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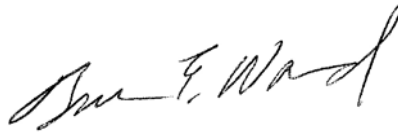Farm Service Agency
Washington, DC 20250

For: State Offices

USDA Fax2Mail Initiative and Request for Fax Volume Survey

Approved by: Acting Associate Administrator for Operations and Management

1   Overview

A Background

OCIO, International Technology Services (ITS) awarded a USDA-wide contract to Tactical Digital for electronic FAX service to replace existing analog FAX machines. The service is provided by EasyLink and is called "Fax2Mail".

Fax2Mail allows a person, or group of people, to send and receive FAXes using USDA's Microsoft Exchange Outlook e-mail system rather than using FAX machines.

When FSA employees convert to Fax2Mail, it will **not** affect FSA's customers. Customers will still be able to use their FAX machines to exchange FAXes with FSA employees.

Cost savings achieved from decommissioning FAX machines, cancelling leased FAX lines, and reducing the need for FAX supplies will help offset the costs of Fax2Mail. Moreover, the benefits of electronic FAX handling will enable users to quickly and efficiently send, receive, share, and store FAXes electronically from any computer with FSA e-mail access, even while teleworking. Printing becomes optional and will save paper and physical storage.

Further information on the Fax2Mail initiative is available on the ITS, Technical Support Division (TSD) SharePoint site at **https://its.sc.egov.usda.gov/tsd/default.aspx** under the heading, "**Fax2Mail**".

B Purpose

This notice requests that SED's work with their local ITS, TSD group manager to complete a Fax2Mail Survey for **each** FSA State and County Office by Friday, **March 22, 2013**.

Disposal Date	Distribution
October 1, 2013	State Offices

1   Overview (Continued)

B   Purpose (Continued)

The Fax2Mail Survey information is needed to analyze and prioritize opportunities for implementing Fax2Mail in each FSA State and County Office where FSA has the best cost savings opportunities and within funding availability.

Similar communications were forwarded by NRCS and RD to their State and Regional Offices and Service Centers.

C   Contacts

Any questions about completing the Fax2Mail Survey should be directed to the local TSD group manager.

If there are any questions about this notice, contact either of the following:

- Louis Iacoletti, FSA, OCIO, by either of the following:

    - e-mail to **louis.iacoletti@wdc.usda.gov**
    - phone at 202-720-4143

- Tom Radermacher, OCIO, ITS, TSD, by either of the following:

    - e-mail to **tom.radermacher@mn.usda.gov**
    - phone at 218-927-2912, Ext. 114.

2   Action

A   State Offices Completing Fax2Mail Surveys

TSD and FSA will require usage data on all FSA-owned and other shared FAX machines in **each** State. A survey instrument has been developed and posted to the TSD SharePoint site to capture this information for each FSA State and County Office. The intent of the survey is to capture the estimated total FAX usage, that is the average number of FAX pages sent, plus received, per month for all FSA users **only**.

TSD group managers in each State have detailed knowledge needed to help FSA State Offices complete this effort in each State and are available and prepared to work with State Offices, as needed. Also to assist State Offices in completing the survey, inventory reports of FAX machines and analog telecom lines provisioned to Service Center Agencies (SCA's) (FSA, NRCS, and RD) in each State are available from the local TSD group manager.

Given that 60 percent of SCA-owned FAX machines are shared between 2 or more SCA's, each SCA using a shared FAX machine will need to complete a separate survey for that shared FAX machine.

2   Action (Continued)

A   State Offices Completing Fax2Mail Surveys (Continued)

Fax2Mail Surveys should only be completed for multifunctional devices, that is, printer/scanner/FAX machines, listed in these inventory reports in the few cases where these multifunctional devices are enabled to send and receive FAXes.

B   Immediate Cost Savings

While survey completion is the primary focus of this short-term effort, some States may be able to achieve immediate cost avoidance and savings by helping TSD to do the following:

- identify and surplus any unused, unneeded, and/or out of warranty FAX machines
- cancel any unused or unneeded analog FAX lines.

C   Accessing Fax2Mail Surveys

Access the Fax2Mail Survey by either of the following:

- go to the ITS, Technical Support Division (TSD) SharePoint site at **https://its.sc.egov.usda.gov/tsd/default.aspx** under the heading, CLICK "**Fax2Mail**", and at the bottom of the Fax2Mail SharePoint site, CLICK "**Link to enter information for each fax machine**"

- use the direct link at **http://www.surveygizmo.com/s3/959611/Fax2Mail-Survey**.

D   State Offices Submitting Fax Volume Surveys

Working with local TSD group managers, all FSA State and County Offices should complete and submit the Fax2Mail Survey as referenced in subparagraph C, by Friday, **March 22, 2013**.