

UNITED STATES DEPARTMENT OF AGRICULTURE

Farm Service Agency
Washington, DC 20250

Notice AO-1813

For: FSA Employees

CEC Digital Workplace Reminder

Approved by: Administrator

**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

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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.



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2 CEC Digital Workplace Details (Continued)

C Requesting Assistance From CEC (Continued)

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



The screenshot shows the FSA Intranet Applications page. The left sidebar includes links for 'My Applications', 'Find an Application' (with sub-links for '0-9', 'A-C', 'D-F', 'G-O', and 'P-Z'), and 'FSA OCIO Site Feedback'. The main content area is titled 'Applications Directory, A to C' and lists various programs. The 'CEC Digital Workspace (DWP)' link is highlighted with a yellow box.

Program
ACRE - Election
ACRSI Inquiry Service
AgLearn
ARC/PLC - ARC-IC Payment Process
ARC/PLC - Contract
ARC/PLC - FAV Payment Reductions
ARC/PLC - Pilot ARC-CO Payment Process
ARCT - AGI Review and Compliance Tracking System
ATCIO - Ask the CIO
BCAP - Biomass Crop Assistance Program
BOX Login
Business Notification Admin
CARS - Crop Acreage Reporting System
CEC Digital Workspace (DWP)
CFAP - Coronavirus Food Assistance Program
CFAP 2 - Coronavirus Food Assistance Program 2

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.