

Information Systems Security Awareness Frequently Asked Questions of Admins and ISSPMs

As questions come in to Team AgLearn, Team AgLearn will update this FAQ document. Check the date in the upper right hand corner to be sure you've got the latest version.

Questions About IT Security Awareness

Q. What is the Course ID for each of the course options, (regular web base, PDF version, paper based and classroom).

Item ^	Title
Classroom USDA-CYBERSECURITYPRES-FY09 (Rev 1 - 9/30/2008 09:53 AM America/New York)	USDA-CYBERSECURITYPRES-FY09
Course USDA-CYBERSECURITYPAPER-FY09 (Rev 9/1/2008 03:01 PM America/New York)	USDA Information Systems Security Awareness FY 2009 (Paper)
Web Based USDA-CYBERSECURITY-FY09 (Rev 8/1/2008 06:55 PM America/New York)	USDA Information Systems Security Awareness FY 2009
Web Based USDA-CYBERSECURITYPDF-FY09 (Rev 9/4/2008 02:52 PM America/New York)	USDA Information Systems Security Awareness FY 2009 (PDF)

A. All of the course IDs begin with the phrase **USDA-CYBERSECURITY** and all have the phrase **FY09** in the course ID as well. Search for course IDs that begin with the **USDA-CYBERSECURITY** phrase and you'll see all the IDs that we plan to offer.

Q. Was the online course item assigned to everyone?

Learning Plan → Go to Learning Plan		
Title	Type	Required By
USDA Information Systems Security Awareness FY 2009	🔗	3/31/2009
AgLearn 2008 Supervisors Training	🔗	
AgLearn Administrator Training - Basic Role	🔗	

A. Yes. Team AgLearn made the assignment of the online course to all active AgLearn accounts. If you are not able to take the online course, you can request to have the PDF version assigned to you. Only users with no network access will be allowed to take the paper based course and paper based exam. All others must complete one of the other courses.

Q. If I assign a user a different version of the course, must I remove the online version that is assigned to everyone?

Step 1: Select Management Action Next

<input type="radio"/> Add Curricula	<input type="radio"/> Remove Curricula
<input checked="" type="radio"/> Add Items	<input type="radio"/> Remove Items
<input type="radio"/> Add Competency Profiles	<input type="radio"/> Remove Competency Profiles
<input type="radio"/> Add Competencies	<input type="radio"/> Remove Competencies
<input type="radio"/> Add Job-related Curricula	
<input type="radio"/> Add Job-related Competency Profiles	

A. No, you won't be able to remove the online version. AgLearn will run a clean-up process at the end of mandatory training to remove all FY09 CYBERSECURITY courses from learning plans when an alternate course is in the learning history. **Allowing the online course to remain in the Learning Plan until the clean-up process will NOT affect reporting results and reports examine only the Learning History.**

Q. Our agency will have a different required completion date for our users. Will this be reflected in AgLearn?

Revising the Required Date For ISSA FY09 Mandatory Training

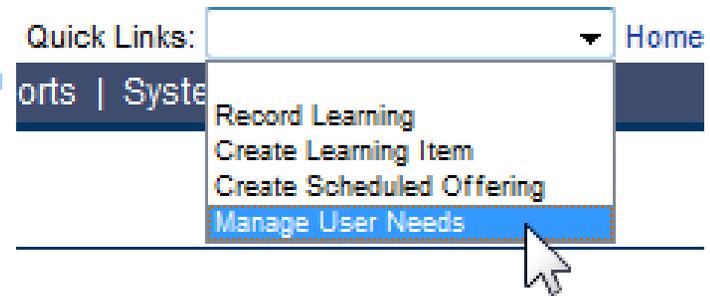
Step	Activity	View
1.	Select the Learning menu.	
2.	Select Tools.	
3.	Select Required Dates Editor.	

A. If you submitted your alternate dates to Team AgLearn by September 24th, 2008, the dates will be reflected in AgLearn. If you wish to assign an alternate required completion date for your agency, you can accomplish this yourself with the help of the [Revising Required Dates](#) job aid.

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Q. I have users with slow network access and they won't be able to take the online version of the course. What should I do?

A. Users should have the **USDA Information Systems Security Awareness FY 2009 (PDF)** course assigned to them. Check your agency communication about how users request this course. When you receive the request, you can use the **Manager User Needs** wizard to assign the course to many users. If you are just assigning the course to one user, you can edit the user record and add the course to their learning plan. This assignment should be done by an AgLearn Agency Lead or designate.



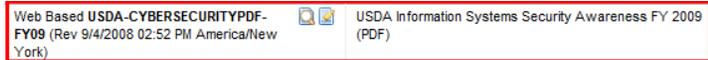
Q. I have some users that will be using assistive technology (JAWS) to review the course. Can they use JAWS with the online course or do I need to have an alternate course assigned to them?

A. The online course has been modified to be 508 compliant and more user friendly, so yes, those users can use JAWS to review the online course and complete the online exam. Before those modifications were made, however, a few of our testers felt that the PDF version of the course was more user friendly. If your users experience any difficulty or frustration with the online version, you can assign the alternate PDF version. The alternate PDF course is **USDA Information Systems Security Awareness FY 2009 (PDF)**.

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Q. Can't I just hand out PDFs and let users login to AgLearn just to take the exam?



A. **Possibly.** Because the **online version (USDA Information Systems Security Awareness FY 2009)** has been assigned to everyone and because the online version does not require the course to be launched in order to provide access to the exam, it will be possible for users to launch only the exam and record completion upon achievement of a score of 70% or higher. If, however, the user has a slow network connection, the exam in this course may not display quickly. For those with slow network access, Team AgLearn recommends that the PDF version **USDA Information Systems Security Awareness FY 2009 (PDF)** be assigned. . In this course, it is important that the user launch the PDF from within the course. Launching the PDF from within the course will allow the user to activate the exam. If the user does not activate the PDF from within the course, they will not have access to the exam. See the [How to Complete the PDF ISSA course](#) job aid.

Q. I have a new employee that does not yet have an eAuth account? Which course should I assign to her?

A. All users with no network access (this includes new employees) should have the paper based version assigned to them. (**USDA-CYBERSECURITYPAPER-FY09**). Your new employee may have an AgLearn account even if the eAuthentication account has not yet been created. If you can't find an AgLearn account for a new employee, **don't create one**. Simply wait for the account to appear in AgLearn from the CED feed. Meanwhile, provide a paper copy of the course and exam to the new employee. Someone (check your agency guidance) should proctor the exam, and if the score is less than 70%, a new and different exam should be administered. Check with your ISSPM for the PDF version of the course, PDF exams and PDF answer keys. Store the successfully completed exam results until after the AgLearn account has been created, then record the learning. Once the AgLearn account is available, the user's supervisor can record learning with the [Record Learning](#) Job aid.

Record Subordinate (Direct Report) Completion for USDA Information Systems Security Awareness FY 2009 (Paper)

AgLearn now provides a Supervisor Dashboard for you to view the required learning status for all your direct reports. To view the Dashboard, login to AgLearn (Learner Login) and then click the **My Employees** tab. To record a learning event for one of your subordinates, follow the instructions below. If you have any difficulty with recording the event, contact your local AgLearn administrator.

Step	Activity	View
1.	Click the My Employees tab.	
2.	Click Organization Chart or Subordinates to view your direct reports.	
3.	Locate the employee for whom you will record learning. Click the Learning link.	

Information Systems Security Awareness Frequently Asked Questions of Admins and ISSPMs

Q. What about Contractors and others that will never have an eAuthentication account because they will never have access to USDA network systems? What course do I assign to them and how to I record learning in AgLearn for them?

A. For other paper based users, such as contractors that will never have network access, check first to see if they have an existing AgLearn account from a previous year to record the completion. If not, you'll need to create an AgLearn user account (job aid available) to record the completion. **DO NOT CREATE AN AGLEARN ACCOUNT FOR ANYONE THAT HAS OR WILL EVENTUALLY HAVE AN eAUTHENTICATION ACCOUNT.** To record completions for this population and to obtain the job aid, contact your AgLearn Agency Lead to be sure a new account should be created.

Q. Many of my users wait until the last minute to complete training. Is there anything in AgLearn that will help me to encourage early completions?

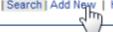
A. There are several ways that AgLearn can help. First, each supervisor can log into AgLearn and review the My Employees tab to gain access to the Supervisor dashboard. From this view, all subordinate required learning is displayed. A supervisor can see at a quick glance which employees have completed mandatory training and can send an email directly from AgLearn to subordinates that have not yet completed their required learning.

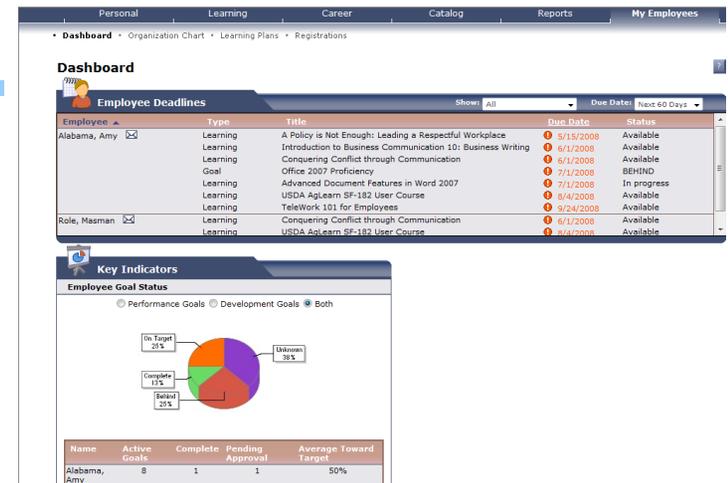
Admins can use the [Revising Required Dates](#) job aid to assign alternate required dates to specific groups of employees in order to meet interim requirements.

Finally, those agencies utilizing IDPs can establish target goals for early completion of mandatory training. Supervisors again, can track those goal completions from the Supervisor dashboard in AgLearn.

Add a New User Record

New user records are normally created by a data feed. However, there are occasions when you may need to add a new user record through the AgLearn User Management menu. For example, contractors that do not have an eAuthentication account and no access to computer systems but are required to take mandatory training, must have the completion of that training recorded in AgLearn. However, if the person will receive an eAuthentication account in the near future (such as new employees), **do not use this procedure**, but simply wait until after the eAuthentication account has been established and the AgLearn account has been created to record mandatory training completion. If you have any questions about this procedure, contact Team AgLearn.

Step	Activity	View
1.	From the Admin Home Page, click User Management .	
2.	Click Add New .	
3.	Enter a User ID. Note: For Contractors, create a User ID using the following naming convention: CTR+First Initial+Last Initial+Month of entry + Day of entry+Year of entry. For example, Contractor John Smith, entered on June 5, 2008 would have a User ID of CTRJS060508.	



The dashboard shows a table of employee deadlines and a pie chart for key indicators.

Employee	Type	Title	Due Date	Status
Alabama, Amy	Learning	A Policy is Not Enough: Leading a Respectful Workplace	5/15/2008	Available
	Learning	Introduction to Business Communication 101: Business Writing	6/1/2008	Available
	Learning	Conquering Conflict through Communication	6/1/2008	Available
	Goal	Office 2007 Proficiency	7/1/2008	BEHIND
	Learning	Advanced Document Features in Word 2007	7/1/2008	In progress
Role, Masman	Learning	USDA AgLearn SF-182 User Course	8/4/2008	Available
	Learning	TeleWork: 101 for Employees	9/24/2008	Available
	Learning	Conquering Conflict through Communication	6/1/2008	Available

Category	Percentage
On Target	25%
Complete	15%
Behind	25%
Unknown	35%

Name	Active Goals	Complete	Pending Approval	Average Toward Target
Alabama, Amy	8	1	1	50%

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Q. I'm not sure I know who all the AgLearn Agency leads are or the Agency ISSPMs. How do I find them?

A. For a list of Agency Leads, click the [Contact Us](#) link. This link is also available in the upper right corner of the AgLearn Welcome page (www.aglearn.usda.gov). You can also click the following link to see a list of [Agency ISSPMs and AgLearn Agency Leads](#).

Agency	Lead	Email	ISSPM	Email	Alternate ISSPM	Email
AMIS	Jerry Fernandez	jerry.fernandez@usda.gov	Roger Byrd	roger.byrd@usda.gov	Steve Cyrier	steve.cyrier@usda.gov
APHIS	Paul Silvero	paul.w.silvero@aphis.usda.gov	LaTelle DeVoreath	latelle1.devoreath@usda.gov	Nate Poppo	nathanel.h.poppo@usda.gov
ARS	Sherrill Brooks	sherrill.brooks@ars.usda.gov	Bill Keen	bill.p.keen@usda.gov	Joy McDaniel	joy.a.mcdaniel@usda.gov
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FIS	Mike Wood	mwood1@feds.usda.gov	Doug Nash	douglas.nash@usda.gov	Mike Grube	mike.grube@usda.gov
FSA	Tom Montgomery	tom.montgomery@usda.gov	Brian Davies	brian.davies@usda.gov	Seawelle Ball	seawelle.ball@usda.gov
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RMA	Alex Christensen	alex.christensen@usda.gov	Eric Baer	eric.baer@usda.gov		
RO	Allison Savage	allison.savage@otl.usda.gov	Brenda Dinges	brenda.dinges@usda.gov		

Q. Can anyone take the paper based version of the course?

A. **No.** The paper based version of the course is **only** available to those users with no network access to AgLearn.

Q. I'm a supervisor. Several of my direct reports have no computer access and will need to review the course and take the exam on paper. How do I request the paper version of the course for my direct reports, along with the exams and the answer keys? When my direct reports complete the exam, how do I make sure that information is recorded in AgLearn?

A. Your agency should have forwarded communications about how you should request this course. If you do not have this communication, contact your ISSPM to receive a PDF course, PDF exams and PDF answer keys for the exams. Contact your AgLearn Agency Lead to assign the **USDA Information Systems Security Awareness FY 2009 (Paper)** course to the employee's learning plan. Provide each employee with a paper copy of the course and a copy of one of the exams. When the employee returns the completed exam, score the exam according to the answer key. If the employee's score is below 70%, notify the employee and provide a different exam for another attempt. Score this exam and repeat the procedure until the employee passes the exam with a score of 70% or greater. When the employee has successfully completed the exam with a score of 70% or higher, use this [job aid](#) to record the completion in AgLearn.

USDA Information Systems Security Awareness FY09

Record Subordinate (Direct Report) Completion for USDA Information Systems Security Awareness FY 2009 (Paper)

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Step	Activity	View
1.	Click the My Employees tab.	
2.	Click Organization Chart or Subordinates to view your direct reports.	
3.	Locate the employee for whom you will record learning. Click the Learning link.	
4.	Click the Close link to close the Tips pop-up window.	

Information Systems Security Awareness Frequently Asked Questions of Admins and ISSPMs

- Q.** Will an auditorium session be held this year?
- A.** Yes, but the session will **only** be available to users with no network access or those users with special circumstances who cannot complete the online training. Details have not yet been published regarding registration, assessments and recordation of learning. The Office of Cyber Security will provide additional details prior to the session.



- Q.** Can you provide a job aid that details each type of user and which course they should take?

- A.** Yes, please see the [User-Course](#) job aid.

Courses for Users – Information Systems Security Awareness Mandatory Training FY09

As of October 1, 2008, all users will have the *USDA Information Systems Security Awareness FY 2009* course assigned to their learning plan. This course is the online (web-based) version of the training and will be the appropriate course for the majority of users. Alternate courses are available for other specific audiences. This job aid matches the user audience with the most appropriate course available.

User Audience	Recommended Course
Employees, contractors and partners with full network access.	Online version. User does not need to request any changes. User Logs into AgLearn, clicks Go to Learning Plan, then clicks the Launch Content button next to the <i>USDA Information Systems Security Awareness FY 2009</i> course. After completing the course, user returns to content structure and launches assessment. A score of 70% or higher automatically records completion in the user's Learning History and the requirement for FY09 is completed.
Users with accessibility needs and those reviewing courseware with assistive technology.	Online or PDF version. User does not need to request any changes unless they feel that the PDF version will be easier to navigate. The online course has been modified to be 508 compliant and more user friendly so this audience can use assistive technology to review the online course (<i>USDA Information Systems Security Awareness FY 2009</i>) and complete the online exam. Before those modifications were made, however, a few of our testers felt that the PDF version of the course was more user friendly. If your users experience any difficulty or frustration with the