

ASO User Group Meeting Notes
February 18, 2015 – 10:00 am Central Time
Registrants/Attendees

Grace Adams-Johnson, DOJ	Jeremy Hall, USDA/KCC	Rick Perry
Ronald Alexander, SI	Kim Harris, TREAS	Samuel Prieto
ADJOA ATAAH	Tanika Harris, USDA	Martina Pugh, VA
Priscilla Battle, DHS/FEMA	Mary Hightower, VA	Karen Queen, DOJ
Marlo Blue	Sharon Hill, VA	Christine Reinhardt, FMC
Tracy Boles, VA	Philip Hiob, FEC	Renita Richardson, NOAA
Bobby Borja	James Hoebel, DOC	Sarinya Rodbhajon, SBA
Nancy Bradford, USDA/APHIS	Bob Holiday	Jackie Royster
Nancy Branford	Monica Hout	Sonaida Rubio
Sheila Braun	Jason Hug	Robert Short, CTFC
Glenn Brokering, USDA/STL	Rachella Jackson, USDA	Mary Jo Sigmon, FS
Dave Brooks, USDA/NASS	Takisha Jackson, DHS	Jackie Smith, IRS
GUADALUPE CABRAL, VA	Daruis Jamshdi	Jacqueline Smith
Rebecca Call	Jorge Jorguera, SBA	Denise Solo
Anthony Campbell	Katherine King, OSC	Lisa Stafford, USDA/NFC
Pamela Clark, USDA/APHIS	Becky Krukar, USDA/FSIS	Darlene Stephens, USDA
H Coffman	Sandra Labissiere, FEC	Priscilla Tate, DHS/CBP
Louis Collins, USDA/NFC	Peter Lee	Susan Traill
Jenny Crawford, DHS/USCIS	Dan Loreda	Monica Tran, USDA/OCE
Tajuana Dill, FCC	John Makings	Carl Turner, TREAS
Evangeline Duncan, USDA	Kathy McDuffe	Tammy Vance, DOL
Michele Foster, DOI/IBC	Jillian Messina, VA	Nancy Varichak, USDA/APHIS
Linda Gandara, ARC	Jim Mitchell	James Varnado, USDA/NFC
Grant Garris, DOJ	Monica Moore, FS	Renee Vigil, USDA/FTC
Crystal Gaston, CSOSA	Connie M. Northington, BEP	Donna Washington, GPO
Alishia Gillenwater, TREAS	Stephanie Palma	Shana Williamson
Lorie Gleason, USDA/APHIS	Dawn Patterson	Dianna Wilson, TREAS
Qiana R. Gray, DHS	Crystal Payne	Rande Young, USDA

The meeting convened at 10:00 a.m. Some participants could not register at the link provided, or they could not access the webinar, or could not download the presentation from the web site. The presentation was emailed to some participants prior to the meeting.

Questions / Comments

Q: Can the AD3100-P email address block be expanded?

A: Yes, the form field will be expanded.

Q: How can I provide the email address until the form is expanded?

A: If the email address will not fit in the space provided on the form, put the email address in the Remarks section on the form (if available), or in the Notes section of the Remedy Requester Console ticket.

Q: Is the Insight application replacing the Focus application?

A: Yes, however, GESD does not have a timeframe as to when FOCUS will be sunset. Once a timeline has been established the customers will be notified well in advance.

Q: What is the restriction level on the Mainframe?

A" Level four is the lowest level that access can be restricted on the mainframe.

Q: Which applications have been sunset?

A: TUMS and IBIL

Q: Are Insight accounts being deleted automatically due to inactivity?

A: Inactive Insight accounts are being deleted manually, but the automated process will be expanded to that application.

Q: How do I get a list of my users who are missing email addresses?

A: Submit a request via Remedy Requester Console using the Security Reports summary line for this information.

Q: Where can I find a list of acronym descriptions?

A: Commonly used acronyms can be found at

https://www.nfc.usda.gov/About_NFC/products.html and in FAQs on the Security Corner at https://www.nfc.usda.gov/Security/Documents/AMB_FAQs.pdf.

NOTE: Acronyms used during the meeting were IBIL (Internet Billing System) and TUMS (Telephone and Utilities Maintenance System) – both obsolete applications.

Q: What apps replace IBIL & TUMS?

A: Awaiting information.

Q: Are PCIP reports in Reporting Center now obsolete?

A: Yes. All access should be removed.

Q: What information is needed to call in to the webinar? Why didn't the registration link work?

A: The dial in number for the teleconference / webinar can be found in the ASO User Group notice sent via email prior to each meeting. The registration link is not available for past due appointments.

Q: Can I request that a user account be placed in a special status to prevent them from being deleted if the user is on extended leave, e.g., maternity leave?

A: Yes, you can indicate that the user will be away on extended leave on the access form in the Remarks section of the form, or the Notes section in Remedy. During this time frame, the account will be disabled, but it will not be deleted. You must send in another request to have the account reactivated immediately prior to the user's return to work. Note: more detailed instructions will be provided at a later date when an extended leave process has been developed for Web applications.

Q: If a user with multiple accounts (for servicing agencies) is going on extended leave, who can request that their accounts be placed on hold?

A: The ASO(s) with organizational authority of the user's accounts must submit the request to place the accounts on hold due to extended absence.

Q: What is the process to get accounts for DPRW?

A: DPRW UserIDs are established and provided to Agency Security Officer (ASO)s via email (DPRxxx). AMB then requests a Remedy Requester Console (RRC) account for each new ASO. The Remedy Group will contact ASOs once the RCC account is established and provide the RRC UserID (RRCDPRRxxx) and password. RRC will be utilized for requesting security access for DPRW users within the ASO's agency. This request does NOT provide access to DPRW (TCC) but merely establishing each user as an ASO. A notification is also provided to provide the information needed to request access. Finally, information on the next Remedy Requester Console training (Webinar) is provided.

The meeting ended at 11:15 a.m. Central Time.