

**NFC Agency Security Officer User Group Meeting**  
**Wednesday, May 14, 2014 – 10:00 a.m. – 11:30 a.m. Central Time**  
**Meeting Notes**

**Agency Security Officers (ASO's) Participating in the 5/14/14 User Group meeting:**

Arlicha Stewart	Jackie Smith	Kiara Mansfield
Kim Corley	Lorie Gleason	Michelle Foster
Bill Turner	Adjoa Ataah	Bob Holliday
Carl Turner	Delois Dozier	Sandra Labissiere
Michelle Foster	Cheryl McMillan	Emmeline Sparks
Connie Northington	Doug Wike	Kate Brooks
Kathleen Mitchell	Kim Pridgen	Larry Fittipaldi
Leigh Johnson	Linda Gandara	Monica Tran
Nancy Varichak	Paul Hansen	Peter Lee
Rachel Whitney	Rachella Jackson	Regina Smith
Renee Vigil	Sam Barkdull	Sarinya Rodbhajon
Suzanne Moy	Tim Medina	Anna Maestas
Dave Rada	Dianna Wilson	Denise Sabo
Jennifer Dobbs	Rebecca Krukar	Ryan Wise
Sonaida Rubio	Theresa Johnson	Crystal Gaston
Pamela Clark	Michael Dusenbery	Deidre Fisher
Henrietta Green	Rick Perry	Valerie Ramirez
Gregory Roy	Kim Sherlock Drayer	Jim Willoughby
Crystal Armstrong	Linda Beard	Lisa Brownlee
Jermaine Cooper	Diane Evans	Linda Fleming
James Hoebel	Megan Keate	Ann Marie Krukowski
Amy Martz	Lisa Reilmann	Monica Smallwood
William Turner	Star Wood	Benjamin Badie
Shelia Braun	Anthony Campbell	Robyn Davis
Rafael Fernandez	Marie Gladney	Jason Hug
Salina Kinard	Joanne Nelson	Natasha Sharif
David Toth	Tammy Vance	Gary Wiles
Glenn Brokering	Darlene Stephens	Becky LaQuay
Eunice Meade	*Ronald Alexander	*JoAnn Nelson
Ginny Dotson	**Bobby Borja	*Jingie Miller
*Oswald White	**Diana Maldonado	**Curtis Ford
**Louis Collins	**Jennee Marquez	

\*Users whose names were not listed, but introduced themselves

\*\*Access Management Branch Staff

The meeting was opened and it was announced that the presentation could be found at [https://www.nfc.usda.gov/Security/user\\_group.html](https://www.nfc.usda.gov/Security/user_group.html). Approximately 130 individuals participated in the webinar.

**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.

Information and updates were provided on the following topics:

1. **Remedy Requestor Console Groupings:** RRC Groupings consist of Agency Security Officers (ASO), Servicing Personnel Office (SPO), Benefits Processing Officials (BPO), and Financial Administrators (FA). The ASO grouping is to be used by Agency Security Officers, and contains options for internal and external usage. The other three categories do not pertain to security. For guidance on how to request access for the NCC on the "Who to Contact" page, log onto [https://www.nfc.usda.gov/Contact\\_Us/Help\\_Desks/CHD/requestor\\_console.html](https://www.nfc.usda.gov/Contact_Us/Help_Desks/CHD/requestor_console.html). For Requestor Console access or questions, please contact Mike Schleifstein at the contact center via his email ([Michael.Schleifstein@nfc.usda.gov](mailto:Michael.Schleifstein@nfc.usda.gov)).
2. **Service Level Agreements:** The timeframe to process SLA's are dependent upon the type of request, the complexity, and the number of users ID's requested on the application. The goal is to process 95% of access requests within the required timeframes.
3. **Performance Metrics:**
  - a. **Performance Metrics:** The average numbers of days for access requests to be processed are within the SLAs guidelines. Incomplete or inaccurate requests are no longer being included due to the adverse effect it has on the metrics. When additional information is needed for a request, time is given to ASO's to send the data to AMB. If the information is not provided timely, the request will be cancelled, and a new request must be generated.
  - b. **Access Metrics:** There was a 39% increase in the number of requests processed in April 2014 vs. March 2014. If a problem exists with an individual's access or if an ASO is adding, modifying, or deleting an access, it is processed as an access request. If an ASO is fixing a problem with access that has already been granted, it is considered an incident request (submitted to OSC).
  - c. **Users IDs Processed:** There was a 43% increase in the number of user ID's processed in April 2014 vs. March 2014. This is due to the increased number of ID's that are being requested on a single form.
  - d. **High Priority and Expedited Access:** High Priority requests are time sensitive (e.g.: A project implementation), and Expedited requests are normally submitted due to an emergency (e.g.: An ASO went on leave and didn't designate an alternate). AMB is requesting that High Priority and Expedited request be kept to a minimum. These types of requests are processed ahead of all others, and it delays processing other requests.
4. **Survey Results:** A survey in regards to who was interested in having an ASO User Group Meeting in New Orleans, Louisiana was sent to 559 recipients in March, and 102 individuals responded. The results are as follows:
  - a. 51.96% want to have a User Group Meeting in New Orleans, Louisiana.
  - b. 27.08% want the meeting to be held on November 12, 2014.
  - c. 76.92% listed that they did not want to attend because their agency does not have funding.
  - d. Pertaining to Topics:
    1. Many indicated they would like to know how to request access and encrypt PII information. These topics are provided on our website, and through our training webinars.
    2. Would like to know the responsibilities of ASOs. This is also listed on our website and covered in our training sessions.
    3. How to Transition to role based security access. More guidance will be provided for ASOs.
    4. How to make user profile creations and ASO reports format more useful. This is covered in our training sessions, which there is a low attendee response. Further guidance will be provided.

AMB provides training weekly, where many of your questions and concerns can be answered. Please consider attending our training webinars, and if you have suggestions pertaining to training let us know.

5. **Access Updates:**
  1. TMGT Table 063 problems were corrected and a notice will be forthcoming.
  2. A new cancellation policy is in effect; your request will be cancelled if it is incorrect or incomplete.
  3. A new Insight Access Report is available, and new roles were assigned to users for PMSO and EmpowHR. The Insight access request form is AD3042.
  4. ASO's were sending expedite requests to NCCESCALATION mailbox. This mailbox is not for security requests.
  5. Requirements are not needed for IDs with ASUSPEND; ASOs only need to remove it. To remove ASUSPEND an email can be sent to [OSC.ETix@nfc.usda.gov](mailto:OSC.ETix@nfc.usda.gov), or call our Operations and Security Center at 1-800-767-9641.

6. ASUSPEND is assigned to an account for inactivity (60 days). Accounts are normally deleted between the 1<sup>st</sup> and 5<sup>th</sup> day of month for inactivity. If an account needs to be reestablished the full SSN, profile/apps, etc. will be required on the form or you can call us with the SSN.
  7. Any changes to a profile will affect all users in that profile.
  8. Completed requests are placed in a resolved status, and the ASO should ensure that the users have all the required functions.
  9. A user has 3 days to verify that there are *no* problems with their access, in order for a Remedy Ticket not to be required. Remedy will automatically close a ticket within 7 days.
  10. Do not place passwords or SSNs in an email. If this happens, a security incident must be reported, and sent to a higher echelon.
  11. Social Security Numbers must be encrypted within Remedy. WinZip is recommended for that use.
  12. When reporting a Security Incident (security breach, incorrect access, or sharing password) a ticket needs to be submitted to OSC. Include screen shots when possible, and remove sensitive data.
  13. If your agency services another agency, and that relationship ends, the servicing agency should remove access after a reasonable time.
  14. If you are not receiving emails from GovDelivery, please notify us immediately in order for your name to be added. AMB sends numerous reports, and information through GovDelivery. If your email address changes then please contact our Operations and Security Center at 1-800-767-9641 or [OSC.ETix@nfc.usda.gov](mailto:OSC.ETix@nfc.usda.gov).
  15. Access Forms: The bubble tip on the electronic access request form should provide instructions for each block. AMB will review the form to see what instructional information is provided, and look into updating the form if necessary. Jackie Smith gave a good tip: Sticky notes can be used on PDF forms to provide more information. There are outdated systems on the access request forms (e.g. HCUP), and some blocks are open to interpretation. Until AMB receives instructions from the developers informing us that an application doesn't exist, it will remain listed on our forms.
6. **Training Update:** AMB would like to see the training numbers improve. Attending training is a great opportunity to get your questions answered. Participants do not have to attend the entire class if you are under a time restraint. If you are having problems scheduling a class, please notify us. The remainder of our training dates is as follows:
1. ASO Basic Training (1<sup>st</sup> Wednesdays) Jun 4, Jul 2, Aug 6, Sept 3, Oct 1, Nov 5, Dec 3
  2. Remedy Requester Console Training (2<sup>nd</sup> Wednesdays) May 14, Jun 11, Jul 9, Aug 13, Sept 10, Oct 8, Nov 12, Dec 10
  3. ASO Intermediate Training (4<sup>th</sup> Wednesdays) May 28, Jun 25, Jul 23, Aug 27, Oct 22, Nov 26, Dec 24
- Register online at [https://www.nfc.usda.gov/Security/Security\\_Training.html](https://www.nfc.usda.gov/Security/Security_Training.html). If Wednesday falls on a holiday, class will be moved to the following Thursday. **The next ASO meeting date is August 13, 2014.**

## Questions

Several questions were asked during and immediately after the webinar. They are listed below.

Q: Do all agencies have the same Service Level Agreement?

A: Yes, All follow the same structure on how many days a request is to be completed.

Q: What are the meanings of the Urgency Level Codes?

A:

Urgency	Description	Color Code
1-Critical	Expedited Problem (Emergency)	Red
2-High	High Priority (CUAT or Special Projects)	Blue
3-Medium / Low	Routine – complete in accordance to the Service Level Agreement (SLA)	Green / Black
4-Low	Low Urgency – complete in accordance to the Service Level Agreement (SLA) or as available.	Black

**Note: ASO's should not use critical when creating a request.**

Q: Can ASO's be provided with a report that contains Departmental Agency Level Security Officers names and email addresses?

A: Send an email to AMB to request this type of report.

Q: How many forms can be attached to a request?

A: Remedy will accept 3 compressed files using WinZip.

Q: How do you request FOCUS access for several applicants?

A: AMB will gather more information on this subject and notify everyone.

Q: Can multiple training courses be combined?

A: Remedy Console and Security Reports trainings were combined already. We will look and see if more training combinations can be made.

Q: Do ASOs have automatic access to Remedy Console?

A: Yes, but another group provides the access, based on notification from AMB.

Q: The electronic Access Request form should provide instructions to each block using a bubble tip.

A: We will look and see what instructional information is provided, and look into updating the form if necessary.

Q: There are outdated systems on the access request forms, and some blocks are open to interpretation.

A: Until AMB receives instruction from the developers informing us that an application doesn't exist, it will still be listed on our forms.

Q: Can an additional space be added to the forms for comments?

A: Yes. We are working on getting the forms updated to add a remarks box. Until then the PDF Sticky Notes that some provide are very helpful.

Q: When are surveys sent out?

A: Surveys are sent out when requests are resolved.

**Action Items for Access Management Branch (AMB):**

1. Remove “#” from webinar call in number on future notices.
2. Check with GESD to see if HCUP should be included on access forms.
3. Add instructions to forms.
4. Add an additional information section to forms.
5. Provide guidelines for requesting WebTA access (form needed?).
6. Send copies of Zone ASO report to: Renee Vigil, Paul Hansen, and Larry Fitipaldi.
7. Provide information on requesting FOCUS access.