GSA®

Office of Telecommunications Services

Conexus Today

Conexus Assessment & Authorization Update

The Conexus team is very aware of the sensitive nature of agency data, and always works towards meeting all Federal Information Security Management Act (FISMA) requirements and regulations to ensure that agency data is safeguarded at all times.

As it has been three years since Conexus received its official Authority to Operate (ATO), it is now time to perform a formal
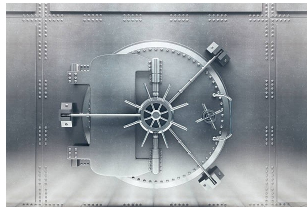
Assessment and Authorization (A&A) update. This update is in addition to continuous monitoring of the Conexus system and annual security screenings that the team also performs.

The A&A update consists of assessing the overall security posture of the system to determine the impact of the data type and any security holes in the system. The results of the assessment are used to develop the Plan of Action and Milestone (POA&M).

The POA&M defines any security risks found during the assessment period, and describes how it will mitigate those risks going

> **Access GSA Conexus at** https://conexus.gsa.gov

> **For Conexus help, call 855-ITaid4U (482-4348)** Sun 8:00 pm - Fri 8:30 pm Email: ITCSC@gsa.gov

> **Contact the Conexus Management Team at** conexus@gsa.gov

> **Click here to register for Conexus Training.**

Conexus Agency Administrators

Within Conexus, Agency Administrators are agency members who have been acknowledged by GSA Account Managers (AMs) to have the authority to assign roles/permissions and activate/deactivate other users' accounts within their own agencies. Once an Agency Administrator has been identified and registers for a Conexus account, he or she is granted this specialized role overseeing all other users within their scope.

To date, the following agencies have assigned Agency Administrators within Conexus:

♦ Broadcasting Board of Governors
♦ Commission of Fine Arts
♦ Commission on National and Community Service
♦ Commodity Futures Trading Commission

♦ Consumer Product Safety Commission
♦ Customs and Border Protection
♦ Defense Nuclear Facilities Safety Board
♦ Department of Commerce
♦ Department of Defense
♦ Department of Energy
♦ Department of Homeland Security
♦ Department of Interior
♦ Department of Justice
♦ Department of Labor
♦ Department of State
♦ Department of Transportation
♦ Department of Treasury
♦ Department of Veterans Affairs
♦ Equal Employment Opportunity Commission
♦ Federal Aviation Administration
♦ Federal Bureau of Investigation

♦ Federal Communications Commission
♦ Federal Emergency Management Administration
♦ Federal Trade Commission
♦ General Services Administration
♦ Health and Human Services
♦ Immigration and Customs Enforcement
♦ Judiciary
♦ Mille Lacs Band of Ojibwe Tribe
♦ National Archives and Records Administration
♦ National Oceanic and Atmospheric Administration
♦ Nuclear Regulatory Commission
♦ Smithsonian Institution
♦ Social Security Administration
♦ Transportation Security Administration
♦ U.S. Coast Guard

♦ U.S Department of Agriculture
♦ U.S. Office of Special Counsel
♦ U.S. Securities and Exchange Commission

If your agency has yet to provide a designated Agency Admin(s), contact your GSA Account Manager (click gsa.gov/nspsupport for a listing of GSA AMs by agency). To learn more about User Administration within Conexus, sign up to take course ADM-201 by clicking here.
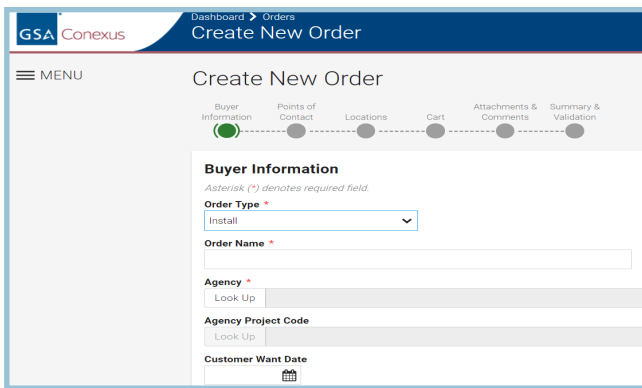
Conexus Service Ordering

As agencies move closer to awarding EIS Task Orders (TOs), the decision on how to place Service Orders (SOs) to their awarded contractors is the logical next step. The benefits of using Conexus to place SOs are many, including the ability to do the following:

♦ Track agency TO funding via Lines of Accounting (LOAs) and associated Agency Hierarchy Codes (AHCs)

♦ Use built-in Contract Line Item Numbers (CLINs) intelligence to prevent the submission of invalid CLIN

combinations thus lowering contractor order rejections

♦ Validate all required SO fields prior to contractor submission

♦ Provide real time SO submission to contractors

♦ Provide users with the ability to track contractor SO progress from Service Order Acceptance (SOA) to Service Order Completion Notice (SOCN)

♦ Completed SOs move into the inventory module

♦ Provide a history of service from installation through disconnect (including any change or supplemental orders)

♦ Compare and validate vendor invoice billing to SOCNs

♦ Provide a listing of recommended billing disputes and Service Level Agreement (SLA) violations

♦ Track contractor billing and SLA credits

By using Conexus to place SOs, agencies can perform these functions and

more. For agencies that choose to use other methods to place SOs, Conexus will still receive some contractor data such as SOCNs and vendor invoices. However, some of the Conexus features and benefits will be limited by not having the source data from the actual SOs.

Additionally, if agencies choose an alternate method for order submission, follow on orders - supplements, changes (including administrative and inside or outside moves) - must follow the original order submission methodology.

To learn more about placing Service Orders in Conexus, register for courses ORD-103: Ordering Overview; ORD-203: Create Install Order; and ORD-302: Update Submitted Orders and Services, by clicking here!

Conexus User Accounts
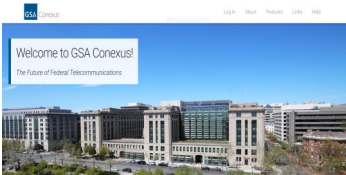
Once an agency member registers in Conexus, the designated Agency Administrator (AA) is notified via email and has the authority to approve or decline the member's request. Using the "business purpose" filled out by the Conexus user during the registration process, AAs can

then assign the appropriate roles and permissions for that specific user. Once the user's Conexus account is activated by an AA they're also notified by email and can then log into Conexus.

The Conexus policy for user accounts is that after 90 days of inactivity (no logins), user accounts are placed into a temporarily inactive mode. Users with this type of flag on their ac-

counts will not be able to log back into Conexus until their designated AA reactivates their accounts. A good rule of thumb is to set a calendar reminder to log into Conexus to avoid getting locked out. As agencies gear up for EIS service ordering and users begin using Conexus more frequently, this scenario will become less common.

Conexus users should also be

aware that there is more than one way to log into Conexus. Users can opt to register and log in using their PIV or CAC smartcards (if applicable), or by creating a User ID and password.

Users can also opt to use both methods as both smartcards and User IDs tie to the same user accounts. Instructions for Conexus registration and login for both methods are available for download by going to https://conexus.gsa.gov.