



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



# NFC ASO User Group Webinar

Wednesday, February 13, 2013

10:00 a.m. – 12:00 p.m., Central Time

Presented by

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

# NFC ASO User Group Meeting

## Agenda



Welcome.....	Lisa Stafford
Webinar Guidelines.....	Louis Collins
News & Updates.....	Lisa Stafford
Questions & Comments.....	All

# NFC ASO User Group Meeting

## 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 comments / questions via the Notes tab during the webinar
- Email [NFC.ASO@nfc.usda.gov](mailto:NFC.ASO@nfc.usda.gov) for a copy of the presentation or download it from the NFC Security Corner

# NFC ASO User Group Meeting Staffing



- Greg Fulmer – Reports
- Bobby Borja – Access
- Phong Dang – Access
- Curtis Ford – Access
- Will Thibodeaux – Reports
- Aqeel El-Amin – Access
- 2 Vacancies

# NFC ASO User Group Meeting

## Customer Service



- Web Page Updates
  - Goal: Empower ASOs
  - Security Corner
  - FAQs
  - Training
  - ASO UG Meeting Minutes
- Survey
  - Info About You
  - Training
  - Web Site
  - Notifications
  - Reports
  - ASO User Group
  - Service
- Auto Access
  - SecureAll (SALL)
  - Remedy Requester Console
  - ASO Panels
  - New: Security Reports



# NFC ASO User Group Meeting Training



- Increase Attendance
- Improve Effectiveness
- ASO Feedback Critical
- Reports (New)
- ASO Intermediate (New)

# NFC ASO User Group Meeting Notices & Reports



- Contractor Expiration Dates Notice
- SecuRemote Reports
- ACRWS Access Reports
- FDW Access Reports
- Mainframe Inactivity Reports
- ASO User Group Notice
- ConnectDirect Validation Notice
- ASO User Group Meeting Minutes
- Remedy Requester Console Update

# NFC ASO User Group Meeting

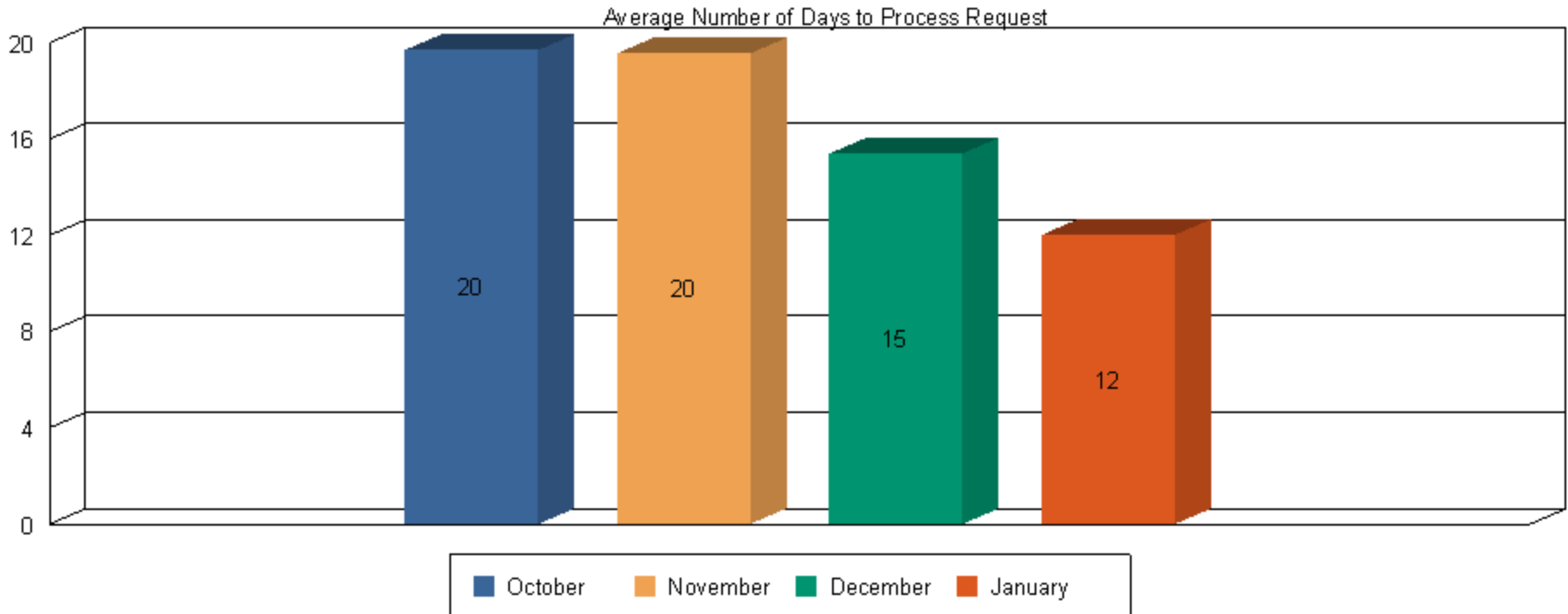
## Remedy



- Problems with group email addresses
- Concern about “prematurely” closed requests
- ASO Actions
  - Verify email address in Remedy profile
  - Submit access requests via Remedy Requester Console
  - Submit trouble tickets (password resets, access problems, account suspends) to [osc.etix@usda.gov](mailto:osc.etix@usda.gov)
  - Coordinate submission of requests to prevent re-work
  - Use Requester Console to submit access changes from security report reviews
  - Validate access ASAP
  - Respond to Remedy Surveys
  - Attend training
  - Use profile names where possible
- AMB Actions
  - Verify specs when provisioning access
  - Update processing specs for complex requests
  - Implement quality control procedures
  - Work with GESD regarding multiple tickets, validation of access
  - Provide phone number/email when requesting info

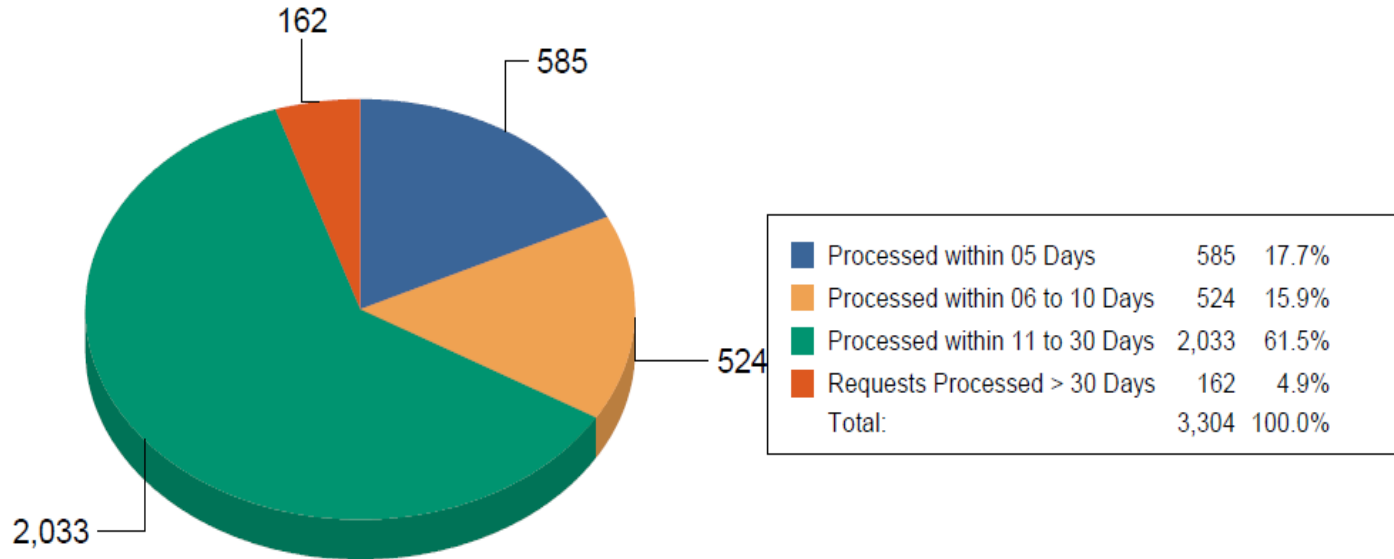


# NFC ASO User Group Meeting Performance Metrics



# NFC ASO User Group Meeting Performance Metrics

October 1, 2012 – January 31, 2013



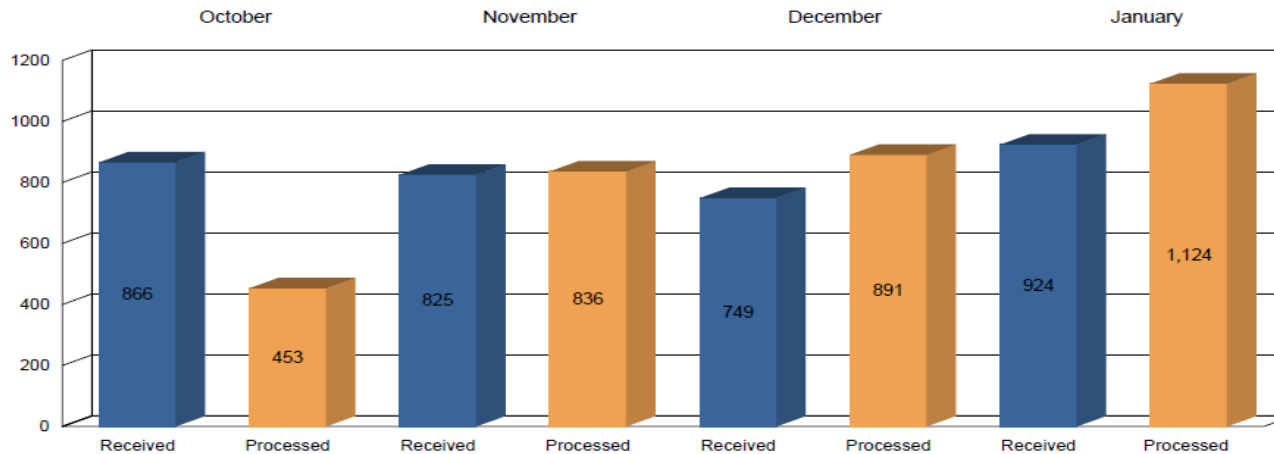
# NFC ASO User Group Meeting Performance Metrics



October 1, 2012 – January 31, 2013

Run Date: 2/11/13 1:12:03PM

Access Request Monthly Comparison Report



Total Requests Received: 3,364

Total Requests Processed: 3,304

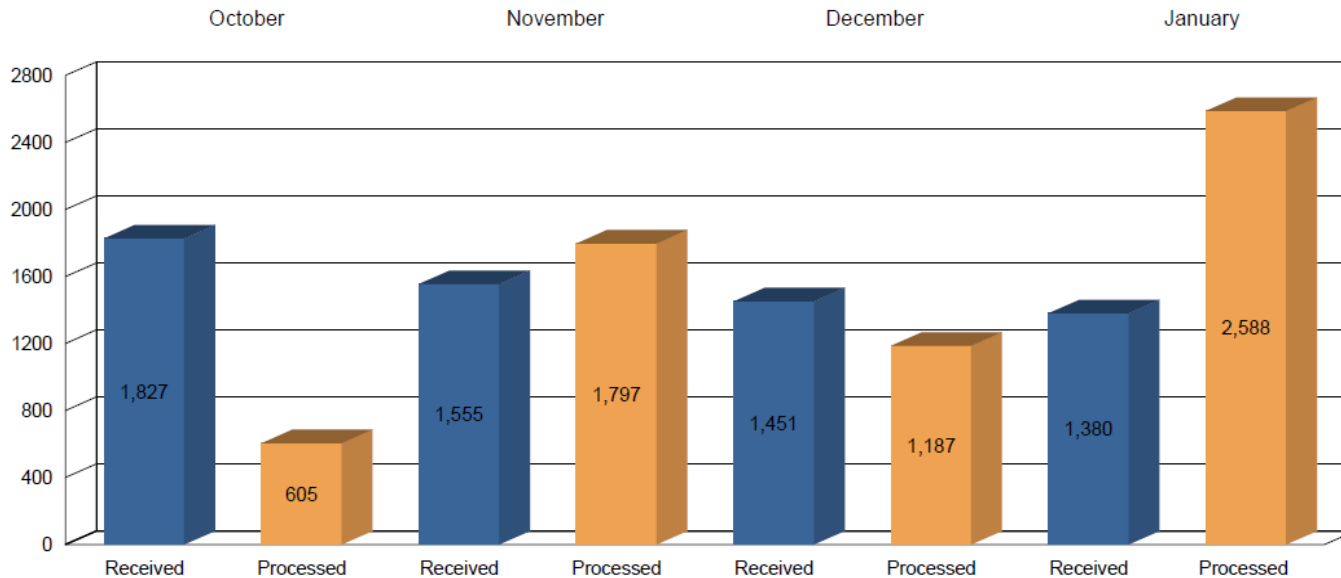
# NFC ASO User Group Meeting

## Performance Metrics

October 1, 2012 – January 31, 2013

Run Date: 2/11/13 1:12:57PM

IDs Processed Monthly Comparison Report



Total User IDs Received: 6,213

Total User IDs Processed: 6,177

February 13, 2013

# NFC ASO User Group Meeting

## Expedites



Valid Reason to Expedite	Invalid Reason to Expedite
System admin needs to repair system failure	New employee starting today/tomorrow
Software developer needs to correct bug in production code	Access was deleted due to inactivity
Have at least 2 ASOs and ALL are unavailable	Failure to submit request at least 5 or 10* days prior to access being needed  *depending on number of UserIDs and complexity
Need to process payroll (or other vital function) and NO ONE currently has the required access	Expectation that it will take a long time to get access

*Between October 1, 2012 & January 31, 2013*

*32% of expedited requests were completed within 5 days*

*23% of all requests were expedited*

# NFC ASO User Group Meeting

## Draft NFC Access Forms



- Common Sections
  - User Information, Action Required, Organizational Structure/Access Level
- Payroll / Personnel Access
- Reporting Center Access
- EmpowHR Access
- Draft copies available for review on Security Corner
- Send comments to [nfc.aso@nfc.usda.gov](mailto:nfc.aso@nfc.usda.gov)

### NFC PAYROLL PERSONNEL ACCESS FORM

Section 1. USER INFORMATION							
	ASO	CON	NAME	SSN (New users)	NFC USER ID (Existing users)	EMAIL ASO's only	PHONENUMBER ASO's only
1							
2							
3							
4							
5							

Section 2. ACCESS REQUIRED	
USERS:	PROFILES:
<input type="checkbox"/> ADD <input type="checkbox"/> MODIFY <input type="checkbox"/> DELETE	<input type="checkbox"/> ADD <input type="checkbox"/> MODIFY <input type="checkbox"/> DELETE

Section 3. ORGANIZATIONAL STRUCTURE	
DEPARTMENT	AGENCY
ORGANIZATION CODE	POI (Personnel Office Indicator(s))

# NFC ASO User Group Meeting

## 2013 ASO Training Dates



### **ASO Basic Training (1<sup>st</sup> Wednesdays)**

Mar 6, Apr 3, May 1, June 5, July 3, Aug 7, Sept 4, Oct 2, Nov 6, Dec 4

### **Remedy Requester Console Training (2<sup>nd</sup> Wednesdays)**

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 (3<sup>rd</sup> Wednesdays)**

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 (4<sup>th</sup> Wednesdays)**

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](mailto:NFC.ASO@nfc.usda.gov)

1:00 p.m. – 3:00 p.m., Central Time

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

# NFC ASO User Group Meeting

## Contact Information



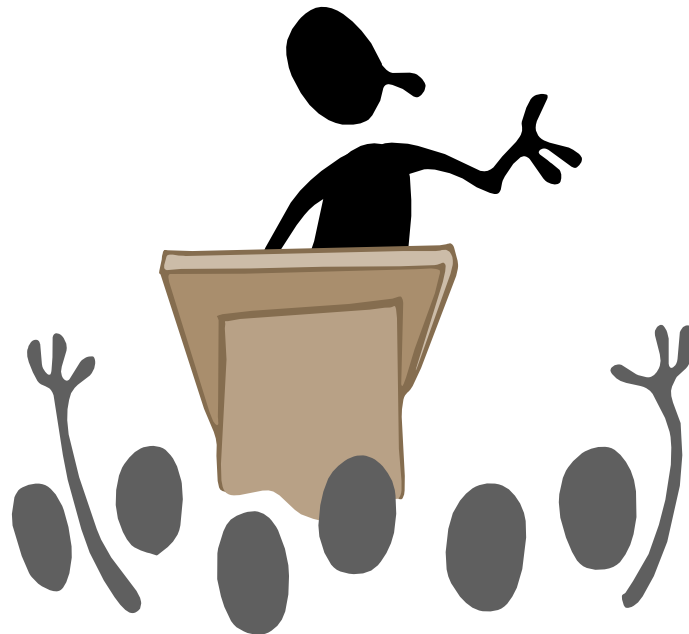
Ivan Jackson Associate Director, ITSD, ITS <a href="mailto:Ivan.Jackson@nfc.usda.gov">Ivan.Jackson@nfc.usda.gov</a>	Access Requests via Remedy Requester Console <a href="https://servicecenter.nfc.usda.gov/arsys/home">https://servicecenter.nfc.usda.gov/arsys/home</a>
Lisa Stafford Chief, ITSD, ITS, AMB <a href="mailto:Lisa.Stafford@nfc.usda.gov">Lisa.Stafford@nfc.usda.gov</a>	Trouble Tickets (Operations & Security Center) <a href="mailto:OSC.Etix@nfc.usda.gov">OSC.Etix@nfc.usda.gov</a> (800) 767-9641
Remedy Requester Console Louis Collins, AMB Staff <a href="mailto:Louis.Collins@nfc.usda.gov">Louis.Collins@nfc.usda.gov</a>	ASO Basic/Intermediate Training Jennee Sander, AMB Staff <a href="mailto:Genevieve.Sander@nfc.usda.gov">Genevieve.Sander@nfc.usda.gov</a>
Reports Training Evangeline Duncan, AMB Staff <a href="mailto:Evangeline.Duncan@nfc.usda.gov">Evangeline.Duncan@nfc.usda.gov</a>	Report Requests via Remedy Requester Console <a href="https://servicecenter.nfc.usda.gov/arsys/home">https://servicecenter.nfc.usda.gov/arsys/home</a>
Security Corner <a href="http://www.nfc.usda.gov">www.nfc.usda.gov</a>	ASO Training / Notifications <a href="mailto:NFC.ASO@nfc.usda.gov">NFC.ASO@nfc.usda.gov</a>



# NFC ASO User Group Meeting



## Questions? Comments?



February 13, 2013