



USACCESS Program

Blue Top Newsletter

Upcoming Meetings and Training

Meeting/Training	Date & Time (EST)	Location	Dial-In Info
User Group	Tue, Jul 21 9:00 to 12:00	GSA Central Office 1800F St. NW Conference Rm. 6044	888-455-1864 Passcode: 5887966
CAB	Thu, Jul 9 9:30 to 12:00	Grant Thornton 333 John Carlyle Dr., Alexandria, VA 4th Fl. Conf. Rm	No Telecon Provided
Registrar Refresher Training	Thu, Jul 9 2:30 to 3:30	Telecon	888-455-1864 Passcode: 3611044
Registrar Classroom Training	Wed and Thu Jul 15-16 Aug 12-13 Sep 16-17	HP Chantilly, VA	Contact Jim Schoening for information or to Register

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 Alert
- > 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

Director's Corner: New Acquisition process

As many of you know, we announced at the June Customer Advisory Board that the SSP-IV acquisition has been canceled. We considered very carefully our course of action, taking into account our customer's concerns, the long-term impact on the service we provide every day, and the net cost to the government. As our Assistant Commissioner pointed out, successfully delivering a new contract will require a collective effort, not only by the program, acquisition, financial, and legal staffs in GSA, but also by our agency customers. The MSO will be reaching out to Agency Leads in the coming weeks for several things. We will be conducting interviews with a representative group of customers to elicit agency-specific requirements, establishing an Integrated Project Team that will produce a Request for Information, acquisition package and Request for Proposal that will be submitted to GSA Contracting and Legal for review and release. The agency-specific requirements gathered during interviews and the results from the RFI will be incorporated into the acquisition package documents. We realize that participation in this process will be an investment of time and expertise, but it's essential for all of us that this acquisition succeeds. Please make sure your agency's interests are represented!

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New Agency Lead Portal URL

The URL for the Agency Lead Portal (ALP) has changed. The new URL is:
<https://usaccess-alp.gsa.gov>

The previous URL will forward you to the new URL until August 15, 2015, at which time the previous URL will no longer be active. Please take the time to update your bookmarks to the new URL.

An announcement will be placed on the ALP notifying users of this change. The MSO team will also be notifying all ALP users of this change via email.

Please let us know if you experience any issues with this change.

Customer Loyalty Survey

The annual Customer Loyalty Survey was sent out last Tuesday, June 16. The purpose of this survey is to help the General Services Administration Federal Acquisition Service (GSA FAS) monitor customer satisfaction and loyalty. Your feedback will identify ways we can enhance and improve your customer experience using the USAccess Program.

Providing information is voluntary. Your responses will be completely confidential and will only be released in group summaries and will not contain personally identifiable data.

We look forward to your feedback so that we may better serve you.

Fixed Infrastructure Windows 7 Workstation Replacement Completed

We are pleased to report that all USAccess fixed workstations currently used in the field were successfully migrated to Windows 7. For those sites with equipment left to be returned, please also make sure that you return the replaced equipment in the containers provided.

As mentioned in the June User Group, we want to send a huge thank you to all the Agency Leads and their personnel for working so hard with our deployment teams to make this happen in time for our ATO. We appreciate your commitment to this project and helping us make it a success!

Non-PIV Working Group Update

The first meeting of the newly formed NPWG met on June 17. The MSO discussed its plan for a PIV-I proof of concept modeled after the Distributed (Local) Printing pilot. The MSO asked for 2-3 agencies to participate in the program. Details will be discussed at the next NPWG meeting.

Service Enhancements

System Changes Since Last Blue Top

- Updated OPAC Combinations for DOI

Planned Changes

- **Maintenance is scheduled for Saturday, June 27 for most of the day.** Please plan for the USAccess Service and role holder portals to be unavailable for most of the day.
- **Update to GSA Online Scheduling System planned for July 15.** The vendor managing the GSA Online Scheduling System has notified us of an update to the scheduling software planned for July 15. As a result of this maintenance, Internet Explorer 8 will no longer be supported. We encourage Agencies to upgrade to later versions of IE when accessing the scheduling system. The fixed credentialing workstations are all operating on IE 11 as a result of the Windows 7 migration.
- **Entrust cert update being planned for July.** The PIV Content Signing Certificate used by the system to administer certificates is set to expire in August 2015. As part of this work, our CA provider (Entrust) must also update their CA root certificate. Meetings are occurring between HP and Entrust to schedule this work. Once plans are in place, an announcement will appear in the Blue Top and the next User Group meeting outlining outage times expected.
- **Disaster Recovery Exercise scheduled for July 18.** The annual DR exercise is scheduled for the weekend of July 18. During this time, the USAccess Service will be unavailable. Please plan for it to be unavailable for most of the weekend.

Security Tip

Securing Light Solutions

Agencies are reminded to take action on their Light Credentialing and Light Activation stations to ensure they are updated with the latest Windows updates and patches, and Antivirus definitions. Since the Agencies own these stations, the MSO and HP do not release Windows operating system updates or antivirus updates for the Light stations. It is each Agency's responsibility to ensure Operating System patches and Antivirus software are kept up to date on all Light stations.