



USACCESS Program

Blue Top Newsletter

Upcoming Meetings and Training

Meeting/Training	Date & Time (EST)	Location	Dial-In Info
Registrar Classroom Training	Wed and Thu May 6-7 Jun 10-11	HP Chantilly, VA	Contact Jim Schoening for information or to Register
CAB	Thu, Apr 16 9:30 to 12:00	Grant Thornton 333 John Carlyle Dr., Alexandria, VA 4th Fl. Conf. Rm	No Telecon Provided
User Group	Tue, Apr 21 9:00-12:00	GSA Central Office 1800F St. NW Conference Rm. 3046	888-455-1864 Passcode: 5887966 NEW Passcode
Derived Credential Industry Day	Tue, Apr 27 – Talk to your agency lead if you are interested in attending		

Special Points of Note:

Now found on www.fedidcard.gov:

- > Service Order Requests and Test Card Orders
- > Role Holder Web Based Training Registration
- > Deployment Activities and USAccess Center Status Alerts
- > Contact Steve Sill (Stephen.sill@gsa.gov) to be added to User Group (UG) distribution list.
- > Contact Jim Schoening (jim.schoening@gsa.gov) for Registrar Classroom Training sign up

SIP Maintenance

Recently, the MSO requested that agencies utilizing SIP interfaces sign an annual order to authorize our vendor to provide maintenance and other support to SIP services. This resulted in customers having concerns about obligating additional funding that might not be used. The IA funding agreement that customers sign with the MSO covers all services that the MSO provides, so the funding that is billed for all technical support orders is billed from an agency’s existing funding. These orders can have a not-to-exceed, or NTE, amount specified to control expenditures. Given the urgent nature of any problems that may arise relating to SIP, it behooves agencies who utilize it to be able to resolve these problems without delay. Going through the order process on an as-needed basis can result in systems being down for a longer period of time as the vendor cannot perform these services without authorization and funding from the customer agency. To summarize:

- Agencies do not obligate additional funding for SIP orders - those orders just authorize the MSO to bill against existing HSPD-12 funding with a specified NTE amount.
- SIP problems are usually highly urgent in nature - the process for approving a SIP order would entail a lot of back-and-forth with agencies, and would result in delays in fixing the problem if performed strictly on an as-needed basis
- IA with MSO covers any and all services provided by the MSO, so no separate agreement is needed for SIP orders

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Help!

A number of agencies have dedicated credentialing centers across the country that are designated for that agency use only. PLEASE do not direct your applicants to make or attempt to make appointments at those sites for enrollment or activation unless you have the explicit permission of the site to do so. We are getting reports that dedicated sites are dealing with external applicants making appointments and showing up at dedicated sites, disrupting their operations, and not using the shared credentialing centers that are hosted for that very purpose. Please respect the host agency's conditions.

Fixed Infrastructure Windows 7 Workstation Replacement Update

The schedule for fixed workstation replacement is posted on the Agency Lead Portal (ALP). This schedule includes the planned timeframes for fixed site Prep Calls, Windows 7 equipment shipments and Install Calls.

Prep Calls

Prep calls were completed for Waves 1, 2 & 3. Sites that attended these calls are now eligible for equipment shipping. **If the site did not attend a call, equipment will not be shipped.** If your site did not attend their scheduled call, please contact the MSO to have them attend a future prep call.

First Windows 7 Equipment Shipped April 7

All Wave 1 site equipment completed shipping on Tuesday, April 7. Emails were sent to site POCs with shipment tracking information and instructions for preparing for the install call. Please look for the shipment email and be sure to follow the steps to prepare for and schedule the install call within 2 weeks of equipment arrival on site. Wave 1 & 2 sites have until April 24 (previously April 17) to complete their install calls and an email was sent to Site POCs and Agency Leads informing them of this new date.

We're pleased to report that the first install call was completed successfully at a DOI site in Reston, VA so they are operational with their new Windows 7 machines.

Windows 7 Update Continued

******REMINDER: Please have your Registrars and Activators follow the steps to know their UPNs and passwords.******

This information is needed during the install call. Having this information readily available during the call makes the call more efficient. Instructions for how to gather this information were covered in the Prep Calls and are also outlined in the USAccess Fixed Workstation Replacement Process guide that was attached to both the Prep Call invites as well as the shipment tracking emails.

Weekly Reporting

Weekly reports are now sent weekly to the MSO. This report shows the schedule for Agency fixed sites, as well as their progress in meeting all of their milestones.

Finance Reminder

As a reminder to all of our customer agencies, please be sure to maintain sufficient funding for your HSPD-12 services. The IA addendum form used to obligate additional funding and instructions for completing it can be found on the FedIDcard.gov website under the Customer Agencies tab in the Onboarding Process section. Please feel free to contact Spiro Papagjika (spiro.papagjika@gsa.gov) or Meredith Rose (Meredith.rose@gsa.gov) with any funding-related questions.

Service Enhancements

System Changes Since Last Blue Top

- **Maintenance was completed as scheduled on Saturday, March 28, 2015 and USAccess Release 9.6.3 was pushed to production.** This release included monthly maintenance as well as support for Internet Explorer 11. USAccess role holders can now access USAccess portals using IE 11 in native mode. Previously, role holders had to configure the browser to run in compatibility mode.
- **Update Consumer Financial Protection Bureau Zone 4 Return Address**
- **Addition of Agency Configuration Data for WW1 Centennial Commission**
- **Add OPAC Combination for WW1 Centennial Commission**

Security Tip

Laptop Security When Traveling

When traveling with your agency assigned laptop, or your personal laptop, don't let it out of sight! Laptops, when out of sight, are very attractive targets for theft. If you have to step away from your belongings in any public access locations (i.e. an airport) make sure that you take your laptop and bag with you. The only exception is if you are traveling with someone you know and trust. It is a good practice to remind them to not leave your laptop unattended as well. While going through the Security/ Customs screening also try to keep visual contact with your laptop if you are required to set it down for any reason.

When using your agency assigned laptop while away from the office, if possible make sure that you connect it to the network at least weekly for security updates and other patches provided by your IT Department. This will ensure that your assigned laptop is current with the latest security updates and avoid problems in the future.