

IAB Agenda

- **Opening Remarks (*Tim Baldrige, NASA*)**
- **Quality of Data Sets for Those Requiring Credentials (*Bill Erwin, GSA*)**
- **TWIC Program Update (*Maurine Fanguy, DHS*)**
- **Small Business Administration HSPD-12 Update (*Ray Payton, SBA*)**
- **GSA Shared Service Provider (SSP) Implementation Status (*Mike Butler, GSA*)**
- **Closing Remarks (*Tim Baldrige, NASA*)**



U.S. General Services Administration

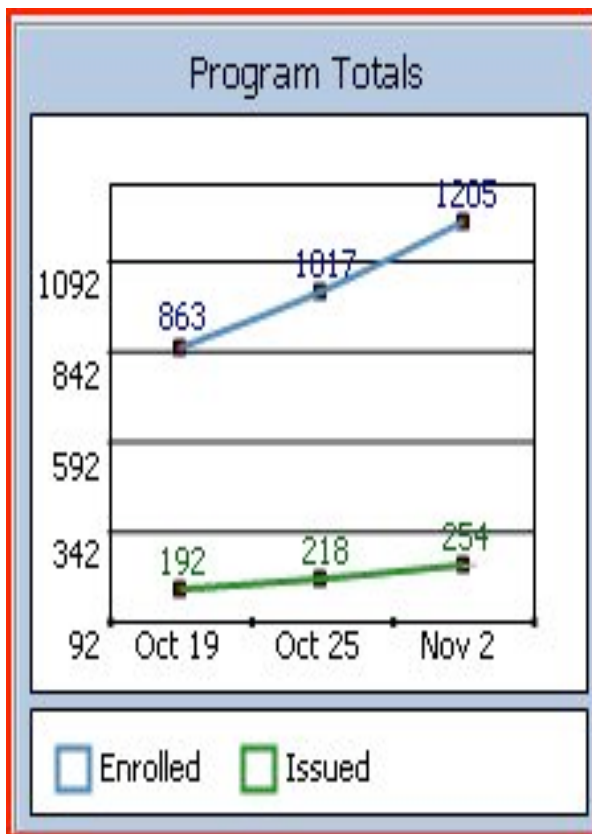
Federal Acquisition Service

Identity Solutions The MSO

GSA Offering for Identity and
Authentication

Federal Acquisition Service

MSO Issuance Status- 10/29/2007



- 67 Agency Customers
- Agency Configurations
 - 17 Active Agencies
- Initial load
 - 2-3 week lag from load and configuration to 'start' credentials
 - 3000+ people 'touched system'

MSO Customer Base

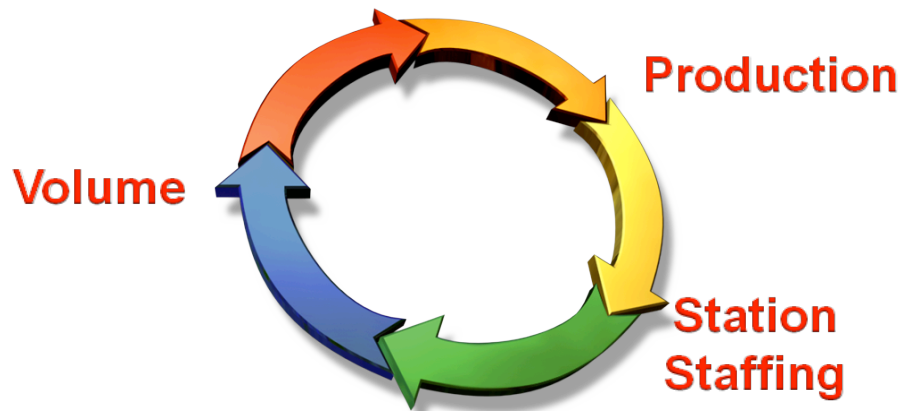
- (67) agencies and commissions estimated at (850,000) seats. Doubled the seat count since contract award.
 - “Have signed Interagency Agreements (IA) and Memorandums of Agreement (MOAs) for \$32,829,060.00 for credential services and equipment orders.
- Treasury and DOI will complete the large agencies in the next week. 85% of the 850K customers are contained in the agencies loaded into the system.

Issues-Deployment

- Installation of workstations difficult (coordination)
 - GSA MSO is a 'foreign' system on customer networks. Requires review of C&A and interconnect agreements to be signed
 - We need to be more efficient in installation
 - Configuration at every site is unique
- Solutions: Concentrate on NCR through November and December

Filling the Pipe ...

- There are not enough people enrolling. Agencies are still testing and learning the load techniques.
- Without volume, manning enrollment stations is not cost effective ... it is a balance until the demand picks up.





Federal Acquisition Service


The Engines

Agency	Seats	Online	Data Input	Stations
USDA	120K	YES	1100	33
GSA	77K	YES	370	10
DOJ	105K	YES	9	1
Energy	110K	YES	139	28
Treasury	110K	NO	0	10
Interior	88K	NO	0	6
Commerce	22K	YES	10	5
Transportation	22K	NO	0	0
OPM	17K	YES	35	4
Total	671K			97

Deployment Approach

- Bring more Agencies on-line to drive volume (happening)
- Bring new staffing provider online (done)
- Concentrate on training installers (not adequate but powering up)
- Need a government presence outside the NCR
 - Regional reps (GSA) to support installation

Software Issues

- Credential Cards (Product) have passed ALL scrutiny 
- Application issues:
 - Many annoyances (policy driven) that we will change in time
 - BUGs (some major) identified by GSA-CIO with web interface
 - Some business processes need revamped, priority in email addresses and the scheduling tool.
- General feedback – software needs improvement but is usable.

Summary

- Focus on helping agencies in the enrollment process
 - 4.5 people vs 67 agencies
 - Need resources to work with agencies
 - Need to make it simple for agencies
- Set expectations with OMB
 - Need to update the enrollment model
- Concentrate on loading agency configurations and driving volume up. Big agencies are priority.
- Concentrate on improving the software application and bulk loading
- Solve the workstation logistics problems
 - Installation
 - Labor
 - Training