ARC Monthly Bulletin – April 2014

Valuable information for ARC's customers

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1. Oracle Federal Managed Cloud Services Tour

The Administrative Resource Center (ARC) is arranging a tour of the Oracle Federal Managed Cloud Services (OOD) disaster recovery facility in Colorado Springs, CO during the week of June 2nd.

The tour will include a brief introduction, a tour of the disaster recovery data center, followed by a question and answer session. The tour of the data center and the question and answer session will take approximately 2.5 hours. Upon completion of the tour, customers will have access to a reading room and will be able to review Oracle infrastructure security documentation for the remainder of the day.

Due to the limits of available space at the Rocky Mountain Data Center, ARC is asking each customer agency interested in touring the data center to send only one individual. Please contact Tammy Saiko (see contact information below) prior to April 25, 2014 with your request to tour the data center and provide the following information:

- Name of individual participating on the tour.
- Government agency name (Please be specific. If your agency representative is a contractor, please state so and provide the name and address of the vendor.)
- Telephone number of the individual.
- Email address of the individual.

Oracle will run a limited background investigation on any contractor participating in the tour and each contractor will be required to sign both the Fiscal Service's nondisclosure agreement and

Oracle's confidentiality statement prior to entering the data center. (Government employees do not have this requirement.)

More information concerning the exact date and time and the recommended hotels close to the data center will be provided at a later date.

Note: Each customer agency is responsible for making their own travel arrangements and for all costs associated with this trip.

For additional questions, contact Tammy Saiko at Tamela.Saiko@fiscal.treasury.gov, or 304-480-7256.

2. Centralization of the Remaining Agency Accounting Functions

In December 2013, Accounting Services Division started the reorganization to separate into two new divisions: Division of Transaction Maintenance and Verification and Division of Compilation and Analysis. The movement of the work assignments and resources to the new structure has been a phased approach over the last few months.

On April 6th, 2014, the remaining accounting functions will be centralized as part of the reorganization. The remaining portions include Discoverer Reports, General Ledger Reconciliations, Financial Statements and Primary Audit Support.
Please check the customer webpages for more information on our reorganization:
https://arc.fiscal.treasury.gov/login/

For additional information, contact Debra Daniell at 304-480-7002 or debra.daniell@fiscal.treasury.gov or Mike Goodwin at 304-480-5290 or mike.goodwin@fiscal.treasury.gov.

3. Grants Management

In February, we began the process of analyzing the benefits of providing a Grants Management solution to our customers. We're very pleased with the timely responses and information that our customers have shared about their interest and ideas for a Grants Management set of services. We are now engaging with possible vendors about potential business models, product maturity, and timelines. We'll continue to keep our customers informed of our progress, and as always, we're very interested in your need(s), ideas, or specific requirements.

For additional information, contact Mario Coon at marios.coon@fiscal.treas.gov or 304-480-7410.

4. Annual Test of Notification System

We conducted our fourth annual test of the Universal Communications System (UCS) on March 10th, 2014 and are happy to report that the test was largely a success. According to UCS, we were able to contact 92.6% of our customers via phone. With the success of this test, our customers can be reassured they will continue to receive phone communication from us in the event an emergency occurs in Parkersburg, WV.

However, we still have work to do. At the 78% success rate of contacting our customers via email, we have room for significant improvement. Much of this stems from just missing or outdated email addresses. Therefore, over the next several weeks, we are actively updating our customer contact information so we can get even closer to the 100% mark, for both phone and email.

We want to thank our customers for participating in the test. Our success can be directly attributed to you providing us with updated contact information. If your agency did not receive a call and/or email, contact your Customer Service Representative; or Michael Satterfield at 304-480-5527 or michael.satterfield@fiscal.treasury.gov.

5. Line of Accounting (LOA) Enhancement in Concur Government Edition (CGE)

ARC Travel Services and Concur successfully implemented an enhancement to CGE that provides a dynamic accounting selection structure very similar to what travelers are accustomed to seeing in GovTrip.

In addition, travelers can choose up to 10 lines of accounting for their favorite list, conditional route documents based on an accounting segment, assign default accounting, and limit account access by using accounting restrictions. Customer migrations to CGE are scheduled to be completed in June.

For additional information, contact Diana Bonnell at diana.bonnell@fiscal.treasury.gov or 304-480-5573.

6. Trusted Internet Connection (TIC) Cyber Security Capability Validation (CCV)

Since November 2012, the Fiscal Service Trusted Internet Connection (TIC) infrastructure has been responsible for managing the Internet traffic for all of the Treasury Department bureaus, minus the IRS.

The Department of Homeland Security (DHS) recently visited the Parkersburg and Kansas City data centers to conduct the annual Trusted Internet Connection Cyber Security Capability Validation (TIC CCV). During this visit, the DHS team assessed each of the required and recommended TIC capabilities. Based on this review and the draft assessment review from DHS, the Fiscal Service TIC met, or exceeded, the requirements for 72 of the 74 required capabilities and 100% of the recommended and cross agency capabilities. Information and Security Services staff is currently discussing the two capabilities noted in the CCV draft report as "Not Met" and providing validation data. They expect these items to be moved to "Met" in the final DHS report.

During the on-site DHS visit, DHS complimented the preparation and the knowledge of the staff participating in the review several times. Fiscal Service staffs are working hard to ensure that your Internet experience is managed in a secure fashion and in compliance with federal government regulations.

For additional information, contact Steve Swarr at 304-480-6460, or steve.swarr@fiscal.treasury.gov.

7. PRISM Training Scheduled for May

PRISM refresher training is offered to assist our customers in their efforts to effectively transition newly hired staff and meet other potential training needs. This training is provided to our customers at no additional charge. We will conduct PRISM Requisitioner training May 13 through May 15, 2014 in Washington, DC. All current PRISM users will receive information, via email, about how to sign up for the classes.

For more information, contact PRISM Support at 304-480-8000 (Option 2) or prismsupport@bpd.treas.gov

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