



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



NFC ASO User Group Meeting

Wednesday, August 15, 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 & Updates	Lisa Stafford
Access Tips.....	Louis Collins & Jennee Sander
Project Updates.....	Lisa Stafford
Upcoming Training Dates.....	Louis Collins
ASO Questions & Concerns.....	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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Notifications



- ASO User Group Meeting – August 4 & August 13
- Remedy Requester Console (USDA) – August 2
 - User Guide supplied
 - July 26 – August 9: Training Thursdays, 1 – 2 p.m. Central Time
 - August 13 – August 24: Requests accepted via RRC & mailbox
 - August 27: All requests submitted by RRC
- SPPS Roles – May 14 & July 12
 - June 11: Deadline to request changes without access removal
- Requesting Access to EmpowHR Person Model (USDA) – May 21

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Updates



- **Requests**

- Reduced average number of processing days
- 551 Expedites – January- April
- 12,375 security requests processed (last 13 months)
- 21,924 UserIDs created (last 13 months)
- 81% of requests had 1 UserID
- 19% of requests had 2+ UserIDs
- 40 average daily requests
- 98% of requests had 10 UserIDs or less

- **Training**

- 42 – Basic ASO Training (Since December)
- 71 – Tribal Insurance Program Security Officers (March – May)
- 28 – Remedy Requester Console for USDA ASOs (Since July)
- 139 – May User Group meeting
- 55 - Webinars scheduled (February – July)
 - Some webinars were cancelled if there were no attendees

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Access Tips



- **Policy**

- Cancel access for former employees to allow access in new agency
- Guidelines for Expedites
- Do not share UserIDs/passwords
- Ensure that backups exist for separating employees
- AMB does not provide training on applications. Contact Customer Support

- **Operational**

- ASO responsibilities: Resetting SALL passwords
- Use profiles when requesting access
- Use the correct email address when submitting requests
- Have at least 3 ASO's in case one is out and an ASO needs an access change

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Project Updates



- **Access Form**
 - Section 1 –Identification
 - User(s): User ID, Name, SSN, Expiration Date
 - ASO: User ID, Name, eMail Address, Phone Number
 - Section 2 – Scope of Access
 - Department, Agency, Organization Level, POI
 - Section 3 – Payroll / Personnel Systems
 - Action
 - All
 - Sensitive / Non-Sensitive
 - Inquiry / Update
 - Profile
 - Role
 - Section 4 – Reporting Center
 - Detailed
 - Sensitive
 - Considerations

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Project Updates



How Long Will It Take to Process My Request?

- Changes to processing metrics due to current practices
 - Expedited requests are common practice
 - Small number of agencies account for large number of requests
 - Using LIFO method of processing
 - Emphasize requests instead of user IDs
 - Customers submit multiple requests with one user ID
 - Complicates the 5-day turnaround requirement
 - Complexity and number of accounts not considered
 - Reasonable completion dates not negotiated
 - Highly complex requests
 - Large requests (> 50 user IDs)
 - Frequently request access that is not needed
 - Access expires, requests resubmitted
 - Not counting ALL affected accounts (servicing agencies)
 - Require more action from ASOs

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Project Updates - Improvement Plan



- Fully staff organization
- Transfer password resets to OSC
- Require ASOs to reset passwords
- Establish time frames for requests and projects
 - What's already in the queue?
 - How complex is the request?
 - How many administrators available to process?
- Data Analysis
 - Identify and address problem areas
 - Develop meaningful metrics
- Document access management procedures
 - Standardize process for access administration
 - Provide clear instruction
 - Improve ease of training new employees
 - Free up senior administrators
- Add advanced, face-to-face training
- Acquire/develop access provisioning solution
- Consider dedicated administrators and fee based services
 - By agency
 - For expedites

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ASO Concerns



Open Comment Period

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Upcoming Training Dates



August 15, 2012

September 5 and 19, 2012

Sign up at NFC.ASO@nfc.usda.gov

1:00 PM – 3:00 PM Central Time

*If 1st or 3rd Wednesday is holiday, class will be moved to following Thursday

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Contact Information



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Questions ?

