

**Minutes from NFC ASO User Group Meeting
February 15, 2012 – 10:00 am – 12:00 pm Central Time**

On Wednesday, February 15, 2012, the NFC Access Management Branch held its quarterly ASO User Group Meeting. It was the first such meeting since April 2010, and it was the first time the meeting had been conducted as a webinar. The webinar was attended by 126 participants.

Ivan Jackson, Associate Director in the Information Technology Services Division, provided opening remarks. Lisa Stafford, Chief of the Access Management Branch, conducted the presentation. Louis Collins, AMB Staff Member, provided user navigation information for the webinar. Jennee Sander, AMB staff member fielded questions submitted during the webinar.

Twenty minutes into the webinar, a fire alarm went off at the National Finance Center, which caused the host to vacate the building. It was decided at that point to reschedule the User Group Meeting at 10:45am. Once the meeting was re-convened, only 97 participants returned.

A PowerPoint presentation was provided during the webinar which contained the following topics:

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

Users submitted questions related to what reports are available to ASOs, what Hyperion is, and how they could get a copy of the presentation. Positive feedback was provided after the webinar from ASO's thanking NFC for having the User Group Meeting. Some comments were that the presentation contained a lot of useful information, the presentation was very informative and helpful, and the timeliness and organization of the presentation was good.

The following action items were documented and statuses will be provided at the next User Group Meeting:

1. Investigate the feasibility of allowing ASOs to reset Hyperion passwords.
2. Submit a survey to obtain participant feedback (attach to presentation).
3. Distribute future notices earlier, and utilize all available means of notifying ASOs. Past notifications were issued via GovDelivery to both CAPPs and ASO subscribers, the Mainframe Bulletin Board, and to attendees of the CAPPs meeting.
4. Update the web site for upcoming meetings, and utilize canned messages in administrator replies to ASOs.
5. Update ASO notice distribution list with users who submitted email to NFC.ASO@nfc.usda.gov.
6. Update tasks from presentation.
7. Develop Intermediate ASO Training.
8. Begin high level planning for Role Based Security.

Next meeting: Wednesday, May 16, 2012 from 10:00 am – 12:00 pm, Central Time