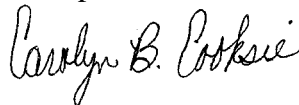


**For:** FSA National Office, Kansas City, and St. Louis Employees and Contract Employees

**Information Technology (IT) Services**

**Approved by:** Associate Administrator for Operations and Management



**1 Overview**

**A Background**

IT services are provided by both of the following:

- USDA, OCIO, International Technology Services (USDA, OCIO, ITS)
- USDA, FSA, ITSD.

Because of similar acronyms, ITSD and ITS are often either confused with each other or considered to be the same organization. They are 2 distinct and separate USDA organizational units that perform different functions, but work together to fulfill the common goal of supporting FSA’s IT needs. ITS is directly under USDA and ITSD is under FSA.

**B Purpose**

This notice provides procedure for National Office employees to follow in requesting IT equipment, software and/or services, and telecommunication equipment and/or services from OCIO, ITS, Technical Services Division (TSD).

**Important:** IT equipment, software, and/or services and telecommunication equipment and/or services **must** be requested according to this notice and may **not** be purchased other than through USDA, OCIA, ITS, TSD.

**C Contacts**

Direct any questions about this notice to Lori Beutel, FSA, ITSD, Budget and Acquisitions Office (BAO), by either of the following:

- e-mail at [lori.beutel@wdc.usda.gov](mailto:lori.beutel@wdc.usda.gov)
- telephone at 202-720-4709.

<b>Disposal Date</b>	<b>Distribution</b>
October 1, 2010	FSA National Office, Kansas City, and St. Louis employees and contract employees

## 2 OCIO, ITS, TSD Information

### A OCIO, ITS, TSD's Role

OCIO, ITS, TSD's role is to provide employees with the following local Help Desk support at National Offices:

- requests for hardware (such as desktop computers, laptops, printers, web cams, scanners, FAX machines, etc)
- requests for nonstandard (non-Core configuration) software (that is Microsoft Project, Microsoft Visio, and Adobe Acrobat Professional)
- server administration
- network connections/problems (such as Internet/Intranet and e-mail/Outlook)
- equipment inventory and tracking
- suspicious e-mail monitoring
- virus prevention and removal
- physical facilities, relocations, new employees, and renovations
- data management (such as IT equipment inventory, assigning address, e-mail, etc.)
- telecommunication issues (such as telephone services, reset voicemail, and FAX machine lines).

### B Contact Information to Obtain IT Services

To obtain IT services from OCIO, ITS, TSD, employees may call the OCIO, ITS, TSD, Service Desk (Help Desk) at 800-457-3642 **or** do 1 of the following:

- for FSA Washington, DC, employees, contact the Help Desk by either of the following:
  - e-mail to **RA.DCWashing3.ITS\_SupportCenter-ITS**
  - telephone at 202-690-1000
- for FSA Kansas City, MO, employees, contact the Help Desk by either of the following:
  - e-mail to **beaconhelpdesk@one.usda.gov**
  - telephone at 816-926-6897
- for FSA St. Louis, MO, employees, contact the Help Desk by either of the following:
  - e-mail at **ug-mostlouis3-StIL**
  - telephone at 314-457-4700.

### 3 FSA, ITSD, BAO Information

#### A FSA, ITSD, BAO's Role

FSA, ITSD, BAO is responsible for managing the FSA National IT budget and reviewing/approving funding requests related to acquisitions conducted either by OCIO, ITS or FSA, ITSD.

#### B FSA, ITSD, BAO Contacts

Contact any of the following FSA, ITSD, BAO employees to assist in liaison with OCIO, ITS, TSD, if any problems, concerns, or delays with services described in this notice are experienced:

- DeLayne Gravelle by either of the following:
  - e-mail to **delayne.gravelle@wdc.usda.gov**
  - telephone at 202-720-9340
- Earl Bice by either of the following:
  - e-mail to **earl.bice@wdc.usda.gov**
  - telephone at 202-720-0893
- Najmur Nahar by either of the following:
  - e-mail to **najmur.nahar@wdc.usda.gov**
  - telephone at 202-720-5788
- Tamara Ashton by either of the following:
  - e-mail to **tamara.ashton@wdc.usda.gov**
  - telephone at 202-720-9147
- Crystal Njoku by either of the following:
  - e-mail to **crystal.njoku@wdc.usda.gov**
  - telephone at 202-720-5058.