey will go to spam.

A: Yes.

Q: Is there any cost associated with training?

A: No. Training is free.

Q: If an agency is not able to participate in training webinars, what alternative is available?

A: Training materials are stored on the NFC website under Security Corner. We can also schedule limited sessions to address specific concerns.