

Decennial Service Center (DSC) Updates

July 1, 2020

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Weekly Incident Ticket Volume by Region 6-22-2020 through 6-28-2020

Site	% of Tickets	Total Tickets	Mean Resolution (Hours)	ACO%	RCC%	DSC%	Tier 3%
Atlanta	18.07%	1,993	6.87	86.36 %	7.74 %	4.69 %	1.21 %
Chicago	17.64%	1,946	5.67	84.02 %	6.95 %	6.54 %	2.49 %
Dallas	15.94%	1,758	6.95	78.14 %	11.89 %	6.09 %	3.89 %
Los Angeles	11.95%	1,318	8.99	71.56 %	14.17 %	10.41 %	3.87 %
New York	17.20%	1,897	6.39	81.29 %	7.48 %	6.40 %	4.82 %
Philadelphia	18.43%	2,033	8.99	77.73 %	11.33 %	5.92 %	5.01 %
Island Areas	0.19%	21	22.31	0.00 %	0.00 %	76.47 %	23.53 %
Headquarters	0.59%	65	5.13	0.00 %	0.00 %	87.04 %	12.96 %
Grand Total	100.00%	11,031	7.25	79.58%	9.62%	7.15%	3.64%

NRFU Tickets by Type	% of Tickets	Total Tickets
Password	25.09%	217
Network/ID	15.26%	132
FDC	7.98%	69
Phone	6.47%	56
LMS	3.93%	34
Voicemail	3.82%	33
FocS	3.01%	26
Connectivity	0.12%	1
Other	34.34%	297
Grand Total	100.00%	865

Current Incidents

INC%549657 FDC Training mobile app login in production is not working

- Trainees received an ***Untrusted Enterprise Developer*** error message when launching the FDC Prod v1.2 application on iPhone.
- Resolved by ensuring the trainee was logged into Hub and having the trainee manually install the FDC Prod v1.3 application from the application catalog.
- dDaaS modified the configuration of the FDC Prod v1.3 application to auto update at the time the device is turned on on Orientation day.

DSC/RCC/ACO IT Support Staff Hiring as of 6/10/2020

Organization	Position	Planned	Actual	Percent	Planned (at Peak)
DSC	Analyst	99	99	100%	125
RCC	Sup IT Spec	9	11	122%	105
	IT Spec	97	78	80%	
ACO	IT Manager	248	252	102%	13,428
	OOS*	2,810	2,957	105%	
	Clerk*	10,370	7,754	75%	

*Note that these numbers include planned and actuals for all OOS and Clerk positions supporting ACO operations.

HSPD-12/PIV Enablement Progress as of 6/30/2020

Deployments

- All sites have successfully deployed HSPD-12/PIV stations.

Enablements

- All sites have been enabled for PIV enforcement.

Temporary Exemptions

- Approximately 500 users have been granted a temporary exemption from the PIV login policy.
 - Due primarily to remote users with badge issues who have been unable to get to a badging site to have them resolved.
 - Plan to begin to work through this list of individuals to bring down this number wherever possible

Decennial Service Center (DSC) Targeted Support

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Targeted Support Approach

Mission is to assist targeted ACOs in specific areas for Non-Response Follow Up (NRFU) training and operations beginning July 13th until HQ management determines support is no longer needed

The Targeted Support Team identifies ACOs based on the total number of open account and password related tickets. Not all ACOs will be supported

The team will directly work tickets with Trainers, CFSs, and Enumerators so users can return to work conducting NRFU operations

ACO Targeted Support Specifics

During NRFU Training and Operations, Targeted Support will focus on:

- Password/PIN reset for NRFU CFS and Enumerators
- Account lockout for NRFU CFS and Enumerators
- Account disabled for NRFU CFS and Enumerators

The Targeted Support team will prioritize assistance to specific ACOs based on a daily report detailing how many incidents are within the areas listed above

Assistance will be provided Monday – Friday between 9am – 8pm Eastern.

Targeted Support Daily Business Rhythms

7am Eastern – Targeted Support management will run the daily reports to determine ACO ticket backlog for support

8am Eastern – Targeted Support will review the report to determine which ACOs may need Targeted Support for the day

8:30am Eastern – Email is sent to the ARCMs, RCC IT Coordinators and appropriate ACOs for Targeted Support and tickets completed the previous day by Targeted Support

9am – 8 pm Eastern – Targeted Support processes tickets

Targeted Support Staff & Training

- Estimate about 26 TI resources will assist in NRFU Targeted Support
 - Start date of July 1st to ensure team is trained, equipped, and able to support CFS training, Enumerator training and soft launch
 - Virtual training and shadowing will occur for targeted support staff prior to independent engagement
 - Training and granting access to necessary tools should take 2 days to complete
- Targeted Support will have equipment for 11 additional Federal resources
 - 7 Decennial laptops available July 13th
 - 4 Decennial laptops available on July 20th