**Purpose**

The purpose for this Bulletin is to provide important information for Primary Local Security Administrators (PLSAs) and Local Security Administrators (LSAs). A notification to alert users of ITIM 5.1 was previously distributed, and this Bulletin provides additional information and a timeline. Other topics of interest to PLSAs/LSAs included in this Bulletin are training, user account creation tips and OTCnet contact information.

**ITIM 5.1**

The ITIM 5.1 upgrade is nearing completion and will go live on April 16, 2012. In preparation of the upgrade, maintenance will be conducted in the ITIM Production region Thursday, April 12th through Sunday, April 15th. ITIM 5.1 offers several new and exciting enhancements to include easier navigation and enhanced separation of duties for security. Please note, there will be no changes to the external interface through which you access ITIM from OTCnet. The ITIM 4.6 upgrade to ITIM 5.1 is a significant upgrade from the infrastructure side which requires the outage for data migration.

ITIM is a user provisioning and role management system used to manage users across multiple Financial Management System (FMS) applications, including OTCnet. For OTCnet, ITIM is used by security administrators to create and modify OTCnet users and to manage each user's role or roles within the OTCnet application.

During the planned outage period, all PLSAs/LSAs should be advised that you will not be able to complete your normal ITIM actions through ITIM, such as creating new user accounts, adding user roles or recertification of accounts. The only exceptions to the list are resetting a password or reactivating an account for which you should contact Customer Support at (866) 945-7920 for assistance.

To ensure seamless usage of for OTCnet Deposit Processing and Check Capture functionalities, agencies are advised to follow the following timeline:

| ITIM Outage Timeline | |
| --- | --- |
| **PCC OTC Converting Agencies** | ▪ **Now through April 5:**<br> o PLSAs and LSAs submit new user spreadsheet requests (including 20 or more user accounts) to your Deployment Specialist (from PCC OTCnet) |
| **Current OTCnet or ITIM Users** | ▪ **Now through April 10:**<br> o PLSAs and LSAs complete new account creations as soon as possible to allow sufficient time for processing<br> o Agencies encouraged to create backup users if needed<br> o log-in in advance of the outage to confirm their accounts are currently active<br>▪ **April 12-15:**<br> o Maintenance conducted<br> o PLSAs/LSAs are not be able to complete ITIM actions such as adding roles or resetting passwords<br>▪ **April 16:**<br> o Resume ITIM use as normal |

**Training**

OTCnet offers user-friendly Web-Based Training (WBT) for agencies and Financial Institutions to use at any time. PLSAs/LSAs can find tailored training, such as Module 3: Managing Users, by navigating to Agency > Security/Administration > Primary/Local Security Administrator (P/LSA). Training can be accessed 24/7 at http://fms.treas.gov/otcnet/training/wbt/course_FMSOTC/menu_plsa.htm. PLSAs should ensure all LSAs are properly trained.

**User Account Creation Tips for Current ITIM Users**
When creating a new user, PLSAs and LSAs should first determine whether or not the user already exists in the system. As a best practice, PLSAs and LSAs should perform a search for the user before attempting to create the user as a new user. Additionally, PLSAs and LSAs should use a valid email address when creating a new user to avoid duplication of users. Creating a user with an invalid email address and then changing the invalid email address to a valid email address causes system slowdowns and often results in duplicate users, so it is strongly recommended that a valid email address be used when creating a new user.

**OTCnet Contact Information**
We ask that OTCnet users do not contact the FMS Help Desk directly. **Please call the 24-hour OTC Support Center (1-866-945-7920) for all OTCnet questions, concerns or issues, including items related to user creation and training.** The OTC Support Center is the central point to resolve all OTCnet issues and will ensure an efficient process is followed.

Thank you for your patience and cooperation.

> **Treasury OTC Support Center**
> **Toll free phone: 866-945-7920**
> **Toll phone: 302-324-6442**
> **DSN phone: 510-428-6824, Options 4, 5, 4**
> **Email: FMS.OTCChannel@citi.com**