

For: FSA Employees and Contractors

FSA Information Security Telephone Support Desk

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

The FSA Information Security Office (ISO) provides telephone support to assist FSA personnel and information system users with information security questions including user ID, password, and access problems.

There have been changes to the hours the FSA Information Security telephone support desk is available and to the menu options.

This notice applies to **all** FSA personnel including the following:

- full-time and part-time employees
- permanent and temporary employees
- STC and COC members
- COC advisors
- COC alternates
- contractors.

B Purpose

This notice provides telephone support desk:

- policy
- procedures
- hours available
- telephone number
- menu options
- e-mail address
- examples of support services (Exhibit 1).

<p>Disposal Date</p> <p>February 1, 2011</p>	<p>Distribution</p> <p>All FSA employees and contractors; State Offices relay to County Offices</p>
---	--

Notice IRM-433

1 Overview (Continued)

C Contacts

If there are questions about this notice:

- County Offices shall contact the State Office
- State Offices and all others shall contact Jeff Wagner, ITSD, ISO, Information Systems Security Officer by either of the following:
 - e-mail to jeff.wagner@kcc.usda.gov
 - telephone at 816-926-6747.

D Authority and References

Sources of authority and references include the following:

- 6-IRM
- DM 3545-002, USDA Information Systems Security Program, Chapter 9, Part 2
- E-Government Act of 2002, Pub. L. 107-347, 44 U.S.C. 3531 et seq., Title III, Federal Information Security Management Act.

2 Information Security Support Desk

A Policy

ISO coordinates, manages, implements, and monitors FSA's information security support desk.

B Procedures

FSA information systems users shall contact the FSA information security support desk for assistance with any information security related questions including user IDs, passwords, and authorizations or access to systems.

The FSA information security support desk does not directly resolve all information security support requests. Some calls may be routed to other points of contact for support or service.

C Hours Available

The FSA information security support desk **hours have changed** and the new hours are now from **6 a.m. to 7 p.m. c.t.**

Notice IRM-433

2 Information Security Support Desk (Continued)

D Telephone Number

The FSA information security support desk telephone number is 800-255-2434, Option 2. Voice mail is maintained.

E Menu Options

The FSA information security support desk menu **options have changed**. The support options are now:

- Option 1: To report a security or PII incident
- Option 2: For AS400, System 36 and COR access support
- Option 3: For web, including eAuthentication, EAS, and web application access support
- Option 4: For mainframe, NFC and corporate financial systems access support
- Option 5: All other systems and applications such as UNIX, Hyperion, or database support.

F E-mail Address

The e-mail address for the FSA information security support desk is **security@kcc.usda.gov**.

Examples of Support Services

FSA Information Security support desk services include but are not limited to the following:

- information security events and incidents including PII loss/theft, office break-ins, equipment (e.g. laptop, Blackberry, digital camera, and Global Positioning Systems) loss/theft, and spam or phishing e-mails
- County Office Reviewer password resets and access
- FSA web applications access (e.g. authorization, permission, and privilege)
- user ID, password and other access support for the following:
 - AS400 and System 36 (e.g. Master and Comm ID support)
 - mainframe (i.e. NITC)
 - corporate financial systems (e.g. NFC applications, FFIS and Integrated Acquisition System)
 - Hyperion and data mart
 - UNIX
 - database (e.g. Informix, DB-2, Integrated Database Management System, Sybase, SQL and Oracle).
- eAuthentication user ID
- Active Directory (e.g. LAN, e-mail and Virtual Private Network) user ID and access

Note: FSA information security support desk **does not reset** eAuthentication or Active Directory passwords.