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Subject: HSPD-12 Data Preparation Issue Update

Greetings,

This message is to inform you about current HSPD-12 Data Preparation issues and the actions being taken to remedy the problems.

Problem:

USAccess is inadvertently resetting the following boolean fields: PIV Card Required, Federal Emergency Response Official (FERO), NAC and NACI Adjudication value to FALSE for an Applicant when his/her Payroll Personnel record is updated by the interface. This is causing records to revert back to Sponsorship Incomplete. Ultimately, this is preventing enrolling and holding up LincPass printing and issuance for many Payroll Personnel Applicants.

Actions Taken:

USDA has been working with GSA and EDS to identify the cause of the problem and to implement a solution. First, as an immediate fix, EDS will update the existing records currently in USAccess so that PIV Card Required is set back to "TRUE" for all Applicants, that the FERO field is set to "TRUE" for those Applicants who were previously designated as Federal Emergency Response Officials, and that adjudication results are accurately set back as what was prior in the system. This ensures that all values that were overwritten are reset back to what the Sponsor had entered into the USAccess system. Second, EDS will work to fix the root problem so that going forward records submitted from Payroll Personnel agencies to USAccess will not cause these four fields' data to be overwritten.

How This Affects You:

1) For **both** Payroll Personnel and EmpowHR agencies:

- Until a permanent fix is put in place by EDS, no NEW records or updated records will be sent to USAccess after being certified in the Agency Certification Portal.
- Please continue to certify records via the Agency Certification Portal as you have been doing thus far. The records will sent to USAccess as usual once the permanent fix has been implemented.

2) For **only** Payroll Personnel agencies:

- Please spot check some of your records in USAccess to verify they are correct once the record update has been completed.
- Continue to complete Sponsorship for the records that are already in USAccess.

You will receive notification when the update of the USAccess records has been completed and again after a permanent fix has been implemented. Should you have any questions, please contact the USDA HSPD-12 Help Desk at 703-245-7888 or HSPD12@ftc.usda.gov.

We apologize for any inconvenience this presents you.

Regards,
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