



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



NFC ASO User Group Meeting

**Wednesday, February 15, 2012
10:00 am – Noon, Central Time**

**Lisa Stafford, Chief,
Information Technology Services Division (ITSD),
Access Management Branch**

NFC ASO User Group Meeting

Agenda



- Welcome
- Current State of Access Provisioning
- Access Management Statistics
- Improving Customer Service
- What You Can Do To Help
- Upcoming Goals
- Upcoming Training Dates
- Looking Ahead
- Contact Information
- Questions

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Before We Begin



- During the webinar, please follow these guidelines:
 - Place your phone on 'mute'
 - Do not put your phones on 'hold'
 - Hold questions until the end

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Current State of Access Provisioning



- Top Priority: Reduce backlog while protecting your data
- From 4 weeks behind to processing within 5 days
- Large amount of time required to provide statuses
- Large amount of time lost due to incorrect or incomplete forms

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Access Management Statistics



- Service **170** agencies
- Manage security for over **73,000** user IDs
- Provision **120** mainframe applications
- Provision **29** mid-tier applications
- Reset **41** types of passwords
- Multiple environments, devices
- Maintain over **1,100** Security Access Specifications for roles, applications, systems, datamarts, reports, etc.
- Annually Develop/Generate/Distribute over **14,000** Security Reports
- Daily capture **1 – 2 Million** Log Records from Windows, Unix & Network Devices
- Daily capture **7 Million** Log Records from Mainframe
- Annually conduct 2 Training Sessions for **25** NFC Security Coordinators
- Annually conduct at least **24** Training Sessions for **580+** ASO's
- Annually process over **18,000** User Security Access Requests

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Improving Customer Service



- Inform and educate ASOs
- Utilize overtime
- Use all available staff with required skills
- Assign staff to specialized areas
- Train administrators
- Better communications
 - Notices via GovDelivery
 - Tips in e-mails
 - Web site

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What You Can Do To Help



- Include SSN for new users
- Encrypt PII data
- Include all required information on requests
- Retain log numbers and incident numbers
- Sign up for notices at NFC.ASO@nfc.usda.gov (Subject: “Notices”)
- Sign up for training at NFC.ASO@nfc.usda.gov (Subject: “Training”)
- Verify access ASAP
 - Especially Hyperion passwords
- If Division or Zone security officers have multiple departments

User ID can be placed in, please specify the department

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What You Can Do To Help, continued



- Inform users that requests must come from ASOs only
- Reset passwords and run reports on ASO panels
 - ALL ASOs can now reset passwords in SALL
 - NFC currently resets IBIL passwords
- Use group email addresses
- Request statuses from OSC

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What You Can Do To Help, continued



- Ensure that you have at least one backup ASO
- Request CPAIS via Agency UMA Manager
- Include your phone number & email address with every email so you can be contacted ASAP
- Review the Monthly Inactivity Report on Reporting Center
- Request contractor expiration date extensions timely
- Request deletion of separating employees' access ASAP to prevent impact to gaining new access
- Review quarterly IRIS, PINQ, TINQ and PMSO access reports and take necessary action

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What You Can Do To Help, continued



- Expedited Security Access Requests
 - Request expedites only when required
 - Include proper justification
 - Place 'expedite' in subject line
 - Request access timely
 - Send to lisa.stafford@nfc.usda.gov

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1st Quarter Goals



- Replying to all recipients
- Automatically grant SecureAll (SALL) access for all ASOs
- Granting SPPS Supervisor Role
- Improving communication with OSC
- Training administrators
- Developing Access Form
 - Reduce completion errors
 - Provide instructions and guidance
 - Help from DHS, FNS, RMA & others
- Developing Rules of Behavior
- Developing new or updating existing procedures

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Upcoming Goals



2nd Quarter - Develop Expedite Policy

2nd Quarter - Increase staffing

2nd Quarter – FAQs on web page

3rd Quarter - Implement Remedy Requestor

Console

3rd Quarter – Add EPIC access report to the Reporting

Center

4th Quarter – Add Rapid Provisioning

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Upcoming Training Dates



February 15, 2012

March 7 and 21, 2012

April 4 and 18, 2012

May 2 and 16, 2012

June 6 and 20, 2012

July 5* and 18, 2012

August 1 and 15, 2012

September 5 and 19, 2012

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

1:00 PM – 3:00 PM Central Time

*If 1st or 3rd Wednesday is holiday, class will be moved to following Thursday

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Looking Ahead



- ASO User Group Meetings to coincide with other UG meetings
- Consider dedicated administrators for Agencies
- Consider dedicated trainers for Agencies
- Use feedback and suggestions from Agencies

Thank you...

for your patience and the opportunity to serve you

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Contact Information



Ivan Jackson Associate Director, ITSD ITS (504) 426-0400	Access Requests NFC.SecurityOfc@nfc.usda.gov (888) 245-4060
Lisa Stafford Chief, ITSB AMB Lisa.Stafford@nfc.usda.gov (504) 426-0440	Trouble Tickets (Operations & Security Center) OSC.Etix@nfc.usda.gov (800) 767-9641
Louis Collins AMB Louis.Collins@nfc.usda.gov (504) 426-0434	ASO Training / Notifications NFC.ASO@nfc.usda.gov
Security Corner www.nfc.usda.gov	Reports NFC.SecurityRpts@nfc.usda.gov

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Questions ?

