

NFC

Procedures



National Finance Center
Office of the Chief Financial Officer
U.S. Department of Agriculture

May, 2028

Agency Security Officers

ServiceNow Training

Access Management Branch

Version 6.8



Table of Contents

1. Course Information	1
1.1 Purpose	1
1.2 Course Objectives	1
2. Agency Security Officers Roles and Responsibilities	2
3. ServiceNow Introduction	3
4. Logon to ServiceNow Portal.....	3
Non-Federated Users Logon	3
Federated Agencies e-Authentication Users Logon.....	6
5. Authentication Challenges	10
6. Case Submission	11
7. Type of Security Authorization Issues Case.....	11
8. Security Access Case.....	13
9. Security Authorization Issues Case	19
10. End-User Account Changes.....	24
10.1 Creation of a New User Account/Authenticator	24
10.2 Creation of Multiple New User Accounts	25
10.3 Modification of User Accounts	27
10.4 Delete End-User Account	28
10.5 Re-Establish End-User Account	28
10.6 Re-Establish End-User Account with New Access	29
11. Robotics Process Automation (RPA) BOTS.....	34
12. Designation or Removal of Officers	35
13. SFTP Service Account	37
14. Create Delegations	39
15. Adding a Delegate.....	40
16. Delegation Maintenance.....	42
17. Case Tickets Status	43
18. Requesting an Expedite.....	46
19. NFC Security Reports.....	46
20. 30/60/120 Day Inactivity Reports.....	47
21. Navigating to the NFC AD-3100 Forms	48
Appendix A: ASO Resources	51
Appendix B: Contact Information	52

1. Course Information

1.1 Purpose

The purpose of this course is to empower, assist, and strengthen Agency Security Officers (ASO) partnership with the Access Management Branch (AMB) through training. The ServiceNow Training session will provide knowledge in the following manner:

1. To submit security authorization issues and access requests to Access Management Branch (AMB).
2. To provide training for tracking the status of submitted incident and access request tickets.

1.2 Course Objectives

- **ASO Responsibilities**
- **Logon to ServiceNow Portal**
- **Submit Access Requests and Security Incidents Case**
- **Delegation Process**
- **Review AD-3100 Access Request Forms**
- **Review sample completed Access Request Forms**
- **ServiceNow Notification Process**

2. Agency Security Officers Roles and Responsibilities

1. *Serve as the authorized liaison between Agency users and AMB.
2. *Ensure there is a minimum of two ASOs for the Agency/Organization.
NOTIFICATION: Security Officers (SO) requiring application access must have their Alternate SO to submit security access requests identifying their specific ID.
3. *Review user's current authorization to ensure access requested is in compliance with federal regulatory requirements (e.g. NIST 800-53, OMB A-130, FISMA)
4. Submit properly completed requests for security access via ServiceNow using authorized forms (e.g. AD3100).
5. Submit incident requests for any application/systems **authorization** challenges received by users.
6. If an ASO require a password reset because an alternate ASO backup is off duty, then contact Operations and Security Center (OSC) help desk at 1-800-767-9641 or Email via osc.etix@usda.gov
7. Attend mandatory ASO Refresher Training on an annual basis.
8. *Notify AMB and suspend Agency user's ID immediately upon notification of separation or termination of an employee.
9. Submit security service requests, as needed, to update ASO contact information.
10. Visit the Security Corner found on the NFC home page:
https://www.nfc.usda.gov/ClientServices/HR_Payroll/Communities/Security/index.php
11. *Request security access reports to ensure that only currently employed, authorized users have least privilege access to Agency resources/data.
12. *Review monthly security 30 Day (Warning), 60 Day (Administrative Suspension) and 120 Day (Deletion) Inactivity Report.
13. Attend ASO Quarterly User Group meetings.

3. ServiceNow Introduction

ServiceNow is the automated ticket tracking system for NFC. NFC ServiceNow is the ONLY authorized method for submission of security work items (e.g., Case) to Access Management Branch.

4. Logon to ServiceNow Portal

W A R N I N G – SERVICENOW USAGE

Preferred Browsers - Google Chrome, Mozilla Firefox, or Microsoft Edge.

N O T E: NON-COMPLIANCE will result in missing buttons

Non-Federated Users Logon

1. Enter the URL <https://nfcbsm.servicenowservices.com/csm> into the web browser.
2. Enter NFC ServiceNow Application User ID and Password required.
3. Select **Accept** NFC WARNING Banner.

4.1 Example of NFC Issued User ID and Password Screen.

- Enter Username and Password.
- Select the “I’m not a robot”.

NOTE: “I am not a robot” - The selection confirms user is not a robot. A display of pictures will be provided for selection to confirm BOT activity is not in use.



**United States
Department of
Agriculture**
NATIONAL FINANCE CENTER

ACCESSING FEDERAL OWNED SYSTEMS

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system. Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose. Your consent is final and irrevocable. You may not rely on any statements or informal policies purporting to provide you with any expectation of privacy regarding communications on this system, whether oral or written, by your supervisor or any other official, except USDA's Chief Information Officer.



User name

Password

☐ I'm not a robot 
reCAPTCHA
Privacy - Terms

Login

The next screen is a NFC WARNING BANNER which displays for accessing federal owned systems.

ACCESSING FEDERAL OWNED SYSTEMS: You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following: You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system. Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose. Your consent is final and irrevocable. You may not rely on any statements or informal policies purporting to provide you with any expectation of privacy regarding communications on this system, whether oral or written, by your supervisor or any other official, except USDA's Chief Information Officer.

- I certify that I am authorized to access this system.
- I take full responsibility for any actions I take while using this system.
- **I understand to not include Personally Identifiable Information (PII) such as a Social Security Number in my submission in any field within ServiceNow. If PII must be included to explain an issue, I will add it as a document to the ticket and it will be automatically encrypted.**

4.2 Example of Accept Screen

- Select **Accept**



ACCESSING FEDERAL OWNED SYSTEMS: You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following: You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system. Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose. Your consent is final and irrevocable. You may not rely on any statements or informal policies purporting to provide you with any expectation of privacy regarding communications on this system, whether oral or written, by your supervisor or any other official, except USDA's Chief Information Officer.

- I certify that I am authorized to access this system.
- I take full responsibility for any actions I take while using this system.
- I understand to not include Personally Identifiable Information (PII) such as a Social Security Number in my submission in any field within ServiceNow. If PII must be included to explain an issue, I will add it as a document to the ticket and it will be automatically encrypted.

Accept Cancel

Federated Agencies e-Authentication Users Logon

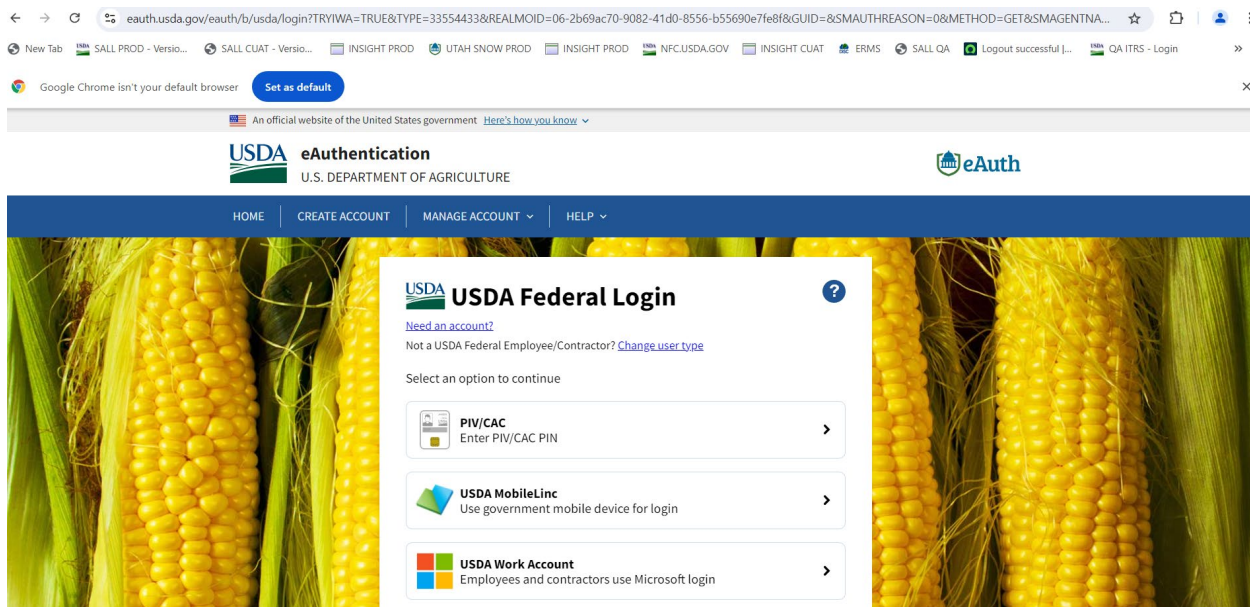
ASOs can login via the e-Authentication method.

1. Enter the URL <https://nfcbsm.servicenowservices.com> into the web browser.

The website will redirect to the e-Authentication login page.

4.3 Example of USDA Federated Login Screen

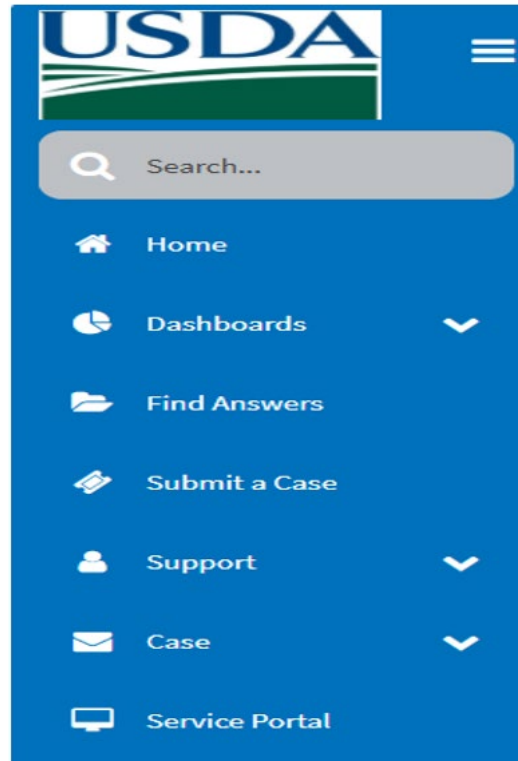
2. Select the PIV login **NOTE:** Follow all prerequisite **prompts** (e.g., warning banner, active client/PIV, etc.) in accordance with the Federal Regulatory and Statutory Requirements.



Navigation Banner

The banner appears on the left of every page and can be toggled by clicking the three horizontal lines at its top.

4.5 Example of NFC ServiceNow Navigation Banner.



Search – lets security officer find a submitted ticket by entering the complete ticket number with all letters and leading zeros.

Home - navigates to the CSM Portal's home page.

Dashboard – presents multiple categories of requests as visual data in a consolidated view.

Find Answers - directs security officer to the same page as the Find Answers content link on the CSM Portal home page, offering articles that may resolve inquiry before submitting a ticket.

Submit a Case - use the Case Service Catalog to create a case.

Support – offers access to the Support Profile, allowing to view and update contact details, modify passwords, and configure delegations.

Case - use the provided link to submit a General Inquiry Case.

Service Portal – log out of the NFC ServiceNow application.

Security Officer Work Options Legend

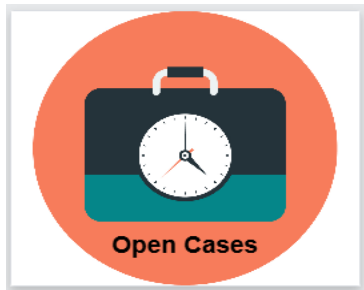
Submit a Case - Enables Security Officers to submit a Case Service Catalog. Officer can submit tickets and toggle between Card or Table views in the Case Service Catalog.

4.6 Example of Submit Case content link



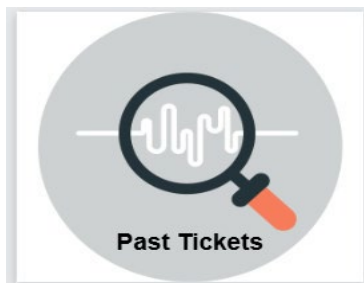
Open Cases - Provides a list of currently Open Case. On the Open Cases page, officer can click any open Case to view details. Selecting a ticket number shows more information about that Case.

4.7 Example of Open Cases content link.



Past Tickets - Provides a list of Past Tickets.

4.8 Example of Past Tickets content link.



Find Answers - Provides knowledge articles page which contain information that may provide answers to questions and eliminate the need to submit a ticket

4.9 Example of Find Answers content link.



5. Authentication Challenges

For USDA Users, with PIV/LincPass issues contact the USDA e-Authentication Help Desk at 1-855-632-4468.

For Non-USDA Users, the user has two options for password reset.

- Users can select the ***Reset your password here link.***
- Contact the NFC's Operations and Security Center (OSC) at 1-800-767-9641.

5.1 Example of 'Forgot password?' Screen.

A screenshot of a web application interface for a "Forgot password?" screen. At the top, there are three numbered steps: 1 Identify, 2 Verify, and 3 Reset. The main heading is "Forgot password?". Below it, there is a label "User name *" followed by a text input field containing a single character. Below the input field is a "Next" button. At the bottom of the screen, there is a footer that says "Log in with user name and password". The background of the screen features a stylized landscape with green hills and a blue sky.

6. Case Submission

There are two types of case submissions (i.e., Security Access and Security Authorization) to Access Management Branch (AMB). Within the two types of use case submissions, there are various selection options.

Table ID	End-User Requests	Description
1.	Application Administration	Add or modify user or role-based access.
2.	Robotic Process Automation (RPA/BOTS)	BOT related requests. Additional documentation required besides the AD-3100, Security Access Request Form are SCR & PDD.
3.	Secure File Transfer Protocol (SFTP)	Secure File Transfer Protocol (SFTP) to add, modify, or delete a SFTP service account public key.
4.	Security Authorization Issue	Report authorization or access challenges.
5.	e-Authentication/Federation (ICAMaaS)	Report ICAMaaS/Federation challenges.

7. Type of Security Authorization Issues Case

Report authorization or access challenges are created through ServiceNow for the following:

Note 1: Staled/Inactive 30-day Inactivity Report requires review and action by user to be proactive to lock account.

Note 2: ASO have access to remove **PSUSPEND** only. When an incorrect password/token is entered more than 5 times.

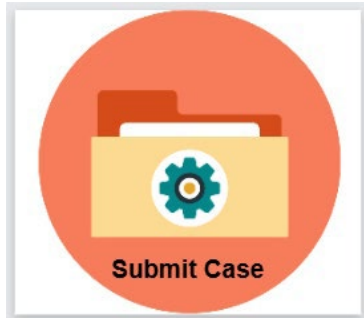
User ID status can be one of the following:

- **Active** = No administrative (**ASUSPEND**) or password (**PSUSPEND**) suspension
- **ASUSPEND** = Administrative suspension occurs for inactivity or organization separation
- **PSUSPEND** = Password suspension occurs after five (5) unsuccessful login attempts

Issues an ASO can handle.

1. Mainframe – Reset Password, Remove **PSUSPEND**
2. SALL – Reset Password (e.g., Reporting Center, TIPS)

7.1 Example of Submit Case Link Screen.



Category: Operations and Access Management/Access Management Case/Security Authorization Issue

Access Management Branch (AMB) handle such as but not limited to:

1. Application or System Access Authorization Issues
2. SecureALL (SALL) (i.e., Authorization)
3. ServiceNow (SNOW) Access Authorization Issues Only
4. ICAMaaS Federation Customers Application Accessibility Challenges

Required information:

- User's name
- User ID
- ****Previous request number processed. ****
- Date problem occurred.
- Application Name or acronym
- Screen prints of error message
- Last date application access, as applicable – if security related.

Category: Operations and Access Management/Operations and Security Center

Operations and Security Center (OSC) handle such as but not limited to:

Password resets for the following:

1. Mainframe (i.e., CLER, EPIC, SPPS)
2. Mainframe MFA Resets (i.e. Updated PIV card credentials)
3. ASUSPENDS (Mainframe Inactivity)
4. Insight Production
5. SALL Production and CUAT (e.g., Reporting Center, TIPS, DPRW etc.)
6. SALL MFA Resets (i.e., DPRW and TIPS only)
7. ServiceNow
8. EmpowHR USDA Production, CUAT and QA

NFC Contact Center (NCC) handle such as but not limited to:

1. EPP (Anything)
2. Applications Functionality Issues
 - a. missing icons,
 - b. missing folders,
 - c. blank screen
3. Applications Training (How to do something.)
4. Application Data challenge – TMGT (adding users to tables)
5. Application Functional Usage (system down)
6. Pay impacting Challenges (i.e., employee pay/award-SPO)
7. Benefits impacting challenges (i.e., benefit related-BPO)

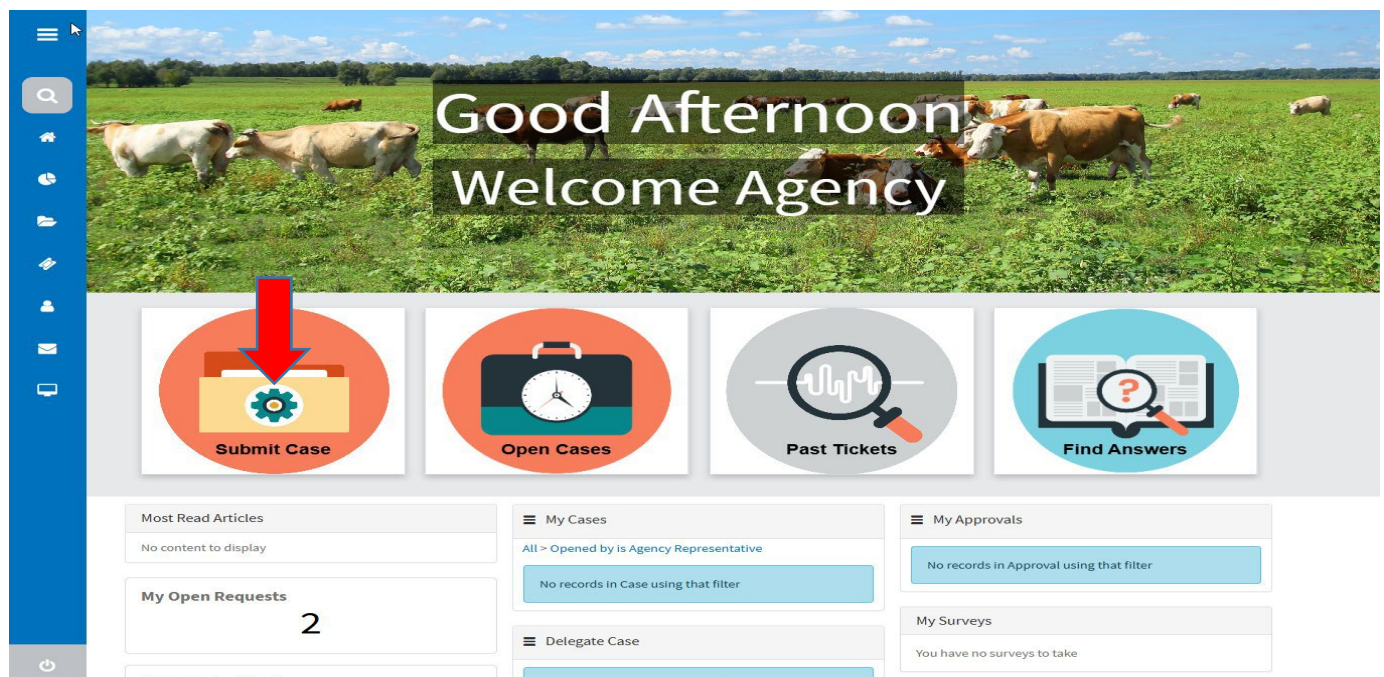
8. Security Access Case

Requesting **NEW** business security access requirement will require a case submission. Within the case submissions, are various selection options. ASO will attach the necessary AD-3100 forms for submission.

How to Create a Security Access Request Case

- 1) From CSM Portal, select “**Submit Case**”.

8.1 Example of ServiceNow Home Page



- 2) Select “**Operations and Access Management**” from Categories list.
- 3) Select “**Access Management Case**”

8.2 Example of the Case Categories list

The screenshot displays the ServiceNow Catalog interface. The breadcrumb navigation at the top reads: Home > All Catalogs > Customer Service > Operations and Access Management. A search bar labeled 'Search Catalog' is located in the top right corner. On the left, a 'Categories' dropdown menu is open, showing a list of categories: Facilities and Physical Security, HR and Payroll, Military Deposit (MDRS), **Operations and Access Management** (highlighted with a red arrow), and ServiceNow Support. The main content area shows a table with two columns: 'Item' and 'Description'. The table contains two entries: 'Access Management Case' with the description 'Submit an Access Management Case', and 'Operations and Security Center' with the description 'Submit an Operations and Security Center Case'. A red arrow points from the 'Operations and Access Management' category in the dropdown to the 'Access Management Case' item in the table.

Item	Description
Access Management Case	Submit an Access Management Case
Operations and Security Center	Submit an Operations and Security Center Case

8.3 Example of the Categories list (e.g., Application Administration, etc.)

4) Select “Application Administration”.

Access Management Case

Submit a Access Management Case

Submit detailed information associated with Access Management

* Category

-- Select --

-- None --

Application Administration

Robotic Process Automation (RPA/BDTS)

Secure File Transfer Protocol (SFTP)

Security Authorization Issue

Authentication/Federation (CAMAAS)

Additional information

Add attachments

Submit

Required information

Category

8.4 Example of the Application Administration Case

Note: Mandatory fields are denoted with an asterisk.

5) “**Additional Information**” requires the following data:

- a. First name
- b. Last name
- c. Applications

6) Select “**Add Attachments.**” Attach appropriate AD-3100 form.

Access Management Case

Submit an Access Management Case

Submit detailed information associated with Access Management

* Category
Application Administration

* Subcategory
-- None --

Application
-- None --

Application Environment
-- None --

* Row Level Security (RLS) Required?
-- None --

* Are you submitting for another user?
-- None --

* How many users?
-- None --

Additional Information
Please don't enter PII data here—attach PII information in a document instead for secure encryption.

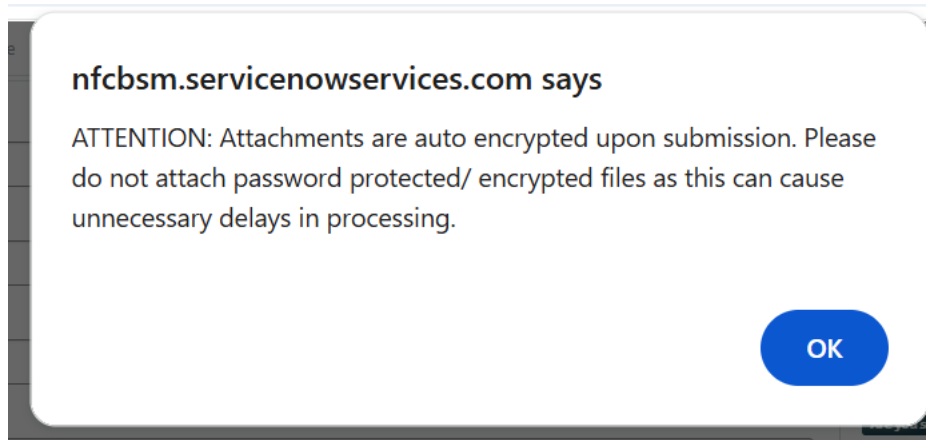
Submit

Required information
Subcategory? Row Level Security (RLS) Required?
Are you submitting for another user? How many users?

Add attachments

8.5 Example of the message annotating that attached files are auto encrypted

7) Select **OK**.

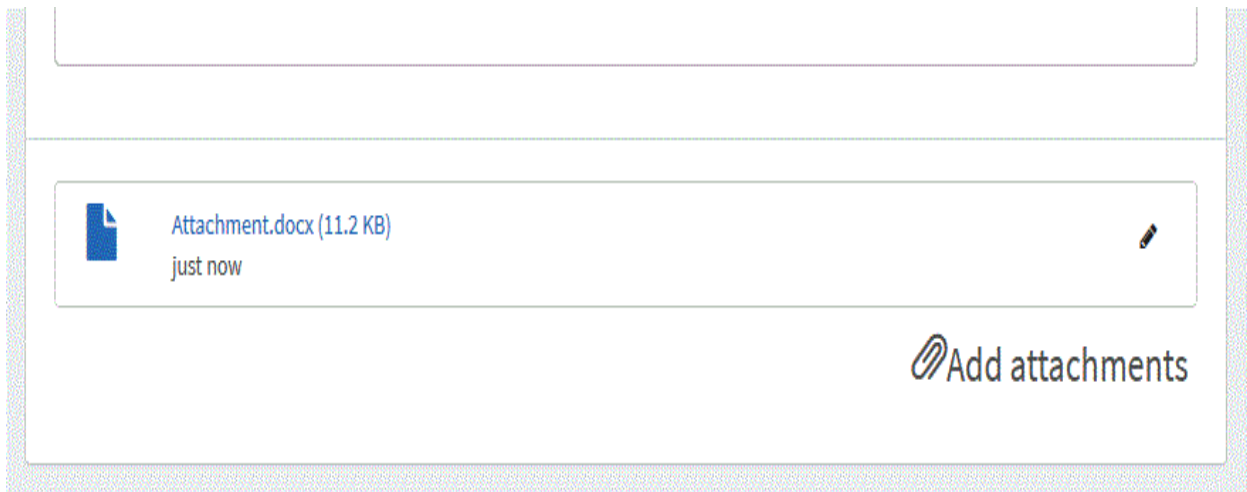


8.6 Example of attached document in the Add attachments section.

8) Identify and add the AD-3100 Form to be attached.

9) Select **“Open”**

10) Select **“Submit”**



8.7 Example of NFC ServiceNow auto-generated Email Notification of Created Request Case.

From: NFC BSM Support <NFCBSMSUPPORT@usda.gov>
Sent: Thursday, February 26, 2026 12:40 PM
To: Security Officer Name
Subject: Case: CS0083399 Opened, Description: Access Management: Application Administration

PLEASE DO NOT REPLY to this e-mail. This message was sent to you using an automated system. This e-mail address is NOT monitored for replies.

Dear Security Officer Name ,

The reported case CS0083399 has been created.

Case: CS0083399

Summary: Access Management: Application Administration

To access the case, please login to ServiceNow by clicking the following link: [CS0083399](#)

Please do not respond to this email address. If assistance is required after core business hours, please contact our Operations Security Center using one of the options below:

- Via email to OSC.Etiv@usda.gov
- Or call our toll free number 1-800-767-9641.

As a reminder, NFC cannot address questions from individual employees. Only Authorized Agency representatives with questions concerning this notification should contact the NFC Contact Center at 1-855-632-4468 or submit a request in the ServiceNow Customer Service Portal using the following links:

- For Federated Users – [Click Here](#)
- For Non-Federated Users
 - Customer Service Management Portal View (Designated CMB POC) [Click Here](#)
 - Current Service Portal View (all other users) [Click Here](#)

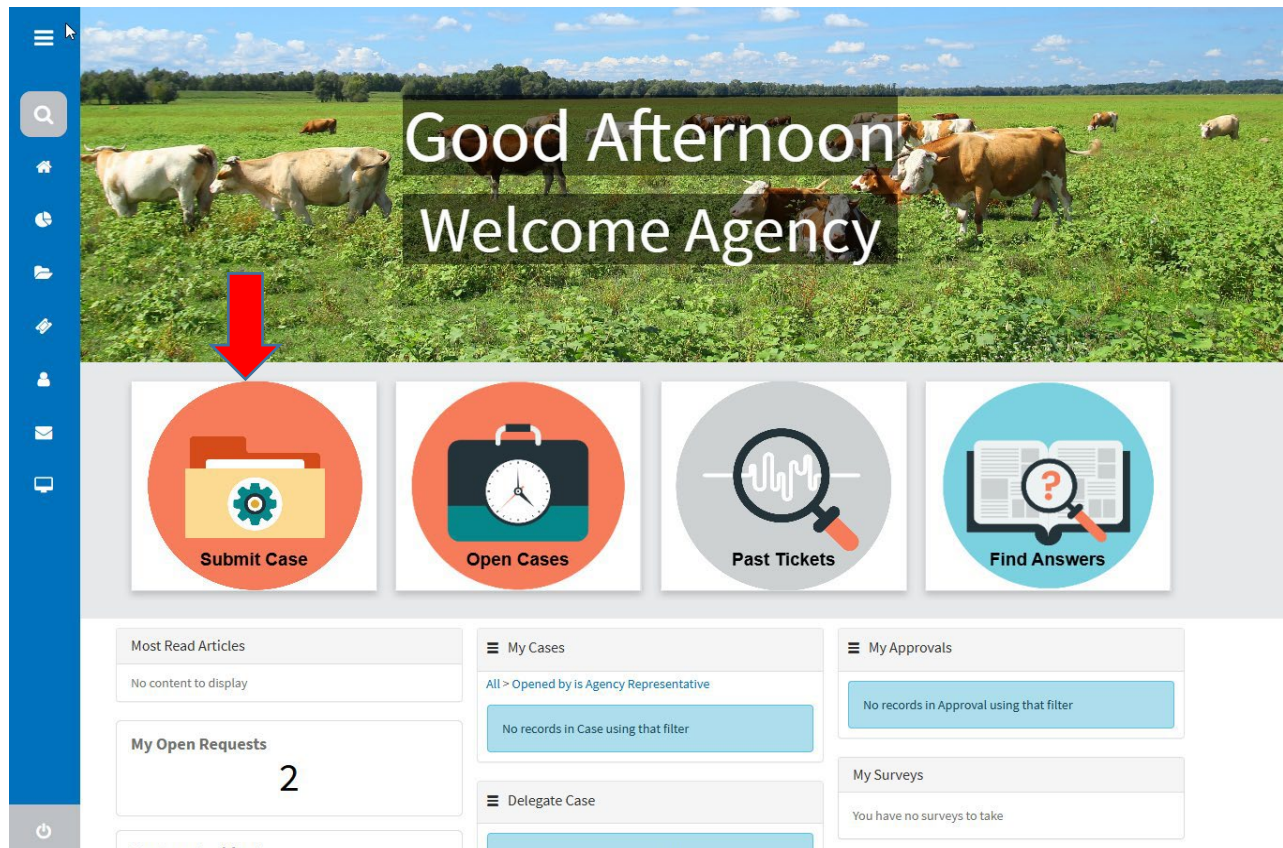
9. Security Authorization Issues Case

Provides Security Officers with the capability to submit authorization or access challenges.

How to Create a Security Authorization Issue Case

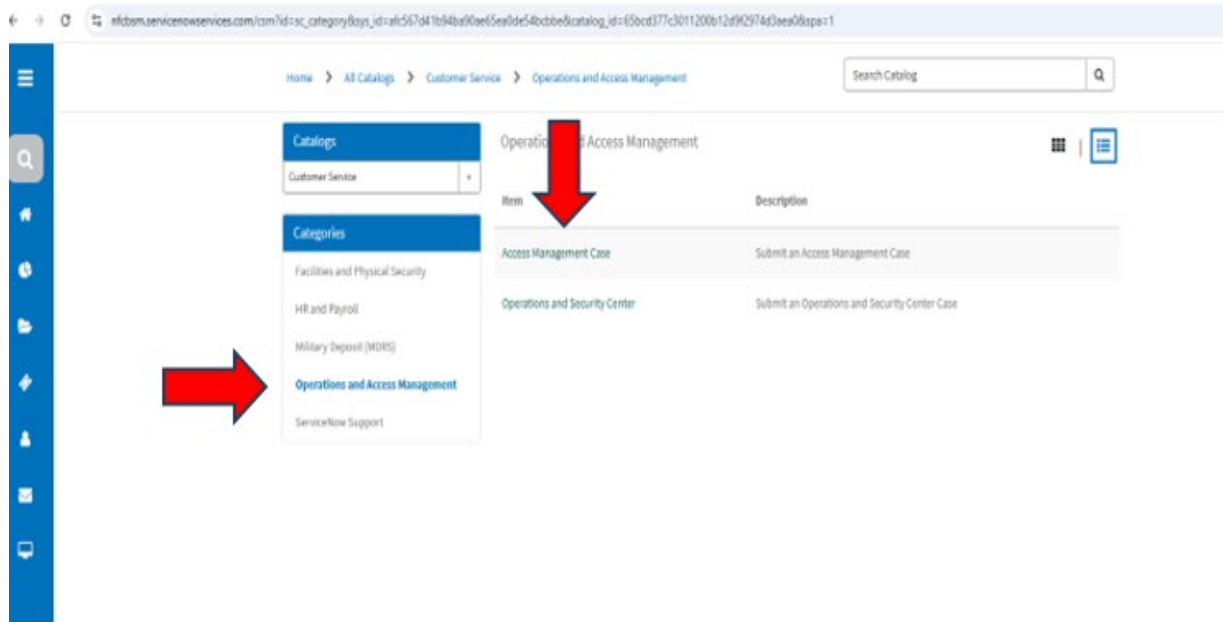
- 1) From CSM Portal, select **Submit Case**.

9.1 Example of NFC ServiceNow Homepage emphasis on Security Authorization Issue



- 2) Select “**Operations and Access Management**” from Categories list.
- 3) Select “**Access Management Case**”

9.2 Example of the Case Categories list



9.3 Example of the Categories list (e.g., Security Authorization Issue, etc.)

Note: Mandatory fields are denoted with an asterisk.

4) Select “Security Authorization Issue”

The screenshot displays the ServiceNow interface for creating an 'Access Management Case'. The browser address bar shows a URL with a long alphanumeric string. The top navigation bar includes links for 'Home', 'All Catalogs', 'Customer Service', and 'Operations and Access Management'. A search bar is located on the right. The main form area is titled 'Access Management Case' and includes a 'Submit' button. Below the title, there is a section for 'Submit detailed information associated with Access Management'. A red arrow points to the 'Category' dropdown menu, which is currently set to 'None'. The dropdown list shows several options: 'None', 'Application Registration', 'Remote Authentication (RPA/BOTS)', 'Secure Transfer Protocol (STP)', 'Security Authorization Issue', and 'Authentication/Federation (CA/MaaS)'. The 'Security Authorization Issue' option is highlighted in blue. To the right of the form, there is a 'Required information' section with a 'Category' label. At the bottom of the form, there is an 'Add attachments' button.

9.4 Example of Security Authorization Issue Case

5) Details: Enter the following:

- a. First Name
- b. Last Name
- c. User ID
- d. Application Error Message (Add Attachment)
- e. Initial Security Access Case number

6) Select **Submit**

Assistance Required: Select the “Operations and Access Management/Operations and Security Center” (e.g., password resets, SUSPENDs, MFA, etc.)

The screenshot shows a web browser window with the URL `nfcbsm.servicenowservices.com/csm?id=sc_cat_item&sys_id=4bee625d1b5472d0ae65ea0de54bcb19&sysparm_category=afc567d41b94...`. The page title is "Access Management Case" and the breadcrumb trail is "Home > All Catalogs > Customer Service > Operations and Access Management >". A search bar is located at the top right. The main form area is titled "Access Management Case" with the subtitle "Submit an Access Management Case". Below this, it says "Submit detailed information associated with Access Management". The form contains several fields: "Category" (a dropdown menu with "Security Authorization Issue" selected), "Subcategory" (a dropdown menu with "-- None --" selected), "Application" (a dropdown menu), "Application Environment" (a text input field), and "Is this related to a closed case?" (a dropdown menu with "-- None --" selected). There is also an "Additional Information" section with a text input field containing the instruction "Please don't enter PII data here—attach PII information in a document instead for secure encryption." To the right of the form, there is a "Required information" section with two checkboxes: "Subcategory" and "Is this related to a closed case?". At the bottom right of the form, there is a blue "Submit" button and a link labeled "Add attachments".

9.5 Example of the NFC ServiceNow auto-generated Email Notification of a Created Security Authorization Issue Case.

From: NFCBSMSupport - OCFO <nfcbsmsupport@usda.gov>

Sent: Thursday, February 26, 2026 12:40 PM

To: Security Officer

Subject: Case: CS0083399 Opened, Description: Access Management: Security Authorization Issue

PLEASE DO NOT REPLY to this e-mail. This message was sent to you using an automated system. This e-mail address is NOT monitored for replies.

Dear Erin Fernandez ,

The reported case CS0023459 has been created.

Case: CS0023459

Summary: Access Management: Security Authorization Issue

To access the case, please login to ServiceNow by clicking the following link: [CS0023459](#)

Please do not respond to this email address. If assistance is required after core business hours, please contact our Operations Security Center using one of the options below:

- Via email to OSC.Etix@usda.gov
- Or call our toll free number 1-800-767-9641.

As a reminder, NFC cannot address questions from individual employees. Only Authorized Agency representatives with questions concerning this notification should contact the NFC Contact Center at 1-855-632-4468 or submit a request in the ServiceNow Customer Service Portal using the following links:

- For Federated Users - [Click Here](#)
- For Non-Federated Users
 - Customer Service Management Portal View (Designated CMB POC) [Click Here](#)
 - Current Service Portal View (all other users) [Click Here](#)

10. End-User Account Changes

Goal: Requesting access for users.

Objective: Ensure each AD3100-P & AD3100-R Form field is completed.

Emphasis: Form submissions not always aligning with the requested action.

Follow the instructions of the form to provide pertinent information.

SECTION 1. USER INFORMATION. Enter NFC UserID and User Name.

SECTION 2. ACTION REQUIRED.

ADD: Add new access. **See screen print 9.1.1**

MODIFY: Change existing access to add new application roles and row levels.
See screen print 9.3.1

DELETE: Removal of user account. **See screen print 9.4**

RE-ESTABLISH: Recreate deleted user account with previous access. **See screen print 9.5**

RE-ESTABLISH: Recreate deleted user account with different access. **See screen print 9.6**

10.1 Creation of a New User Account/Authenticator

Goal: Providing required information on the AD3100-P Form for each user.

Objective: Requesting access for a new user on the AD3100-P Form.

Follow the instructions of the form to provide pertinent information.

SECTION 1. USER INFORMATION. Enter all Information required for New Account.

SECTION 2.

2a. ACTION REQUIRED. Select ADD

- 2b. Role Identifier: **See screen print 9.1.1**
- 2c. Environment: **See screen print 9.1.1**

Screen Print 10.1.1

NATIONAL FINANCE CENTER PAYROLL PERSONNEL REQUEST FOR SECURITY ACCESS					
SECTION 1. USER INFORMATION					
☐ Check this box for multiple users with different or same access. See page 3.					
A. NFC USER ID (Existing users)	B. USER NAME	C. SOCIAL SECURITY NUMBER (New federal users only)	D. CONTRACTOR (Y/N)	E. EXPIRATION DATE (Contractor only)	F. USER EMAIL (New users only)
	Maria August	111-22-44	N		
SECTION 2. ACTION REQUIRED					
A. ☒ ADD ☐ MODIFY		☐ DELETE ☐ REESTABLISH		B. ROLE IDENTIFIER/ROLE NAME C. ENVIRONMENT ☒ PROD ☐ CUAT ☐ TRAINING	

Screen Print 10.1.2

NATIONAL FINANCE CENTER WEB APPLICATIONS REQUEST FOR SECURITY ACCESS FORM					
SECTION 1. USER INFORMATION					
☐ Check this box for multiple users with different or same access. See pages 4, 5, or 6.					
A. NFC USER ID (Existing users)	B. USER NAME	C. SOCIAL SECURITY NUMBER (New federal users only)	D. CONTRACTOR (Y/N)	E. EXPIRATION DATE (Contractor only)	F. USER EMAIL (New users only)
	Janice Doe				janice.doe@XXX.gov
SECTION 2. ACTION REQUIRED					
A. ☒ ADD ☐ MODIFY ☐ DELETE		B. ROLE IDENTIFIER/ROLE NAME		C. ENVIRONMENT ☒ PROD ☐ CUAT ☐ TRAINING	

10.2 Creation of Multiple New User Accounts

Goal: Requesting action for multiple users.

Objective: Ensure each field is completed for all users.

Follow the instructions of the form to provide pertinent information.

SECTION 1. Check this box for multiple users with different or same access.

SECTION 3.

- 3a. ACTION REQUIRED. Select ADD
- 3b. Role Identifier: See screen print 10.1.1
- 3c. Environment: See screen print 10.1.1

Screen Print 10.2.1



Multiple Users Request

**NATIONAL FINANCE CENTER
PAYROLL PERSONNEL REQUEST FOR SECURITY ACCESS**

SECTION 1. USER INFORMATION

☒ Check this box for multiple users with different or same access. See page 3.

Screen Print 10.2.2

SECTION 3. ORGANIZATIONAL STRUCTURE

A. DEPARTMENT	B. AGENCY	C. SERVICED AGENCY
---------------	-----------	--------------------

Required Account Fields are as follows:

Action	Name	Social Security Number
User Email	Contractor	Expiration Date

Screen Print 10.2.3

LIST MULTIPLE USERS						
ACTION Add Modify Delete	NFC USER ID (Existing users)	USER NAME	SOCIAL SECURITY NUMBER (New federal users only)	CONTRACTOR (Y/N)	EXPIRATION DATE (Contractor only)	USER EMAIL (New users only)
A	1	Jane Doe	xxx-xx-xxxx	N		jane.doe@doc.gov
A	2	John Doe	123-45-6789	N		john.doe@doc.gov
A	3	Mary Jane	234-45-7890	N		mary.jane@doc.gov
	4					
	5					

10.3 Modification of User Accounts

Goal: Requesting changes to a user's account information.

Objective: Ensure each field is completed in accordance with the type of user.

Emphasis: Section 1a,1b,1c,1d & 1f

- A. Contractor vs Federal Employee
- B. Name Change
- C. Correct Email address

Screen Print 10.3.1

NATIONAL FINANCE CENTER PAYROLL PERSONNEL REQUEST FOR SECURITY ACCESS					
SECTION 1. USER INFORMATION					
☐ Check this box for multiple users with different or same access. See page 3.					
A. NFC USER ID (Existing users)	B. USER NAME	C. SOCIAL SECURITY NUMBER (New federal users only)	D. CONTRACTOR (Y/N)	E. EXPIRATION DATE (Contractor only)	F. USER EMAIL (New users only)
AB1234	Maria August				Maria.Smith@abc.gov
SECTION 2. ACTION REQUIRED					
A. ☐ ADD ☒ MODIFY ☐ DELETE ☐ REESTABLISH		B. ROLE IDENTIFIER/ROLE NAME		C. ENVIRONMENT ☐ PROD ☐ CUAT ☐ PARALLEL ☐ TRAINING	

Screen Print 10.3.2

NATIONAL FINANCE CENTER WEB APPLICATIONS REQUEST FOR SECURITY ACCESS FORM					
SECTION 1. USER INFORMATION					
☐ Check this box for multiple users with different or same access. See pages 4, 5, or 6.					
A. NFC USER ID (Existing users)	B. USER NAME	C. SOCIAL SECURITY NUMBER (New federal users only)	D. CONTRACTOR (Y/N)	E. EXPIRATION DATE (Contractor only)	F. USER EMAIL (New users only)
AB1234	Maria Smith				maria.smith@abc.gov
SECTION 2. ACTION REQUIRED					
A. ☐ ADD ☒ MODIFY ☐ DELETE		B. ROLE IDENTIFIER/ROLE NAME		C. ENVIRONMENT ☐ PROD ☐ CUAT ☐ TRAINING	

10.4 Delete End-User Account

Goal: Removal of a user account/access across all endpoints.

Objective: Ensure only the correct fields are completed.

Emphasis: Section 1a, 1b & 2a

Screen Print 10.4

SECTION 1. USER INFORMATION					
☐ Check this box for multiple users with different or same access. See page 3.					
A. NFC USER ID (Existing users)	B. USER NAME	C. SOCIAL SECURITY NUMBER (New federal users only)	D. CONTRACTOR (Y/N)	E. EXPIRATION DATE (Contractor only)	F. USER EMAIL (New users only)
abcde	Jane Doe				
SECTION 2. ACTION REQUIRED					
A. ☐ ADD ☐ MODIFY		☒ DELETE ☐ REESTABLISH		B. ROLE IDENTIFIER/ROLE NAME	
				C. ENVIRONMENT ☐ PROD ☐ CUAT ☐ PARALLEL ☐ TRAINING	

10.5 Re-Establish End-User Account

Goal: Deleted user account requiring re-establishment.

Objective: The re-establish process require AS IS authorization restore.

Screen Print 10.5

NATIONAL FINANCE CENTER PAYROLL PERSONNEL REQUEST FOR SECURITY ACCESS					
SECTION 1. USER INFORMATION					
☐ Check this box for multiple users with different or same access. See page 3.					
A. NFC USER ID (Existing users)	B. USER NAME	C. SOCIAL SECURITY NUMBER (New federal users only)	D. CONTRACTOR (Y/N)	E. EXPIRATION DATE (Contractor only)	F. USER EMAIL (New users only)
AB1234	Maria August				
SECTION 2. ACTION REQUIRED					
A. ☐ ADD ☐ MODIFY		☐ DELETE ☒ REESTABLISH		B. ROLE IDENTIFIER/ROLE NAME	
				C. ENVIRONMENT ☒ PROD ☐ CUAT ☐ TRAINING	

10.6 Re-Establish End-User Account with New Access

Goal: Deleted user account requiring re-establishment and new authorizations.

Objective: Use re-establish process to restore account and add new authorizations.

Emphasis: Screen Prints 9.6.1, 9.6.2

- a. Section 2b: Identify Role Identifier (applicable to RBAC customers)
- b. Section 2b: Identify Profile (applicable to non-RBAC customers)

NOTE: ASOs are responsible for reviewing the profile access authorizations to ensure least privileges based upon an end user functional responsibility.

- c. Section 5: Application Selections
 - a. Sensitive/detail (all Payroll Personnel Systems (PPS))
 - b. Non-sensitive/detail (i.e., minus counts of race or disability)

Screen Print 10.6.1

NATIONAL FINANCE CENTER PAYROLL PERSONNEL REQUEST FOR SECURITY ACCESS					
SECTION 1. USER INFORMATION					
☐ Check this box for multiple users with different or same access. See page 3.					
A. NFC USER ID (Existing users)	B. USER NAME	C. SOCIAL SECURITY NUMBER (New federal users only)	D. CONTRACTOR (Y/N)	E. EXPIRATION DATE (Contractor only)	F. USER EMAIL (New users only)
AB1234	Maria August				
SECTION 2. ACTION REQUIRED					
A.		B. ROLE IDENTIFIER/ROLE NAME		C. ENVIRONMENT	
☐ ADD ☐ MODIFY		☐ DELETE ☐ REESTABLISH		☒ PROD ☐ CUAT ☐ TRAINING	

Section 5

Mainframe Payroll Personnel Systems Applications

Screen Print 10.6.2

SECTION 5. ACCESS TO MAINFRAME PAYROLL PERSONNEL SYSTEMS									
Select the application that applies. In the column to the left of each report, please select A (Add), M (Modify), or D (Delete).									
ABCO (ORG required)				TRAI (ORG/POI required)			SETS (ORG/POI required)		
A		Read				Read			Read
		Claims Screens				Update			Update
EPIC Web (ORG/POI required)				FESI					
		Non-Sensitive				PINE Upload			SETS Web (ORG required/USDA only)
A		Sensitive				PMSO Upload			Auditor (Read)
		PERSONNEL				TMGT Download			HR User
		Read				Daily Download			PDS User
A		Update				PERHIS (ORG/POI required)			PDS Admin
		PAYROLL				Non-Sensitive			Agency/Security POC
		Read				Sensitive			DOTSE (ORG/POI required)
A		Update				TINQ (ORG/POI required)			Read
FOCUS				A					Update
LIBRARY		Read				IRIS (ORG/POI required)			All (Update and Recert)
		PAYPERS				Non-Sensitive			SPPS Mainframe (ORG/POI required)
		SALPERS				Sensitive	A		QSR Read
		PAYTA				IRIS Web (ORG/POI required)			QSR Update
		PERHIS				Non-Sensitive			Indebtedness/Death Case (Update only)
CADI (ORG required)									SPPS Web (ORG/POI required)
		Read				PINQ (ORG/POI required)			Read
		Update				Non-Sensitive			Update
		Project Report Process (Agencies 07, 32, and 15 only)				Sensitive	A		Supervisor Approval

Section 5

Reporting Center Reports

Screen Print 10.6.3

SECTION 5. REPORTING CENTER					
☒ SENSITIVE/DETAIL ☐ NON-SENSITIVE (DETAIL)					
In the column to the left of each report, please select an A, M, or D (<i>add, modify, or delete</i>)					
ADMINISTRATIVE REPORTS			FINANCIAL REPORTS		
	Cost Metrics Reports (<i>ORG required</i>)		SF-224 Abstract of Transactions (<i>Agency-wide only</i>)		ABCO Forms (<i>POI required</i>)
	Retirement Processing Reports (<i>ORG and/or POI required</i>)		SF-2812 Reports (<i>Department-wide only</i>)		W2 Wage & Tax Statement (<i>ORG and/or POI required - detail only</i>)
A ▼	T&A Reports (<i>Employee Office and/or contact point required - detail only</i>)	A ▼	Statement of Earnings & Leave (<i>ORG and/or POI required - detail only</i>)	A ▼	PERSONNEL REPORTS (<i>ORG and/or POI required - sensitive</i>)
	BEAR56 (<i>ORG and/or POI required sensitive only</i>)		Form 1095-C Employer Provided Health Insurance Offer and Coverage (<i>ORG and/or POI required - detail and sensitive only</i>)		WORKFORCE REPORTS (<i>ORG and/or POI required - sensitive</i>)
REMARKS					

Section 6

Other Available Applications

Screen Print 10.6.4

SECTION 6. OTHER AVAILABLE APPLICATIONS		
Select the application that applies. Agencies should only select applications that they are authorized to have access to.		
OCFO FEE (OFEE) (<i>USDA and - Agency-wide only</i>) ☐ Agency Approver (CFO) ☒ Agency Preparer ☐ OCFO Administrator ☐ OCFO Preparer ☐ OIG Auditor	webTA - HR Admin Role Only ☐ USDA ☐ NON-USDA ☐ DOJ ☐ SBA ☐ DHS GovTA - HR Admin Role Only ☐ USDA ☐ NON-USDA ☐ DOJ ☐ SBA ☐ DHS	GREENBOOK (FUND) (<i>USDA only</i>) ☐ Administrator (<i>OCFO budget staff only</i>) ☐ Auditor (<i>all agencies</i>) ☒ Preparer-GB ☐ Reviewer-GB ☐ OCFO-IPAC
INTRADEPARTMENTAL TRANSACTIONS RECONCILIATION SYSTEM (ITRS) (<i>USDA only</i>) ☐ Administrator ☐ OIG Auditor ☒ Preparer	DIRECT PREMIUM REMITTANCE WEB (DPRW) (<i>POI required</i>) ☒ Agency HR ☐ OPM	PAYCHECK8 ☐ Agency Connect HR Admin
REMARKS		

Section 7

INSIGHT

Screen Print 10.6.5

SECTION 7. INSIGHT	
☐ Check this box for multiple users with different or same access. See page 7.	
INSIGHT APPLICATIONS	
As applicable to the user, mark each box with an X or the otherwise appropriate information.	
OBIEE ROLES - Must select ONLY ONE from this category.	
☒ AUTHOR - Create, Edit, Share Reports ☐ CONSUMER - View Detailed and Summary Data ☐ CONSUMER - View Summary Data ONLY	
ROLE BASED ACCESS (As applicable to the user, mark each box with an X). *** If "Personnel - All" is selected, you do not need to select other Personnel roles.	
☒ PERSONNEL - ALL ☐ PERSONNEL - BASIC ☐ PERSONNEL - DIVERSITY ☐ PERSONNEL - SOCIAL SECURITY NUMBER ☐ PERSONNEL - UNION DESIGNATION ☐ PERSONNEL - DISABILITY AND VETERANS DESIGNATION ☐ PERSONNEL - OTHER SENSITIVE ☒ ABCO ☐ Receivables ABCO ☐ Claims PAYTA	☒ PMSO ☐ EmpowHR ☐ TMGT ☐ MASC ☐ RETM ☐ webTA - Non Sensitive ☐ webTA - Sensitive ☐ SETS - Non Sensitive - PDSD Only ☐ SETS - Sensitive - PDSD Only
ADDITIONAL NOTES:	

Section 8

EMPOWHR User Account

Screen Print 10.6.6

SECTION 8. EMPOWHR REQUEST				
EMPOWHR APPLICATIONS - Use page 8 to add multiple accounts/permission list changes				
ACTION/AMD (Add, Modify, Delete) A v	USER NAME Rebecca Doe	EMPLOYEE ID 123456	OPER ID	USE EMPLOYEE ID OR OPER ID? EMPLOYEE ID ☒ OPER ID ☐
EMAIL ADDRESS rebecca.doe@XXX.gov	EMPOWHR ROW LEVEL SECURITY Z_SEC_XXXX_XXX	EMPOWHR PRIMARY PERMISSION LIST PPSXX	ID TYPE (EMPLOYEE OR NON) EMPLOYEE ☒ NON ☐	
EMPOWHR APPLICATION ROLE(S)				
Person Model				
SPECIAL CASE/OTHER ITEMS				

11. Robotics Process Automation (RPA) BOTS

Goal: Understanding the NFC Security BOT Process.

Objective: Provide AD3100-P Form required information and additional documents for BOTS.

Emphasis: BOT documentation requirements.

1. NFC Software Change Request (SCR) Form (AD-3003)

Request to: NFC.GESDRequest@usda.gov

2. Customer Agency Process Definition Document (PDD)

- ❖ Describe the automated process step-by-step, to include high level process diagrams, technical systems, process triggers, and process inputs and outputs
- ❖ Provide a detailed keystroke mapping of the result automated process
- ❖ Highlight variations to the previously agreed process
- ❖ Request formal acceptance of the application design and sign-off from respective stakeholders

3. Customer Agency Proposed Schedule for BOT Testing

4. AD-3100 Security Form – Select appropriate form

- ❖ AD3100-P, Payroll Personnel Request for Security Access
- ❖ AD3100-R, Web Applications Request for Security Access

Additional Information: Forms must be submitted by environment

- ❖ **Pre-Production:** Client User Acceptance Testing (CUAT)
- ❖ **Production:** Prerequisite - CUAT Test Certification Required

NFC Application Owner Signature Only and Departmental ASO/Zone Security Officer (ZCA) Signature

Screen Print 11.1

SECTION 8. APPROVALS (ASO use only)	
Authorizing this form acknowledges that the business requirements have been reviewed and adhere to the agency business requirements and federal regulatory requirements of least privileges.	
ASO SIGNATURE ONLY	DATE
DEPARTMENTAL/ZONE ASO SIGNATURE (RPA BOTS only)	DATE
Send Robotic Process Automation (RPA) request to NFC.GESDRequest@usda.gov	
NFC APPLICATION OWNER SIGNATURE (RPA BOTS only)	
Send SETS Web request to PERSEC@USDA.GOV	
PDSD SIGNATURE (SETS WEB approval only)	DATE
PRIVACY ACT NOTICE: In compliance with the Privacy Act of 1974, the following information is provided: Solicitation of your Social Security Number (SSN) is authorized by Executive Order 9397 of November 22, 1943 and 5 U.S.C. 301. The primary purpose of requesting the SSN is to properly identify the employee. Many employees have similar names and the furnishing of the SSN will enable USDA to identify authorized users of USDA's computer systems. The information will be used by offices and employees who have a need for the information in the performance of their official duties. The information will not be disclosed outside USDA or the employing agency. Disclosure of your SSN and other information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.	

12. Designation or Removal of Officers

Screen Print 12.1

Submit an AD-3100A – Officer Designation Form.

Use the instructions on the form to provide pertinent information.

Officer	Purpose
ASO Screen Print 12.2	Provides access to ServiceNow, Mainframe, Reporting Center Security Report, SecureALL to Department, Division or Zone Agency Security Officer. Agency Security Officers Levels and Definitions • Zone ASO – View authority at the highest level within an organizational structure (e.g. USDA, DHS, DOJ, TREASURY). ASO can view organizational users within the entity illustration • Division ASO – View authority at the 2nd level of the organizational structure (e.g. USDA-FSA, USDA-APHIS, DHS-TSA, TREA-BFS). ASO can view organizational users within the entity illustration. • Department ASO – View authority for smaller organizations (e.g. FEMA, LOC, AOC). ASO can view the entire organization.
SPO Screen Print 12.3	Provides Service Now to Service Personnel Officials/Officers (SPO) to submit Application Problems for PPS, EmpowHR, Web TA or HRLOB applications. It includes ABCO and DPRS Claims issues.
BPO Screen Print 12.4	Provides ServiceNow to Benefits Processing Officials (BPO) to submit benefits incidents or problems in relation to FEHB, TSP and I/O.
HRMS Screen Print 12.5	Provides ServiceNow to Human Resources Management Staff (HRMS) to submit HRMS incidents or requests in relation to HRMS HR Recruitment, Coast Guard Liaison. Limited to customers receiving NFC HRMS back office support.
ATO Screen Print 12.6	Allows Agency designated POCs to submit and track training requests to NFC through ServiceNow.

Screen Print 12.2

NATIONAL FINANCE CENTER OFFICER DESIGNATION FORM									
Check this box for multiple users with different or same access. See pages 2 - 6.									
Please complete the sections that apply to your user.									
AGENCY SECURITY OFFICER (ASO)									
ACTION A/M/D (Add, Modify, Delete)	DEPT	AGENCY	NFC USER ID	SECURITY OFFICER NAME	SOCIAL SECURITY NUMBER	PHONE	SECURITY OFFICER TYPE		USER EMAIL ADDRESS
							☐ ZONE	☐ DIVISION	☐ DEPARTMENT
							☐ ZONE	☐ DIVISION	☐ DEPARTMENT
CHIEF INFORMATION SECURITY OFFICER or CHIEF INFORMATION OFFICER				PHONE	EMAIL	AGENCY OFFICIAL TITLE		AGENCY OFFICIAL SIGNATURE	DATE

Screen Print 12.3

SERVICING PERSONNEL OFFICER (SPO)								
ACTION A/M/D (Add, Modify, Delete)	NFC USER ID	USER NAME	DEPARTMENT	AGENCY	PHONE	PERSONNEL OFFICE ID (POI)	USER EMAIL ADDRESS	FUNCTIONAL AREAS
A	XXABC	Melanie June	AG	90			melanie.june@XXX.	☒ T&A Systems ☐ ABCO ☒ EMPOWHR ☐ REPORTING ☒ PPS
								☐ T&A Systems ☐ ABCO ☐ EMPOWHR ☐ REPORTING ☐ PPS

Screen Print 12.4

BENEFITS PROCESSING OFFICER (BPO)								
ACTION A/M/D (Add, Modify, Delete)	NFC USER ID	USER NAME	DEPARTMENT	AGENCY	PHONE	PERSONNEL OFFICE ID (POI)	USER EMAIL ADDRESS	FUNCTIONAL AREAS
								☐ INTL ORG ☐ FEHB ☐ TSP
								☐ INTL ORG ☐ FEHB ☐ TSP

Screen Print 12.5

HUMAN RESOURCES MANAGEMENT STAFF BACK OFFICE SUPPORT (HRMS)							
	NFC USER ID	USER NAME	AGENCY	PHONE	USER EMAIL ADDRESS		FUNCTIONAL AREAS
							☐ HRMS-ESS (All Users) ☐ CG LIAISONS (Coast Guard Only) ☐ HR RECRUITMENT ☐ FED HR MANAGERS
							☐ HRMS-ESS (All Users) ☐ CG LIAISONS (Coast Guard Only) ☐ HR RECRUITMENT ☐ FED HR MANAGERS

Screen Print 12.6

AGENCY TRAINING OFFICER (ATO)						
ACTION A/M/D (Add, Modify, Delete)	NFC USER ID	USER NAME	DEPARTMENT	AGENCY	PHONE	USER EMAIL ADDRESS
D	XXABE	Nancy October	TR	54		
AGENCY SECURITY OFFICER SIGNATURE						DATE

PRIVACY ACT NOTICE: In compliance with the Privacy Act of 1974, the following information is provided: Solicitation of your Social Security Number (SSN) is authorized by Executive Order 9397 of November 22, 1943 and 5 U.S.C. 301. The primary purpose of requesting the SSN is to properly identify the employee. Most employees have similar names and the furnishing of the SSN will enable USFDA to identify authorized users of USFDA's computer system. This information will be used by office and

13. SFTP Service Account

New SFTP Service Account

Follow the instructions of the form to provide pertinent information.

SECTION 1. USER INFORMATION. Enter all Information required for New Account.

NOTE: SFTP accounts begin with “MEB”. XXX=Acronym from NFC.

SECTION 2.

- 2a. ACTION REQUIRED. Select ADD
- 2c. Environment

Screen Print 13.1

NATIONAL FINANCE CENTER PAYROLL PERSONNEL REQUEST FOR SECURITY ACCESS

SECTION 1. USER INFORMATION					
☐ Check this box for multiple users with different or same access. See page 3.					
A. NFC USER ID (Existing users)	B. USER NAME	C. SOCIAL SECURITY NUMBER (New federal users only)	D. CONTRACTOR (Y/N)	E. EXPIRATION DATE (Contractor only)	F. USER EMAIL (New users only)
mebxxx	xxxx sftp				

Screen Print 13.2

SECTION 2. ACTION REQUIRED		B. ROLE IDENTIFIER/ROLE NAME	C. ENVIRONMENT			
A.	☒ ADD ☐ DELETE ☐ MODIFY ☐ REESTABLISH		☒ PROD ☐ CUAT ☐ PARALLEL ☐ TRAINING			

Screen Print 13.3

SECTION 6. SFTP INFORMATION		
TYPE OF TRANSMISSION ☐ Inbound ☐ Outbound ☒ Bi-Directional		SFTP User ID mebxxxx
TECHNICAL POC NAME Susan Smith	TECHNICAL POC EMAIL ADDRESS susan.smith2@usda.gov	TECHNICAL POC PHONE NUMBER 123-56-4567
SECTION 7. SPECIAL INSTRUCTIONS		
Add other applications and transmissions not listed above, such as CAISDNLD, BEARDNLD, etc. Agency ssh and <u>pgp</u> is attached.		

SFTP Key Renewal & Server Upgrade

Follow the instructions of the form to provide pertinent information.

SECTION 1. USER INFORMATION. Enter all information required for key renewal.

- SFTP accounts begin with “MEB”. XXX=Acronym from NFC.
- Attach updated keys (i.e., PGP, SSH)

SECTION 2. Action Required

- 2a. Select Modify
- 2c. Environment

SECTION 6. Special Instructions

- Type of transmission: (i.e., inbound, outbound, or bi-directional)
- SFTP User ID: (e.g., mebcde123)
- Technical POC Name: Agency POC generating the key
- Technical POC Email: Contact Information for Agency POC
- Technical POC Phone Number: Contact Information for Agency POC

Screen Print 13.4

NATIONAL FINANCE CENTER PAYROLL PERSONNEL REQUEST FOR SECURITY ACCESS					
SECTION 1. USER INFORMATION					
☐ Check this box for multiple users with different or same access. See page 3.					
A. NFC USER ID (Existing users)	B. USER NAME	C. SOCIAL SECURITY NUMBER (New federal users only)	D. CONTRACTOR (Y/N)	E. EXPIRATION DATE (Contractor only)	F. USER EMAIL (New users only)
mebcde	xxx sftp				
SECTION 2. ACTION REQUIRED					
A. ☒ ADD ☐ DELETE ☒ MODIFY ☐ REESTABLISH		B. ROLE IDENTIFIER/ROLE NAME		C. ENVIRONMENT ☒ PROD ☐ CUAT ☐ PARALLEL ☐ TRAINING	

Screen Print 13.5

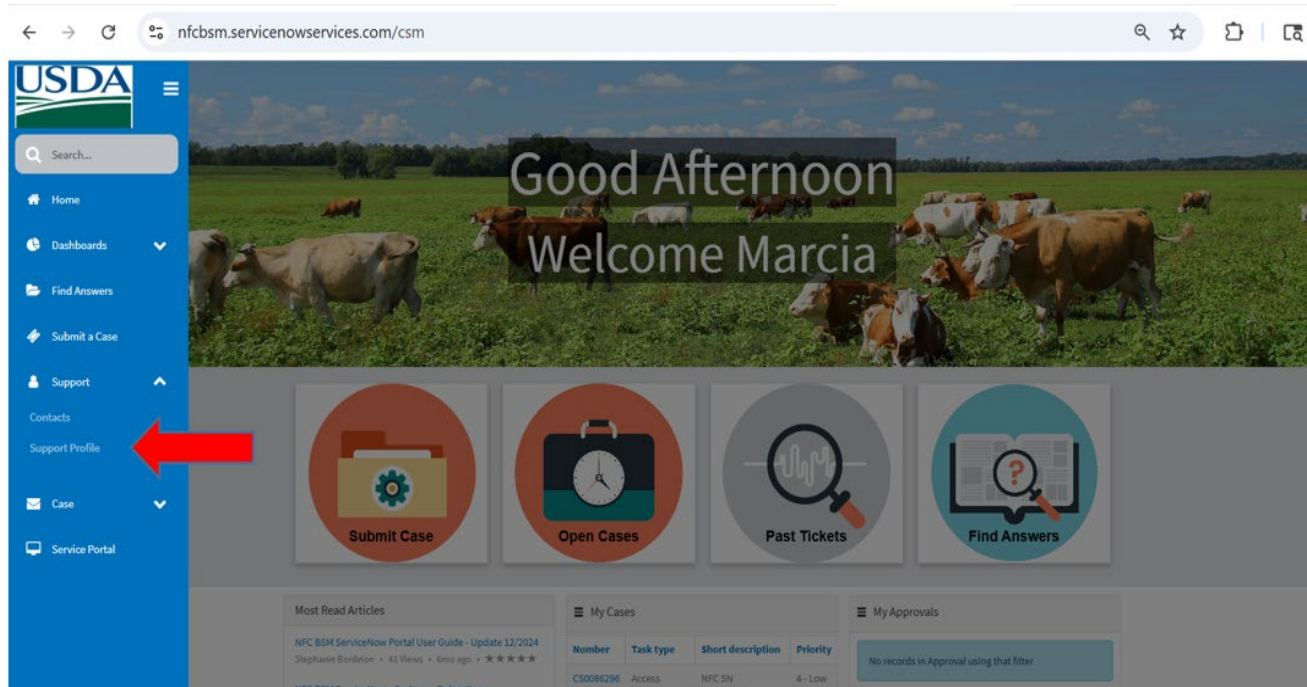
SECTION 6. SFTP INFORMATION		
TYPE OF TRANSMISSION ☐ Inbound ☐ Outbound ☒ Bi-Directional		SFTP User ID mebxxxx
TECHNICAL POC NAME Susan Smith	TECHNICAL POC EMAIL ADDRESS susan.smith2@usda.gov	TECHNICAL POC PHONE NUMBER 123-56-4567
SECTION 7. SPECIAL INSTRUCTIONS		
Add other applications and transmissions not listed above, such as CAISDNLD, BEARDNLD, etc. Agency ssh and pgp is attached.		

14. Create Delegations

The delegation feature allows Security Officers to identify an alternate authorized Security Officer, within their Agency/Organization to track open tickets in their absence.

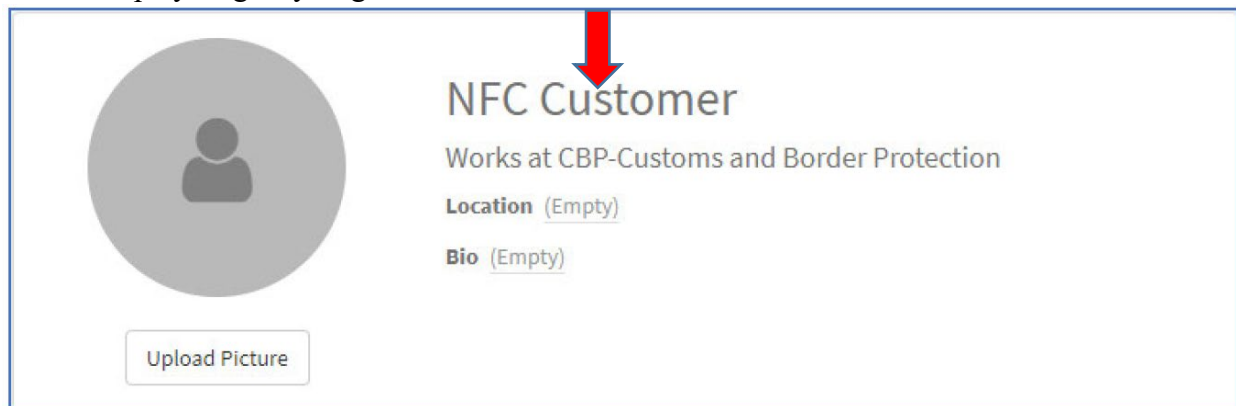
14.1 Example of NFC ServiceNow Home Page, Support Profile Section.

- Select **Support Profile**.



14.2 Example of Agency Organization displayed in Profile.

Profile displays Agency Organization



14.3 Example of Delegates section.

Scroll to end of page to see the Delegation Section:

- **My delegates** - Delegations already set up.
- **Delegated to me** - Delegations by another Organizational Security Officer.

The screenshot shows a 'Delegate' form with a blue header. On the left, there are input fields for 'User:' (with a dropdown menu showing 'NFC Customer'), 'Delegate:', 'From date:', and 'To date:'. Below these are four checkboxes: 'Approvals', 'Assignments', 'CC notifications', and 'Meeting invitations'. A 'Submit' button is at the bottom. On the right, there are two blue boxes: 'My delegates' and 'Delegated to me', each with a white box below it saying 'No delegations'. Two red arrows point from the top of the form to the 'My delegates' and 'Delegated to me' boxes respectively.

15. Adding a Delegate

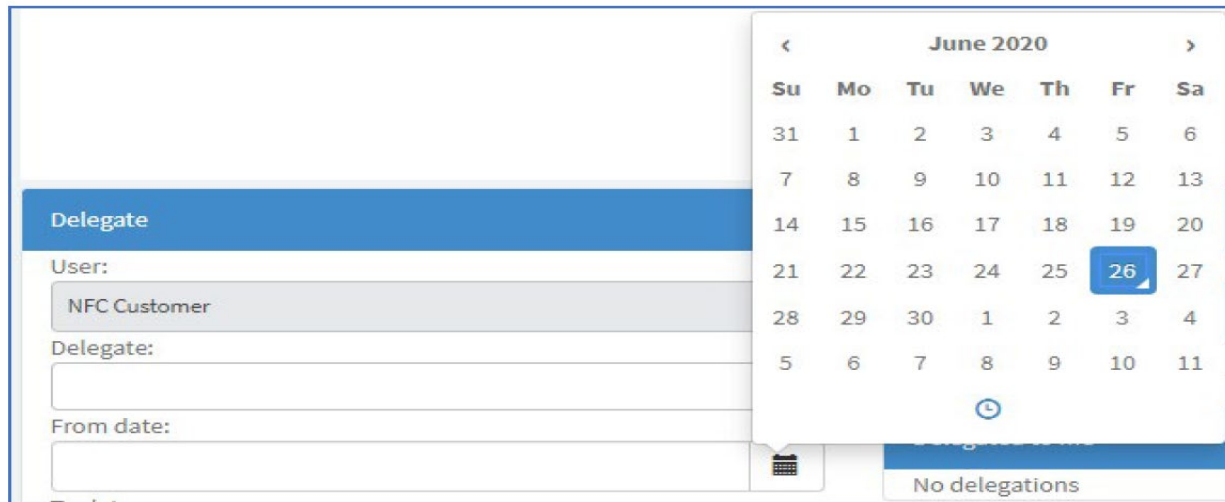
15.1 Example of Adding a Delegate.

- **Delegate:** Select drop-down.
- **Select appropriate delegate. NOTE:** Only Active Security Officers should be selected.

The screenshot shows the same 'Delegate' form as above. The 'User:' dropdown is set to 'NFC Customer'. The 'Delegate:' dropdown is empty. The 'From date:' and 'To date:' fields are empty. The checkboxes for 'Approvals', 'Assignments', 'CC notifications', and 'Meeting invitations' are all unchecked. The 'Submit' button is at the bottom. On the right, the 'My delegates' and 'Delegated to me' boxes are still present, each with a 'No delegations' message below it.

15.2 Example of From and To Date blocks.

“From date” and “To date”: select a start and end date and time.



The screenshot shows a web form titled "Delegate". It contains the following fields:

- User:** A dropdown menu with "NFC Customer" selected.
- Delegate:** An empty text input field.
- From date:** An empty text input field.

A date picker calendar is open, showing June 2020. The date 26 is highlighted. The calendar has a header with navigation arrows and the month/year. The days of the week are listed as Su, Mo, Tu, We, Th, Fr, Sa. The dates 31, 7, 14, 21, 28, and 5 are in the first column. The dates 1, 8, 15, 22, 29, and 6 are in the second column. The dates 2, 9, 16, 23, 30, and 7 are in the third column. The dates 3, 10, 17, 24, 1, and 8 are in the fourth column. The dates 4, 11, 18, 25, 2, and 9 are in the fifth column. The dates 5, 12, 19, 26, 3, and 10 are in the sixth column. The dates 6, 13, 20, 27, 4, and 11 are in the seventh column. A clock icon is visible below the calendar.

15.3 Example of Start Time.

Time: Select start time



The screenshot shows a time selection interface. It consists of three main parts:

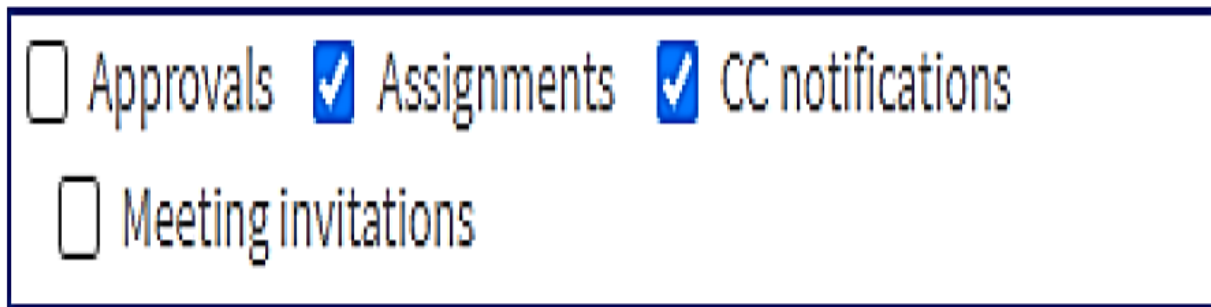
- A small calendar icon at the top center.
- A large white box with a blue border containing the time "07 : 00".
- Up and down arrow buttons on the left and right sides of the time box, indicating that the time can be adjusted.

15.4 Example of Delegation Notification Options.

Delegation Notification Options are as follows:

- **Approvals:** Unavailable for Security Officers.
- **Assignments:** Access to submitted tickets.
- **CC Notifications:** Delegated Security Officer receives copy of NFC auto generated emails.
- **Meeting invitations:** Unavailable.

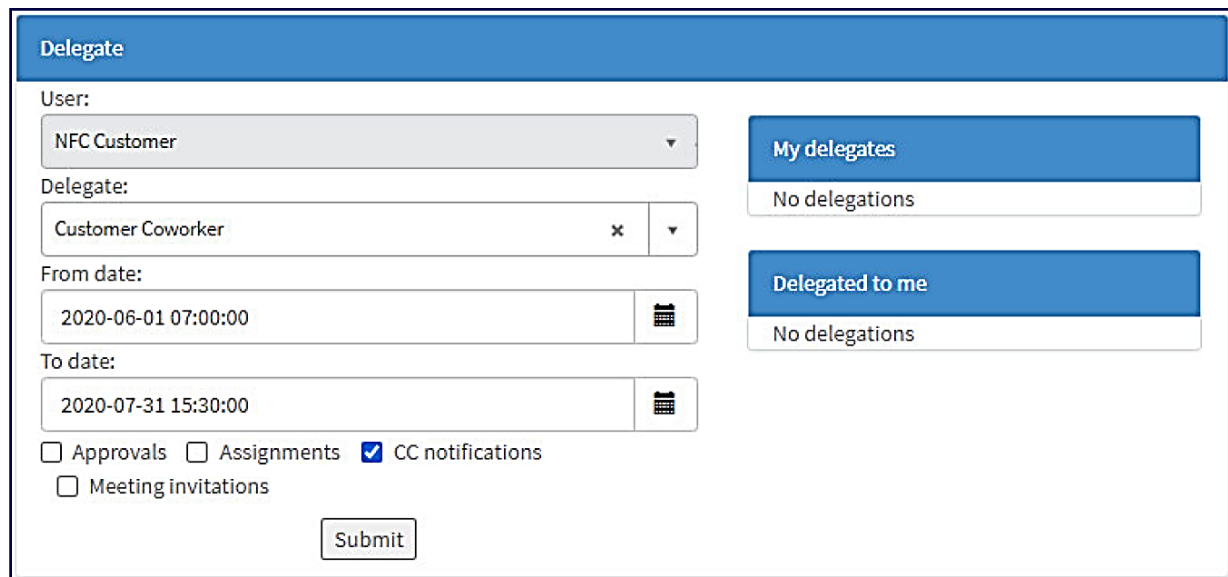
Select the “Assignment” and “CC notification” options.



A screenshot of a web form titled "Delegation Notification Options". It contains four checkboxes with labels: "Approvals", "Assignments", "CC notifications", and "Meeting invitations". The "Assignments" and "CC notifications" checkboxes are checked, indicated by blue checkmarks inside the boxes. The other two checkboxes are unchecked.

15.5 Example of Completed Delegation form before submitting.

Submit completed delegation.



A screenshot of a web form titled "Delegate". The form is divided into two main sections. The left section contains the following fields and options:

- User:** A dropdown menu with "NFC Customer" selected.
- Delegate:** A dropdown menu with "Customer Coworker" selected.
- From date:** A date and time field showing "2020-06-01 07:00:00" with a calendar icon.
- To date:** A date and time field showing "2020-07-31 15:30:00" with a calendar icon.
- Notification Options:** Four checkboxes: "Approvals" (unchecked), "Assignments" (unchecked), "CC notifications" (checked), and "Meeting invitations" (unchecked).
- Submit:** A button at the bottom right of the left section.

The right section contains two blue buttons with white text:

- My delegates:** A button with "No delegations" displayed below it.
- Delegated to me:** A button with "No delegations" displayed below it.

16. Delegation Maintenance

For delegation maintenance (e.g., removal), please contact snow.group@usda.gov

17. Case Tickets Status

The ticket statuses are as follows:

INSTRUCTIONS: View all tickets. **Example 17.1**

- **New:** Created ticket submitted.
- **Assigned:** Assigned for processing.
- **Awaiting Information:** Clarification from Security Officer required.
- **Resolved:** Incident ticket has been resolved. Dispute within 5 business days.
- **Closed:** No further action is allowed on this ticket.

17.1 Example of NFC ServiceNow Homepage with emphasis on “Open Cases” option.

1) From CSM Portal, Select “Open Case”

The screenshot shows the NFC ServiceNow CSM Portal homepage. The browser address bar displays `nfcbsm.servicenowservices.com/csm`. The main banner features a cow field image with the text "Good Afternoon Welcome Marcia". Below the banner are four large circular buttons: "Submit Case" (orange), "Open Cases" (red, highlighted), "Past Tickets" (grey), and "Find Answers" (blue). The "Open Cases" button is the focus of the example.

Below the buttons, there are three main sections:

- Most Read Articles:** Lists two articles: "NFC BSM ServiceNow Portal User Guide - Update 12/2024" and "NFC BSM ServiceNow - Customer Delegations".
- My Cases:** A table showing a list of cases.
- My Approvals:** A section indicating "No records in Approval using that filter".

Number	Task type	Short description	Priority
CS0086296	Access Management Case	NFC SN Administrators Group Access Approval	4 - Low

17.2 Example of NFC ServiceNow “Open Tickets” Page RESULTS.

- Provides a list of the most recent tickets submitted.
- Select Case to view the details.

Open Cases			
Number	Task type	Short description	Priority
CS0086296	Access Management Case	NFC SN Administrators Group Access Approval	4 - Low
CS0086442	Access Management Case	NFC SN Administrators Group Access Approval	4 - Low
CS0086441	Access Management Case	NFC SN Administrators Group Access Approval	4 - Low
CS0086474	Access Management Case	NFC SN Administrators Group Access Approval	4 - Low
CS0086596	Access Management Case	NFC SN Administrators Group Access Approval	4 - Low
CS0086108	Access Management Case	SFTP File Transfer Protocol - PGP Key Update	4 - Low
CS0086500	Access Management Case	NFC SN Administrators Group Access Approval	4 - Low
CS0086487	Access Management Case	NFC SN Administrators Group Access Approval	4 - Low
CS0086473	Access Management Case	NFC SN Administrators Group Access Approval	4 - Low
CS0086475	Access Management Case	NFC SN Administrators Group Access Approval	4 - Low
CS0086438	Access Management Case	NFC SN Administrators Group Access Approval	4 - Low
CS0086358	Access Management Case	NFC SN Administrators Group Access Approval	4 - Low

Rows 1 - 12 of 12

17.3 Example of Request in a Completed State with the Dispute Solution button.

View of Request in a Completed State

Dispute button is displayed

- **Dispute Solution:** Reopens ticket for review.

The screenshot shows a ServiceNow interface for a ticket titled 'Ticket Form for Case' with ID CS0059581. The ticket is in a 'Resolved' state. The main content area displays a timeline of activity: a message from Marcia Nguyen asking to sign a form, followed by a PDF attachment '1104n.pdf' (335 KB), a description 'testing add new user', and a note 'CS0059581 Created'. The right-hand 'Actions' panel shows the 'Dispute Solution' button, which is highlighted by a red arrow. Below this button, a summary of the request is provided, including fields for Number, State, Priority, Created, Resolution Notes, and various organizational details like User Agency and Category.

17.4 Example of Case in a Closed Status automatically after 5 days.

After 5 business days the ticket automatically moves to a closed status

nfcbm.servicenowservices.com/csm?id=form&table=sn_customerservice_access_management_case&sys_id=78fd59ff1b2fb610ed7acbf5624bcbbc&view=sp

The screenshot displays the 'Access Management Case' form in ServiceNow. The form includes several fields: Account, Contact, Asset, Product, Entitlement, State, Priority, Assigned to, Assignment group, and Contract. The 'State' dropdown menu is currently set to 'Closed', and a red arrow points to it. The 'Assigned to' field is populated with 'Marcia Nguyen', and the 'Assignment group' is 'CPOC_ICMD_AMB_SN_Admin'. The form also includes a 'Contract' field.

18. Requesting an Expedite

All escalation of matters to be addressed such as expedites or challenges should be sent directly to ocfoambescalation@usda.gov.

Justification Example: An unusual event or anomaly that impact/prevent production payroll processing (e.g. T&A, Personnel processing, etc.)

- Criteria for urgency level:
 - Critical-level 1 - Production related issue that impact pay processing, or Security Incident/investigation.
 - High-level 2 - NFC delay due to unavailability of resources.

19. NFC Security Reports

Requests for Security Access Reports are submitted via ServiceNow, Employee Self Service (ESS) as **Category: Operations and Access Management/Operations and Security Center** or email to osc.etix@usda.gov.

Ensure all Security Access Reports requirements are identified such as a description of the Security Reports to include User IDs, FirstName, LastName, Applications and functions.

Service request is created on ASO behalf and assigned to OSC Security Reports Team.

Inquiries for Security Access Reports must be sent to OCIO-DISC-EHSD-SDCEB-SD-REPORTING@usda.gov.

20. 30/60/120 Day Inactivity Reports

Users who have not logged in to any application as mandated will be suspended or deleted. Failure to comply will result in the following:

30-Day Inactivity: Users whose accounts have been inactive for 30 days will receive an email warning from NFC.

60-Day Lock: User accounts that have been inactive for 60 days will be locked by NFC. To unlock user IDs, ASOs must open a ServiceNow ticket and then reset the user's password.

120-Day Deletion: User accounts that have been inactive for 120 days will be automatically deleted by NFC. (Once a User ID is deleted, ASOs will be required to submit a new Case to *re-establish the deleted account*.)

Keeping Track of these reports can also help with Agency Audits.

Important: An inactive account is a Security Risk to both NFC and your agency. It is important for users to log in so there are no unused ID's with PII data available. Targeting ID's that are not being used is a common practice and it is a risk that can easily be avoided by having users log in.

Mainframe Activity Report can be accessed via url: www.nfc.usda.gov.

From the **Launch an Application**, Select **"Reporting Center"**.

20.1 Example of Reporting Center Icon Selection

Launch an Application



21. Navigating to the NFC AD-3100 Forms

NFC Security Access Forms are required to request access to NFC's Payroll Personnel and Web Reporting Systems or designated Officers.

Navigating to the NFC Security Forms

21.1 Example of the NFC HR and Payroll Clients Homepage

- Go to the NFC home page: <https://www.nfc.usda.gov>
- Select "MyNFC" dropdown.
- Select on "HR and Payroll Clients" link.



21.2 Example of Agency Security Officers under HR and Payroll / Customer Communities

Select **Agency Security Officers** link.

Agency Security Officers

Security is of the highest concern for NFC and our customers. We realize that we must remain vigilant regarding this priority in all initiatives that we undertake.

21.3 Example of Agency Security Officer Forms under “Additional Resources”

Select ASO Forms.

USDA United States Department of Agriculture National Finance Center

About | Contact Us | Subscribe Search

Home Services MyNFC

HR and Payroll / Customer Communities

Agency Security Officers

Security is of the highest of concern for NFC and our customers. We realize that we must remain vigilant regarding this priority in all initiatives that we undertake. We value our trust relationship with our customers and do not take it lightly.

Client Services HR Back Office Publications NFC University I Want to ...

ASO Notifications

[View ASO Notification Archive](#)

Update: Replacing Remedy Requester Console with Business Service Management ServiceNow
July 18, 2017

As previously announced in National Finance Center (NFC) Customer Notification dated June 29, 2017, NFC's transition from BMC Remedy System Requester Console (RRC) to Business Service Management (BSM) ServiceNow (SNOW) was in the final stages of acquiring an Authority to Operate (ATO). NFC has now received the official ATO; therefore, effective July 21, 2017 NFC BSM SNOW will be operational for all authorized customers.

Additional Resources

- [ASO Forms](#)
- [Adding and Removing Security Access](#)
- [ASO Glossary](#)
- [ASO Notifications](#)
- [News and Initiatives](#)
- [Requesting and Reviewing Access Reports](#)
- [Agency Security Officer Responsibilities](#)
- [User Group](#)

21.4 Example of NFC Security Access Request Forms

Select the applicable **Form**.

Form #	Description
<u>AD-3100-P</u>	Payroll Personnel Request for Security Access
<u>AD-3100-R</u>	National Finance Center Web Applications Request for Security Access Form
<u>AD-3100-S</u>	Role- Based Access Concept (RBAC) Security Requirement Matrix (SRM)
<u>AD-3100-RCO</u>	Multiple Users for Other Available Applications (continuation sheet)
<u>AD-3100-RCI</u>	Form AD-3100-RCI, Multiple Users for Insight (continuation sheet)
<u>AD-3100-RCE</u>	Multiple Users for EmpowHR (continuation sheet)
<u>AD-3100-RCR</u>	Multiple Users for Reporting Center (continuation sheet)

[AD-3100-A, Agency Security Administrator/Officer Designation Form](#)

Appendix A: ASO Resources

NFC Security Corner

https://www.nfc.usda.gov/ClientServices/HR_Payroll/Communities/Security/index.php

ASO User Group Meetings

ASO will automatically receive appointment for upcoming meeting.

News and Initiatives

https://nfc.usda.gov/ClientServices/HR_Payroll/Communities/Security/news.php

NFC GovDelivery

**For security notifications & report distribution
NFC Security Corner**

https://www.nfc.usda.gov/ClientServices/HR_Payroll/Communities/Security/index.php

Appendix B: Contact Information

Call:	Phone Number	For Assistance
Operations and Security Center	1-800-767-9641 Email osc.etix@usda.gov	Report technical problems to Operations and Security Center (OSC) Helpdesk, which is a 24/7 operation.
Access Management Branch	Email: ocfoambescalation@usda.gov	Service organization responsible for granting and resolving access challenges for NFC applications.