



Blue Top Newsletter

Upcoming Meetings and Training

Meeting/Training	Date & Time (EST)	Location	Dial-In Info
CAB	Thurs, Feb 5 9:30 to 12:00	Grant Thornton 333 John Carlyle Dr., Alexandria, VA 4th Fl. Conf. Rm	No Telecon Provided
Registrar Classroom Training	Wed and Thurs Feb 11-12	HP Chantilly, VA	Contact Jim Schoening for information or to Register
Registrar Refresher Training	Thurs, Feb 12 2:30 to 3:30	Telecon	888-455-1864 Passcode: REFRESHER
User Group	Tues, Feb 17 9:00-12:00	GSA Central Office 1800F St. NW Conference Rm. 3046	888-455-1864 Passcode: USER GROUP
Customer Call	Thurs, Feb 19 2:30-3:30	Telecon	866-556-0154 Passcode: 2132069

USAccess HSPD-12 Update

GSA is the second largest issuer of Personal Identity Verification (PIV) credentials in the federal government. The credential you are carrying every day may well be issued by GSA’s USAccess program.

Since 2008, our program has issued almost 900,000 credentials to more than 100 federal agencies. In 2014, we focused on two specific improvements that will improve customer service:

- Reducing the wait for delivery and activation of PIV cards
- Enhancing security and personnel management

Reducing wait time

PIV cards are critical for agencies to protect and secure data and locations. Many contractors and employees cannot function without access to the buildings and systems that the PIV cards allow. Because of that, customers have wanted us to shorten the waiting time for delivery and activation.

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

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USAccess HSPD-12 Update continued

Since the beginning of our program, the average wait time for delivery of a PIV card was 10-14 days. We worked with our shipping partner through GSA's FSSI Domestic Delivery Service to reduce the wait time by half: 5 to 7 days. Now we combine a daily batching process for producing the cards, exclusively overnight shipping, and better anomaly tracking, so agency customers now receive finished cards 50% faster than before, with 99.97% accuracy.

Enhancing security and personnel management

GSA partnered with the Census Bureau to build a Local (Distributed) Printing Proof of Concept (POC). This POC will allow Census to decrease wait time and therefore increase security and field office personnel management. By their projection, it will also reduce travel expenditures by several million dollars annually by saving employees extra trips to credentialing centers. The first distributed printing station went into operation at Census' Suitland headquarters on September 15, to be followed by up to 40 more stations across the United States by early 2015.

Since USAccess is a shared service, this enhanced capability can be offered to other agency customers with a much-reduced development time and cost, using the template and lessons learned from the first deployments. The team's goal is to deploy distributed printing as a option for all our agency customers. Look for more information about this in the months ahead.

Looking ahead

GSA is developing and deploying even more improvements and enhancements to the USAccess PIV card service. Through customer collaboration groups, we can take on technology challenges like mobile and derived credential solutions, temporary credentials, and new identity verification methods like iris scans. These developments will be carefully designed and tested by the team and its support contractors so when they are fielded, they will enhance and extend USAccess's value.

1 Millionth USAccess Sponsorship

On November 21, 2014, USAccess completed its 1 millionth sponsorship! The sponsorship milestone was achieved by the Department of Labor (DOL).

January 20 User Group

At the User Group held on January 20, the MSO gave an update on the upgrade of the fixed enrollment and activation machines to the **Windows 7** Operating System (OS). Equipment has been ordered, and the new image will begin testing around the beginning of February, with first shipments to the field set for the beginning of April. The plan is to remove all XP workstations from the fixed infrastructure by June in preparation for the MSO ATO in July.

The MSO and HP plan to hold Agency prep calls in advance of equipment ship dates to brief the Agencies on the process for unplugging the XP equipment, setting up the new Windows 7 systems, recertifying the site and returning the decommissioned equipment to HP. A guide will be sent to Agencies before prep calls (and posted on TRACKS) so it can be reviewed in advance. Roles and responsibilities, particularly key personnel needed for equipment set up and site recertification will also be discussed.

HP and the MSO are looking at ways to make these prep calls more efficient, with potentially holding a weekly group prep call for Agencies that have multiple sites. This call would follow a format similar to the monthly Registrar Refresher Training with a presentation following by moderated Q&A. More information will come as the deployment schedule is finalized.

To view materials presented at the User Group, please see <insert location of User Group Materials> on the Agency Lead Portal.

Service Enhancements

System Changes Since Last Blue Top

- Update HUD Zone 4 Return Address
- Correct HHS FASC-Ns

Planned Changes

- **Routine Maintenance planned for Saturday, January 31**
Maintenance is planned for most of the day on Saturday, January 31, so please plan on the USAccess Service and Role Holder Portals to be unavailable for most of the day.

Service Enhancements

Planned Changes

- **New LCS and LA installers**

We plan to issue an update (new installers) in mid-February for LCS and LA. The LCS installer must be applied by mid-March 2015 as it updates a certificate needed for the enrollment application that's set to expire in mid-March 2015. LCS machines must be updated or they may experience issues completing enrollments.

The LA installer will update LA systems with the latest Java update that comes out in January (and make it align with the version used in LCS.) It will not include the certificate set to expire as that certificate only applies to enrollment machines. This LA installer is not a mandatory update, but we strongly encourage Agencies to update their LA machines with this version of Java.

Fixed enrollment workstations must also have this certificate updated by mid-March. Fixed workstations will be updated using our automated update distribution method, therefore no action is needed by Agencies.

Security Tip

USAccess Account Security – Best Practices

We would like to take a moment to remind everybody that each USAccess account has a unique ID and password associated to the owner. As an authorized account holder you are responsible for protecting your ID and password to prevent misuse by unauthorized users. You're responsible for all activity on your account. Please do not share passwords or User IDs with anybody, even your colleagues or supervisors. Role holders have a particularly important responsibility as they act as the "Gatekeepers" to the USAccess system. A security breach by a role holder not only affects the agency's own security, but potentially across the whole enterprise! Be careful!