

EPIC User Group Meeting Notes
October 4, 2016, 1:00 p.m. - 3:00 p.m., EST

I. Welcome – Carolyn Landeche, National Finance Center (NFC)

Individuals in the Customer Support Office, USDA South Building and on the telephone were introduced. Meeting participants in New Orleans were recognized and acknowledged.

II. NFC Contact Center (NCC) Spotlight

NFC provided helpful reminders when processing History Correction Packages (HCUP).

- HCUP packages suspending on cancellation of an action, may require programmer intervention due to greyed out fields. If this occurs, please contact NCC for assistance.
- On the Monday after PAYE runs, HCUP packages suspending with error code 181 (Nature of Action, Not the Same as the Last Action) will appear on the packages. Agencies should check the HCUP package on Tuesday, after PAYE runs for the true PINE edit.

III. Community-Wide Projects

Project Number 1303526, Employee Personal Page (EPP), Security Enhancements Phase 2- Jeanell Baptiste, NFC

The National Finance Center (NFC) will be modifying MyEPP with the following functions:

- Add a history table to track changes to a users secure record (e.g. UserID, password, security questions and email addresses
- change the password reuse policy from the last three (3) passwords to the last 24 passwords
- prompt users to review their security questions every 6 six months – user will receive nag page to review – pop-up screen with the employee’s security questions will appear for the user to verify;
- Restrict users from changing email address and password on the “same” day; if attempted, an automatic message will say: *“Your email address and password cannot be changed on the same day – you must wait 24-hours before making a change”*
- Store log in and out information in the database.

Project Number 1086075, Masking Additional Information in MyEPP - Ronald Douglas, NFC

NFC has been working to increase security of Personal Identifying Information (PII) data in MyEPP for all customers. The following is a list of purposed changes to MyEPP:

- Mask portions of fields on documents that can be printed from MyEPP (which are all viewable on the screen as well):
 - (1) The SSN on the PDF version of the Earnings and Leave Statement (ELS).
 - (2) The financial account number and routing number on the ELS.
 - (3) The home address on the ELS
 - (4) The date of birth on the annual benefits statement.
- Mask portions of data that appears on the screen in MyEPP for review/update:
 - (1) The financial account number and routing numbers on DD/EFT, financial allotments, discretionary allotments, health savings accountings, home address, etc.
- Partially mask email addresses that are presented when forgot password is clicked, e.g., xxxxxst@msn.com.

NFC received feedbacks regarding this initiative and we currently are reviewing the information and finalizing the requirements. A status update will be provided in the near future.

III. Customer Comment Period

IV. Future Meetings – Carolyn Landeche

- Tuesday, January 10, 2017

V. Closing Remarks – Carolyn Landeche

- Meeting adjourned.

Attendees on the Phone

Freddie Morris, NFC North
 Wendy Moore, NFC North
 Anh Lewellen, NFC North
 Karen Queen, DOJ
 Kim Geraci, FS
 Catherine Sanchez, FS
 Pamela Freed, FS
 Faisal Ali, GPO
 Gwendolyn Holmes, CSOSA
 Linda Beard, OSHRC
 Betty Williams, IRS
 Jennifer Johnson, IRS
 Natalie Hernandez, IRS
 Kimberly Moreland, TR
 Dawn J. Patterson, OTA
 Rande Young, DM
 Marlo Blue, NEH

Attendees at USDA/NFC

Ronald Douglas, WRB
 Sharon Phillips, NCC
 Client Management Staff