



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



NFC ASO User Group Meeting

Wednesday, November 14, 2012
10:00 am – Noon, Central Time

Presented by

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

NFC ASO User Group Meeting

Agenda



Welcome.....	Lisa Stafford
Webinar Guidelines	Louis Collins
Access Notifications	Lisa Stafford
Access Tips.....	Louis Collins
Branch Update.....	Lisa Stafford
Training Update.....	Jennee Sander
Questions & Comments.....	All

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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 notes / questions to Jennee Sander at
Genevieve.Sander@nfc.usda.gov
- Email NFC.ASO@nfc.usda.gov for copy of presentation

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Access Notifications

- ASO User Group Meeting
- Contractor Expiration Dates
- Remedy Requester Console
- SecuRemote Report Review

Upcoming

- Security Corner Updates
- Mainframe Password Complexity
- Security Corner New Expedite Process
- PPS Reports Review
- Mainframe Inactivity Reports Review
- HIPS Administration in SALL

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Access Tips



- **Remedy**
 - Respond to Remedy Tickets Timely
 - Review information in Resolution tab
 - Enter UserID in all caps
 - Use of Group email addresses
- **Monitor Expiring accounts**
 - 70% will expire in December
- **Treat Large Numbers of Requests as Projects**
 - Negotiate dates
 - Plan milestones
 - Coordinate tasks
 -
- **Use Key Words in Subject Line in ASO Emails**
 - Training
 - Expedites
 - Notifications

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Branch Update - Challenges

- Severe manpower shortages (averaged 40% vacancies)
- Backlog of requests
- Excessive requests to “Expedite”
- Inefficient submission of requests
 - 81% of requests had 1 UserID
- All requests not equal, but all had same SLA
 - Complexity, number of UserIDs, cross servicing, etc.
- Complex provisioning of access
- Requests for unnecessary access
- Long training period for Security Administrators
- Cumbersome and complex reporting
- Few or inaccurate performance metrics
- Growth

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Branch Update - What We've Done

- Implemented Remedy Requester Console
- Developing improved processing procedures
 - Standardize process for access administration
 - Provide clear instructions
 - Simplify training for new employees
- Increased staffing (priority on fill actions)
- Developed new training curriculum

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Branch Update - The Way Ahead

- Assign dedicated administrators for specific request types
- Remove access backlog
 - Establish Expedite policy
 - Send to ASO mailbox
 - Use FIFO method of processing
- Improve succession planning
 - Better training
 - Better documentation
- Improve customer service
 - Utilize Knowledge Management tools
 - Establish Subject Matter Experts

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Branch Update - The Way Ahead (con't)

- Improve reporting
 - Automate reports
 - Remove unnecessary reports
 - Activate missing reports
- Validate security specifications
- Simplify and improve access provisioning
 - Implement Access Provisioning tools
 - Implement Compliance and Monitoring tools
 - Implement Role Based Access for Agencies
- Develop new metrics
 - Based upon complexity and volume
 - Highly complex requests
 - Large requests (> 50 user IDs)
 - Count ALL affected accounts (i.e., serviced agencies)

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Branch Update - The Way Ahead (con't)

- Simplify request process
 - Develop standard access form
 - Reduce errors
 - Better metrics
- Reduce workload
 - Transfer password resets to OSC
 - Transfer password resets/role provisioning to ASOs (SALL, webTA)
 - Use automated provisioning
- Develop better method of estimating completion dates
 - Consider complexity and number of accounts
 - Consider outstanding work
 - Consider available staff

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Branch Update - The Way Ahead (con't)

- Better manage customer expectations
- Improve ASO training
- Encourage submission of multiple User IDs per request
- Reduce frequently requested access that is not needed
 - Access expires, requests resubmitted
- Analyze Data
 - Identify and address problem areas
 - Develop meaningful metrics
- Consider fee based services
 - By agency
 - For expedites

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2013 Training Dates



ASO Basic Training (1st Wednesdays)

Jan 2, Feb 6, 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)

Jan 9, 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)

Jan 16, 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)

Jan 23, 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 PM – 3:00 PM Central Time

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

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Contact Information



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ASO Training / Notifications NFC.ASO@nfc.usda.gov	Reports https://servicecenter.nfc.usda.gov/arsys/home
Security Corner www.nfc.usda.gov	

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Questions ?

