



Homeland Security Presidential Directive 12

USDA Enrollment Deployment Guide





HSPD-12 OVERVIEW

Issued in August of 2004, Homeland Security Presidential Directive 12 (HSPD-12) mandates that each Executive Agency begin issuing a standard form of identification to employees and contractors. Unlike many past Agency ID cards the new identification credential contains several robust security features, requires a stringent, standardized process for issuance, and contains a data chip that will eventually be used to access government buildings and information centers. Comprehensive regulations and policies have been developed to dictate what the credential looks like, which personal information it contains, and how it may be used.

In order to receive one of these new Smartcard credentials, known in USDA as a LincPass, an applicant must be sponsored by an authorized Agency official, complete a successfully adjudicated minimal background investigation, and go through enrollment and activation processes. These processes include the following steps:

- A review of two accepted forms of ID for identification verification purposes
- The digital scan of an applicant's fingerprints
- The capture the applicant's facial image for the card face
- The downloading of digital certificates and selection of a PIN at the time of credential issuance

While the sponsorship and adjudication processes can be completed through Web-based interfaces, the enrollment and activation processes require each individual applicant to appear, in person, at a credentialing center. These credentialing centers must be strategically located throughout the United States in order to meet the geographic and capacity needs of the USDA's employee and contractor workforce. USDA has elected to work with the General Services Agency Managed Services Office (GSA MSO) which provides a comprehensive service for producing the USDA LincPass.

In order to meet the needs of its customer base, the GSA MSO is working with individual partner agencies including USDA, DOE, DOC, GSA, and Treasury to identify credentialing centers locations that can effectively serve the needs for the Federal employee and contractor workforce, while meeting a set of minimal building and room requirements. This document is intended to be a guide for deploying enrollment stations throughout the USDA locations.



CREDENTIALING CENTER OVERVIEW

Over the course of the upcoming months, several hundred shared credentialing centers will be opened across the United States. These credentialing centers will contain the enrollment and activation stations that are required to issue and activate the LincPass credential.

- Enrollment Stations contain the following components:
 - Computer with two flat screens
 - Document scanner
 - Fingerprint capture device
 - Card reader
 - Fingerprint Reader
 - Digital Camera

- Activation Stations contain the following components:
 - Computer
 - Card reader
 - Fingerprint reader

The GSA MSO plans to utilize four classifications of credentialing centers

- Hosted Credentialing Centers will be housed in customer Agency locations and be open to the entire GSA MSO customer base for enrollment and credential activation services. The hosting Agency will have the opportunity to provide an Enrollment Officer or request one from the GSA MSO.

- Shared Credentialing Centers will be housed in GSA MSO leased locations and be open to the entire GSA MSO customer base for enrollment and credential activation services. The costs of the space, furniture, IT, and GSA MSO provided Enrollment Officer will be included in the seat price of the credential.

- Leased Credentialing Centers will be housed in customer Agency locations and will be operated by an Agency provided Enrollment Officer. By leasing a station for an additional fee above and beyond the per card cost, an Agency will have the right to limit access to the credentialing center to those applicants of their choice.

- Mobile Credentialing Centers will function in the same way as Shared Credentialing Centers but will be deployed for only short periods of time to customer Agency locations. The GSA MSO has contracted for 25



mobile stations to be moved up to 8 times over the first year of the contract.

BUILDING REQUIREMENTS

As GSA MSO finalizes its Enrollment Deployment Schedule, potential locations for credentialing centers must be evaluated and selected based on a detailed set of specifications. The following building attributes are sought by GSA MSO during building selection:

- The building is owned by the Federal Government or contains federally leased space.
- The building is centrally located among high concentrations of Federal Government employees and/or contractors.
- The building is publicly accessible.
- The properties meet Federal requirements for disabled individuals under the Americans Disabilities Act requirements. This includes: parking, ramps, automatic entryway, elevators, etc.
- The building maintains a minimal level of physical security.

A building should meet or exceed the above outlined requirements in order to be identified as a potential location to house a GSA MSO Shared Credentialing Center. Once a building has been identified by the GSA MSO as a potential credentialing center, space within the building must meet several room requirements.

ROOM REQUIREMENTS

An identified space within a potential credentialing center location must be evaluated for the following requirements before finalizing the location of a credentialing center.

- The space is centrally located for easy access near a main entryway or elevator.
- The space has adequate, accurate, and visible signage navigating from the main entrance(s).
- The space is of adequate size to accommodate the enrollment station, furniture, privacy counters and a queuing/waiting area. For planning purposes, 300 square feet should accommodate the entire setup.
- The space is intended to be used for credentialing or other security related functions only. The space must be lockable from the outside.



- The space has functioning electrical outlets, telephone with local contact number, and Internet connections with appropriate network capability (see Telecom and Network Requirements below).
- The space is well-lit, clean, and secure.

The space within the selected building should meet or exceed these requirements in order to house a credentialing center. After determining that the building and enrollment space meet the respective requirements, the shared credentialing center location is finalized. Now that the location has been determined, the space must be set up appropriately for credentialing to begin.

TELECOM AND NETWORK REQUIREMENTS

The following telecom requirements that must be addressed:

- At least a single telephone line must be installed in each room. Each line should have a local contact number and a voicemail setup.
- Two distinct network interfaces, with connection to the Internet, must be provided for each anticipated credentialing center. These internet connections will be used for the enrollment station and the activation station. The interfaces will need to be high speed Ethernet connections.
- Two IP addresses must be assigned to allow Internet access to enrollment and activation stations. In addition, port 443 must be opened in the building's LAN to allow the enrollment station to connect to the backend infrastructure.

Credentialing centers are equipped with their own security routers and firewalls and will not utilize individual Agency servers or firewalls for system security. The stations are expected to send a one to three megabyte file approximately every twenty minutes.

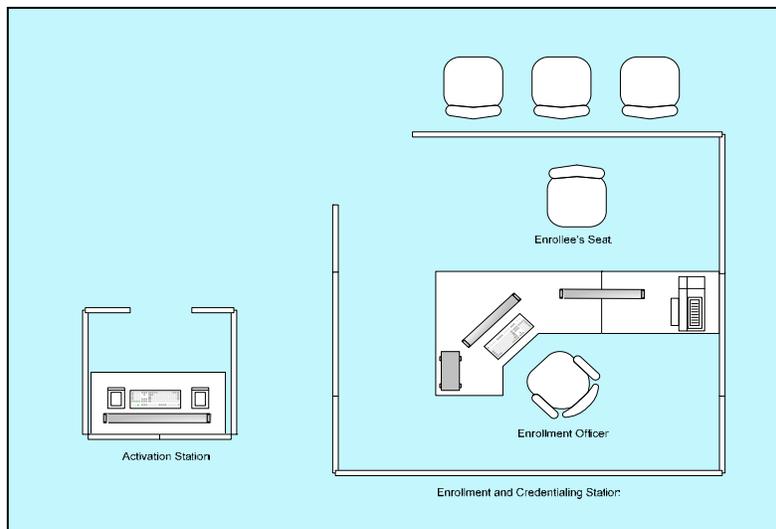
FURNITURE SETUP REQUIREMENTS

Each credentialing center must be equipped with a furniture setup that meets the following requirements:

- A large desk/table capable of handling two PC flat screens and several peripherals. The desk/table may be of a modular or stand alone nature. The desk/table must be accessible by seated users from both ends.
- A second kiosk will be needed for activation services which will require computer hardware, fingerprint reader and card reader.

- Approximately five chairs are required for each credentialing center. Two chairs will be for the Enrollment Officer running the station and the applicant being enrolled. The remaining three will be used as a queuing area away from the enrollment station.
- A barrier must be placed in a manner that shields both screens from the view of waiting room applicants. This is only necessary if the room configuration does not allow for this privacy to occur naturally.
- A safe or lockable filing cabinet must be located at each of the shared credentialing centers that will be providing activation services. These safes will be used to store new credentials prior to applicant activation.
- Excessive sunlight may have an effect on photo quality. If this is a concern, please plan to place station away from windows or to shade windows to block excessive sunlight.

For a general idea of station setup, please use the graphic below.



ENROLLMENT STATION PERSONNEL REQUIREMENTS

Once a location, building and room are selected, USDA will be responsible for identifying personnel to fill two roles associated with the credentialing center.

- A building representative to act as a point of contact between the credentialing center site, the GSA MSO and USDA's Office of Security Services (OSS). This individual will help to ensure that the requirements and guidelines outlined in the guide are met. This includes coordinating



enrollment station delivery and setup, overseeing necessary facility management and maintenance, and working with LAN administrators to provide the necessary network access.

- An Enrollment Officer to operate the enrollment stations and distribute credentials for activation. The Enrollment Officer will be either a contractor hired through the MSO vendor, a contractor provided by USDA, or an existing Federal employee. The Enrollment Officer must obtain a LincPass credential in order to operate the enrollment station. In addition, the Enrollment Officer will need to be vetted through building security to obtain a location-specific building credential and be provided keys to the credentialing center space (if necessary).

These two roles may be filled by one single individual if desired.

MAIL REQUIREMENTS

Shared credentialing centers may all also act as locations for credential pickup and activation. Credentials will be batch mailed on a weekly basis from the card production facilities to the credentialing centers. Packages may require a signature at the time of receipt. The Enrollment Officer and building representative must work together to define mail receipt requirements (mail delivery carrier, ie Fedex, USPS, etc not yet determined) to ensure that packages are signed for and reach the Enrollment Officer in a timely manner.

OPERATIONS

Upon the full deployment of the shared station, the GSA MSO will be responsible for training the Enrollment Officer, maintaining the enrollment stations, and providing a 24/7 help desk to resolve most administrative, business, and technical support issues.

Enrollment Stations are remotely managed. Periodically, anti-virus, operating system patches, and other required updates will be made via the system vendor. No additional software may be added to the station without vendor approval.

The station may not be used for any purposes other than its intended use. This includes checking personal email, storing files, and operating file sharing or other programs.