

**For:** FSA Employees, Contractors, STC and COC Members, Advisors, and Alternates

**FY 2012 USDA Information Security Awareness (ISA) Mandatory Training**

**Approved by:** Administrator



**1 Overview**

**A Background**

All FSA personnel, including Federal and non-Federal permanent full-time, permanent part-time, temporary full-time, temporary part-time, or intermittent employees, contractors, volunteers, and partners, are **required** to complete the FY 2012 USDA ISA mandatory training no later than **November 18, 2011**, whether or **not** they use a USDA computer.

**Important:** STC and COC members, COC advisors, and alternates for COC members called to serve as COC members, are **required** to complete the FY 2012 USDA ISA mandatory training at their next physical meeting and no later than **February 24, 2012**, without exception.

This year's course covers FSA required disclosures and basic security, privacy, and rules of behavior.

**B Purpose**

This notice instructs:

- all on-board users and contractors to complete the training immediately, but no later than **November 18, 2011**
- all new employees and contractors to complete the training before their start date, immediately on arrival, and/or before requesting access to FSA's information system resources and privacy data
- STC and COC members, advisors, and alternates to complete the training during the first order of business at their first meeting, but no later than **February 24, 2012**.

<b>Disposal Date</b>	<b>Distribution</b>
October 1, 2012	All FSA employees and contractors; State Offices relay to County Offices

## 2 Training Guidance

### A Requirements

By **October 21, 2011**, the local AgLearn administrator **must** inactivate AgLearn accounts for FSA personnel that will be on extended absence (medical, military, detail, intermittent, etc.) or that have left FSA between the training kick-off date, **October 1, 2011**, and FSA's training due date, **November 18, 2011**. AgLearn accounts **must** be reactivated and personnel immediately trained after returning from absence.

**Important:** AgLearn administrators **must** inactivate AgLearn accounts for STC's and COC's, advisors, and alternates that are **not** called to serve and are unavailable to complete the training.

Supervisors of newly hired employees, County Office field assistants, and STC's and COC's without access to FSA computers, may obtain a paper version of the training and the followup examination from the Information Security Office (ISO) web site, "ISO Online", or at <https://fsa.sc.egov.usda.gov/mgr/iso/public/Wiki%20Pages/Complete%20Paper-based%20Training.aspx>.

Paper-based training examinations **must** be scored by the AgLearn administrator or delegate and the users' AgLearn completed work **must** be immediately updated to show training completion.

When paper-based completions are **not** recorded for users with AgLearn accounts, the AgLearn tracking system will indicate an "**incomplete**" training status for the user until the training completions are manually recorded in the AgLearn database by the local AgLearn administrator.

**Important:** Additional instructions and procedures about STC and COC training, completion, and training recording may be established by the State AgLearn administrator.

Paper files **must** be maintained for STC's and COC's without AgLearn accounts.

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**2 Training Guidance (Continued)**

**B Responsibilities**

The following table provides user responsibilities, as applicable.

<b>IF...</b>	<b>THEN...</b>
on-board Federal or non-Federal employee or contractor	complete the AgLearn web-based version of the training by <b>November 18, 2011</b> .
County Office field assistant with <b>no</b> AgLearn access	complete the paper-based version of the training by <b>November 18, 2011</b> , or immediately when called to duty.
STC or COC member, COC advisor, or alternate called to served as COC member	complete the paper-based version of the training by <b>February 24, 2012</b> .
newly hired employees with <b>no</b> AgLearn access	<ul style="list-style-type: none"> <li>• <b>National and Kansas City Office</b> new hires shall receive the paper-based training <b>before</b> the orientation session   <p style="margin-left: 40px;"><b>Note:</b> The appropriate AgLearn administrator will record the training completion in AgLearn.</p> </li> <li>• <b>State and County Office</b> new hires shall receive the paper-based training according to the local AgLearn administrator instructions and procedures   <p style="margin-left: 40px;"><b>Note:</b> The local AgLearn administrator will record the training completion in AgLearn.</p> </li> <li>• <b>St. Louis and APFO Office</b> new hires shall receive the paper-based training <b>before</b> the orientation session.   <p style="margin-left: 40px;"><b>Note:</b> Mark Nelson, AgLearn administrator in Kansas City, will record the training completion in AgLearn.</p> </li> </ul> <p>All trainees will receive a Certificate of Completion after achieving a score of 70 percent or better.</p> <p>All training <b>must</b> be completed <b>before</b> requesting access to FSA information system resources and privacy data.</p>

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2 Training Guidance (Continued)

B Responsibilities (Continued)

IF...	THEN...
newly hired contractor with no AgLearn access	<p>complete the AgLearn web-based version of the training <b>before</b> contractor’s start date. To begin using AgLearn, contractor must first use a non-USDA computer; that is, a business or home office computer, to <b>create a USDA eAuthentication account</b>, as follows:</p> <ul style="list-style-type: none"> <li>• go to <b>www.AgLearn.usda.gov</b></li> <li>• CLICK “<b>Sign Up Now</b>”</li> <li>• under “Step 1 - Create Account”, CLICK “<b>USDA Contractor</b>”</li> <li>• follow the instructions on the screen for establishing an eAuthentication account</li> <li>• access AgLearn and complete the online training.</li> </ul>
supervisor, manager, or contracting officer technical representatives	<ul style="list-style-type: none"> <li>• ensure that all on-board assigned personnel complete the training by <b>November 18, 2011</b></li> <li>• ensure that new hires complete the training <b>before</b> requesting access to FSA’s information system resources and privacy data</li> <li>• inform local AgLearn administrator of absent personnel and request the inactivation of those AgLearn accounts <b>before October 21, 2011</b>.</li> </ul>
local AgLearn administrator	<ul style="list-style-type: none"> <li>• establish local instructions and procedures, as needed, for distributing training materials, returning training materials, and recording training completions</li> <li>• run an AgLearn State Report and review it for outdated or erroneous employee account information and update the AgLearn database with accurate employee account information by <b>October 21, 2011</b></li> <li>• issue paper-based training document to new hires and field assistants</li> </ul> <p><b>Note:</b> See subparagraph D for link to paper-based training document.</p>

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**2 Training Guidance (Continued)**

**B Responsibilities (Continued)**

<b>IF...</b>	<b>THEN...</b>
local AgLearn administrator (Continued)	<ul style="list-style-type: none"> <li>• grade paper-based training, return a Certification of Completion to the trainee, and record paper-based training completions in AgLearn immediately or when the user account becomes available in AgLearn</li> <li>• use the date the training was administered when recording training completions in AgLearn</li> <li>• maintain paper files for STC's and COC's without AgLearn accounts.</li> </ul> <p><b>Important:</b> Run biweekly AgLearn reports to identify new hire accounts and manually update the AgLearn database with the new hire training completion date.</p>
security liaison representative	verify all training completions <b>before</b> granting access to FSA information system resources and privacy data.

**C Compliance**

Network access will be removed for any employee that does **not** complete the FY 2012 USDA ISA mandatory training by FSA-established deadline, and until the training is completed.

Noncompliant STC's and COC's will be addressed by DAFO.

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**2 Training Guidance (Continued)**

**D Contacts and More Information**

Follow this table for contacts and other general information.

<b>IF user wants information about...</b>	<b>THEN...</b>
accommodations for persons with disabilities	e-mail <b>bessy.plaza@wdc.usda.gov</b> .
AgLearn URL	<b>www.aglearn.usda.gov</b> .
AgLearn accounts	do any of the following: <ul style="list-style-type: none"> <li>• in AgLearn, CLICK “<b>Help</b>”</li> <li>• in AgLearn, CLICK “<b>Contact Us</b>”</li> <li>• contact the AgLearn help desk at <b>AgLearnHelp@genphysics.com</b> or call 866-633-9394.</li> </ul>
creating eAuthentication accounts, logging into eAuthentication, or eAuthentication password resets	do either of the following: <ul style="list-style-type: none"> <li>• e-mail the eAuthentication Help Desk at <b>eAuthHelpDesk@ftc.usda.gov</b></li> <li>• call the USDA Service Desk Support Center at 1-800-457-3642, option 1.</li> </ul>
this notice or security awareness training policy	e-mail either of the following: <ul style="list-style-type: none"> <li>• <b>seabelle.ball@wdc.usda.gov</b></li> <li>• <b>brian.davies@wdc.usda.gov</b>.</li> </ul>
AgLearn training plans and paper-based training (administering, grading, recording, and Certification of Completions)	contact the local State AgLearn training coordinator.
where to go to complete online web-based training	<b>www.aglearn.usda.gov</b> .
where to go for a copy of the paper-based training	contact the local AgLearn administrator or go to ISO URL at <b>https://fsa.sc.egov.usda.gov/mgr/iso/public/Wiki%20Pages/Complete%20Paper-based%20Training.aspx</b> .