

NFC Agency Security Officer User Group Meeting
Wednesday, August 14, 2013 – 10:00 a.m. – 11:30 a.m. Central Time
Meeting Notes

Agenda

Lisa Stafford opened the meeting and announced that the presentation could be found at https://www.nfc.usda.gov/Security/user_group.html, asked participants to place phones on mute, and send their name and agency information to AMB via the Notes tab. Louis Collins provided the webinar guidelines. Approximately 124 individuals participated in the webinar.

Performance Metrics: 2,576 security access requests were processed between April and June, 2013. Interesting fact: FSA accounts for about 20% of all access requests. The average number of days to process requests is just over 5 days. It should be noted that this is an average for all types of requests. Expedited and high priority requests were processed in an average of just over 4 days. In addition to access requests, 1,334 security incident tickets were processed.

For the month of July, ASOs participated in Remedy Requester Console and TIPS training only. AMB would like to see these numbers increase. Also during the month of July, 371 unique reports were delivered to 1,159 recipients.

Both the previous Service Level Agreement (SLA), which considers only the number of userids on the request to determine estimated completion date; and the Fiscal Year 2014 SLA, which considers number of userids and complexity of request, were reviewed.

Updates: Updates on ASO functions, access changes, Remedy changes, training (TIPS and DPRS web training is also offered), and the web site were discussed.

Forms: The previous all-inclusive application access form has been separated into six different forms (including ACFO-FS legacy applications). Separating the forms this way will make completing and processing them less difficult, and allow for easier capturing of performance metrics by line of business.

ASO Survey: Preliminary results of survey (84 respondents): Most are ASOs who have had that duty for more than 5 years and know the responsibilities required of an ASO; however, most perform these duties less than 25% of the time. In addition, most of the respondents submit requests a few times a month, and have a backup in the event that they are unable to fulfill their duties as an ASO. Most of the respondents support 50 or less users.

- **Training:** Most have not attended ASO training and do not know how to register for it.
- **Web Site:** Feedback on the web site was generally positive and most ASOs have visited the Security Corner (on the NFC web site), but of those who haven't, most did not know that it existed.
- **Communications:** Most of the survey respondents know that notifications are delivered via GovDelivery and the mainframe broadcast panel, and most find these notices helpful.
- **Reports:** Most have received security reports, know how to obtain additional reports, and know what they should do with the information provided on the reports.
- **User Group Meetings:** Most have participated in user group meetings, and consider the webinars an effective way to conduct them.

- **Customer Service:** Most of the respondents are satisfied most of the time with the access that is provided, and feel that service has improved since the implementation of Remedy Requester Console. ASOs who have not completed the survey have until August 30, 2013 to do so.

Full results of the survey will be provided when it is complete.

Action Items:

AMB will add users who requested to be added to the ASO user group and GovDelivery Notices distribution list; and AMB will provide the link to the survey for those who have not yet taken it.

Questions & Answers

Q: Where/who do I submit a request to find out the access each one of our users has?

A: Submit a report request via Remedy Requester Console using the 'External - Request Security Reports' summary option. Add the information you require in the Notes field.

Q: What should be requested to grant access for Insight? I have never requested this access and a few persons in our office have requested this access.

A: You should submit a request through Remedy Requester Console using the 'External – INSIGHT' summary option. The Insight access request form can be found at:
<https://www.nfc.usda.gov/Security/Forms.html>.

Q: Where can I find training information on Insight?

A: The link to Insight training information can be found at:
https://www.nfc.usda.gov/Training/online_training.html#insight.

Q: How do I get my Insight password?

A: Your initial (temporary) password will be provided by the security administrator who completed your access request. If you need your password reset, you must contact the Operations & Security Center (OSC) via e-mail to osc.etix@usda.gov or via phone to 1-800-767-9641.

Q: Where can I get the link to complete the ASO survey?

A: You can complete the survey by clicking on the following link:
<https://www.surveymonkey.com/s/TPDCJXN>.

Q: Why can't I get my userid and password in an email?

A: Security policy requires that userids and passwords never be provided together in an email, as this information may be compromised, giving unauthorized access to your account.

Q: Can an ASO reset passwords in Insight?

A: Currently, ASOs cannot reset Insight passwords. Only AMB or OSC can reset Insight passwords. There may be a future enhancement that will allow ASOs to change passwords.