



U.S. General Services Administration

Federal Acquisition Service

GSA Managed Service Office Town Hall Meeting

September 10, 2009

Agenda

- Staff Introductions
- OMB FISMA Reporting
- Accomplishments
- Vision
- Program Enhancements and Roadmap
- Communications
- Question and Answer



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Accomplishments



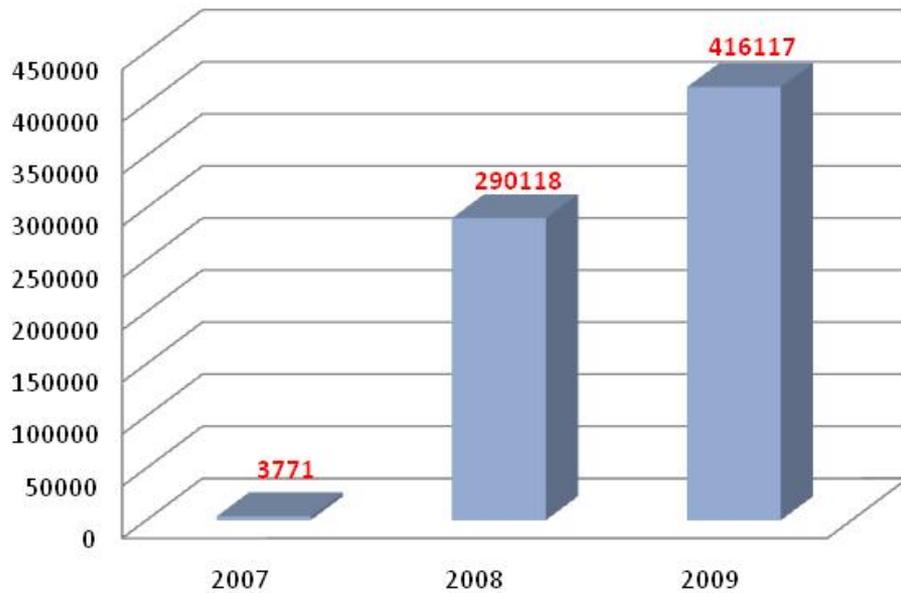
Progress and Major Accomplishments

- 9 Agencies utilizing MSO to OPM fingerprint interface
- 2 Agencies utilizing direct XML interface (SIP) from agency systems to IDMS, with 2 more in the works
- 96 classes held with over 780 trained registrars
- Numerous system enhancements:
 - PIV Credential logon to the USAccess Portals
 - Improved Applicant Status Report
 - Enhanced Role Administration
 - Enhanced Security Officer capabilities
 - Agency and Sub-Agency scope
 - Report Viewer Role
 - Credentialing of Foreign Nationals
- Improved Help Desk support, added staff and increased First Call Resolutions to ~25% (from 14%)
- PCI Operations Plan Assessment in progress
- Treasury PKI

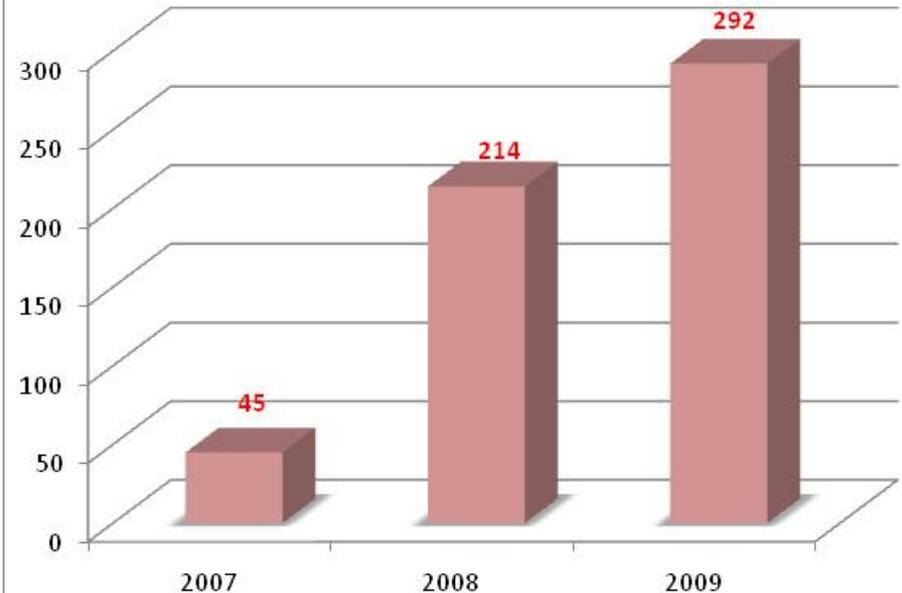
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Progress and Major Accomplishments

Total Enrollments



Total Stations Deployed



- ❖ Over 416,000 enrollments to date
- ❖ Cooperative customer mobile station deployment covering over 350 remote locations, reaching over 50,000 people
- ❖ Over 75 customer agencies
- ❖ Over 290 Enrollment stations deployed with another 35+ scheduled...



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Managed Service Office Vision



Managed Service Office Vision

- PIV Credential is the only credential federal employees and contractors use to access federal facilities, information systems, and networks.
 - PIV Credential Issuance and Lifecycle Management is and should remain the core service offered by the MSO.
 - MSO will explore peripheral service offerings with the goals of adding “value” to the credential.
 - Expanding the total customer base to maximize economies of scale.

Future Goals

- Continue Focus on Issuance
 - “Last Mile” for Existing Customers
 - New Agency Onboarding

- Expand Issuance Offering
 - PIV Interoperable
 - Contractor Management Database
 - Enrollment Broker
 - System Integration with eQIP

- Expand Offerings into Usage
 - SME Services for PACS, LACS, and Application Integration
 - Adaptive Access Control



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Program Enhancements and Road Map

Services in Progress

- USAccess Training (early October 2009)
- Light Activation (mid November 2009)
- Credential Inventory Tool (Q4)
- Site Manager (Q4)
- Light Enrollment (CY10)
- Reprint / Reissue Wizard (CY10)

USAccess Training Enhancements

- Updating several of the online Training Modules due to the significant impact that effective Role holder training has on service delivery.
- Additional training tools including videos, knowledge checks, and operational guides will be available for use.
- Expanding and enhancing monthly Registrar Refresher training as more and more government provided registrars are brought into the program.
- Two day Registrar in-person classes will continue to be offered.

Light Activation and Credential Lifecycle Management

- Light Activation extends the capability to activate and manage a PIV credential to the standard desktop. The solution requires the addition of a Light Activation Jump Kit which can be purchased and installed on any agency provided workstation that meets the minimum technical requirements.
- The Light Activation Jump Kit can be bought from the MSO and accommodates ALL existing attended and unattended use cases including:
 - Attended/ Unattended Activation
 - Attended/ Unattended PIN Unlock
 - Attended/ Unattended Certificate Update
- The Light Activation Jump Kit comes with a self service tool that allows end users to resend one-time activation codes required for unattended operations at the Light Activation enabled workstation.

Reprint Reissue Wizard

- USAccess Role Holders must frequently make decisions on whether to “reissue” or “reprint” a credential. The decision is made based on agency determined policy at this time and is not controlled in any way via the system (FIPS 201 does not currently address reprint).
- The MSO has worked with OMB, NIST, and its customers to design a wizard that will help end users determine the appropriate action to take.

USAccess Credential Inventory Tool

- USAccess Credential Inventory Tool will allow for better point-to-point tracking of credentials once they are received by an agency until it is delivered to and activated by the recipient.
- A Credential's readiness for activation is able to be checked by an Activator from any computer with access to the new portal.
- Enables more accurate, timely, and consistent communications with credential recipients.

Site Manager Role

- Currently, enrollment and activation sites are managed centrally by the USAccess PMO.

- Site Manager will allow sites to be managed at the local level, streamlining the process for accomplishing the following:
 - Day to day management of the site's schedule.
 - Update contact info for Site POC, IT POC, Registrar and other site specific officials.
 - Enhancement of the scheduling tool to better facilitate appointment scheduling by agency applicants.
 - Site notifications of unexpected closures or system outages.

- Site Managers are USAccess system roles which will be provisioned and managed by the Agency Role Administrators.

Light Enrollment

- Existing credentialing centers are equipped with enrollment and activation stations.
- Currently, these stations take up a large amount of space and are not easily moved or certified.
- The light enrollment solution will also seek to reduce the size, cost and deployment time for Enrollment station setup:
 - A single station solution for both enrollment and activation.
 - Reducing the number of peripherals requiring setup and certification.
 - Allowing direct connectivity to the central infrastructure via an alternative to the hardware VPN appliances currently in use.

Services Being Considered for the Future

- Key Recovery / Key Histories
- Credential Termination at New Activation
- Federal Emergency Response Official (F/ERO) Code Management
- Additional efforts to collapse the footprint of the enrollment station
- Fingerprint Only / Update Service
- System Integration with eQIP
- Enrollment Broker Solution
- PIVi
- Contractor Management Database
- SME Services: PACS, LACS, Apps
- Adaptive Access Control



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Communications



Communications Accomplishments FY09

➤ Agency Lead Portal Redesign

- Improved Navigation
- Reorganized file structure
- Added Search capability
- Archived historical files

➤ FedIdCard.gov (Phase 1)

- Archived historical files
- Revised and/or reorganized content on a number of frequently used pages

The New FedIdCard.gov (Phase 2)

- Complete redesign of site navigation and refreshed content
- New home page design
- Enhanced search for Credential Center location
 - Find a Center
 - Interactive map
- FAQs updated and have filtering capability
- Key process flows graphically depicted for:
 - Getting a Credential from the applicant's perspective
 - Implementing USAccess from the Agency perspective
- Content Search capability

Monthly Agency Outreach Schedule

Activity	When	Duration	October Schedule
Agency Customer Call	1 st Thursday	60 mins.	10/1
Registrar Refresher Training	2 nd Thursday	~50 mins.	10/8
Agency Customer Call	3 rd Thursday	60 mins.	10/15
Open Forum	4 th Thursday	~60 mins.	10/22
SOWG	Every other Thursday	60 mins.	10/1
User Group	As needed	2 hours	TBD
BlueTop	Wednesdays	Weekly	

Questions

