

**EPIC User Group Meeting Notes**  
**January 5, 2016, 1:00 p.m. - 3:00 p.m., EST**

**I. Welcome – Carolyn Landeche, National Finance Center (NFC)**

Individuals in the Customer Support Office, USDA South Building and on the telephone were introduced. Meeting participants in New Orleans were recognized and acknowledged.

**II. NFC Contact Center (NCC) Spotlight**

Michael Schleifstein, provided clarification about NFC's e-authentication procedure as follows: "If processing actions in Pay Period 1, please be aware that the general adjustments will be processed at the same time and to be sure to check effective dates and authentication dates".

Additionally, he highlighted NFC's statistical annual achievements regarding customer support and satisfaction. Overall, most of the feedback gathered from the survey produced satisfactory results in each category.

**III. Community-wide Projects**

- **Project Number 1080250, PPS-Security Improvements to NFC, Employee Personnel Page (EPP) – Alisa Wells, NFC**
  - NFC plans to implement several system modifications to EPP as follows:
    - a. Increase the maximum password characters
    - b. Increase the temporary passwords to a random mix of alphanumeric numeric characters.
    - c. Require the user to answer more security questions.
    - d. If a user changes any of their email addresses stored in EPP, a notification email will be sent to the old email address, the new email address and the agency work email address.(444 document)
    - e. If a user fails to answer their challenge questions correctly, a modification will be made to send an email notification to their agency work email address (444 documents) and the default email address on the system.

If a user makes a change to their preferences,

- Using their EPP User ID and Password they can change the following: Email Address, Password, Security Questions, User ID, W2 Password, Paper W2 and 1095C.
- Using their PIV E-Auth credentials they can change the following: Email Address, W2 Password, Paper W2 and 1095C.

An email notification will be sent for each change made to the agency work email address and the default email address. These changes are scheduled to be implemented in Pay Period 06 with the customer acceptance testing beginning in pay period 04. NFC

continues to analyze risk to the data in the applications and additional changes may be forth coming.

Q: When will see the Functional Requirements Document be posted to the NFC Home Page?

A: It should be completed before the end of the week or earlier.

Update: Signed and posted on the homepage.

### **III. Customer Comment Period**

- No comments

### **IV. Future Meetings – Carolyn Landeche**

- Tuesday, April 5, 2016
- Tuesday, July 12, 2016
- Tuesday, October 4, 2016

### **V. Closing Remarks – Carolyn Landeche**

- Meeting adjourned.

#### **Attendees on the Phone**

Pamela S. Clark, APHIS  
Shavon Butler, NFC North  
Wendy Moore, NFC North  
Dawn J. Patterson, OTA  
Stephanie Forster, TR  
Kathryn Vivenzion, USPTO  
Tamika Ferguson, USPTO  
Rande Young, DM  
Marlo Blue, NEH  
Melissa Jones, OSC  
James Hoebel, DOC  
Debra Ricks, FS

#### **Attendees at USDA/NFC**

Alisa Wells, WRB  
Michael Schleifstein, NCC  
Francine M. Stewart, PWSB  
Dana Esposito, WRB  
Karen Brouillette, NCC  
Client Management Staff