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Contents

Service Definition Branch	1
SDB and BPA Information Web Pages	2
Welcome, New OCIO Officers	
Agencies Prepare for FMMI Implementation	3
OCIO Hosts IT Shadow Day 2009	
What is Organizational Development?	4
Third Annual Cyber Security Awareness Expo	
Save the Date - FMT	
NITC Tier Performance Standards	5
Did You Know? Michelle Obama Visits USDA	
TSD/South Dakota Donates Excess Equipment	
OCIO Awards for 2009	6
Whole Disk Encryption Project Receives Summit Award	
OCIO Summit Award to CSAM Team	7
Staff Recognition	
Christopherson, Bortolini, & Cervantes-Eggers Bid USDA Adieu	8

SAVE THE DATE:
May 6-8
USDA's
2009 Financial Management Training
(see page 4)

OCFO / OCIO Calendar
March 2009 – June 2009

Spring Begins	3/20
Income Tax Due	4/15
Earth Day	4/22
Financial Management Training	5/6-8
Memorial Day Observed	5/25

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Service Definition Branch – an Integral Part of ITS

by Gladys Mitchell with Contributions from the SDB Staff

The Service Definition Branch (SDB), a part of the International Technology Services (ITS) Infrastructure Definition Division, is on the leading edge of Information Technology Infrastructure Library (ITIL) functions. ITIL is a framework of best practice approaches intended to facilitate the delivery of high quality information technology (IT) services.

SDB's activities include development of an *ITS Service Catalog* for use by the Service Center Agencies (SCA) and other ITS customers, license management of customer software, and enterprise level acquisitions.

The ITS Service Catalog is an electronic customer-focused listing of information technology (IT) services offered to support the missions of ITS customers. It defines the kind of computing environment, technology, and IT support services available for the agencies and internal employees supported by ITS. The ITS Service Catalog is an essential building block for IT service management.

Workflow process documentation for ITS service offerings is the basis for a comprehensive ITS Service Catalog. SDB has outlined service offerings (such as network access, security, technical support, computing systems, etc.), provided descriptions of each offering and identified the group(s) within ITS providing the service. The Service Catalog Team (SCT) is currently documenting workflow processes with staff members identified as Subject Matter Experts. Strong support and active participation in workflow process documentation is needed to ensure the successful deployment of the ITS Service Catalog. All ITS customers at every level will be able to access the Service Catalog and order a service without having to know how the service is provided or who provides the service. A *Services Portfolio* is directly tied to the Service Catalog. It presents an executive view of specific services (outcomes) customers seek and the services ITS currently offers.

The SCT has assumed responsibility for publishing the Blanket Purchase Agreement (BPA) product catalogs*, an integral part of the ITS Service Catalog. The product catalog is an on-line detailed listing of hardware and software products available to ITS customers for purchase through vendors already under contract with ITS. The product catalogs provide detailed specifications, photographs, and pricing of products awarded through the BPA contracting process. The BPA Catalogs are updated as needed and are available to all U. S. Department of Agriculture (USDA) agencies.

NOTE: *The URLs for the BPA Catalog, instructions for use, and other SDB information are provided in a box on page 2)

Service Definition Branch

Kelly Stelmach, Branch Chief
(on assignment with the Enterprise Messaging Services Project)

Mike Huddle, License Management

John Edwards, Service Catalog

Mary Ann Wilson, Acquisitions

Patricia Fayne

Jennifer Gallagher

Gladys Mitchell

Patricia Pogue

Gee Scherman

Rick Leihgeber

(Continued, page 2)

(Continued from page 1)

A *Glossary of Terms and Acronyms** has been developed for general use by ITS personnel and its customers to foster a standard and consistent use of terminology for documentation.

Software license management is another SDB responsibility. This responsibility includes: 1) centralized software acquisition, 2) distribution of approved software (including software support/maintenance agreements, and software available through enterprise agreements), 3) maintenance of software inventories and software repositories, and 4) proper disposal of software.

SDB's Software License Management Team has developed a *License Management System (LMS)* as an interim solution for managing software inventories until the new IT System Management (ITSM) enterprise tool becomes available. LMS is used to track software licenses and maintenance/support agreements, and to reconcile the number of licenses being used against what was actually purchased. Tracking software usage helps determine if enterprise solutions would be viable. This process saves money for our customers and expedites software delivery.

One major enterprise software agreement is the *Microsoft Enterprise Agreement*. This Agreement is managed by SDB through two distribution systems: Dell-ASAP Software for electronic download and Microsoft Volume Licensing Program for enterprise level software. Requests for Microsoft products can be submitted through the ITS help desk system (Magic Merlin) using new subject categories specific to these programs under Software Requests.

The *SDB Acquisitions Team* processes requests for the acquisition of USDA enterprise software licenses. The Team also oversees the purchase of hardware and software and payments for annual maintenance agreements and support services for many of the ITS divisions and customer organizations.

The SDB Acquisitions Team is the customer's liaison with Office Procurement Property Management /Procurement Operations Division and provides the needed documentation to award large purchases. Smaller purchases are made by the Acquisitions Team directly. The Team also tracks operating expense spending for customers and works with customers to ensure prompt payment to vendors.

The Acquisition Team plays a major role in the annual budget formulation process. The Team has recently begun processing purchases for the Farm Services Agency Stabilization Project, a critical project that is underway to increase monitoring capabilities for FSA technology. Also, the Team processes purchases for the Enterprise Messaging Project, a special project to update USDA's existing messaging system.

*** SDB and BPA Information Web Pages.** (an eAuthentication ID is required)

BPA product catalogues are available to all USDA agencies:

- Main BPA Site: https://ice.sc.egov.usda.gov/BPA/
- Ordering Spreadsheet: https://ice.sc.egov.usda.gov/BPA/Templates/BPA_Ordering-Shipping_Template.xls
- Server Blanket Purchase Agreement (BPA) Catalog URLs, follow Main BPA Site: https://ice.sc.egov.usda.gov/BPA/
- Ordering Instructions: https://ice.sc.egov.usda.gov/BPA/Hardware%20Catalogs/USDAITSSERVERBPASCATALOG.pdf

- **For more information regarding SDB's staff and activities, you may go to:** https://its.sc.egov.usda.gov/idd/sdb/default.asp
- **The Glossary of Terms and Acronyms** is at the ITS Portal Home Page under Customer Links/Service Definition Branch Published Documents: https://its.sc.egov.usda.gov

WELCOME, New OCIO Officers!

Charles McClam, Deputy Chief Information Officer (DCIO) for Policy and Architecture. On January 21, 2009, Charles McClam was appointed DCIO for Policy for the USDA, Office of the Chief Information Officer. He provides leadership and strategic direction for information technology policy, cyber security policy, capital planning, and enterprise architecture for the information technology program that supports 29 USDA agencies and staff offices. View Mr. McClam's biography at: http://www.ocio.usda.gov/mcclam.html

Stephen Lowe, Associate Chief Information Officer (ACIO) for Technology Planning, Architecture and eGovernment. Stephen Lowe was appointed the ACIO in December 2008. He provides senior executive leadership for USDA's enterprise architecture, IT capital planning and investment control, information management policy, and E-Government programs. His focus is to deliver mission focused/business-driven IT for the Department. View Mr. Lowe's biography at: http://www.ocio.usda.gov/lowe.html

David Shearer, ACIO for International Technology Services. David Shearer joins the Office of the Chief Information Officer as the Associate CIO for International Technology Services. Mr. Shearer leads ITS in its mission to provide managed information technology services, networking, and support to USDA agency customers across the country and around the world. View Mr. Shearer's biography at: http://www.ocio.usda.gov/shearer.html

How OCFO and OCIO Connect to Support USDA Initiatives

Agencies Prepare for FMMI Implementation By Ann Adam

USDA continues to take steps to modernize its financial systems through the Financial Management Modernization Initiative (FMMI). FMMI paves the way for the use of a state-of-the-art software package that will provide online, real-time transaction capability and access to USDA.

Design Phase Completed January 2009

There are several components to the FMMI Design Phase: Business Process, Corporate Configuration, Functional Design, Role Definition, and Training. The team has documented the Business Process Design (BPD) based on information gathered during the Design Working Sessions and three Conference Room Pilots. The purpose of the BPD is to document and describe process flows for each business function (e.g., Funds Management) within the FMMI corporate design. The FMMI team has also documented Configuration Design which is used to tailor the FMMI application based on the decisions made to date by FMMI, the Office of the Chief Financial Officer, and Agency Subject Matter Experts (SMEs).

FMMI has standard functionality which meets the requirements of the program. However, for the few requirements that it does not meet "out of the box," RICEFW (Reports, Interfaces, Conversions, Extensions, Forms, and Workflows) components or objects must be custom built. The Functional Design describes how these components work.

The FMMI team has also been working through the Role Design process. Role Design organizes and groups related tasks within a business process into the appropriate role within FMMI. Roles have a direct affect on security user administration, training courses, and FMMI login screen design.

Preliminary Training Designs and curriculum have also been developed. The training designs include templates for the training courses, simulations and exercises, online help, and instructor and participant guides.

Deployment 1 - Kickoff

FMMI Project Leadership conducted briefings with all agency Chief Financial Officers (CFOs) to discuss FMMI implementation readiness. The topics included a FMMI overview, deployment schedule, and the requirements for the Agency Implementation teams. CFOs identified individuals from their agencies who will fill key roles in the areas of Implementation, Communications and Training, Data Conversion, Security, and Functional SMEs. The Agency Implementation teams will serve as the Points of Contact for the core FMMI team to coordinate all deployment activities.

Deployment 1 - Implementation Kickoff sessions were held January 12 and 13, 2009, to provide information on the specific activities, roles and responsibilities, and support resources available to the Agency Implementation Teams.

The agencies included in the first deployment phase, scheduled to *go live* October 1, 2009, are:

- Departmental Administration and Staff Offices
- Agricultural Research Service
- Economic Research Service
- National Agricultural Statistics Service;
- Cooperative State Research, Education, and Extension Service
- Food Safety and Inspection Service
- Office of the Inspector General
- Foreign Agricultural Service.

OCIO Hosts IT Shadow Day 2009 by Megen Davis

Fast paced and high energy come to mind as the Office of the Chief Information Officer (OCIO) hosted students and educators from Ballou Senior High School in Washington, D.C., as part of the 2009 Federal Information Technology (IT) Job Shadow Day.

The U. S. Department of Agriculture (USDA), 1 of 26 Federal agencies participating in the program designed to help recruit the next generation of IT professionals into the Federal government, hosted its fourth Job Shadow Day. The Program is sponsored by the Federal Chief Information Officers Council in partnership with the Association for Federal Information Resources Management (AFFIRM) and the Junior Achievement organizations.

The students, after stopping for a few minutes in the USDA Visitors Center and the Office of the Secretary, were off to be exposed to a broad array of IT areas including: Homeland Security Presidential Directive-12 (HSPD-12), where some students were fingerprinted and observed the production of a USDA LincPass; Network Operations staff gave students a tour of the Network Operations Center; Geographic Information Systems (GIS) professionals and students shared a lively discussion about enterprise GIS tools and how USDA uses them to protect our food supply and natural resources; and Cyber security staff and students discussed vulnerabilities in their home computers, cell phones, etc., and how people could try to attack government systems using these devices.

USDA IT executives spoke to the young women about working at the Department, the practical steps they need to take to be competitive, and the rewards of employment with the Federal government. The officials told the students that while math and science knowledge is crucial to success in the IT field, they also need to take the courses necessary to be an excellent communicator with customers, colleagues, and managers.

Photo: The Ballou High School participants: front row, Tashara Kelly, LaShawn Sockwell, Shameka Martin, Wanda Evans, Raynashia Goodine; back row, Tamara Bradley, Bonnie Curtis, Latrice Miller, Shantora Gripper, (from OCIO/ITM/IM, back/left, Ronald Anderson; back/right, Megen Davis, Director).

Finally, the students met with staff regarding the 1890 National Scholars Program (www.ascr.usda.gov/outreach.html). They discussed how to get into college, opportunities for financial aid, and how to be successful while in college.

The IT Job Shadow Day is an annual event; however, OCIO plans to expand it into a program that would involve more school oriented activities throughout the year and include more USDA organizations both here in the D.C. area and across the country.

For more information, contact Megen Davis at Megen.davis@usda.gov.

What is Organizational Development? by Bill Goodwin

The term *organizational development* (OD) is often used as a generic label to cover a diverse set of business management strategies and practices. Specifically, it is a *process* by which behavioral sciences are applied to help organizations achieve greater effectiveness. These behavioral sciences, the understanding of human psychology and behavior in individuals and in groups, are at the core of the strategies and practices listed below.

In addition to helping an organization get the best from its people, OD practitioners look at the organization's way of doing business: its procedures, processes, culture, workflow, and operational structure.

You may hear OD referred to as strategic human resource management, workforce development, or planned organizational change. These are *newer* terms for the same process.

Photo: The OCIO-ITS Infrastructure Governance Division, Organizational Development Branch Team: left to right, Zina Sutch, Lead Training Specialist; Sheila Greene, Lead Communications Specialist; David Milliken, Management Analyst; Bill Goodwin, Chief; and Susan Gabriel-Smith, Management Analyst.

Common OD Activities

- **Strategic Planning.** Leading groups through a proactive process of assessing that group's current condition, determining a desired future state, and identifying action that will achieve that future. Usually, it includes the creation of Mission and Vision Statements. These statements are followed by identifying the goals and objectives of the organization and an action plan for attaining the goals.
- **Culture Change.** Facilitating a process of collecting and analyzing data, diagnosing the current culture, and suggesting changes in areas where culture is not in step with an organization's mission.
- **Training.** Facilitating an adult learner's gaining of a new skill, knowledge, or awareness.
- **Team Effectiveness Development.** Coaching a group of individuals to help them understand what it takes to be a *TEAM* and guiding them to that state of being a team for improved productivity, higher service, or increased effectiveness.
- **Facilitation.** Attending to the group's *process* of working together in retreats, meetings, conferences, classrooms, etc. When a group of people get together to accomplish a task, there are always two components to their productivity: content (*WHAT* they are doing) and process (*HOW* they are doing it). Facilitation assists the group in finding the most effective process for working together.
- **Coaching.** Providing informal and/or structured guidance and support to individuals or teams at *all* levels of the organization for increased performance or goal attainment.
- **Performance Feedback.** Providing information to individuals and/or teams on current performance. Might commonly include collecting data from an individual's customers, peers, supervisor, staff, etc.
- **Internal Consulting.** Provide impartial review and analysis of organizational processes, challenges, team dynamics, etc.
- **Workflow Analysis and Redesign.** Analyzing how employees work (training, motivation, compensation, resources, and outputs), diagnosing problem areas and suggesting changes.
- **Process Improvement.** Investigating current work processes and procedures for efficiency and effectiveness; diagnosing problem areas and suggesting changes.
- **Surveys and Focus Groups.** Creating and conducting survey questions to gain research data for analysis; facilitating group discussions on specific topics to gain research data for analysis.

To learn more about the Organizational Development Branch and how staff members may be of help to you and your organization, contact Bill Goodwin on (301) 504-4807.

Third Annual Cyber Security Awareness Expo

April 22-23, 2009
Jamie L. Whitten Building Patio
Washington, D.C.

The U. S. Department of Agriculture (USDA) uses the annual Cyber Security Expo to promote security and personally identifiable information (PII) awareness, and to focus on preventive measures to safeguard and protect information.

- The Expo is open to all Federal agencies Government-wide, USDA contractors, and vendors.
- Awareness training will be conducted during the Expo.
- Guest speakers from the Federal and Private sectors will present on various security and PII topics.

To register or obtain more information, visit the Cyber Security Web site: http://www.ocio.usda.gov/security/index.html.

SAVE THE DATE

USDA's 2009
Financial Management Training
May 6-8, 2009

Washington Convention Center
801 Mount Vernon Place, NW,
Washington, D.C.

For more information, contact the Associate Chief Financial Officer for Financial Operations Controller Operations Division Customer Liaison and Training Branch: (504) 426-5471 or email: customer.training@usda.gov

NITC Tier Performance Standards by Bruce Pacot

Photo: NITC Headquarters, Kansas City, Missouri.

The National Information Technology Center (NITC) is responsible for the operation and management of USDA Enterprise Data Centers (EDC) in Kansas City, Missouri; St. Louis, Missouri; Beltsville, Maryland; and Salt Lake City, Utah. The NITC provides diverse redundant power feed to customers' IT infrastructure configurations that are essential to maintaining a high level of uptime for mission-critical systems and applications. Green Practices are in compliance with Executive Order #13423 dated January 24, 2007. The Order directs agencies to improve energy efficiency and reduce greenhouse emissions. The NITC is requiring its customers to procure specified "green" options when acquiring IT assets for the data centers. Each location operates under the classifications below:

Location	Tier Classification
Kansas City, MO	IV Site Infrastructure
St. Louis, MO	III Site Infrastructure
Beltsville, MD *	II and III Site Infrastructure
Salt Lake City, Utah *	II and III Site Infrastructure
* These locations are currently in the planning and design phase for upgrade to Tier III Classification.	

The following are fundamental requirements for tier performance standards per the Uptime Institute:

Tier I: Basic Site Infrastructure. The data center has non-redundant capacity components and a single, non-redundant distribution path serving the computer equipment.

Tier II: Redundant Capacity Components Side Infrastructure. The data center has redundant capacity components and a single, non-redundant distribution path serving the computer equipment.

Tier III: Concurrently Maintainable Site Infrastructure. The data center has redundant capacity components and multiple independent distribution paths serving the computer equipment. Generally, only one distribution path serves the computer equipment at any time. All IT equipment is dual powered and installed properly to be compatible with the topology of the site's architecture.

Tier IV: Fault Tolerant Site Infrastructure. The data center has multiple, independent, physically isolated systems that each has redundant capacity components and multiple, independent, diverse, active distribution paths simultaneously serving the computer equipment. All IT equipment is dual powered and installed properly to be compatible with the topology of the site's architecture. For more information: http://www.ocio.usda.gov/nitc/doc/Tier_IV.pdf

Did You Know?

Photo: First Lady Michelle Obama

On February 19, 2009, First Lady Michelle Obama visited U. S. Department of Agriculture (USDA) employees to thank them for their public service and leave a special gift. First Lady Michelle Obama's gift is a seedling from the Jackson magnolia tree that sits on the South portico of the White House. The tree was planted by President Andrew Jackson in honor of his wife, Rachel, who died just before they were to move into the White House more than 150 years ago. The seedling will be planted in *The People's Garden*, a garden project Secretary Tom Vilsack established on February 12, 2009, in honor of President Abraham Lincoln's 200th birthday. The Garden will be established at the USDA headquarters complex in Washington, D.C.

TSD/South Dakota Donates Excess Equipment

by Pamela Howard

Photo: Mayme Johnson, ITS/TSD-SD and Ed Flute, IT Specialist at the Loneman School, Oglala, South Dakota.

Surplus U. S. Department of Agriculture (USDA) computer equipment is available for donation through the Computers for Learning Program (CFL) to public and private K-12 schools. During FY 2008, South Dakota International Technology Services (ITS)/Technical Support Division (TSD) donated computer equipment to 24 schools throughout the state through the CFL. The computer equipment consisted of 35 printers and 497 desktops/laptops, including monitors and peripherals. Each of the schools was very appreciative of the donation. Ed Flute is the information technology specialist for five different school districts on the Pine Ridge Indian Reservation. The equipment he picked up will be used for their Distance Learning Lab which will enable students to keep up with their studies.

Mayme Johnson oversees the CFL Program for South Dakota ITS. At the beginning of FY 2008, Johnson contacted the South Dakota Department of Education for a listing of all public and private schools. She then contacted all of the schools and prioritized them based on when they contacted her requesting the equipment. People drove up in school buses, vans, and horse trailers on the appointed days to pick up the equipment.

If you have questions related to the CFL Program, contact Kathy Fay, Chief, Asset Management Branch on (301) 504-2121.

OCIO Awards for 2009

On January 12, 2009, the Office of the Chief Information Officer (OCIO) held its Awards ceremony. Chris Smith, Deputy Chief Information Officer and Charles Christopherson, Jr., Chief Information Officer (former), presented three types of awards. Detailed notes about the awards are available at: http://www.ocio.usda.gov/news/index.html.

Pii Awareness Campaign Poster Contest Awards were presented to the designers of the winning posters (see the article in OCFO OCIO Connections Issue 4, Dec. 18, 2008).

Summit Awards were presented in three categories to a group or individual who worked on a significant project or became a champion for a certain project and made significant progress with this project or idea:

Outstanding Group Information Technology Project :

- ☆ Computer Security Awareness and Privacy Training Team
- ☆ Modernize and Innovate the Delivery of Agricultural Systems (MIDAS) Team
- ☆ Cyber Security Assessment and Management System (CSAM) Implementation Team

Outstanding Contribution to eGovernment:

- ☆ HSPD-12 Implementation Team
- ☆ The ITS HSPD-12 Enrollment Team
- ☆ Whole Disk Encryption (WDE) Team

Outstanding Contribution to Automating Processes:

- ☆ Lean Six Sigma Transaction Processing Team (Phase 1)
- ☆ Lean Six Sigma Grants Desktop and Processing Team (Phase 1)

Signature Awards recognize a person or group who completed a significant milestone that benefits the agency. It is the highest award granted by OCIO.

Outstanding Employee Contribution: ☆ Dana Miller, OCFO; ☆ Gregory Scott, OCFO; ☆ Bryan Dixon; ☆ Joe Meade, FS; and ☆ Clifford Gonzales.

Outstanding Management Contribution: ☆ Clay Cole; ☆ Gregory Montgomery; ☆ Vaughn Stokes, FS.

Outstanding Government Employee: ☆ Victor Cserer

Outstanding Group Information Technology Project:

- ☆ The ARSnet Team (for the ARS Network)
- ☆ Goodfellow Migration Team

Outstanding Contribution to eGovernment: ☆ Shirley Hall, FSA

Outstanding Contribution in Support of Mission Area Goals with Information Technology:

- ☆ Green Information Technology Plan Team
- ☆ Holly Stack

Outstanding Project Manager: ☆ Charles Kendrick

Whole Disk Encryption Project Receives Summit Award

by Bruce Pacot

Photo: from left to right, Sabrina Williams, Charles Christopherson, Jr., Nancy Ward, Ron Gendreau, Chris Smith, Sherry Rodgers, and Scott Finke.

The Whole Disk Encryption Project team received an OCIO Summit Award for *Outstanding Contribution to eGovernment.* The recipients of the award are Sherry Rodgers, Nancy Ward, Mike Nickel, Sabrina Williams, Purnie Johnson Fisher (NITC), Owen Unangst (ITM), Brian Walker (WCTS), Keith Richardson and Dean Lindstrom (ITS), Scott Finke (ARS), Steve Cyrier and Christopher Rhodes (AMS), John Green (FAS), and Ron Gendreau (FS).

On June 23, 2006, the Office of Management and Budget issued Memorandum 06-16 (M-06-16), Protection of Sensitive Agency Information. The memo recommends that all agencies *encrypt all data on mobile computers/devices*. Based on this memorandum, U. S. Department of Agriculture (USDA) has a requirement to establish a single encryption software standard across all USDA. The Whole Disk Encryption (WDE) project was initiated in August of 2007 to meet this requirement. The USDA WDE project provides encryption for computing devices for approximately 180,000 users, with up to five end-point devices each to be encrypted. These include laptop/desktop computers and mobile devices with processing capabilities. The deliverables for the project are a fully configured and tested hardware and software environment, including Production, Test, and Disaster Recovery environments.

Risks to the project are high. Among these is rolling out a centralized solution to a very diverse IT environment, which in many cases provides the infrastructure for emergency response and other mission-critical services that must have high availability. A Pilot deployment of 500 users—administrative and end-user training and encryption of computing devices for 180,000 end-users—was completed on December 31, 2007.

The fully configured hardware and software environments have been delivered, as well as training for approximately 50 Agency Administrators and 200 agency Helpdesk Support Staff. Current tasks include script development to support maximum efficiency in the production, deployment, and rollouts to 29 USDA agencies and staff offices. Successful completion of the WDE project will provide a large return for the USDA— protection of all *sensitive agency information* at every level.

OCIO Summit Award to CSAM Team

by Evelyn Davis

Photo: From left to right, Charles Christopherson, Jr., Steven Bryce Ekland, Rick Ciampa, and Chris Smith.

The members of the Cyber Security Assessment and Management (CSAM) implementation team—Steven Bryce Eckland, Karen Sifford, and Rick Ciampa—recently received the 2008 Chief Information Officer's Signature Award for Outstanding Governmental Employee or Group IT Project.

CSAM is a state-of-the-art security tool developed by the Department of Justice (DOJ) that was implemented at U. S. Department of Agriculture (USDA) by the Office of the Chief Information Officer/Cyber Security in the summer of 2008. The CSAM team coordinated the transition from the older Automated Security Self-Evaluation and Remediation Tracking Tool (ASSERT©). This broad effort included:

- Working with DOJ to map the ASSERT© data to the CSAM Application;
- Creating a working group of representatives from each USDA agency to verify data transition;
- Providing CSAM training for approximately 50 Agency Administrators and 200 agency Helpdesk Support Staff;
- Establishing requirements for agencies to re-categorize each Department system within CSAM using the Federal Information Processing Standards (FIPS) Publication No. 199;
- Working with DOJ to improve CSAM by providing feedback and suggested improvements for the application; and
- Being selected by DOJ as the lead Information Systems Security Line of Business partner in conducting testing of new CSAM releases.

The fully configured hardware and software environments have been delivered. Current tasks include script development to support maximum efficiency in production deployment and rollouts to 29 USDA agencies and staff offices. CSAM is currently used by all USDA agencies for Federal Information Security Management Act (FISMA) and Privacy reporting.

Staff Recognition

☆ 2009 Length of Service Recipients ☆

40 Years - Patricia Pogue
35 Years - Thomas Durham, Cynthia Monaco
30 Years - Janell Ernce, Stephen Kinder, John Santos, Janice Wolf
25 Years - Donald Davis, Gladys Mitchell
20 Years - Glen Clugy, Londa Dahlke, Marilyn Riddle
15 Years - Barry Burns, Jerry Kozlowski, Mark Mace
10 Years - Jeramie Rawls
5 Years - Christopher Wood

☆ Recent Promotions ☆

Dale Bruce, TSD/C-IA
Michael Burger, NITC
Judy Gabriel, NITC
Jason Hayes,, IOD/IDB
Dave Ireland, NITC
Emma Johnson, TSD/LO
Greta Nash, NITC
Barbara Ortmeier, NITC
Nancy Palmer, IDD/DLP
Matthew Reiss, NITC
Gordon Robinett, ITS/IDD/SDB
Dwayne Shipley, NITC
James Steven, NITC
Kalen Stewart, NITC
Hugh Woolard, NITC

☆ Recent Hires ☆

Richard Barr, NITC
Allen Brass, NITC
Dave Brown, NITC
Cynthia Cooksey, NITC
Eric Ebbing,TSD/C-IL
Susan Gabriel-Smith, IGD/ODB
Bryan Hall, NITC
Edward Howard, NITC
Philip Lewis, TSD/W-AK/WA
Christopher Marks, NITC
Scott Middendorf, NITC
Jason Morgan, NITC
Alexander Pyle, NITC
John Roccaforte, NITC
David Shearer, ACIO/ITS
Brandon Sifford, NITC
Daniel Vitt, IDD/ADB
Don Vukas, NITC

☆ Retirements ☆

Bobbie Budgett, IOD/TOB
Gary Bump, TSD/LO-FTC
Nicholas Darr, NITC
Rodney Follett, NITC
Overnice Glover, NITC
Ruth Draper Helland, IOD/HOB
Jimmy Lammon, NITC
Janell Leidholt, TSD/C-AR
Carolyn McIntyre, TSD/E-TN
Wylie Owens, TSD/E-GA/SC
Marie Reynolds, TSD/LO-FTC
Linda Rogers, TSD/W-NE
Jon Sandy, ACFO/FSPM
Michael Tolle, AMD/ESB
Lynda Williams, AMD/AMB
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Washington Communications and Technology Services - Yvonne Winston

To email a POC, just click on his or her name.

Christopherson, Bortolini, & Cervantes-Eggers Bid USDA Adieu

Photo: from left to right, Jessica Bortolini, Jon Holladay, Charles Christopherson, Jr., Jennifer Cervantes-Eggers, Chuck Connor, and Chris Smith.

While the arrival of a new Administration brings with it the hope of an even brighter future, it also means the departure of great colleagues and dear friends. With that, we take this opportunity to thank outgoing Chief Financial Officer/Chief Information Officer Charles R. Christopherson, Jr., whose last day at USDA was January 19, 2009. OCFO and OCIO experienced quite a bit of growth during his tenure. Chuck, as he was often referred to by his colleagues, will always be remembered for his contributions and leadership. Confidential Assistant to the Chief Financial Officer Jessica Bortolini and Special Assistant to the Secretary Jennifer Cervantes-Eggers also left in January. We wish Charles, Jessica and Jennifer well in their future endeavors.