

**Agency Security Officer User Group Meeting**  
**May 20, 2015 – 10:30 am – 11:30 am**

**Attendees**

Corey Mann – ARS	Geneva Ruffin - DOL	Sheila Braun - CENSUS
Josie Portales - ARS	Doug Hooper - ICE	Tracy Payne – ERS
Jason Hug - RD	Arlicha Stewart - AMS	Oswald White – USPTO
John Makings - CBO	Bryan Jones - PC	Melanie Nini
Jorge Jorquera - SBA	Doug Wilke	Qiana Gray
Kenyetta Spears – TSA	Bob Holliday - TREAS	Rebecca Call – DOL
Michael Weber - RD	Anthony Campbell - SBA	Doug Wike – FSIS
Monica Moore - FS	Stephanie Means - FNS	Verdi Mathis – TREAS
Takisha Jackson	Phil Hiob – FEC	Anna Maestas – IBC
Priscilla Tate – CBP	Tanika Harris – GIPSA	Tim Medina – KCC
Richard Anto - OCC	Nancy Bradford – APHIS	Michele Foster – IBC
Theresa Woodard - IRS	Nancy Varichak – APHIS	Carl Turner – TREAS
Diane Evans - DOC	Camille Parks - NCPC	Pamela Barrett – VA
Theresa Mosby - RD	D’Juan Brady - TSA	Toshalynn Rodriguez – IRS
Trisha Christian – SBA	Robin Jones - SBA	Rafael Fernandez – FCC
Vida Campbell - FSIS	Tracy Boles - VA	Jessica Benzel
Jenny Crawford – USCIS	Joann Nelson - AMS	Regina Heisser – NFC
Christina Reinhardt - FMC	Marlo Blue - NEH	Phong Dang – NFC
Kim Harris – TREAS	Philip Hiob	Louis Collins - NFC
Martina Pugh - VA	Taunya Said - APHIS	Jennee Marquez - NFC
Jo Bonner - CG	Tanika Harris - GIPSA	Gail Alonzo-Shorts - NFC
John Williams - VA	Sharon Hill - VA	Lisa Stafford - NFC
Mitzi Dean - ARS	Marisa Sariwatta - DOJ	
Rachella Jackson - RD	Patricia Condon – USCIS	
Sam Barkdull - OBPA	Amy Martz –DOJ	
Glenn Brokering - RD	Adrianna Benedetti – USPTO	

**Notes**

The meeting began at 10:00 a.m. Central Time. Lisa Stafford announced that she has moved to another NFC position in the Government Employee Services Division, Systems Requirements Branch. Gail Alonzo-Shorts is Acting Chief of the Access Management Branch.

Review and discussion of the presentation, which can be found at [https://www.nfc.usda.gov/Security/user\\_group.html](https://www.nfc.usda.gov/Security/user_group.html)), followed. Questions addressed during the meeting are listed below.

The meeting ended at 11:18 a.m.

**Questions**

1. Can a user log in with eauth or userid/password to keep an account active? *Yes, either eauth or userid/password can be used.*

2. Vida Campbell: Some of us sign in with eauth only, but are ending up on the inactive list. Why? *AMB will investigate this.*
3. Kenyetta Spears: In Reporting Center, some users are getting locked accounts and ASOs cannot unlock them. Can ASOs be allowed to unlock these accounts? *There are two types of locks. Password Suspends, which are the results of entering the wrong password too many times, can be unlocked by the ASO. Administrative Suspends, which are the result of 60 days of inactivity, or other circumstances, can only be unlocked by AMB. This ensures that proper controls are followed before reactivating these accounts.*
4. Patricia Condon: Is there a report that lists users with Insight access? *The report will be regularly disseminated in the future. In the meantime, ASOs can request a copy of the report by submitting a report request via Remedy Requester Console.*
5. My agency requires access to up to 100 org codes, which is far more than the current 20-org limitation. How can I get the required Insight access? *If you get access at a certain level, you will automatically get access to everything at the lower level.*
6. What form is used to request access to Insight? *Use the AD-3042, Insight Access Request Form to request access to the Insight application.*
7. Patricia Condon: I requested a security report through Remedy for Insight and Reporting Center (incident number provided). I received the report for Insight but not for Reporting Center and the ticket is closed. Do I have to request Reporting Center again? *If your request has been closed more than three days, you must open a new request.*
8. Sharon Hill: Will there be any DPRW/TCC related information on this call for VA ASO's? *We will provide training info on DPRW separately.*
9. Marisa Sariwatta: I'm a new ASO but I didn't get the User Group Meeting email notification. Do I need to send an email to get my email address added to the list? *Yes, ASOs who did not receive the notification should send an email to [nfc.aso@nfc.usda.gov](mailto:nfc.aso@nfc.usda.gov).*
10. Patricia Condon: My eOPF administrator needs access to Remedy Requester Console to request SF-50s. What group do I list on the form for access? *For assistance with issues that are not related to Security, contact the NFC Contact Center (NCC) at 855-632-4468.*
11. Takisha Jackson: For departments that service other agencies, how will Role Based Access be handled? *Agencies that service other agencies will be scheduled after agencies with less complex access issues.*
12. Nancy Varichek: We are ready to move into Role Based Access. How do we get on the list? *APHIS is scheduled to begin after NIST. Email [nfc.aso@nfc.usda.gov](mailto:nfc.aso@nfc.usda.gov) to get on the list.*
13. Trisha Christian – Will there be a complete Role Based Access schedule by the next meeting? *Yes*

14. Vida Campbell: How do we get ready for role based access? *AMB will develop a checklist that agencies can follow to prepare for role based access. In the meantime, you can read the Role Based Access information on the Security Corner ([https://www.nfc.usda.gov/Security/Role\\_Based\\_Access.html](https://www.nfc.usda.gov/Security/Role_Based_Access.html)).*
15. Diane Evans: Will the rest of Commerce (e.g., Census, PTO, etc.) be included when NIST is implemented (into Role Based Access)? *AMB is considering implementing by department.*
16. Vida Campbell: I cannot pull up the RBA Guide on the web site. Why? *The guide can be accessed by others. You should check with your agency technical staff to see if something is blocking downloading of the document.*
17. Patricia Condon: Should the user email address be provided every time an access form is submitted, even if the email address was provided before? *Yes, you should provide the email address each time. Eventually, we will verify that we have an email address for all users, but until then, please continue to provide.*
18. Is RFQS available? *Yes, it is on the AD-3100-P form, but because of the way the form is designed, it is difficult to see it.*
19. How do you request access to WebTA? *It can be requested on the AD-3100-P form.*
20. Will a contractor's access be automatically deleted after the expiration date passes? *No. Deletion of the account must be specifically requested by the ASO.*
21. You mentioned that requests will be closed after three days if no response is received from an ASO regarding an incomplete or inaccurate request. Is that business days or calendar days? *It is business days. Weekends and holidays are not counted as workdays.*
22. How can I get a copy of the presentation used at today's meeting? *The presentation can be downloaded from the Security Corner's User Group page at [https://www.nfc.usda.gov/Security/user\\_group.html](https://www.nfc.usda.gov/Security/user_group.html).*
23. Tanika Harris: Overtime Reports are currently under Workforce Reports in Reporting Center. Can they be moved to Administrative Reports? *Workforce reports (approximately 20 reports) are all or nothing. An agency can request modification of reports by submitting a Software Change Request (SCR) to their Customer Support Representative.*
24. Who is my Customer Support Representative? *Please email [client.management@nfc.usda.gov](mailto:client.management@nfc.usda.gov) to find out who your Customer Support Representative is.*

25. Diane Evans: Our office is moving to a wireless configuration. How do we make changes to our printers? *Contact your Customer Support Representative, or email [client.management@nfc.usda.gov](mailto:client.management@nfc.usda.gov).*

### **Action Items**

1. AMB will contact L Richardson, VA Long Beach regarding DPRW access at the phone number provided.
2. AMB will confirm that ASOs who did not receive emails about the User Group meeting are set up in GovDelivery.
3. AMB will investigate some FSIS users who sign in with e-auth, but are still being placed on the inactive list.
4. Users will send information to AMB at [nfc.aso@nfc.usda.gov](mailto:nfc.aso@nfc.usda.gov) to investigate why some locked accounts are not showing up on Inactivity reports.
5. AMB will designate an employee for role based access implementation, develop a checklist for preparing for role based access, and develop an implementation schedule for all departments to be distributed by the next User Group meeting.
6. AMB will consider redesigning the AD-3100-P access form to ensure that all applications are clearly visible.