ARC Monthly Bulletin – January 2013

Valuable information for ARC's customers

Article headlines appear below. Scroll down for full stories.

HEADLINES

Franchise Services
1. Communication Opportunities
2. FY14 Agreement Lifecycle

Human Resource Services
3. HR Efficiency Initiative Update

Travel Services
4. ETS2 Task Order Award

Procurement Services
5. PRISM Training Scheduled for February

Information & Security Services
6. Public Key Infrastructure Compliance Audit

FULL STORIES

1. Communication Opportunities

If you have a need to meet with a service line and are unable to do so face-to-face, please contact your customer service representative to discuss our meeting tools (Video Conference, GoToWebinar, and Adobe Connect Pro).

We will also be attending the Association of Government Accountants and Financial Management Service conferences in 2013. We hope to get the opportunity to meet you. Make it a point to come to our booth and learn more about ARC services.

2. FY14 Agreement Lifecycle

We look forward to another successful year providing shared services to our customers and will keep you informed as we approach and obtain specific milestones throughout the process. We are currently working to ensure our annual agreements will be distributed in a timely manner.

For more information, contact Michael Satterfield at 304-480-5527 or Michael.Satterfield@bpd.treas.gov.

3. HR Efficiency Initiative Update

Error-proofing training is being delivered to all HROD employees. To date, over 32 employees have participated in this new training class. The goal is to raise employees' awareness and provide fundamental error detection with an emphasis on prevention techniques. Participants are taught to focus on building quality into the work process to prevent errors before they occur versus correcting errors afterwards.

If you have questions, contact Carla McHenry at 304-480-8228 or Carla.McHenry@bpd.treas.gov.

4. ETS2 Task Order Award

Concur Technologies was awarded a task order for ETS2 services on January 4, 2013. Concur Government Edition will replace the current ETS1 contract with Northrop Grumman (GovTrip). Implementation activities will begin in January with a pilot planned for the spring. We will communicate the customer migration schedules after the pilot.

If you have questions, contact Diana Bonnell at 304-480-5573 or Diana.Bonnell@bpd.treas.gov.

5. PRISM Training Scheduled for February

We provide quarterly PRISM refresher training at no additional charge to our customers to assist in their efforts to effectively integrate newly hired staff and meet other potential training needs. The PRISM Support Team will be conducting requisitioner training February 5-7 in Washington, D.C. Primary PRISM contacts will receive training details via email.

If you have questions, contact PRISM Support at 304-480-8000 (Option 2) or PrismSupport@bpd.treas.gov.

6. Public Key Infrastructure Compliance Audit

Information & Security Services (ISS) provides Public Key Infrastructure (PKI) services to Fiscal Service, Treasury, National Aeronautics and Space Administration, Department of Homeland Security, Social Security Administration, and Veteran Affairs. Throughout the past few months, the Treasury Policy Management Authority (PMA) conducted an audit of the Treasury PKI centered on certification authorities and registration authorities activities. The Treasury PMA also examined the technology, people, policies, systems and processes related to the creation, management, storage, issuance and distribution of digital certificates. PKI audits are needed to demonstrate that our systems and processes can be trusted, they meet the required regulations and have been audited by a certified auditing firm. The audit is expected to wrap up by the end of January and will provide an end-to-end exhaustive review and assessment that includes operations as well as our customers' policy adherence.

If you have questions, contact Joe Gribble at 304-480-7608 or Joe.Gribble@bpd.treas.gov.

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