



Customer Advisory Board (CAB) Meeting Minutes Kansas City, Missouri – June 10-11, 2009

<u>CAB ATTENDEES</u>	<u>AGENCY</u>	<u>CAB ATTENDEES</u>	<u>AGENCY</u>
Sri Rapaka	ABMC	Vanessa Parker-Johnson	SSA, Baltimore
Debbie Byrd	DHHS, CDC (Chair)	Shirleeta Stanton	SSA, Baltimore
Selwyn White	DHHS, CDC	Russia Williams	SSA, Baltimore
Joseph Feeny	DHS, USCG, Topeka	Walter Kalita	US Courts
Thomas Owells	DHS, USCG, Topeka	Julie Tripp	USDA, APHIS
Larry Wilson	DHS, USCG, Topeka	Julia Burkhardt	USDA, FSA
Delores Bletz	DOC, NOAA	Tammy Alphonse	USDA, FSA
Deborah Ferrara	DOC, NOAA	Darrel Davis	USDA, FSA
Janice Hill	DOC, NOAA	Mary Grisham	USDA, FSA
Michele Kilgore	DOC, NOAA	Samantha Hoffman	USDA, FSA
Diane Locascio	DOC, NOAA	Carolyn Lane	USDA, FSA
Janet Solomon	DOC, NOAA	Jim McAfee	USDA, FSA
Charles Champ	DOE, Oak Ridge	Linda Milazzo	USDA, FSA
Art Weiss	EPA, Las Vegas	Pamela Moore	USDA, FSA
Gloria Owens	EPA, RTP (Vice Chair)	Amber Nash	USDA, FSA
Juanita Watkins	EPA, RTP	Jeff O'Connell	USDA, FSA
Michelle Clow	GSA	Rhonda Quinlan	USDA, FSA
Lisa Dillion	GSA	Brian Quirk	USDA, FSA
Laura Feipel	GSA	Glen Richter	USDA, FSA
Kim Frey	GSA	Nancy Sanders	USDA, FSA
Tami Henry	GSA	Nanteza Shakes	USDA, FSA
Vickie Jones	GSA	Greg Thebeau	USDA, FSA
Bradley Kliethermes	GSA	Monty Tranbarger	USDA, FSA
Antoinette Lyons	GSA	Lloyd Davis	USDA, NFC
Tina Morrison	GSA	Joe Henley, Jr.	USDA, NFC
Jane Pritchett	GSA	Charles Kyser	USDA, NFC
Marisa Quinlivan	GSA	Gary Millet	USDA, NFC
Charlene Thatch	GSA	Joseph Vitale	USDA, NFC
Sharon Pinaro	IRS	Virginia Luke	USDA, RD
Donna Dahlen	SSA, Baltimore	Moraima Rivera	USDA, RD
Susan DeLabio	SSA, Baltimore	Angela Conchola	USDA, RM
William Ehmann	SSA, Baltimore	Michael Drewel	USDA, RM
Charone Garland	SSA, Baltimore	Margo Erny	USDA, RM
Denny Lessner	SSA, Baltimore	Shanda Sander	USDA, RM

KFC ATTENDEES

Gary Beets, FMS, KFC Director	Regina Donaldson, FMS, KFC
Susan Robinson, FMS, KFC Deputy Director	Crystal Duckworth, FMS, KFC
Carlos Usera, FMS, KFC KROC Director	Irene Huskey, FMS, KFC
Francie Abbott, FMS, KFC	Julie Jensen, FMS, KFC
Tony Barnes, FMS, KFC	Ralf Jordan, FMS, KFC
Tequilla Baskin, FMS, KFC	Lori Meyer, FMS, KFC
Janice Bowers, FMS, KFC	Thomas Nelson, FMS, KFC
Randy Brown, FMS, KFC	Laura Reyes, FMS, KFC
Tony Byers, FMS, KFC	Cynthia Sheppard, FMS, KFC
Jesse Chavez, FMS, KFC	Kathy Spittler, FMS, KFC
Ethan Cole, FMS, KFC	Tamara Thissen Kraus, FMS, KFC
Katie DeCelles, FMS, KFC	Walker Woods, FMS, KFC

SPECIAL GUESTS

Richard Rasdall, FRB, KC Vice President
Terri Bradford, FRB, KC
Kelley Courtright, FRB, KC
Dawn Morhaus, FRB, KC
Richard Sullivan, FRB, KC
Debbie Koller, FRB Minneapolis
Cindy Trevis, FRB Minneapolis
Brenda Alexander, FMS, DC

Stephanie Anderson, FMS, DC
Denise Hammond, FMS, DC
Keith Jarboe, FMS, DC
Dawn Johns, FMS, DC
Michael Moran, FMS, DC
Michael Norman, FMS, DC
Angela Romano, FMS, DC
Michel Spratley, FMS, DC

Wednesday, June 10, 2009

CAB Chair Debbie Byrd, DHHS-Centers for Disease Control and Prevention, welcomed everyone to the beautiful Federal Reserve Bank (FRB) facility and thanked everyone for attending the June 2009 CAB meeting. Debbie informed the attendees of the logistics of the building and opened the meeting.

Kansas City Financial Center (KFC) Director Gary Beets said “Good Morning” to the attendees and introduced the FRB’s First Vice President, Mr. Richard Rasdall. Gary continued with the announcement of Mr. Rasdall’s retirement and provided a little background information noting several accomplishments during Mr. Rasdall’s 25 years of involvement with ACH payments. Gary presented Richard with a token of appreciation.

First Vice President of FRB, Mr. Richard Rasdall took the podium and thanked Gary Beets for his kind words and the CAB planning committee for selecting the FRB as the meeting location. Richard stated beyond showing off their facility, he is proud of the outstanding partnership with the Financial Management Service (FMS). The Payment Application Modernization (PAM) initiative fits like a glove for the FRB. He stated that the FRB and FMS share similar policies and an overall responsibility to research improvements to payment systems. Mr. Rasdall provided PAM as a remarkable example of achievement, accomplished through shared goals and commensurate levels of support across organizations. Mr. Rasdall gave compliments to the payment system research staff and personally mentioned Terri Bradford and Rick Sullivan as the experts in the area.

KFC Director Gary Beets stated how impressed he was looking around the room, humbly impressed. Gary reported that there were 125 people including FMS representing nearly twenty Federal Program Agencies (FPAs) in the room today. Gary noted that this was the largest CAB turn-out to date. He shared that when CAB put their initial meeting together about fifteen to twenty people attended. Gary shared a couple organizational changes. Judy Tillman, commissioner retired in April, in her place, Dave Lebyrk is the Acting Commissioner. The fiscal secretary, Ken Carfine, took a leave of absence and Dick Greg came out of retirement to be the acting fiscal secretary in his place. Rita Bratcher is the assistant PM Commissioner PM at FMS-Headquarters.

Gary reviewed several accomplishments for KFC including disbursement of 44 million check or EFT ERP payments for Veterans Affairs, Social Security Administration, Supplemental Security Income, and Railroad Retirement Board. The 2008 Customer Service Survey is closed and KFC once again had the highest response rate and highest approval rating of all the centers! Gary thanked everyone for participating in the survey and providing responses. To wrap up, Gary reiterated that the CAB can affect change by providing a unified voice for the FPA’s; Secure Payment System (SPS) enhancements being a case in point. Gary thanked everyone for using budget resources and taking time out of their busy schedules to be at the CAB.

Debbie thanked both Mr. Beets and Mr. Rasdall and started the round table introductions of the attendees and the agencies they represented.

Round Table – Introductions – CAB Members

After all introductions were made, Debbie informed the attendees that the minutes from the December 2008 CAB meeting were provided in their CAB binder. She asked everyone to review the 2008 minutes and report if any changes or revisions need to be made. No changes were noted. A motion to accept the minutes as written was made, seconded and approved.

Presentations

Government wide Accounting and Reporting Modernization Project Update and Demo (GWA) Presented by Mike Norman and Keith Jarboe from FMS, DC

Mr. Norman provided the attendees with GWA's major accomplishments and current initiatives. Mr. Jarboe demonstrated the Provisional Account Statement, GWA reclassification component and status of GWA reporters. It was noted that on transaction, provisional reporting, you can only report one month at a time.

Q. Within the Account Statement, can you drill down from the BETC to the code to see all the details?

A. Yes, you can see all the details and reconcile back.

Q. When you query by ALC, is that the reporting ALC only or can you drill down further?

A. Currently the capability is not there, it may be explored in the future.

Q. With the provisional reporting, how do you reconcile to the fund balance with treasury?

A. By using the BETC presentation.

Q. Will the sort feature within the GWA statement be "personalized"? Can you list by task?

A. There are several options available to the user. It will provide the entire account by BETC with multiple query screens.

Q. If you are not using the SF 224, can you use the reclassification component?

A. Yes, a non SF 224 filer can use Section 1. The reclassification component is for full reporting.

Payment Application Modernization (PAM)

Presented by Jesse Chavez from FMS, KFC

Mr. Chavez's presentation included an update on PAM Release 2.0 implemented in February 2009 and discussed the upcoming releases for PAM focusing on the differences between PAM and the legacy system.

Q. On the TOP daily, if you have a vendor with an exception, will there be a mechanism to over ride?

A. No, not at the record level but it can be done through the agency profile set-up.

Q. Will Release 3.0 include same day payments?

A. Same day payments are not in Release 3.0 but will be incorporated in Release 3.1 and will follow the same rules.

Q. What will be routed through TOP? What if the payment type has a waiver?

A. The process for TOP will be the same as it is today. PAM payments going through TOP should be transparent to the agency.

Q. Can a data entry operator uncheck a box to keep a particular vendor payment from going through TOP?

A. Yes, a DEO can uncheck the box but must also have an approved waiver for the payment to not go through TOP.

Q. Is TOP for Salary and non-salary?

A. TOP does not apply to salary. The process remains the same. The configuration is not changing.

Q. What is the back lash of an incorrect payment? How does it get corrected?

A. It depends on the nature. One way is to reverse the whole payment file. Another way is to catch it before it is sent. Contact the help desk immediately if an incorrect payment has been certified..

Q. Will the pre-edit report have the same format?

A. The report may have a different look and feel but you will still get the report.

Q. How will we be notified of an error?

A. The PAM help desk will contact you. It's the same process used today. Same goes for exceptions and rejections. You will still receive an error report of invalid transactions.

Q. How quickly will we receive an email back on a file after it's sent?

A. The email is generated automatically and you should receive it within the next day.

Q. Will there be daily pre-edits on a Type B file?

A. Yes.

- Q. If you have exceptions to a file and there are 1,000 items with invalid RTNS, is there anyway to specify the line?
 A. The email will only give you the beginning of the record, not every record because it would clog the email system.
- Q. Will notifications only be going through email?
 A. No, but it is the preferred method because of volume.
- Q. Do you anticipate SSA Title 2 in 2011-2014?
 A. There is separate implementation for different types of payments.
- Q. Do you foresee using the control number as verification?
 A. Yes, the control number, the schedule number, item count, etc.

Kansas City Regional Financial Center Updates

Francie Abbott, Financial Services and Support Branch (FSSB)

CLAIMS –

Teletrace

- KFC has successfully closed over 25,000 cases this calendar year (which total over \$17 million)
- We closed 86% of those cases within 5 days
- We've been able to recover over \$541,000 in misdirected funds on behalf of SSA in 2009

CUSTOMER ASSISTANCE STAFF -

Help Desk Unit

- Answered nearly 10,500 calls since the first of the year
 Most common calls we assisted with:
 - 1) Unidentified EFT payment
 - 2) Request for Payment status
 - 3) Agency Calls (to assist a customer, treasury programs, general support)
- In addition to the Teletrace misdirected payments, we recovered 287 items totaling \$6.8 million at the request of customer agencies.

Project Unit

- A big Thank You for responding timely to our request for information to update our emergency contacts. As a result of your feedback we were able to update and correct many of our records.
- Assisted with the OMB Exhibit 300 reporting for IT investments including ITS.gov and Go Direct.
- We have been working closely with Commodity Credit Corporation over the past several months. KFC is targeted to begin processing their EFT payments as soon as August of this year.
- Kansas City was a lead on the Customer Service Survey for 2009. KFC received exactly 100 responses from to the survey...THANK YOU again. A lot of kind words were expressed on the responses and we truly appreciate & value your feedback.
- Myself, as well as my counterparts at the other RFCs, are in the early stages of planning the next Payment Management Customer Conference. The next conference will be held in August 2010 and we are currently exploring locations in Chicago, Denver, and Nashville.
- With that conference being next year, KFC will only be hosting **one** CAB meeting in 2010. We are tentatively scheduling our next CAB meeting for February 2010 in Kansas City. If you have any thoughts on suggestions about the timing of the next CAB meeting or the Payment Management Customer Conference, please note that on the evaluation form.

FINANCIAL OPERATIONS -

Foreign Payments – ITS.gov

- FY 2009 YTD we have processed almost 27,000 payments totaling \$581.4 million.
- **Implement three new agencies to ITS.gov**
 - NASA Shared Services Center
 - Bonneville Power Administration
 - Bureau of Reclamation (Denver)

- Currently there are 35 customer agencies using ITS.gov with 1 pending enrollment that will go live in the next 30 days. Additionally there are 2 agencies working to complete forms and begin the implementation process
- **Current Initiatives**
 - OFAC Screening functionality
 - Digital Signature functionality.
 - Adding special handling check processing functionality to ITS.gov.
 - Transmitting payment files directly to ITS.gov – implementation date and process still to be discussed.
- On June 1st, we sent out an email detailing the July 3rd holiday schedule for international payments processed through ITS.gov. A copy of that letter is in the back of your CAB binder.

Preauthorized Debits (PAD)

- FY 2009 YTD we have processed over 7.3 million collections totaling \$2.4 *billion*.
- We are currently in the process of converting our KFC PAD customers to Pay.gov. Successfully converted 8 agencies and working to convert remaining 17 customers by the End of FY09. Implemented agencies include:
 - Western Area Power Administration (WAPA)
 - Bureau of Reclamation (Denver)
 - NPS – Grand Canyon
 - NPD – Hawaii
 - NPS – Tetons
 - GSA – KC Payroll Group
 - FMS – DMS
 - USCG – Topeka Personnel Services Center

ASAP.gov

Release 9.0 – No scheduled release date yet

Still gathering requirements. Release will update many of the inquiries and reports produced by ASAP.

Randy Brown, Payment Management Operations Branch (PMOB)

Operations

- In May we printed and mailed 2.3M ERP checks in addition to our normal workload – lots of coordination and effort by the staff
- Supported the release of PAM 2.0 in February for March SSI payments. This was the first PAM release to include check printing.
- Issues to work out in PAM for monthly processing; we are targeting November for SSI Daily production

Kern Install

- As reported last meeting, the Kern is FMS' new Intelligent Inserting System (IIS) – allows us to track checks through the wrapping process and out the door
- Performed week-long stress testing in February with encouraging results. The machine is capable of producing the capacity we need, but we also found a few problems that needed to be addressed, including consistency.
- Once a programming issue on the check printing side is addressed we will be ready to go into limited production. We will start with daily checks.

Presort and Mail

- Presort YTD 1.9M pieces, \$115K saved
- Incoming mail processed 205K returns YTD

Upcoming Mail Changes

- Intelligent Mail Barcoding was scheduled to be implemented in May, but the date was pushed back to November.
- FMS is still determining what type of service to acquire
- USPS will begin charging for returned/forwarded mail sent to stale addresses; rates have not been published yet
- Your agency can help keep costs lower by ensuring that your addresses are up-to-date
- Tools that you can use include NCOALink, which updates your mailing list for customers who have filed a change-of-address with the Post Office; please see me if you'd like more information

Calendar YTD Statistics (through 31 May)

- 41.8M EFTs, \$64B
- 14.7M Checks, \$21.3B
- Total 56.5M Payments for \$85.5B

Issues

- Please call me or Laura Reyes if you have any processing problems and we will be glad to help you
- Also, please remember that the window for receiving certifications closes at 4 p.m. CT each day.
- The difference in the service we provide is our people

Ethan Cole, Administrative Management Branch (AMB)

KROC buildout

- Managing the building construction for the KROC modifications related to the HROC to KROC transition. Moved and updated the KROC command center. In construction of upgrading the power and utilities systems to accommodate the increased needs of the additional computing systems. Anticipate completion in early 4th quarter of this calendar year (2009). Crystal Duckworth, our Administrative Officer, has done a great job managing this project.

HSPD-12 Initiative

- Employees have been issued HSPD-12 badges.

Safety and Security Audits

- Have undergone 3 safety/security audits in past 6 months and had no major findings. Credit goes to our Physical Security Specialist, Tom Worstell.
 - Kansas City Fire Marshal's Office, Fire Prevention Division
 - DHS Federal Protective Service
 - IRS Safe Guard Review for TOP

Cynthia Sheppard, Information Systems and Security Branch (ISSB) / PAM Update

SPS:

- SPS will be deploying a new release with a number of changes on June 22. This release includes the process for the removal of a schedule number to allow for reuse. Ralf Jordan will be presenting detailed information later in the meeting.
- The SPS section completed an FMFIA review of DSSV and various Head of Agency, 2958, and 21 forms in December 2008.
- SPS completed the yearly SPS user recertification in March 2009.
- Friendly Reminder – On several occasions the KFC Operations area has reported difficulties contacting Certifying Officers regarding problems based upon the phone number contained on the certification which comes from information stored in the SPS system. It is important that Agency Certifying Officers contact the KFC SPS Help Desk when they have a change of phone number, address, e-mail address, etc. The Help Desk will ensure that the information is updated and current in the system.
- Another Reminder – FMS does not currently support SPS on Vista.
 - FMS will continue the support of SPS on Windows XP for the foreseeable future. Agencies are expected to keep using SPS on Windows XP at least until FMS announces their support of SPS operating on Vista.
 - For FPAs who move to Vista before FMS has tested and made the needed changes to SPS, FMS cannot guarantee the FSA's SPS results nor will FMS support be available for troubleshooting.

Programming:

- Implemented Fedline Direct with the FRB:
 - Supported the FRB move to Connect Direct for file transmissions with FMS.
 - KFC took the lead on the project for the RFCs coordinating the application changes and testing. Connie Borchers and Lana Hughes were major contributors to the success of the project.

- Conversion completed in February/March 2009 with no impact to payment processing. All payments completed timely and accurately.
- Agency connectivity to KROC:
 - The Programming staff was heavily involved in the transition of Agencies Payment file transmits from HROC to KROC. Eugene Phillips served as KFC lead for the initiative.
 - Coordinated with each agency on connection to KROC, security, testing, and transition of file transmits.
 - Majority of agencies transitioned by March 2009.
 - Three agencies left to convert.
 - Thank you for the support and commitment from your agencies in support of this process.
- Planning for HROC to PROC move:
 - The Programming staff is currently involved in planning for the HROC to PROC move.
 - Impacts all applications that run in Production on HROC as well as all development environments.
 - Testing of Mainframe applications on PROC occurring this summer.

PAM:

The PAM Project is an effort to modernize the current mainframe-based software applications that are used to disburse approximately 1 billion federal payments annually.

- FMS/FRB partnership
 - Strong sense of FRB/FMS “partnership” and shared vision
 - Open communication and collaboration
 - Have built and now sustaining the “TEAM” approach
 - Pam involves multiple A/C areas within FMS, as well as, multiple entities with the FRB – Kansas City, Dallas, Philadelphia, Board of Governors and TRSO..
 - FMS has SME from all RFC’s, IR, FMS HQ, and of course the FRB system. We have FRBKC assisting with PMO support and the day-to-day management of the project. FRB Dallas provides the lead architect and development support and FRB Philadelphia performs the QA testing for the project.
 - Collaboration and communication a key component of the FMS/FRB team
 - Daily communication
 - Weekly meetings
 - Solicit feedback from each other for key deliverables
 - Participate in briefings, CAB meetings, agency forums, etc.
 - Certain positions where FMS is back-up for FRB and FRB is backup for FMS (Ex. E-300, facilitating meetings and conferences, minutes, joint budget exercises)
- Within Budget
 - FMS/FRB PMO group meets monthly to discuss expenses to ensure budget cap is maintained.
 - FRB is creative with contractors when trying to stay within cap.
 - Actively seeks additional discounts and reduction of travel costs where possible.
 - FMS/FRB collaborates extensively during 18 month and 3-year plan processes.
- Knowledge Transfer
 - Key component of the success of PAM
 - FMS goal to achieve self-sufficiency
 - Currently have 8 mentees who are paired with FRB and contractor resources
 - FMS will add 4 mentees after Release 3.0
 - Goal is to increase productivity from FMS developers, thereby; decreasing the number of non-FMS developers and reducing overall project expenses
- PAM Resources
 - ERP and other initiatives share the same resources. FMS is still required to maintain legacy application
 - FMS is currently moving from HROC to PROC.
 - Knowledge Transfer (KT) is expensive and takes away from senior development resources.
 - **MITIGANTS**
 - Move assignments between other FMS and FRB resources
 - Creatively move requirements to later dates when needed resources are available that will not affect key deliverable dates.
- Alignment with Interfacing Applications
 - Several production releases have to be in alignment.
 - Testing of the various applications and the competing hardware resources within each project have to be managed. The various testing groups have to manage time and make sure databases; IR support is available when needed.

- **MITIGANTS**
 - Conducted an all interfacing application meeting in KC to create a detailed timeline of all production ready activities by application and created a master timeline
 - Established weekly, bi-weekly, or monthly meetings as touch point status meetings to ensure everyone is on schedule.
 - Identified key dependencies between applications
 - Aligned test schedules

Key Upcoming Milestones:

- Release 2.0 Live February 2009
 - Includes ALL RFC's
 - 60+ Users
 - Complete shakeout of D/R in Oct 2009
 - Process SSI Dailies in Nov 2009 – Coding already complete
- Release 2.1
 - Automating SPS Summary Schedules
 - Development complete
 - QA/UA testing ongoing
 - Test with SPS later this year.
 - Live with SPS 1st quarter 2010.
- Release 3.0
 - Development in progress
 - Begin conducting monthly walkthroughs via Web-Ex – Internet Conferencing tool.
 - QA/UA Testing begins in August 09
 - Includes testing w/interfacing systems
 - Complete Development in March 09
 - Complete C&A in April 09
 - Agency Testing will begin in April/May 09.
 - Begin transitioning payments from Legacy system to PAM – Jul 10 thru Dec 10. Both types A and B.

KFC ISSB Staff:

- Both the Programming and SPS staff are heavily involved in the PAM project.
 - Development:
 - Three resources dedicated to PAM Development.
 - Testing Support:
 - Development environment - Early review of Interface files and transmit JCL
 - User Acceptance environment – Support Interface, System, Performance, User Acceptance, and Agency End-to-End Testing
 - Completed End-2-End testing of Release 2 with SSI and all Interfacing Systems resulting in acceptance from all parties.
 - Help Desk:
 - Reporting, assigning, tracking, and monitoring of PAM Production problems.
 - Supporting setup of PAM users(FMS Wide)
 - Production:
 - Implemented PAM Release 2 in February 2009 (March payments)
 - Provide production support for PAM.

Presentations Continued

Financial Management Service Training

Presented by Angela Romano, FMS, DC

Ms. Romano discussed the training offered by the FMS, provided a Financial Management Training and Education Catalog and encouraged the attendees to pass along to their field representatives to attend the Certifying Officer Training.

Q. When will the topics be listed for the AGA Conference so agencies can determine who would be best to attend?

A. Conference should be on the website by tomorrow and the topics will be listed by Friday.

- Q. If an agency is planning an on-site Certifying Officer training, is there a benefit to having other agencies attend?
A. Yes, the more people you have attend the lower the cost. An option is to coordinate with Director Gary Beets. KFC has a training facility and can bring training in-house for other agencies to attend at one site.

Debt Management Services Training

Presented by Denise Hammond and Stephanie Anderson, FMS, DC

Ms. Hammond and Ms. Anderson gave an entertaining “Mission Impossible” presentation on the types of debts, debt collection tools and Debt Management training workshops.

No questions were generated from the Debt Management Services presentation.

Meeting Adjourned

The meeting was adjourned. The Vanguard Award Ceremony and Reception followed.

Vanguard Award Ceremony and Reception

To start the ceremony, the Federal Protection Service Color Guards gave an impressive presentation of the colors and Ms. Elisabeth Reynolds sang a beautiful rendition of the national anthem. Mr. Gary Beets and Ms. Susan Robinson presented the 2008-2009 Vanguard Award to Shirletta Stanton, Denny Lessner and Bill Ehmann of SSA, Division of SSI Management

Systems, Office of the Associate Commissioner for Applications and SSA Systems, Office of the Deputy Commissioner for Systems for their significant contribution and leadership towards enhancing Government cash management.

A brief reception followed the Vanguard Award ceremony in the FRB mezzanine.

Thursday, June 11, 2009

Presentations

IBM Tivoli Identity Manager (ITIM)

Presented by Brenda Alexander, FMS, DC

Ms. Alexander provided an overview of the Identity and Access Management (Site Minder) and User provisioning through ITIM to emphasize the importance of authorization, user management, authentication and central user repository.

Q. Can system recertifications be done for all applications through ITIM rather than having separate recertifications for each system such as IPAC, Pay.gov, etc.?

A. Recertifications are based by application and user. It depends on the recertification scheduled to be done and not all applications are scheduled. The timing of when different systems require recertification can be examined; the decision on when recertification takes place is handled at an application level. All applications which use ITIM for provisioning will recertify through ITIM (the long term goal is for all FMS applications to utilize ITIM).

Q. Can the business process in all applications such as SPS, Pay.gov, etc. be streamlined to present a single interface which allows an Agency to recertify all users of all FMS applications?

A. Presently, this is not possible.

Q. Why are users who attempt to log-on to a system getting suspended from a system that they were already logged into?

A. They should not but it is probably happening due to the user having a level 2 in one system and a level 3 in the other system they are trying to log into. This is a known issue which is being worked on. In the enterprise work flow the recerts are provisioned by levels. The DACD staff who builds users profiles need to examine each user’s credentials and their current level of access to prevent this from happening. The potential is that the build for the new ID was assigned level 2. If done properly, DACD should maintain a level 3 for the use so that no other system accesses are affected. If you have an application with PKI authentication with different levels the higher level will not let you in. All PKI issues which can not be resolved through the FMS Helpdesk at 202.874.HELP can be elevated to Michael Moran at 202.874.1204.

Interjection: Gary Beets stated these issues cross all the organizational boundaries. He said Francie Abbot is on the Customer Advisory Council and will take these issues forward.

Q. Is there movement to use one password for each application such as SPS, ASAP, IPAC, etc.?

A. That's where a single sign-on comes in. ITIM is accessed through a single sign-on, however not all FMS applications are single sign-on applications. Only those applications which have been added to the single sign on platform will be available through single sign-on. It is anticipated that new applications will be single sign-on but some legacy systems may never convert.

Interjection: Susan Robison stated there is a FMS movement towards that point. However, the timing is unknown but they have been working on a single sign-on for all applications.

Q. When an employee leaves and an exiting clearance is needed, we don't know all the accesses the employee had. Can one email be sent to remove all the accesses?

A. Yes, you can send an email to the FMS Help Desk and ask for the user to be de-provisioned. Also, if you go directly into ITIM, the system will list all the systems and access the user has and a DEO can perform the task to remove all the accesses.

Payment Trends and Payment Fraud – The Changing Payments Landscape Presented by Terri Bradford and Rick Sullivan, FRB, KC

Ms. Bradford shared statistics developed by the Payments System Research Group studies, the consumers' payment preferences and the types of payments on the verge. Mr. Sullivan gave an interesting questions approach to talk about payment fraud and identity theft.

Q. Out of the three different methods available as options, is there one that is in the forefront to be used?

A. Yes, the EMV standard ("Chip and PIN") but it is also the least capable one. The U.K. put EMV in place and is putting pressure on the U.S. to adopt.

Q. Commercial are advertising many programs to help protect ourselves against fraud and identity theft. What is your opinion of the programs offered and which one do you give the most merit?

A. I wouldn't pay for any of them but that doesn't mean they don't have value. I wonder if they really protect the customer or would they be more useful for someone trying to steal your identity. The best way to protect yourself is to sign up for the free credit reports and monitor them yourself. Take advantage of the free alerts that credit card companies offer. Monitor on-line access to accounts.

Secure Payment System (SPS) – What's New?

Presented by Ralf Jordan, FMS, KFC

Mr. Jordan demonstrated the new SPS data entry operator (DEO) and Certifying Officer (CO) user roles that will go into effect on June 22, 2009 with the implementation of Release SPS ReIP 14.0.

Q. What is does the *R* mean on the toolbar?

A. That is the reset button.

Q. Regarding the state field on the schedule, what will be populated in the field?

A. An enhancement has been made to print the actual schedule state name when schedule detail print action is performed.

Q. What does auto extract mean?

A. A Certifying Officer (CO) examines the schedule and upon verification, certifies the schedule which results in the schedule being submitted to FMS and automatically extracted to the Mainframe and printed immediately at the host RFC.

Q. Can you see behind the scene the state of a schedule; i.e. like when the CO rejected the schedule, etc.?

A. Yes, you have that capability now. It will show editable, rejected, pending, extracted or auto extracted on the print out of the schedule.

Q. What's the timeframe from when you submitted a request for removal of SNU?

A. From start to finish, maybe 15 minutes to an hour but hopefully within 30 minutes. The goal is to catch it early enough in the day to get the payment(s) out. Once a Certifying Officer executes the request for a "SNU Removal", the host RFC Admin will evaluate, approve and process the request. A CO can find out about the status of a pending request by printing the details of the schedule from "View Extracted Schedules" screen or by clicking on the "Request Removal of SNU Entry" on the schedule. Once the request has been accepted, the FPA can create a new SPS schedule with the same schedule number and complete the certification with the correct information in the schedule.

Q. Since certifications are due by 4:00 PM CST, how long does it take to determine if it is correct or incorrect?

A. The time varies depending on when the schedule is received. Usually, no more than 5 minutes. However, we receive an average of 300 plus certifications in a day that need verified. Generally, at the busiest time around 2:00 CST.

Q. Is there anyway the editing process can be sped up?

A. If the schedules were received earlier than the 4:00 PM CST cut off time it would help immensely. The sooner the certification comes in the sooner it can be edited. PAM will expedite the editing process and eliminate the manual processes.

Q. When the payment amount is incorrect or date, etc., can you pull the schedule number for other information?

A. Currently data other than date of pay is rejected, i.e. Control Number, Total Dollar amount, Number of payments, etc.).

Q. I am concerned about getting it in on a particular day?

A. Regarding the CTX file, the date is on the actual bulk file and has to match.

Q. Do you have the correct contact person or the back up names if a correction needs to be made for a quick turn around?

A. Yes, but the changes have to be made by the same CO that certified the schedule. With the new release which is expected to be in production on Monday June 22, 2009 a CO, not necessarily the same CO may request correction.

Tour of the FRB facility

Closing Remarks

Debbie welcomed everyone back from the tour and reminded the agencies to send their agency updates to CAB@fms.treas.gov.

In closing Francie thanked Elisabeth Reynolds (Beth), for the event coordinator for ensuring everything was set up just the way that FMS requested. Gary thanked Debbie Byrd, congratulated the Vanguard winners, and thanked the KFC staff. Mr. Beets thanked the attendees for coming and wished everyone safe travels in returning home.

Meeting Adjourned

Agency Updates

EPA -

EPA has received \$7.22 billion from the American Recovery and Reinvestment Act. The funds are cited for refurbishing water and wastewater infrastructure, cleanup of Brownfield and Superfund sites, repairs to underground storage tanks, as well as additional projects to cut diesel emissions. It is expected that the additional funds will require additional work for the Finance offices. Research Triangle Park Finance Center will be working overtime as needed and plan to hire one additional accountant.

We have a new Administer, Lisa Jackson who has been actively involved in meeting the employees and outreach.

The new acquisition system (CompuSearch – PRISM system) implementation has been delayed due to an IG audit. There is currently not a specific implementation date. When the acquisition system is implemented, it will be done in phases per regional/office location. EPA is also in the process of replacing the finance system with CGI Momentum. This system will be implemented in October 2010 (Fiscal Year 2011). We are resolving issues and diligently working with the goal of achieving this implementation date.

The IG first 6 months audit (October 08 to March 09) is in process. There have been no findings or position papers issued at this point.

FMS – Check Resolution Division, Check Claims Branch -

Operations

Special processing is required for Social Security Administration's Economic Recovery Payments in the check aftermath processes.

Customer Liaison

The Check Claims Branch held its annual Agency Conference in April 2009. There were approximately 165 attendees present.

Michel Spratley and Dawn Young Johns conducted Check Claims 101 training this week at Commodity Credit Corporation, Internal Revenue Service - Kansas Campus and Kansas City Financial Center (FMS). A training session will be conducted at the National Finance Center on June 23-24.

TCIS

Those agencies that are having difficulties in the TCIS enrollment process, may contact Dawn.Johns@fms.treas.gov. Contact FMS Help Desk for technical difficulties. Reviewing the back of a check is only a small step in the check claims adjudication process. Agencies should place the appropriate unavailable check cancellation when payees report non-receipt of a U.S. Treasury check.

The case adjudication application in TCIS will be replaced next year. Minor impact to agencies (claims history elements description may alter).

NFC, GESD (Payroll Division) -

1. NFC is in the initial funding phase of a project to develop a new pay engine.
2. We are working with clients who wish for NFC to include agency disbursed payments on NFC generated W-2s.
3. As part of our Direct Premium Remittance System, we are developing an operational procedure to process Federally subsidized ARRA-TCC payments to OPM on behalf of all qualified Federal separated employees, regardless of the servicing e-Payroll provider.
4. NFC is implementing new reporting requirements related to OPM's Retirement System Modernization initiative.
5. NFC expressed appreciation to KFC's Secure Payment System staff for the outstanding service provided to our organization.
6. We have completed work on OIG AUP and A-123 audits.
7. NFC's new Backup Computing Facility at USDA's Enterprise Data Center in St. Louis, Missouri has been operational since the end of December 2008.
8. COOP and Pandemic Plans
 - In January NFC conducted a COOP data recovery exercise at our back-up computing facility and last month we completed a disaster recovery exercise of major operations at our Alternate Work Site.
 - We are currently working with Dwight Sage and Tamara Thissen to update the Memorandum of Understanding between Treasury/FMS and USDA in a disaster environment. Thanks to both of them for their assistance.
 - NFC is prepared for the 2009 Hurricane Season.
 - We continue to monitor and prepare for a swine flu pandemic.
9. We expressed appreciation to the management and staff of KFC for providing outstanding customer service to NFC. Although NFC is serviced by three RFCs, the service provided by the staff in Kansas City is 2nd to none.

USDA-OCFO-COD -

USDA-OCFO held our annual Financial Management Training sessions in May 2009. It provides USDA financial community access to current topics of interests from the Department perspective.

Financial Management Modernization Initiative (FMMI)

Project:

The FMMI project is being supported by the Office of the Chief Financial Officer (OCFO) to modernize the departmental and agency financial and administrative payment and program general ledger systems.

Objective:

To improve financial management performance by efficiently providing USDA with a modern, core financial management system that provides maximum support to the mission.

Solution:

Systems, Applications and Products in Data Processing (SAP) SAP ERP 6.0, a commercial off the shelf (COTS) enterprise resource planning (ERP) solution will replace the legacy mainframe systems with an advanced, web-based financial management system.

The solution compiles with Federal accounting and systems standards and provides general accounting, funds management, and financial reports.

FMMI's software solution is SAP ERP 6.0

Our Agencies/Staff Offices will be implementing into FMMI in 3 phases. The first deployment will be on Oct. 1, 2009 with 6 Agencies and 13 Staff Offices. The administrative disbursements are to be paid using a new ALC 12401240. Replacing ALC 12400002 with 12 or 13 staff office ALCs.

Emphasis in the coming years on:

American Recovery and Reinvestment Act of 2009. Anticipating additional reporting requirements related to these funds. Federal Funding Accountability and Transparency Act. Department anticipates major emphasis in new reporting requirements in the coming years. FMMI will be instrumental in providing tools to accomplish these new requirements. Preparation for Government wide Treasury Account Symbol Accounting Trial Balance System. FMS alerting USDA of a more efficient system of creating common structures, consistent reporting, and efficient reporting. New system requires quarterly trial balance for each TAS instead of creating FACTS1, FACTS2, IFCS, and IRAS. Testing starts June 2011.

FRB Minneapolis –

FedACH Processing Volumes

- In 2008 FedACH Processed:
 - 11.4 Billion Items
 - For a dollar total of \$19.8 Trillion
- On an average day we process:
 - 8,100 inbound files
 - 30,000 outbound files
 - 50.8 million items
 - \$78.5 billion dollars
- Processing Records to date:
 - Peak item record 11/28/07 – 87,933,975 items
 - Peak dollar amount 12/14/07 - \$145,852,887,607.46
 - Peak number of files per hour 10/02/03 - 2,471
 - Peak number of batches in one file - 09/02/08 – 718,153

FedACH Quality Measures

- Through May 2009 (rolling 12 month period):
 - Percent Uptime of Fedline Direct Channel (FLD) – 100% (Target 99.90%)
 - Percent Uptime of Fedline Command Channel (FLC) – 100% (Target 99.90%)
 - Percent Uptime of Fedline Advantage Channel (FLA) – 99.99% (Target 99.90%)
 - Percent Uptime of Fedline Web (Fedline Information Services) – 100% (Target 99.50%)
 - Percent of Outgoing Files available for delivery timely – 99.87% (Target 99.90%)
 - Overall Percent of Uptime for FedACH Software – 99.89% (Target 99.85%)

FedACH Contingency Information

- The FedACH application has primary and secondary sets of hardware and software images. The primary and secondary sets reside on sites that are geographically disbursed and protected by Federal Reserve Law Enforcement. Recovery and testing of the application on the secondary systems takes place multiple times per year.
- Business Resumption Test Information
 - March 21st, 2009 – Four Treasury Financial Centers successfully participated in FedACH CC1 to CC3 Business Resumption Test:
 - Austin Financial Center (AFC)
 - Birmingham Debt Management Operations Center (BDMOC)
 - Kansas City Financial Center (KFC)
 - Philadelphia Financial Center (PFC)
 - May 2nd, 2009 – Treasury Direct successfully participated in the FedACH CC3 to CC1 Business Resumption Test.

Virtual COS - Leveraging Telephonic Technology

- On May 4th, 2009, the Minneapolis and Atlanta FedACH customer support sites successfully implemented the 1st phase in becoming a virtual call site.
- We utilize the latest telephonic technology to route customer calls to the first available agent in either site.
- Customers benefit with a streamlined option menu and experience shorter wait times before being connected to the best available customer service agent.

Virtual COS - Best Service Routing (BSR)

- Best Service Routing helps balance call volume between Atlanta and Minneapolis
 - Uses a complex algorithm to determine Least Occupied Agent (LOA)
 - Allows us to better balance workloads between agents and sites
 - Provides seamless contingency support
 - In May, the sites answered 6,390 calls with an average speed of answer under 10 seconds per call!

Payment Operations Group

FSA would like to thank Dawn Johns and Michel Spratley for coming to Kansas City prior to the CAB meeting to provide Check Claims training at our facility. The training was outstanding! An extra thanks to Dawn for coming on her birthday to provide the training.

Receivable Management Office

FSA is rapidly developing a new debt system, the National Receipts and Receivables System (NRRS). This system will integrate current legacy systems for collections, receivables and claims into a web-based environment. NRRS will fully integrate the activity from these old stove pipes, 1980's era systems, into a single, web-based real-time system. The scheduled deployment timeframe is set for September 1, 2009. The biggest challenges are the programming of changes, the migration of data, testing of the data, and the timing of the deployment prior to September 1.