



United States Department of Agriculture
Office of the Chief Financial Officer
National Finance Center



NFC ASO User Group Webinar

Wednesday, February 13, 2013

10:00 a.m. – 12:00 p.m., Central Time

Presented by

**Information Technology Services Division (ITSD),
Information Technology Security (ITS),
Access Management Branch (AMB)**

NFC ASO User Group Meeting

Agenda



Welcome.....	Lisa Stafford
Webinar Guidelines.....	Louis Collins
News & Updates.....	Lisa Stafford
Questions & Comments.....	All

NFC ASO User Group Meeting

Webinar Guidelines



- Place your phone on ‘mute’
- Do not put your phones on ‘hold’
- Include your agency acronym with your name when signing in
- Send comments / questions via the Notes tab during the webinar
- Email NFC.ASO@nfc.usda.gov for a copy of the presentation or download it from the NFC Security Corner

NFC ASO User Group Meeting

Staffing



- Greg Fulmer – Reports
- Bobby Borja – Access
- Phong Dang – Access
- Curtis Ford – Access
- Will Thibodeaux – Reports
- Aqeel El-Amin – Access
- 2 Vacancies

NFC ASO User Group Meeting

Customer Service



- Web Page Updates
 - Goal: Empower ASOs
 - Security Corner
 - FAQs
 - Training
 - ASO UG Meeting Minutes
- Survey
 - Info About You
 - Training
 - Web Site
 - Notifications
 - Reports
 - ASO User Group
 - Service
- Auto Access
 - SecureAll (SALL)
 - Remedy Requester Console
 - ASO Panels
 - New: Security Reports



NFC ASO User Group Meeting Training



- Increase Attendance
- Improve Effectiveness
- ASO Feedback Critical
- Reports (New)
- ASO Intermediate (New)

NFC ASO User Group Meeting Notices & Reports



- Contractor Expiration Dates Notice
- SecuRemote Reports
- ACRWS Access Reports
- FDW Access Reports
- Mainframe Inactivity Reports
- ASO User Group Notice
- ConnectDirect Validation Notice
- ASO User Group Meeting Minutes
- Remedy Requester Console Update

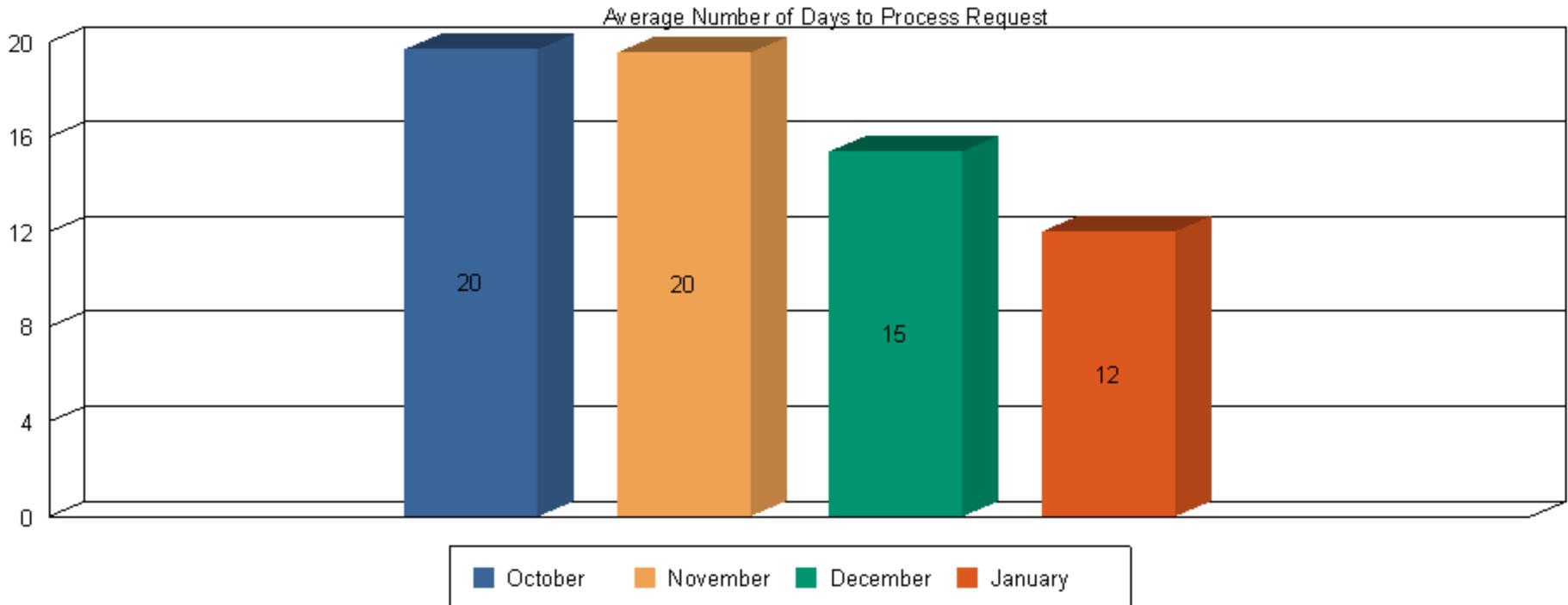
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Remedy



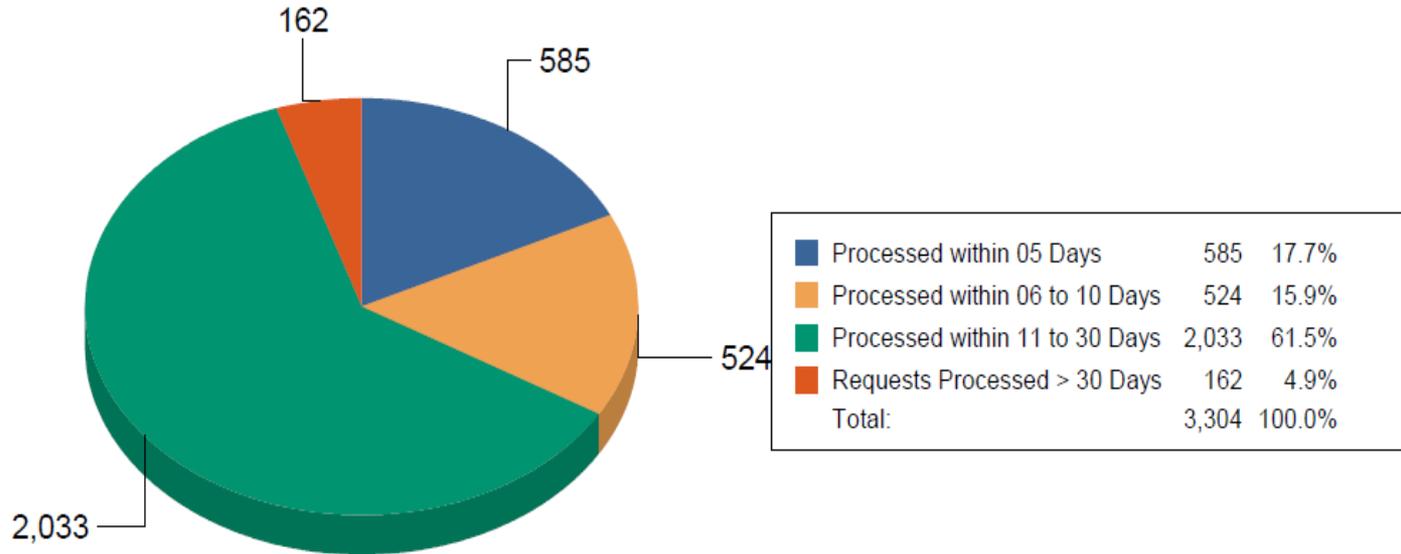
- Problems with group email addresses
- Concern about “prematurely” closed requests
- ASO Actions
 - Verify email address in Remedy profile
 - Submit access requests via Remedy Requester Console
 - Submit trouble tickets (password resets, access problems, account suspends) to osc.etix@usda.gov
 - Coordinate submission of requests to prevent re-work
 - Use Requester Console to submit access changes from security report reviews
 - Validate access ASAP
 - Respond to Remedy Surveys
 - Attend training
 - Use profile names where possible
- AMB Actions
 - Verify specs when provisioning access
 - Update processing specs for complex requests
 - Implement quality control procedures
 - Work with GESD regarding multiple tickets, validation of access
 - Provide phone number/email when requesting info

NFC ASO User Group Meeting Performance Metrics



NFC ASO User Group Meeting Performance Metrics

October 1, 2012 – January 31, 2013



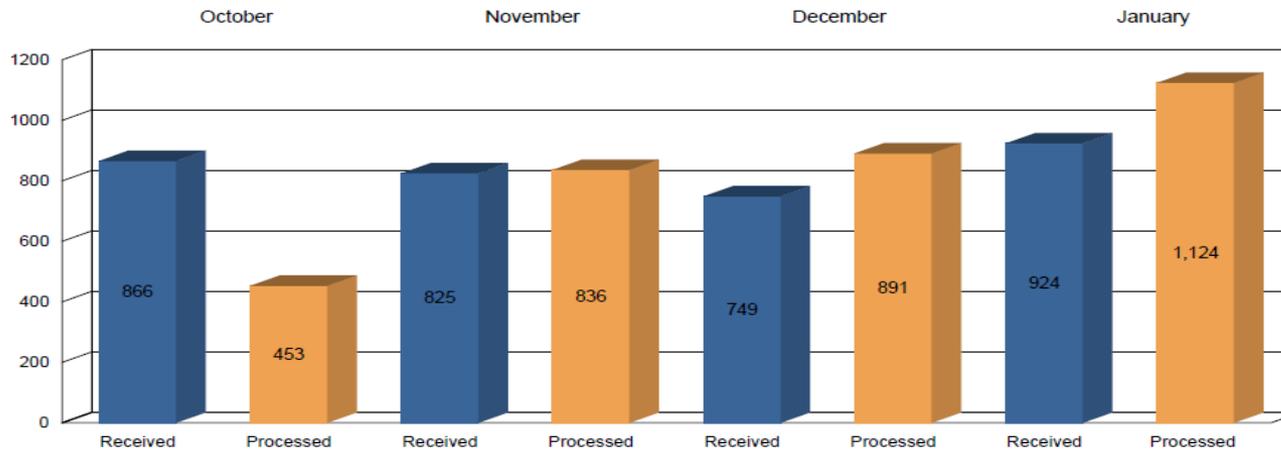
NFC ASO User Group Meeting Performance Metrics



October 1, 2012 – January 31, 2013

Run Date: 2/11/13 1:12:03PM

Access Request Monthly Comparison Report



Total Requests Received: 3,364

Total Requests Processed: 3,304

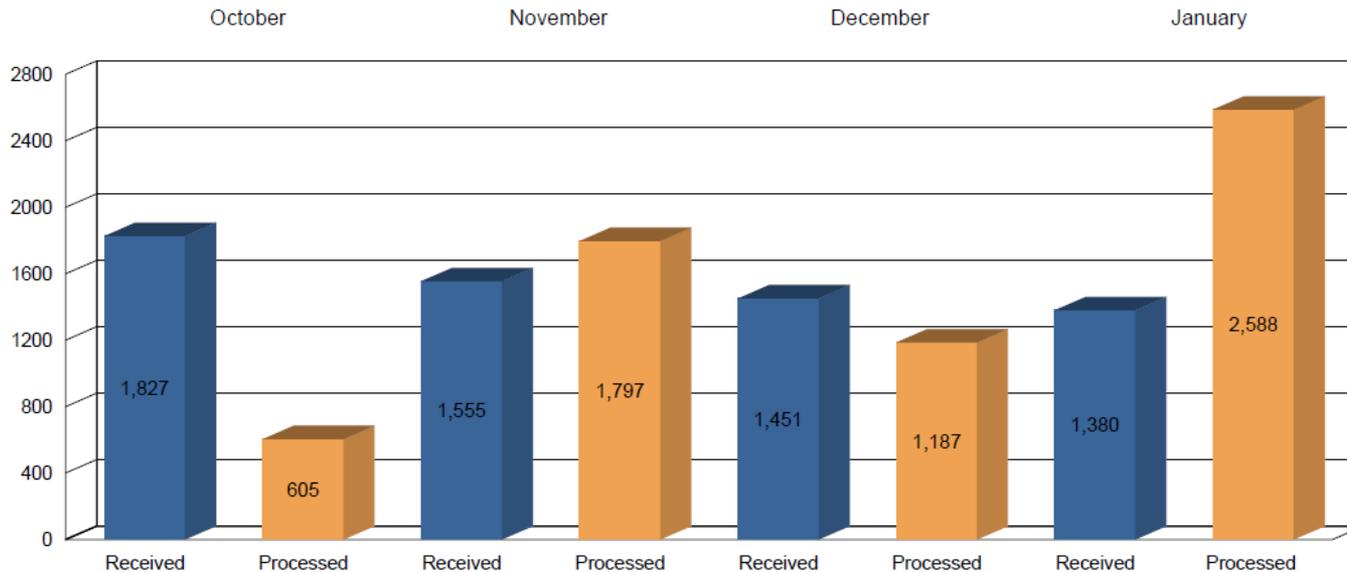
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Performance Metrics

October 1, 2012 – January 31, 2013

Run Date: 2/11/13 1:12:57PM

IDs Processed Monthly Comparison Report



Total User IDs Received: 6,213

Total User IDs Processed: 6,177

February 13, 2013

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Expedites



Valid Reason to Expedite	Invalid Reason to Expedite
System admin needs to repair system failure	New employee starting today/tomorrow
Software developer needs to correct bug in production code	Access was deleted due to inactivity
Have at least 2 ASOs and ALL are unavailable	Failure to submit request at least 5 or 10* days prior to access being needed *depending on number of UserIDs and complexity
Need to process payroll (or other vital function) and NO ONE currently has the required access	Expectation that it will take a long time to get access

Between October 1, 2012 & January 31, 2013

32% of expedited requests were completed within 5 days

23% of all requests were expedited

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Draft NFC Access Forms



- Common Sections
 - User Information, Action Required, Organizational Structure/Access Level
- Payroll / Personnel Access
- Reporting Center Access
- EmpowHR Access
- Draft copies available for review on Security Corner
- Send comments to nfc.aso@nfc.usda.gov

NFC PAYROLL PERSONNEL ACCESS FORM

Section 1. USER INFORMATION							
	ASO	CON	NAME	SSN (New users)	NFC USER ID (Existing users)	EMAIL ASO's only	PHONENUMBER ASO's only
1							
2							
3							
4							
5							

Section 2. ACCESS REQUIRED	
USERS:	PROFILES:
<input type="checkbox"/> ADD <input type="checkbox"/> MODIFY <input type="checkbox"/> DELETE	<input type="checkbox"/> ADD <input type="checkbox"/> MODIFY <input type="checkbox"/> DELETE

Section 3. ORGANIZATIONAL STRUCTURE	
DEPARTMENT	AGENCY
ORGANIZATION CODE	POI (Personnel Office Indicator(s))

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2013 ASO Training Dates



ASO Basic Training (1st Wednesdays)

Mar 6, Apr 3, May 1, June 5, July 3, Aug 7, Sept 4, Oct 2, Nov 6, Dec 4

Remedy Requester Console Training (2nd Wednesdays)

Feb 13, Mar 13, Apr 10, May 8, June 12, July 10, Aug 14, Sept 11, Oct 9, Nov 13, Dec 11

ASO Reports Training (3rd Wednesdays)

Feb 20, Mar 20, Apr 17, May 15, June 19, July 17, Aug 21, Sept 18, Oct 16, Nov 20, Dec 18

ASO Intermediate Training (4th Wednesdays)

Feb 27, Mar 27, Apr 24, May 22, June 26, July 24, Aug 28, Sept 25, Oct 23, Nov 27, Dec 26*

Sign up at NFC.ASO@nfc.usda.gov

1:00 p.m. – 3:00 p.m., Central Time

*If Wednesday falls on a holiday, class will be moved to following Thursday

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Contact Information

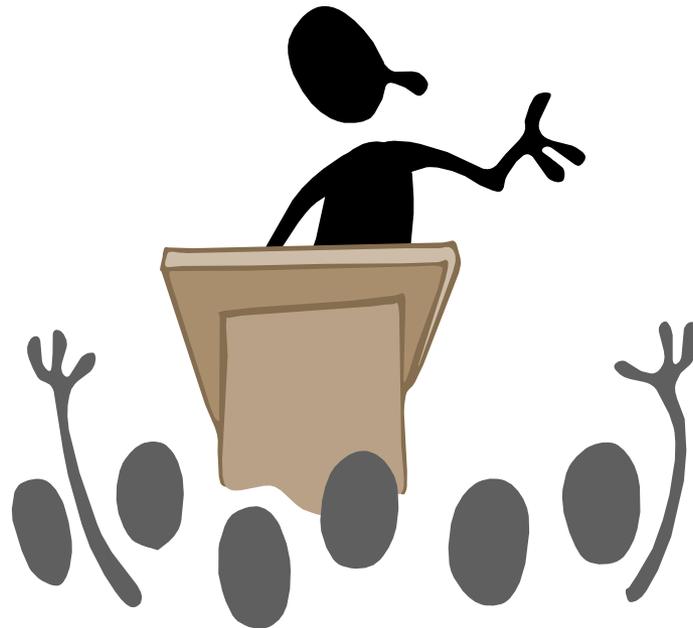


Ivan Jackson Associate Director, ITSD, ITS Ivan.Jackson@nfc.usda.gov	Access Requests via Remedy Requester Console https://servicecenter.nfc.usda.gov/arsys/home
Lisa Stafford Chief, ITSD, ITS, AMB Lisa.Stafford@nfc.usda.gov	Trouble Tickets (Operations & Security Center) OSC.Etix@nfc.usda.gov (800) 767-9641
Remedy Requester Console Louis Collins, AMB Staff Louis.Collins@nfc.usda.gov	ASO Basic/Intermediate Training Jennee Sander, AMB Staff Genevieve.Sander@nfc.usda.gov
Reports Training Evangeline Duncan, AMB Staff Evangeline.Duncan@nfc.usda.gov	Report Requests via Remedy Requester Console https://servicecenter.nfc.usda.gov/arsys/home
Security Corner www.nfc.usda.gov	ASO Training / Notifications NFC.ASO@nfc.usda.gov

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Questions? Comments?



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