

**NFC Agency Security Officer User Group Meeting**  
**Wednesday, November 14, 2012 – 10:00 a.m. – 12:00 noon Central Time**  
**Meeting Notes**

**AMB Participants**

Lisa Stafford  
Louis Collins  
Genevieve Sander  
Bobby Borja  
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. They are displayed in order of entry:

**Ed Blongiewicz, DEA**

Lisa Reilmann. USDA/RD  
Stewart Small, OCFO  
Matt Merrell - OJP  
Ricky Talley DOL/MSHA  
Don Cooper, SBA, ODA  
Larry Fittipaldi DHS/ICE  
Takisha Jackson-DHS/FEMA  
Angela Cooper , USCP  
Jason Hug - USDA/RD  
Michele Foster IBC for MCC  
Kimberly Corley -BPD  
JACKIE SMITH, IRS  
Joanne Nelson USDA\APHIS\AGFRSB. Washington, DC  
Melva McMillan - NEA  
Dianna Wilson BPD  
Jeremy Hall, USDA/FSA  
Truc Dao Nguyen- USDA- FAS  
Tanika Harris, USDA-GIPSA  
Holly Burnside/BPD  
Adjoa Ataah USDA/APHIS - AGFRSB  
US DOJ-diane jenkins  
Renita Richardson - DOC/NOAA  
Faisal Ali - DOJ/EOIR  
Deborah Krumaker DHS NPPD  
Steven Smith - U.S. GPO  
Lorie Gleason USDA APHIS Agency 34  
Anna Maestas DOI-IBC  
Peter Lee, 23  
Barbara English - USAID

Amy Townsend DOC/NIST  
Sheila Braun DOC- Census  
Chris Liggins (FSA)  
Jamie Brinkman - DOJ/BOP  
Carolyn Williams USDA/OIG  
Diane Evans (DOC/OS)  
Pam Clark  
Tina Goulet, DHS, FLETC  
selena jackson - MSPB  
Courtney McGowan - DHS/US Coast Guard  
Andre Nelson AMS  
Diep Hamilton - AMS  
Mary Jo Sigmon US Forest Service  
Shirley Sprinkle, DOL  
Heather Gossel, ARS  
Jim Willoughby - DOL/MSHA  
Monica Tran from OCE  
Diane Evans (DOC/OS)  
Tammy Vance (DOL)  
DHS/CBP/MHC- Brandon Woody  
Bill Turner - SBA  
Kenyetta Spears and Kelynn Lewis DHS/TSA  
americo yabar  
Marie Gladney and Natasha Sharif Indianapolis Hiring  
Center, CBP  
Denise Rivers - USDA/OCIO/ITS/IOD/OSB  
Barbara Godfrey and Michael Lee, ARS  
Renee' Vigil (OCIO/ITS)  
Roy Mitchell – AMS  
Glenn Brokering - RD

**Notes**

- Lisa Stafford, Chief of the Access Management Branch, welcomed ASOs to the webinar. Later, Louis Collins provided guidelines to follow during the webinar.
- Participants were asked to email their name and agency via the AT&T Notes feature to provide a record of participation
- Information was provided during the webinar on how to get the presentation: To get 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 the Nov 14 presentation link.
- Several notifications were mailed recently, and descriptions of those notices were provided. ASOs were reminded to notify AMB if they did not receive them. In addition, future notices were described. Most notices can be found on the Security Corner on the web page if they were not received in email.
- Participants had to be reminded several times to put their phones on mute due to distracting conversations being held by

individuals.

- At one point, all participants were muted, but the sound returned about 10 minutes later. The reason for the outage is unknown at this time.
- Louis Collins went over several access tips to aid in efficiently submitting and processing access requests. ASOs were informed that approximately 70% of all expiring accounts will expire at the end of November, so requests to extend should be submitted soon. One participant noted that the Remedy Requester Console Notes field is limited to 235 characters. In NFC training, it is noted that the field is unlimited; however, other participants stated that they are able to enter more than 235 characters in the field
- Lisa Stafford provided information on the challenges faced by AMB, including staffing shortages and difficulties in provisioning access; and things that have been done to address these challenges were provided. Several items to improve access management going forward were also discussed.
- Jennee Sander gave an update on training which will be revamped for 2013 to include two new courses (Reports and Intermediate ASO Training) with a different course offered on each of four Wednesdays of the month.

## Questions

A number of 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.

Q: Were the handouts distributed via email?

A: They were distributed as requested and stored on the NFC web site under Security Corner

Q: What is the average ticket turnaround times currently? Has the MOU been updated accordingly?

A: We are in the process of updating the Service Level Agreements. A "reasonable" request (1 - 10 userids, for simple to moderate access) SHOULD be 5 days, but we are operating at a backlog right now. We are making a push to get rid of that ASAP.

Q: Where should expedited requests be sent?

A: NFC.ASO@nfc.usda.gov expedited requests

Q: Where do we find the PPS Reports?

A: In the reporting center

Q: What are the PPS reports?

A: PPS reports are Security Reports for the Payroll Personnel System, currently consisting of PMSO, PINQ, TINQ and IRIS. They are available under Security Reports in the Reporting Center.

Q: In the ASO User Group Meeting, NFC advised that they prefer grouping more than one request on a Remedy ticket. Since their version of Remedy is "free form" can you place additional requests in the comments section or in an attachment?

A: Rather than group multiple requests on a Remedy ticket, we encourage you to group multiple users who all need the same access.

Q: Is there a remedy class scheduled for Wednesday, December 12, 2012 or is the next Remedy class not until 1-09-2013?

A: There is a RRC class every Thursday through the end of the year.

Q: Are there any ASO Training Sessions in December?

A: Just the ASO Basic webinar. It's the first Wednesday of the month.

Q: Is there a maximum number on participants

A: Maximum number for weekly training webinars is 6. There is no maximum (currently) on User Group webinars

Q: We are unable to submit attachments in the Remedy Requestor Console. I heard on the call that others are having trouble as well. Is there another way we can submit those until it is fixed?

A: Open a remedy ticket and have it addressed to the REMEDY HELPDESK to find out why you are having issues. In the meantime, you can submit attachments in one of two ways: 1) You can paste the contents of your zipped or encrypted file (no PII!) directly into the Notes section of your Remedy request.; or 2) You can notate in the Notes field of the Remedy request for the administrator to contact you for the missing information.

**Q:** I am able to attach regular documents but not zipped attachments (Winzip). Why can't I?

**A:** Open a remedy ticket and have it addressed to the REMEDY HELPDESK to find out why you are having issues. Please see the answer to the previous question.

**Q:** I did try to open a ticket but they told me it would be with the PC Support on my end. Our PC Support tried several different things and determined the problem wasn't on our end. What should I do now?

**A:** Open a trouble ticket and see if the Remedy Helpdesk team can instruct you.

**Q:** Is it too late to sign up for the remedy class tomorrow?

**A:** No. Just send your email to the ASO mailbox.

**Q:** What is the link to the web site?

**A:** Security Corner: [www.nfc.usda.gov](http://www.nfc.usda.gov); Remedy Requester Console: <https://servicecenter.nfc.usda.gov/arsys/home>.