

Union Notification: Information Technology Desktop Change.

Anderson, John E

Sent: Thursday, February 27, 2014 10:24 AM

To: Eitches, Edward E

Cc: Federoff, Carolyn; Gross, Jerry; Salamido, Holly

Good morning Mr. Eitches:

Please accept this communication as official notification that Office of the Chief Information Officer will be implementing a desktop technology change. The implementation is planned to be staged during the period of March 2014 through May 2014.

The Self Service Password tool currently installed on all HUD computers (Quest Password Manager (QPM)) is being replaced with a new tool called Quest Self Service Password Reset (SSPR) in order to comply with the Federal mandate included in OMB M-11-11 the cite to which is found below.

(<http://www.whitehouse.gov/sites/default/files/omb/memoranda/2011/m11-11.pdf>)

This action will allow customers to be able to reset their own network password, in lieu of contacting the HITS Help Desk. In order to do so, an employee will be prompted and must answer five (5) security questions to validate their identity in the system.

Notification to all HUD customers will be distributed along with a HUD specific User Guide providing detailed instructions on its use. The HITS Help Desk will be able to offer assistance to customers needing help.

If you have any questions or concerns regarding this communication, please contact the Employee, Labor Relations and Performance Division in HUD Headquarters on 202-708-3373.

Thank you for you cooperation in this regard.

John Anderson,
Acting Deputy
E&LRPD
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HUD HQ