

# NFC User Group Meeting Minutes

## Wednesday, June 21, 2017

- Agenda & Guidelines
- Informational:
  - Recertification of NFC Agency Security Officers
  - Access Requests and Open Incidents – 48 hours to provide required additional information if request is incomplete.
- Reminders:
  - AD3100 Series of Request forms are mandatory to request access to NFC
  - ASOs should register for annual mandatory ASO Security Training Sessions (i.e. ASO Basic, SNOW and SALL).
- Role Base Project
  - Role Base Schedule will be posted
  - Role Base Strategy was discussed
  - Role Base Checklist - Listed on the AMB Security Corner
- New Agency Security Officers Interactive Enhanced Training Modules:
  - ASO Service Now Training– Payroll Customers and Non-Pay Customers  
Note: Replacement for Remedy
  - ASO Basic Mainframe Training– Enhanced module. Session is more interactive/hands-on.
  - ASO Secure All (SALL) Training– New module. Removed from the BASIC ASO module to allow this session to be more focused and hands-on.
- New Interactive Training Requirements:
  - ASO's must be in active status in SNOW, Mainframe and Secure All (SALL)
  - Training courses will be a prerequisite on each other
  - New modules to be effective on August 1, 2017
- Service Now (SNOW)
  - Service Now (SNOW) replaces Remedy
  - Effective Cutover date – June 30, 2017
  - Training is available for ASOs by the SNOW Implementation Team.
  - ASO's will automatically be provisioned into SNOW based upon Remedy access. If issues occur, contact OSC to enter a ticket to the SNOW Implementation Team.
- AD3100-R Access Form Changes
  - Streamline web-based applications – Reporting Center, Insight, EmpowHr, etc...
  - Reduce error rate
  - Reduce processing time
  - Fillable form
  - Provides multi-user forms for high volume user updates
  - ASO's had 2 weeks to provide comments
- Questions & Comments

Results:

- Security Corner Updates/Clean-up
  - Status: Completed 8/11/17
- Patricia Condon (DHS/CIS) – ASO needs an individual meeting concerning role base.
  - Status: Completed. Meeting occurred 6/23/17.
- Monica Dukes (DOJ/DEA) – ASO is getting conflicting information on how to get non-ASO user's access to RRC.
  - Status: Meeting occurred 6/23/17.
- Gov Delivery issues – DOJ ASO's (Monica Dukes, Karen Queen, Susan Fowler), among others, stating that they have not gotten gov delivery notifications concerning SNOW
  - Status: Completed. Added notification to NFC Security Corner 6/23/17