E-Mail

To: AQS REGISTERED USERS

From: Chuck Isbell

Date: 02/18/04

Subject: Change in AQS User Support and Password Resets

AQS Users,

This email is to inform you of our effort to consolidate the AQS
Helpdesk by migrating the Level 3 user support functions (not the staff)
to Levels 1 and 2, and remind you of the new password reset software
that Level 1 (EPA Call Center) is now using to reset both your AQS
Oracle and UNIX passwords.

Consolidation of the AQS Helpdesk

Overview of Existing Process
Three levels of user support are currently being provided for AQS users
via the Helpdesk. The first level is provided by the EPA Call Center in
Chantilly, VA. The second level is provided by the Client Services
Group here in RTP, NC. The third level is provided by the Data Base
Support Services Group here in RTP, NC. The EPA Call Center (Level 1)
takes the initial call, opens a ticket in Remedy, and either resolves
the problem or transfers the problem to another support group. If the
problem is a technical AQS problem, generally the ticket gets
transferred to either Level 2 or 3. To-date, AQS Oracle password resets
have been performed by Level 3, and UNIX password resets have been
performed by Level 1.

New Procedures
We have three reasons for migrating the Level 3 user support functions
(not the staff) to Levels 1 and 2. First, we feel that this will help
us provide a solid base of AQS technical knowledge support within one
group (Level 2), simplifying Level 1's decision process of transferring
problems. Second reason is to free up Level 3 staff time. This will
enable Teri Tapp and Marwan Samara to return their primary focus back to
providing database and technical consulting support as Oracle Database
Administrators (DBAs) for AQS. The third reason, for transferring
Level 3 user support responsibilities, is that Level 1 is now able to
reset all your AQS passwords, freeing up Level 3 staff for other work.

We believe this change will be largely transparent to most AQS users.
Tom Lewis, Teresa Richards, and Ed Peckham (and the other Level 2 staff)
are experienced to handle all AQS issues. We ask that those who have
been calling Teri and Marwan directly, to please not do so in the
future. They have been asked to forward any calls they do receive to
Level 2 staff for resolution.

New Password Reset Software

Resetting of the AQS Oracle password has been one of the critical roles
that Level 3 has been providing. At our request the EPA National
Technical Services Division, which operates the National Computer Center
(NCC), has developed software that has consolidated the ability to reset
Oracle passwords along with the UNIX passwords. The EPA Call Center has
been trained, and is now using this new software to reset all your AQS
passwords. The Call Center staff has also been trained to assist you
with synchronizing your passwords within AQS (synchronization is
normally performed whenever you change your AQS Oracle password). Level
1 can now reset your AQS passwords and assist you with password
synchronization while you are on the phone, and not require you to wait
while your call (and ticket) is being transferred to Levels 2 or 3. Our
goal is for Level 1 to meet all your AQS password reset and
synchronization needs.
(Please note that your CDX password will still need to be reset by
either contacting the CDX Helpdesk at 1-888-890-1995, or by using the
new secret question/answer reset capability that now exists in CDX
(https://cdx.epa.gov/SSL/CDX/PasswordReset.asp). Once your CDX password
has been reset, you may then use AQS to synchronize it with your AQS
passwords.)

Our sincere thanks to Teri and Marwan for their outstanding contribution
to AQS user support. They have provided an essential service by
supplying the expertise needed to handle the additional user support
problems that were reported during the first two years of AQS
production. We welcome their continued support as our Oracle DBAs.

Please feel free to provide me feedback on either the consolidation of
Level 3 user support and/or Level 1's new password reset responsibility.

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