UNITED STATES DEPARTMENT OF AGRICULTURE
Farm Service Agency
Washington, DC 20250

Notice IRM-428

For: State and County Offices

Information Technology (IT) Equipment and Supplies

Approved by: Acting Administrator

Carolyn B. Cutkosky

1 Overview

A Background

IT services are provided by both of the following:

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

Because of similar acronyms, ITS and ITSD are often either confused with each another 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 as follows.

- ITS is primarily responsible for managing FSA's overall IT infrastructure. ITS areas of responsibility include certifying new hardware and software to ensure compatibility with FSA's IT infrastructure, conducting a majority of IT-related acquisitions on behalf of FSA, installing new hardware and software, and providing Help Desk support.

- ITSD, Budget and Acquisitions Office (BAO) is responsible for managing the FSA National IT budget and reviewing/approving funding requests related to acquisitions conducted either by ITS, ITSD, or State Offices.

Disposal Date	Distribution
December 1, 2010	State Offices; State Offices relay to County Offices

1 Overview (Continued)

A Background (Continued)

State Offices are to work with their ITS, Technical Support Division (TSD) group manager to determine IT needs and to resolve IT issues. If it is determined that an acquisition needs to be conducted to purchase new IT hardware, software, or repairs, an IT budgetary approval request would be submitted to ITSD, BAO according to the guidelines in this notice.

B Purpose

This notice provides SED's, administrative officers, and County Offices the following:

- processes for requesting IT computer equipment, services, and supplies
- definition of ITS computer equipment (Exhibit 1)
- definition of non-ITS (FSA-owned) computer equipment and GIS/Global Positioning System (GPS) equipment (Exhibit 2)
- examples of IT and GIS/GPS supplies (Exhibit 3).

C Contact

Direct questions about this notice to Lori Beutel, ITSD, BAO, by either of the following:

- e-mail to **lori.beutel@wdc.usda.gov**
- telephone at 202-720-4709.

1 Overview (Continued)

C Contact (Continued)

Contact any of the following ITSD, BAO employees to assist in liaison with ITS, TSD about services described in this notice:

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

BAO FAX numbers are either of the following:

- 202-720-7134
- 202-690-4589.

2 Purchasing IT Equipment

A Federal and Non-Federal Allotment Restrictions

IT computer equipment:

- **cannot** be purchased from any State or county level Federal or non-Federal administrative or program allotments
- is funded from the FSA National IT budget.

2 Purchasing IT Equipment (Continued)

A Federal and Non-Federal Allotment Restrictions (Continued)

After ITS, TSD technical approval and ITSD, BAO budgetary approval, either 1 of the following will occur:

- ITS will purchase the requested equipment
- ITSD, BAO will provide the accounting classification code to use for the State Office to make the purchase with a State Office USDA (Federal) purchase card.

Note: County Office purchase cards **cannot** be used to purchase IT computer equipment.

B Purchasing and Repairing ITS Computer Equipment

ITS computer equipment is owned and managed by ITS. ITS is responsible for the operation of ITS computer equipment. See Exhibit 1 for a list of ITS computer equipment. Purchase and repair ITS computer equipment, including IT related cabling and wiring, according to the following.

Step	State or County Office Action	Request/ Approval Format	Approval Action	Action After Approval
1	Request **technical approval** from the State's ITS, TSD group manager.	Coordinate AD-700 with ITS, TSD group manager.	ITS, TSD group manager will evaluate the request for the repairs required or the requested equipment.	ITS, TSD group manager will provide the requestor and/or ITSD, BAO the **technical approval** by FAX, e-mail, or AD-700.
2	FAX or e-mail requests for **budgetary approval** to ITSD, BAO according to subparagraph 1 C.	ITS, TSD AD-700's may be FAXed or e-mailed to ITSD, BAO.	ITSD, BAO will assign an approval number and signature to AD-700, as **budgetary approval**, and return to the requestor.	Requestor will return the approved AD-700 to ITS, TSD group manager to purchase the requested equipment.

2 Purchasing IT Equipment (Continued)

C Purchasing Non-ITS (FSA-Owned) Computer Equipment

Non-ITS (FSA-owned) computer equipment (Exhibit 2) will be:

- funded from the FSA National IT budget with approval from ITSD, BAO
- procured, repaired, and replaced, as needed, by FSA with budgetary approval from ITSD, BAO
- installed and/or managed by ITS to ensure that it is compatible with existing equipment and is operational when connected.

The following should be followed to purchase **non-ITS (FSA-owned) computer equipment**.

Step	State Office Action	Request/ Approval Format	Approval Action	Action Upon Approval
1	Request **technical approval** from State's ITS, TSD group manager.	Coordinate with ITS, TSD group manager.	ITS, TSD group manager will evaluate the request for the requested equipment.	ITS, TSD group manager will provide the requestor and/or ITSD, BAO the **technical approval** by FAX, e-mail, or AD-700.
2	FAX or e-mail requests for IT **budgetary approval** to ITSD, BAO according to subparagraph 1 C. **Note:** Forward ITS, TSD's recommendation, technical approval, and cost estimate.	Written request by memo, e-mail, or AD-700 to ITSD, BAO.	ITSD, BAO will respond with the **budgetary approval** by providing accounting information to the State Office to use when purchasing the equipment.	State Office will purchase the equipment with a USDA (Federal) purchase card. The accounting information provided by ITSD, BAO will be used for the purchase.

2 Purchasing IT Equipment (Continued)

D Purchasing Non-ITS (FSA-Owned) GIS/GPS Equipment

Non-ITS (FSA-owned) GIS/GPS equipment (Exhibit 2) will be funded from the FSA National IT budget and procured, repaired, and replaced, as needed, by FSA with budgetary approval from ITSD, BAO.

Note: When funding is available, FSA will implement its refresh strategy for replacement and upgrade of the entire GPS package. Until that time, replacement of component parts will be accomplished according to this notice. FSA is **not** authorized to join with other Service Center agencies at the State or county level to purchases new GPS receivers.

FSA's, MSD, Kansas City Administrative Services Branch, Property and Facilities Management Section (PFMS) Troost Warehouse has some GIS/GPS equipment in stock. Acquire GIS/GPS equipment according to the following.

Step	State Office Action	Request/ Approval Format	Approval Action	Action After Approval
1	Submit Help Desk ticket. If GIS/GPS equipment item is: • available, PFMS Troost Warehouse will ship the requested item to requestor • **not** available, go to step 2.	Merlin self-service Help Desk (SSHD) application.	PFMS Troost Warehouse will determine if the equipment is currently in stock.	Alease Williams will ship the requested equipment. Contact Alease Williams by either of the following: • e-mail to **alease.williams@kcc.usda.gov** • telephone at 816-926-2608.
2	Request **technical approval** from State's ITS, TSD group manager.	Coordinate with the ITS, TSD group manager.	ITS, TSD group manager will evaluate the request for the requested equipment.	ITS, TSD group manager will provide the requestor and/or ITSD, BAO the **technical approval** by FAX, e-mail, or AD-700.
3	Forward ITS, TSD's technical approval/ recommendation and cost estimate to request budgetary approval to ITSD, BAO according to subparagraph 1 C. **Note:** Forward ITS, TSD's recommendation, technical approval, and cost estimate.	Written request by memo, e-mail, or AD-700 to ITSD, BAO.	ITSD, BAO will respond with the **budgetary approval** by providing accounting information to the State Office for purchasing the equipment.	The State Office will purchase the equipment with the USDA (Federal) purchase card. The accounting information provided by ITSD, BAO will be used for the purchase.

3 Purchasing IT and GIS/GPS Supplies

A Acquiring IT and GIS/GPS Supplies

State and County Offices should purchase IT and GIS/GPS supplies using their purchase cards and local budgets as long as it is within their purchase card limit. If not, the requirement will be forwarded to the appropriate contracting officer. State and County Office allotments have been increased to cover the cost of IT and GIS/GPS supply items.

State and County Offices shall continue using local accounting classification codes, **not** National Office accounting codes.

To comply with Executive Orders 13360 and 13423, the USDA Office of Procurement and Property Management (OPPM) established a blanket purchase agreement (BPA) with ABM Federal Sales to provide a procurement vehicle for toner and ink supplies. ABM Federal Sales is a Service-Disabled Veteran-Owned Business and provides recycled office equipment supplies under pre-negotiated rates and terms as specified in BPA. Office equipment supply items may include printer, plotter, copier, and FAX machine consumable supplies. If purchasing FAX, printer, and plotter toner/cartridges, and ink supplies, State and County Offices will use the ABM Federal Sales BPA unless BPA does not include the items required.

Note: When a defective cartridge and ink supply is received, the user should immediately notify ITS, TSD, who will then call the ABM Federal Sales Support Desk to ensure that a replacement cartridge is shipped to the State or County Office and any printer issues are resolved. ABM Federal Sales will ship another cartridge to the State or County Office affected and the State or County Office will then return the defective cartridge using the return label provided. All such shipping costs will be paid for by ABM Federal Sales.

See Exhibit 5 for detailed information about the ABM Federal Sales BPA, including the ordering process.

3 Purchasing IT and GIS/GPS Supplies (Continued)

A Acquiring IT and GIS/GPS Supplies (Continued)

Acquire **IT and GIS/GPS supplies** according to the following.

Step	State or County Office Action	Method	Organization Responsible	Approver/Approving Official
1	Determine if item is available in PFMS Troost Warehouse.	See Exhibit 4.	State or County Office	State or County Office employee.
	IT Supplies			
	If IT supplies are: • available, State or County Office employee shall submit a request to the PFMS Troost Warehouse and the PFMS Troost Warehouse will ship to requestor • **not** available, go to step 2.	E-mail or FAX FSA-159 to the PFMS Troost Warehouse.	PFMS Troost Warehouse	Contact Larry Harris by any of the following: • e-mail to **larry.harris@kcc.usda.gov** • telephone at 816-363-1103 • FAX at 816-363-1762.
	GIS/GPS Supplies			
	Submit Help Desk ticket. If GIS/GPS supplies are : • available, the PFMS Troost Warehouse will ship to requestor • **not** available, go to step 2.	Merlin SSHD application.	PFMS Troost Warehouse	Contact Alease Williams by either of the following: • e-mail to **alease.williams@kcc.usda.gov** • telephone at 816-926-2608.

3 Purchasing IT and GIS/GPS Supplies (Continued)

A Acquiring IT and GIS/GPS Supplies (Continued)

Step	State or County Office Action	Method	Organization Responsible	Approver/ Approving Official
2	Determine if item is available on the ABM Federal Sales BPA.	Contact ABM Federal Sales at **http://usda.abmfederal.com** or 866-860-4288.	State or County Office.	State or County Office employee.
	If item is: • available, purchase from ABM Federal Sales BPA according to Exhibit 5 • **not** available, go to step 3.	Use State or County Office allotment.		State or County Office purchase card holder or contracting/ procurement representative.
3	Purchase item according to procurement regulations, Federal Acquisition Regulation, and Agriculture Acquisition Regulation.	Use State or County Office allotment.		State or County Office purchase card holder or contracting officer.

ITS Computer Equipment

The following is a description of equipment that is owned and managed by ITS.

Note: **All** equipment that is owned, supported, and maintained by ITS **must** meet **all** the following criteria:

- operating with CCE image
- listed in Microsoft Windows "Active Directory" for network tracking and locating
- connected to ITS network
- listed in the Equipment Acquisition Tracking System (EATS) application.

Workstations are tracked in EATS as a bundle using CPU's serial number. Monitors, keyboards, and mice are **not** tracked separately.

Where workstations are connected only by an Internet Protocol (IP) address, ITS will support the IP connection, but will **not** support the operation or software for the unit.

Conservation District and other agency partner's workstations should be included where they meet **all** this criteria.

Item	Description of Items Owned, Supported, and Managed by ITS
1	**Workstations**, such as desktop PC, laptop PC, TabletPC, etc. **Note:** ITS defines laptop batteries as ITS computer equipment.
2	**Servers**, including non-CCE servers, Sun servers, etc.
3	**Storage arrays**.
4	**Tape libraries**.
5	**Uninterruptible Power Supplies** (UPS). **Note:** Only UPS units that are CCE procured or connected to the Enterprise equipment/servers. Do **not** include UPS units that are connected to individual workstation units.
6	**Scanners** that have been procured and are installed.
7	All **printers and plotters** including laser, black and white, color, InkJet, plotters that are networked, and printers connected directly to workstations, etc.
8	**Only** government-owned **Personal Data Assistants** (PDA's). **Note:** Personal PDA's are **not** allowed on the network or to be connected to workstations.
9	**FAX machines** owned by Service Center agencies.
10	**Switches/Hubs**.
11	**Routers**, including wireless routers.

ITS Computer Equipment (Continued)

Item	Description of Items Owned, Supported, and Managed by ITS
12	**Telecommunication and related equipment** will be recorded in ITS Teltrak Telecommunications System application, as follows: • 2-way radios • Blackberries • calling cards • cell phones • pagers • phone handsets • phone systems • satellite phones • VoiceCom/Voicemail Systems • wireless cards.

Non-ITS (FSA-Owned) Computer Equipment and GIS/GPS Equipment

The following describes some equipment that is **not** considered ITS equipment. This non-ITS (FSA-owned) computer equipment will be funded from the FSA National IT budget, and procured, repaired, and replaced, as needed, by FSA. ITS will provide recommendations on equipment to be procured to ensure that it is compatible with CCE. The equipment will be installed and/or managed by ITS to ensure that it is compatible with existing equipment and that it is operational when connected.

Item	Description of Items Installed and/or Managed by ITS
1	**Peripheral equipment** attached to workstation, such as: • portable/external floppy, CD, or DVD drives • USB drives **Note:** There are computer security risks associated with using USB drives, often referred to as flash drives or thumb drives. The United States Computer Emergency Readiness Team (US-CERT) issued Cyber Security Tip ST08-001 about USB Drives (Exhibit 6). FSA employees are prohibited from using personal USB drives on Government-owned equipment. Only Federal Government-owned and purchased USB drives may be connected to FSA equipment and may **not** be used on non-Federal Government or employee-owned equipment. FSA will be issuing guidance requiring using specific USB drives that contain data encryption. • nonstandard computer equipment, such as ergonomic keyboards and mice.
2	All CCE-purchased and FSA funded **non-CCE cameras** including digital and other types. **Note:** The warranty on CCE-funded cameras has expired and it is FSA's responsibility to arrange for proper disposal when the camera is no longer functional.
3	All CCE-purchased and FSA funded **non-CCE GIS/GPS units**. **Note:** The warranty has expired on CCE-funded GIS/GPS units. It is the Service Center agency's responsibility to arrange for proper disposal when the unit is no longer functional.
	GIS/GPS Equipment Available in PFMS Troost Warehouse
	• Antenna Cable, Black or Gray • Antenna Mount, Gray • Antenna, Low Profile • Antenna, Magnetic Vehicle-Mounted • Antenna, Mast • Antenna, RD.

Non-ITS (FSA-Owned) Computer Equipment and GIS/GPS Equipment (Continued)

Item	Description of Items Installed and/or Managed by ITS
4	Leased **scanners, FAXes, or postage meters**. **Note:** The agency leasing the equipment is responsible for the lease and paying the lease. If the equipment is connected to any workstation or the network, ITS will be responsible for ensuring that the unit is properly connected, that all software is up-to-date, and the equipment has been adequately patched to meet security requirements.
5	**UPS units** that are connected to individual workstation units, etc., and are used for electrical issues within an office.
6	**Answering machines**.
7	Owned/Leased **postage meters**. **Note:** TSD will **only** be responsible for the following: • postage meters that are connected to the telephone or data network • supporting the connection and maintaining the operating system. The responsible agency will continue to support maintenance contracts and the actual meter and postage purchases, etc.
8	**Headsets** for office phones.
9	**Video Projectors** (also known as Digital Projectors).

Note: Some non-ITS (FSA-owned and purchased) equipment, for example video projectors and digital cameras, may require installing software. If software installation is required, TSD will ensure that the software is loaded and functional. However, TSD is **not** responsible for supporting and maintaining the equipment itself.

Examples of IT and GIS/GPS Supplies

The following provides some examples of IT equipment supplies that State and County Offices can purchase using the local budgetary allotments. Before purchasing any supply item, State and County Offices must determine if the item is available from the PFMS Troost Warehouse (see Exhibit 4).

Examples of IT and GIS/GPS Supplies
Camera Batteries, Digital
Cell Phone Batteries and Accessories
Cleaning Kits
CD Media
DVD Media
GIS/GPS Batteries Without Chargers
GIS/GPS Rechargeable Battery Kits
GIS/GPS USDA Canvas Backpacks
GIS/GPS Adapters (example, USB to Serial DB9 Adapter)
Monitor Glare Screens
Mouse Pads
Supplies and Maintenance Kits for FAX Machines, Laser Printers, and Inkjet Printers, including the following: • Image Drum/Drum Kit/Drum Unit • Image Cleaning Kit • Fuser Kit • Transfer/Image Transfer Kit • Maintenance Kit • Feed Roller Kit • Print Cartridge/Toner Cartridge • Ink Cartridge • Print Head.

IT and GIS/GPS Supplies Available From the PFMS Troost Warehouse

The following items are available from the PFMS Troost Warehouse and are **not** on the ABM Federal Sales BPA. The point of contact for ordering and shipping these supplies is Larry Harris, **except** for GIS/GPS supplies that are available from Alease Williams.

Item No.	Description	Unit of Issue	GSA Stock No.	Maximum Quantity Ordered
Submit FSA-159 to PFMS Troost Warehouse by FAX to 816-363-1762. For supplies not listed in this table, procure from the GSA office serving user's region or procure commercially through the purchase order process, as prescribed by user's State Office. **Important:** IT-related items that were previously stocked in the PFMS Troost Warehouse, but are no longer in this table shall be ordered from ABM Federal Sales (Exhibit 5).				
208	3262 printer ribbon	each (box/6)		5 each
210	Black ribbon for 4224 and 4232 printers (not graphic)	each (box/12)		5 each
275	I/O Box, CTS-100	each		
276	I/O Box, TLP 720	each		
277.5	Modem, Multi-tech	each		
308	Ribbon for IBM 4214 printer	each		5 each
328	IBM 4214 printhead **1/**	each		2 each
329	IBM 4224 printhead Model 2 **1/**	each		2 each
331	IBM 4232 printhead	each		2 each
364	IBM 4224 printhead **1/**	each		2 each
436	Dry cleaning kits, MLR/SLR compatible with QIC (QIC-1000 and higher capacity) for AS400	each		5 each
437	Backup tapes, 8GB, AS400	each		5 each
440	Dry cleaning kits, 25" for Advanced 36	each		5 each
442	Cleaning kit (generic) streaming tape cartridge for System 36, includes cartridge, sponges, and fluid	kit	IBM Part #21F8570	5 each
476	Data cartridge DC/6250, 250MB	each		5 each
478	Data cartridge DC/6525, 525 tape drive	each		5 each
479	Data cartridge DC/9100, 1.2GB tape drive	each	Out of stock, having problems procuring.	5 each
498	CD ROM Rewritable Discs, playable on all CD ROM's, 74 minutes, 650mb.	each	7045-01-482-7542	20 each
498.1	CD ROM Label, Round, Matte Finish	sheet/ 2 labels per sheet	Part #68656	

1/ Can be refurbished; return to PFMS Troost Warehouse, 9240 Troost Ave, Kansas City, MO 64131.

IT and GIS/GPS Supplies Available From the PFMS Troost Warehouse (Continued)

Item No.	Description	Unit of Issue	GSA Stock No.	Maximum Quantity Ordered
509	Labels, 3-1/2 x 15/16, 3 labels across	box (box/1,500)	7530-00-478-9066	2 each
513	200 foot twinaxial cable	each		
513.5	500 foot twinaxial cable	each		
515	Amphenol Connectors	each		
517	Teflon cable - comes in 500' spool	each		
519	PathKleen for IBM 4317 Printer	pkg/10		
State and County Depository Boxes for Record Center Storage				
575.1	Box, Depository, Record Center 14.75 X 12 X 9.5 Standard Size	each	8115-00-117-8249	as required
575.2	Special Purpose Box, Half Size, Depository Center, for Record Storage	each	8115-00-117-8338	as required
Server Supplies				
781	35GB Cassette Tape (if data compressed, can hold up to 70GB data)	each		5 each
782	Compaq Cleaning Cartridge for AIT Tape, P/N 402374-B21	each		2 each
FLP Office Supplies				
802	Cartridge, Data, DC6150, 15MB for 3B2 Systems (3M brand only)	each		5 each
813	3" Black Binder Part 571	each		10 each
816	Cable, RJ45, Twisted Pair (not to be replenished once stock is depleted)	each		
817	Cable, DB9/F-DB25/M, Twisted Pair (not to be replenished once stock is depleted)	each		
818	Cable Adapter, DB9 Female to DB25 Male (not to be replenished once stock is depleted)	each		
822	Canon BC-10 BJ cartridge for BJC-80 portable printer	each		10 each
	Colored Metal Indicator Tabs (existing stock will be used up and not replenished):			
824	Black	each		
825	Brown	each		
826	Pink	each		
832	Toner Cartridge for Cannon BC-11E Color BJ printer	each		
833	Canon BCI-11 Black BJ tank	each		10 each
834	Canon BCI-11 Color BJ tank	each		10 each

Highlights of BPA With ABM Federal Sales

ABM Federal Sales
Remanufactured/OEM Toner and Ink Supplies
USDA-OCIO-ITS

FSA, NRCS, AND RD Ordering Information

A USDA, OPPM, Procurement Operations Division Blanket Purchase Agreement (BPA) has been awarded for Remanufactured/OEM Toner and Ink Supplies to ABM Federal Sales, a service disabled veteran owned small business. The scope of the BPA includes print imaging supplies for USDA Service Center Agencies, i.e. FSA, NRCS, RD, and ITS, and was awarded for the purchase of remanufactured and OEM printer supplies that are available under the GSA Federal Supply Schedule contracts of ABM Federal Sales and their teaming partner, Cartridge Savers, Inc. The BPA is set up for FSA, NRCS, and RD to call and place an order for replacement FAX/printer/plotter toner and ink supplies. The printer supplies can be purchased using 2 different methods. The first method is by calling the toll free 866-860-4288 and placing the order using a purchase card. The second method is using the established web site to order online. The printer supplies will be shipped directly to the office needing the replacement FAX/printer supplies. The caller will be required to identify for which agency they are procuring to ensure that only those authorized to use the BPA are ordering supplies. If a needed supply is not available from ABM Federal Sales, the caller should use another Government source of supply, such as GSA Advantage, to procure the needed supply item.

ORDERING:

When calling ABM Federal Sales, using the toll free 866-860-4288 number or using the web site, the purchase card holder will need to know either the part number needing to be replaced or the printer model number for the supplies. Either way the correct printer supply will be shipped to the location indicated. All cartridges will be remanufactured unless they are not available. In this case an OEM cartridge will be furnished at the GSA scheduled pricing.

SHIPPING:

ABM uses UPS to ship toner cartridges and ink supplies within the CONUS region. UPS guarantees 4-day ground with the exception of remote locations in some States such as California, Idaho, and Southern Oregon. For shipments to the OCONUS sites, US Postal Service is 5-day by Priority mail. A return shipping label will be provided for each remanufactured cartridge supplied. In the case of Original Equipment manufacturer (OEM) cartridges, some OEM cartridges will provide a return label included in the manufacture product box. However, in some cases, there may not be any return labels in the OEM manufacture boxes. In this instance, the end user can contact ABM Federal at their toll free number and request a return label. Or, if the user has a return label from Cartridge Savers Inc., ABM Federal's teaming partner, they can use this to return the empty OEM cartridge.

Highlights of BPA With ABM Federal Sales (Continued)

DEFECTIVE TONER AND INK SUPPLIES:

When a defective cartridge and ink supply is received the user should immediately notify TSD who will call the ABM Federal Support Desk to ensure a replacement cartridge is shipped to the site and any printer issues are resolved. ABM Federal will ship another cartridge to the site affected and the site will then return the defective cartridge using the return label provided. All such shipping costs will be paid for by ABM Federal.

DAMAGE TO A PRINTER CAUSED BY A DEFECTIVE CARTRIDGE:

In the event a toner cartridge or ink supply causes damage to the printer in which it was installed the user should immediately notify TSD who in turn will call the ABM Federal Support Desk to coordinate as needed with the vendor for resolution.
For the OEM cartridge, when repair or replacement of the printer is needed, ABM Federal will contact warranty support for the OEM product and have the OEM contact the end user directly. All costs will be covered by the manufacturer. The necessity for a site visit will be determined by OEM. If repair or replacement is required because of a defective remanufactured cartridge, a determination will be made if the problem is related to the printer or the cartridge, working closely with the end user and/or TSD. The ABM Technical Support Representative will recommend either printer service or ABM will ship a replacement cartridge the same day to the customer.

If the root cause of the problem cannot be determined by phone, ABM Federal will arrange an onsite visit by a local service provider at their expense. If it is determined that the cause is not related to the remanufactured cartridge, ABM Federal will bill USDA for the service performed. ABM Federal will accept determination of root cause by qualified ITS personnel in conjunction with OEM technical support.

If the printer is rendered completely inoperable because of the failure of the cartridge, the vendor will send a like refurbished printer to the site in question within 2 days for CONUS sites and 4-5 days for OCONUS sites. The vendor will incur all equipment, shipping, and related costs. The inoperable printer will be returned to ABM Federal for further diagnostics. TSD will escalate a Work Order to the EATS Data Steward who will make the necessary changes to the EATS database.

ONLINE ORDERING – REGISTRATION PROCESS:

1. When using the online ordering portion of BPA, users will first need to log onto the USDA ABM Federal Home Page at **http://usda.abmfederal.com**.
2. First time users will need to set up an account; CLICK “please go to our Registration/Terms & Conditions page” at the bottom of the Home Page. A Create New Account page will be displayed, with the statement, “ATTENTION USDA OCIO/ITS BPA USERS ONLY, PLEASE SEE SPECIFIC TERMS AND CONDITIONS AT BOTTOM”.

Highlights of BPA With ABM Federal Sales (Continued)

3. Since USDA will be using ABM Federal's existing web site for ordering toner and ink supplies, there are sections of the terms and conditions that are generic to other agencies and should be disregarded.

    - Disregard the minimum order of $50. This does **not** pertain to USDA orders.
    - Disregard the Non–Stock items section. This does **not** affect USDA.
    - Disregard the bottled copier toner supplies. This does **not** apply to USDA.
    - Disregard the explanation of specific manufacture terms and warranties. Any cartridge that is purchased from ABM Federal and is defective will be replaced by ABM Federal.
    - Disregard the statement that references a 15 percent restocking fee. This does **not** pertain to USDA orders.

4. After reading the terms and conditions statements, CLICK "ACCEPT" at the bottom of the page. You will be taken to the registration page where you will complete the registration form.
5. Complete the registration form. Under "Agency", make sure that you select "USDA". Upon completing the form, an e-mail will be sent confirming your registration. Once you have confirmation of your registration you are now able to log into the ABM Federal web site and make procurements for toner and ink supplies.
6. Log onto the ABM Federal Home Page site at **http://usda.abmfederal.com**.
7. Once you have logged onto the web site, located on the right had section of the page you will see the statement "ALREADY A REGISTERED BUYER". CLICK "Proceed Ahead" and you will be taken to the ordering Home Page.

ORDERING PROCEDURE:

This site is being shared with other Federal users so there are some statements that do not apply to USDA.

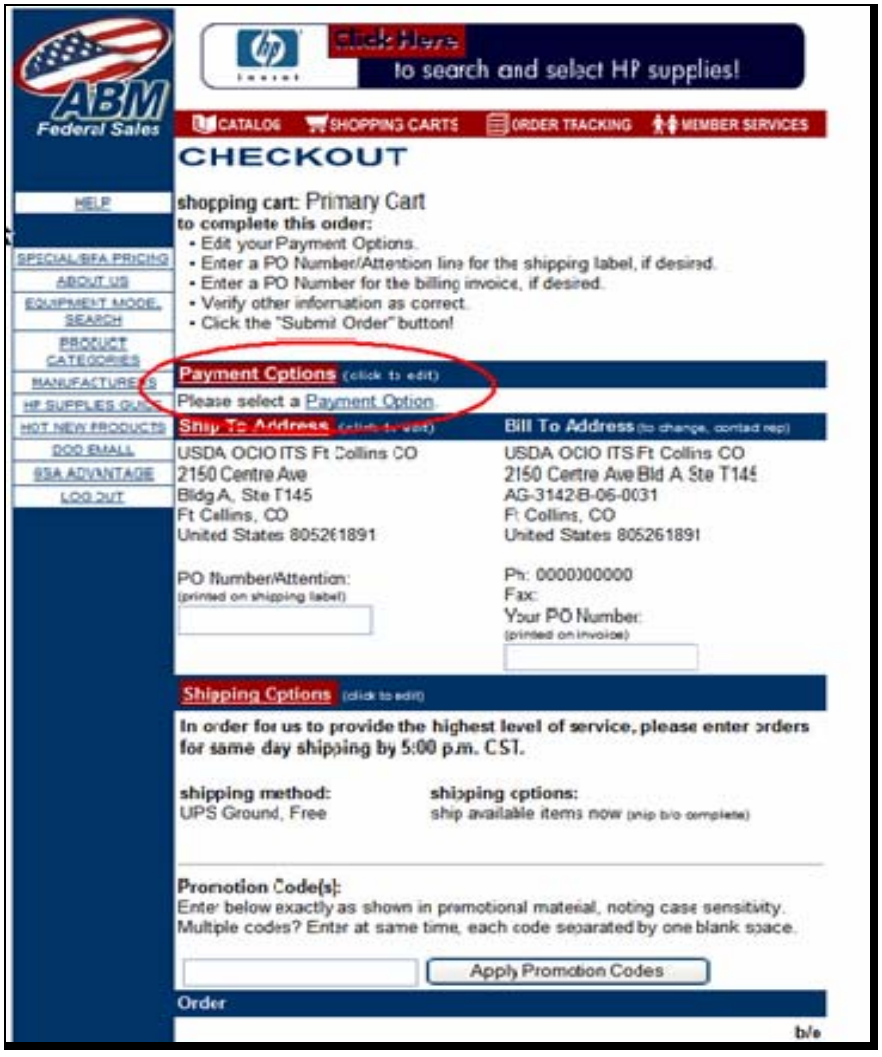
In the middle of the page is 1 such statement about using the DOD EMALL. Disregard this.

1. To search for a toner or ink cartridge either click on the catalog icon or just enter the model number (example 4250 for HP 4250 laser printer) of the printer for which you need a toner or ink cartridge. It does **not** require entering the make of the printer, such as HP, Xerox, etc. Doing so will result in not being able to find the specific cartridge that you are looking for.
2. If you enter a printer model designation you may receive toner cartridge listing for more than 1 make of printer such as HP, Brother, Epson, Panasonic, etc. You will then need to select the cartridge for the particular printer make that you require.
3. After you have determined the type of cartridge you require for your particular make and model printer, add the number of cartridges in the box to the left of the cartridge description.

Highlights of BPA With ABM Federal Sales (Continued)

4. At the bottom of the page you will find a section to complete your selection.
   Step 1 - Select the product, which you have already done.
   Step 2 - Select your desired shopping cart. You have 2 choices, (1) your primary cart with the ZIP Code that you entered when you registered; or, (2) a new cart if you are going to have the cartridges shipped to a location other than your current location.
5. If this is a new cart then enter a name for the cart and the new ZIP Code and CLICK "OK".
6. You will be taken back to the page with the cartridge information. In the desired shopping cart box you will now have an additional site to select when ordering cartridges.
7. If you are ready to check out, select the desired shopping cart and CLICK "Add Product to Shopping Cart". Your shopping cart will be displayed. You can review your selections, update quantities, and either check out or continue shopping.
8. If you are ready to checkout, select the checkout box. This will take you to the check out page.

9. CLICK "Payment Options" and you will be taken to the payment options as indicated in the following.



Highlights of BPA With ABM Federal Sales (Continued)

10. Enter your government VISA Smart Pay purchase card information.

11. CLICK “OK” and this will then allow you to complete your check out process.

US-CERT Cyber Security Tip ST08-001

The following US-CERT issued Cyber Security Tip ST08-001 provides risks with using USB drives.

National Cyber Alert System

Cyber Security Tip ST08-001

Using Caution with USB Drives

USB drives are popular for storing and transporting data, but some of the characteristics that make them convenient also introduce security risks.

What security risks are associated with USB drives?

Because USB drives, sometimes known as thumb drives, are small, readily available, inexpensive, and extremely portable, they are popular for storing and transporting files from one computer to another. However, these same characteristics make them appealing to attackers.

One option is for attackers to use your USB drive to infect other computers. An attacker might infect a computer with malicious code, or malware, that can detect when a USB drive is plugged into a computer. The malware then downloads malicious code onto the drive. When the USB drive is plugged into another computer, the malware infects that computer.

Some attackers have also targeted electronic devices directly, infecting items such as electronic picture frames and USB drives during production. When users buy the infected products and plug them into their computers, malware is installed on their computers.

Attackers may also use their USB drives to steal information directly from a computer. If an attacker can physically access a computer, he or she can download sensitive information directly onto a USB drive. Even computers that have been turned off may be vulnerable, because a computer's memory is still active for several minutes without power. If an attacker can plug a USB drive into the computer during that time, he or she can quickly reboot the system from the USB drive and copy the computer's memory, including passwords, encryption keys, and other sensitive data, onto the drive. Victims may not even realize that their computers were attacked.

The most obvious security risk for USB drives, though, is that they are easily lost or stolen (see Protecting Portable Devices: Physical Security for more information). If the data was not backed up, the loss of a USB drive can mean hours of lost work and the potential that the information cannot be replicated. And if the information on the drive is not encrypted, anyone who has the USB drive can access all of the data on it.

How can you protect your data?

There are steps you can take to protect the data on your USB drive and on any computer that you might plug the drive into:

- **Take advantage of security features** - Use passwords and encryption on your USB drive to protect your data, and make sure that you have the information backed up in case your drive is lost (see Protecting Portable Devices: Data Security for more information).
- **Keep personal and business USB drives separate** - Do not use personal USB drives on computers owned by your organization, and do not plug USB drives containing corporate information into your personal computer.
- **Use and maintain security software, and keep all software up to date** - Use a firewall, anti-virus software, and anti-spyware software to make your computer less vulnerable to attacks, and make sure to keep the virus definitions current (see Understanding Firewalls, Understanding Anti-Virus Software, and Recognizing and Avoiding Spyware for more information). Also, keep the software on your computer up to date by applying any necessary patches (see Understanding Patches for more information).
- **Do not plug an unknown USB drive into your computer** - If you find a USB drive, give it to the appropriate authorities (a location's security personnel, your organization's IT department, etc.). Do not plug it into your computer to view the contents or to try to identify the owner.

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Last updated November 3, 2008