

**UNITED STATES DEPARTMENT OF AGRICULTURE**

Farm Service Agency  
Washington, DC 20250

**Notice AO-1813**

**For:** FSA Employees

**CEC Digital Workplace Reminder**

**Approved by:** Administrator



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**1 Overview**

**A Background**

The CEC Digital Workplace standup took place in Spring 2020. The successor to the Remedy SRM (Self-service module), the CEC Digital Workplace is where staff can submit help tickets, find self-service information, and chat with an agent over Live Help.

**B Purpose**

This notice:

- reminds offices of the CEC Digital Workplace standup
- provides access to dedicated SharePoint.

**C Contact**

For questions about this notice, contact DAFO Program Resource and Management Division by e-mail to Allison Bridges at **Allison.bridges@usda.gov**.

Disposal Date	Distribution
October 1, 2022	All FSA employees; State Offices relay to County Offices

## 2 CEC Digital Workplace Details

### A CEC Digital Workplace Standup

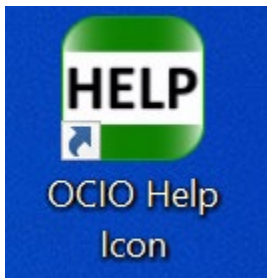
Information Bulletin #9605, updated on 4-8-2020, announced the CEC Digital Workplace (successor to Remedy SRM). This information can be accessed from [IB 9605 OCIO CEC Remedy Digital Workplace \(usda.gov\)](#).

### B CEC Digital Workplace SharePoint Website

According to Information Bulletin #9605, information on the CEC Digital Workplace is found on the dedicated SharePoint website which can be accessed at [Digital Workplace \(sharepoint.com\)](#).

### C Requesting Assistance From CEC

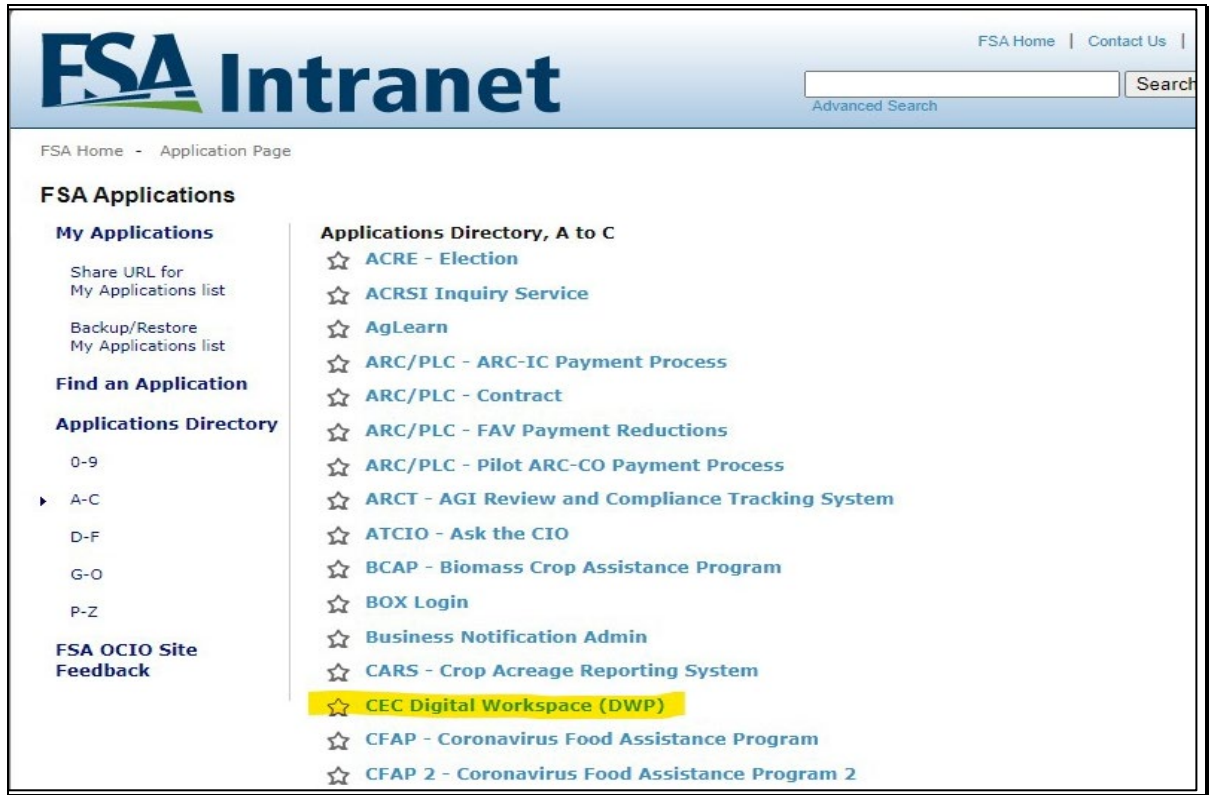
Offices are reminded of the 24-hour CEC Help Desk telephone number of 1-877-873-0783. In addition, staff may use the OCIO Help Icon on their workstation to connect with CEC for support or visit the CEC Digital Workplace directly to request assistance. The following is an example of the CEC Digital Workplace link (OCIO Help Icon) that can be found under the FSA Applications page and is available on user workstations.



## 2 CEC Digital Workplace Details (Continued)

### C Requesting Assistance From CEC (Continued)

Example of the CEC DWP link on the FSA Applications page.



A direct link is available at **CEC Digital Workplace - Catalog (onbmc.com)**.

## 3 Action Required

### A State Office Action

State Offices will ensure that County Offices:

- are informed of the contents of this notice
- direct questions to the contact identified in subparagraph 1 C.

### B County Office Action

County Offices will forward questions about the contents of this notice to their State Office.