

IMPLEMENTATION OF MANDATORY LINCPASS COMPUTER SIGN-IN MEMORANDUM OF UNDERSTANDING

*Between
USDA - Forest Service and
National Federation of Federal Employees, Forest Service Council*

This Memorandum of Understanding (MOU) is between USDA – Forest Service (Management) and the National Federation of Federal Employees, Forest Service Council (Union) hereafter referred to as the “Parties”. This MOU pertains to the implementation of technical LincPass enforcement for initial log on to Government computers. This agreement covers machine enforcement of using LincPass for computer log-on for Bargaining Unit employees who possess a LincPass (currently and in the future). Parties' intentions are to effectively transition and enforce usage of LincPass for all users possessing a LincPass by August 15, 2015, with minimal impacts to employees and to the accomplishment of work. The Parties stipulate the signatories to this MOU have the authority to bind their respective Party and agree to the following:

1. The Parties agree that Management will do the following with respect to employee training:
 - a. Two LincPass Webinar Sessions will be held between Mid-July 2015 and September 30, 2015.
 - b. Include information on the availability of webinars in communications referenced below in item # 4.
 - c. **Make available on the Forest Service CIO website the recorded webinar “LincPass Training”**
 - d. Include information about software changes (e.g. AnyConnect) in communications referenced below in Item #4.
2. Management will send a memo to all employees, or through Regional Foresters and Directors for dissemination to all employees, notifying them of the LincPass process and requirements within 30 days of the effective date of this agreement.
3. The parties agree that Management will do the following with respect to implementation of the mandatory LincPass log on initiative:
 - a. At a minimum employees will be given the opportunity to provide information, including: (This is commonly referred to as the computer verification)
 - (1) First Name/Last Name/Short Name
 - (2) Whether or not they have a LincPass
 - (3) Primary Computer Name
 - (4) If they share a computer with someone who does not have a LincPass
 - (5) Other information regarding situations currently known to meet agency criteria for suitability for enforcement.
 - b. After an employee is transitioned into the LincPass enforcement group, he/she can use the exception process set out in Item # 6.a.
4.
 - a. A notification message, informing of this initiative, will be sent to all FS approximately 21 days prior to transitioning Bargaining Unit employees. Subsequently, all employees Management has identified as having a LincPass will receive 2 emails prior to the scheduled individual transition dates: at 15 days prior and 7 days prior. The purpose of these emails is to notify the employee of their scheduled transition date, and allow him/her to provide the information outlined in Item 3.a above. If the employee does not provide the information, another email will be sent 3-5 days prior to their scheduled transition date informing employee that the transition will

continue as scheduled, using the information on record. Route said communication through the Forest Service Partnership Council Information Technology Committee (FSPC IT Committee) following the committee's established review process.

- b. If an employee's Item 3.a responses indicate an exemption would be in order for that employee/machine, the employee will be notified by email within 14 days of employee completing computer verification questionnaire/form.
5. Employees with privileged access (system administrators and database administrators (DBAs)) on all Forest Service systems will be transitioned to enforced LincPass use for log on, for their privileged accounts, by July 8, 2015.
 - a. Upon request, the Union will be provided with the names of these users.
 - b. All affected employees will be provided the credentials necessary to satisfy this requirement.
 - c. All affected employees will be notified at least two weeks prior to implementation for privileged accounts. This notification will include date of implementation, how to obtain needed credentials if employee does not possess a LincPass, any restrictions, and availability of pertinent training.
 - d. Notifications referred to in this section will go through the FSPC IT Committee following the Committee's established review process.
 6. Exceptions to enforced LincPass usage are defined as a need to temporarily bypass LincPass enforcement on a short term basis. Exemptions to enforced LincPass usage are defined as encountering barriers to authenticating with LincPass.
 - a. As Management begins transitioning to enforced LincPass usage, a temporary exception process will be made available to users. This process will include the following components:
 - (1) Employees needing a temporary exception to LincPass logon will contact the CIO Customer Help Desk (CHD).
 - (2) If it is determined that the problem is related to LincPass enforcement, the CHD will either resolve the problem or place the computer in the appropriate exception group.
 - (3) The CHD will record the reason for the exception, and place the user PC in the appropriate exception group as outlined below:
 - i. Forgotten card – 24 hour exception, employee must renew each day with CHD
 - ii. Lost card – long-term exception. Computer is put in long-term exception group until the card is replaced and activated. Employee will be asked to call CHD when new credential is activated. Management will also monitor reports for issued credentials. If they find that a credential has been activated, the employee is notified and computer is placed back in LincPass enforcement group.
 - iii. Broken card/problem with LincPass – long-term exception. Computer is put in long-term exception group. Once resolved, employee is notified and computer is placed back in LincPass enforcement group.
 - (4) Management will develop Knowledge Management (KM) documents describing the exception process with input and review of the FSPC IT Committee.
 - (5) Communications pertaining to this issue will follow the established review process of the FSPC IT Committee prior to issuance.
 - (6) The Union upon request, but not more than twice annually for a period of two years following the effective date of this agreement, will receive CHD reports regarding LincPass related tickets. Information provided at a minimum will include, based on availability, organization level to level four, ticket date open and closed, and information related to exception request and resolution. Additional information may be agreed to at time of request.

- b. As Management begins transitioning to enforced LincPass usage, an exemption process will be made available to users who encounter barriers to authenticating with their LincPass. This process will include the following components:
 - (1) An employee will annotate the barrier(s) to work or productivity induced by LincPass authentication and submit the request to their supervisor and the deciding management official as appropriate.
 - (2) Management will indicate concurrence or non-concurrence for exemption.
 - (3) Management will communicate final disposition back to the employee.
 - (4) In cases where exemption is approved, this exemption will expire if or when barrier(s) to work or productivity induced by LincPass authentication are eliminated.
 - (5) These instructions will be posted at the CIO web page for LincPass.
- 7. Employees who are issued a LincPass in the future will be transitioned into enforced LincPass authentication using a process similar to the one outlined above and will be afforded similar exception and exemption capabilities.
- 8. Implementation for LincPass enforcement for initial log on also includes subsequent unlocking of desktop or screen.
- 9. It is recognized that the inability to log into Forest Service systems because of LincPass problems could affect employee productivity. The intent of the Parties with this statement and these agreements is to recognize this issue and to mitigate these problems as much as possible.
- 10. This MOU becomes effective on the date approved by the Agency Head or that date on which the thirty (30) day time limit for agency head review expires, whichever is earlier. This agreement expires when the machine enforcement of using LincPass for computer log on is no longer practiced in the Forest Service. Either Party may request, consistent with midterm negotiations under Article 11 of the Master Agreement, to re-open or re-negotiate the agreement.
- 11. A copy of this MOU will be posted to the HRM website.

Agreed to:




DONALD CANNATTI
CIO Assistant Director



MELISSA BAUMANN
NFFE Forest Service Council

6/24/2015
Date

June 24, 2015
Date