

Security Toolkit Focus Group Comments

Focus Group Date: 9-23-03

Attendees: Chuck Tobler, Jill Mossman (BearingPoint); Mel Chernow (Ed. Contractor), Greg Plenty (Ed.), Don Dorsey (Ed.), Nita Washington (Ed.)

Notes:

- Meeting consisted of SSOs and a contractor.
- The current FSA SSO portal is not being used by any of the respondents. Some didn't know it was there, also, the information is outdated and the site is limited in terms of information.
- Government employees do not have Microsoft Project on their computers, so they can't access the SLC project plan.
- Make sure communication with the main Dept is maintained in this process.
- Make it easier to know what training they need to take, and when they must take it. (A calendar can help with this).
- Clearly list all the steps in the certification and accreditation process!

Public Folders

- Attendees currently use public folders and Security and Privacy Team to access the forms and information that they need.
- Currently, security documentation is located in the public folders, which presents some problems-
 - Users are not sure where all the documents are located within the public folders
 - The documents they need are buried deep within the public folders; it is difficult to remember which directories to go to in order to get the information they need, too many "clicks" to get to the folders they need.
- Expand access privileges so SSOs can view documents in other peoples' folders
- Better organize the public folders—give them more logical/intuitive names

Things that attendees would like to see on the new website:

- The main thing stressed repeatedly was the need to put everything in one place and have it easy to access.
- A contact list/spreadsheet for the systems with who's who for what system including phone #, building location, email and system description. Include SSOs, CSOs, etc. Include this up to "Big ED" level (ie, not just FSA; include main Ed contacts as well). This directory should make it clear to whom SSOs should go to for more expertise in a particular.

- Add a “for more information/ask an expert” section—this will tell people where to go for particular expertise (this will overlap somewhat with the directory listed above).
- Give an example of a completed document for each type of document up there (ex. System security plan, disaster recovery plan.) This would be extremely helpful.
- A folder with all the material necessary to gain access to a system- i.e. the forms for the different systems, clearance forms for FSA (from Monica Glee)
- Calendar of events
 - Including Dept offered security training
 - Monthly SSO meeting dates
 - Upcoming deadlines
- Acronym list, including the aka references explain the relationship between overlapping terms for the same thing (e.g., “COB” or “COP,” or COOP?)
- A page with a list of documents and the date and version, something that says what version it is and when it was updated, “Update Central”
- An index, or concordance, of all documentation would be helpful (kind of like a search, or quick-finder)
- Add a frequently asked questions document
- Section for incident response with the form prominently available
- Include documents/guidance/requirements from the Inspector Gene
- Include more “quick-start” procedures—eg, procedures for accessing the system,

Layout

- Possible layout-
 - Rules
 - Regulations
 - Forms
 - Points of Contact
 - Rules of Behavior
 - Policies
- Possible organization- by subject matter or NIST 800-18 subjects

Relate other documents to these—eg, a table like thus:

Action Required	NIST Requirements	FSA/Ed. Requirements	Comments
Continuity of Operation	NIST xx-xxxx	List relevant fsa/ed. Documents	Note anything unusual here

Format

- The three ring binder was vetoed by all. It would be too difficult to maintain with the current versions of the documents, because they change so frequently. The binders would also take up too much room.
- The cd was also vetoed. It is not as necessary or preferable as the web. There is no place to keep cds and OCIO would have to burn a lot.
- Internet/Intranet was the clear choice, easier and more familiar way to access documents. Less of an issue for version control.