

Requesting Workstations

Approved by: Administrator



1 Overview

A Background

The Client Experience Center (CEC) Digital Workplace (DWP) standup took place in Spring 2020. The successor to the Remedy SRM (Self-service module), the CEC DWP is where staff can submit IT tickets, find self-service information, and chat with an agent over Live Help. This portal is also where supervisors or managers can request a new or replacement workstation, such as a laptop, from the CEC Depot.

B Purpose

This notice:

- outlines processes for requesting workstations
- provides direction for requesting work stoppage support for a workstation
- obsoletes any previous interim guidance.

C Contacts

For questions about this notice, contact:

- DAFO Program Resource and Management Division (PRMD), by e-mail to Allison Bridges or Dan Puccetti at dafoprmd@usda.gov
- Office of Management and Strategy (OMS), by e-mail to Kara Napier at kara.napier@usda.gov

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

Notice AO-1814

2 Processes for Requesting Workstations

A Requesting New Hire Workstations Through System Authorization Access Request (SAAR) Request

Offices that need to procure a workstation for a new hire can leverage the DWP to submit a ticket for a machine to be deployed from the CEC Depot. The CEC DWP requires the new user information (USDA e-mail address, phone, and shipping address), supervisors and those requesting tickets on behalf of new hires will ensure this information is available prior to submitting an IT Equipment Request for a workstation to be deployed.

Ensure the new hire is loaded into EmpowHR by human resources assistance in a “future-ready” status. Once in EmpowHR, Security Liaison Representatives can complete a “SAAR Active Directory and Remedy Accounts” ticket through CEC DWP to establish an Active Directory account for a new hire. This ticket will create a new Active Directory Account and create/validate a new Remedy People Record. The following is an example of a SAAR Active Directory and Remedy Accounts ticket within CEC DWP.



After the establishment SAAR, an IT Equipment Request ticket can be submitted as the new hire’s Active Directory account will be established. If the USDA e-mail address of the new hire is not yet available, the IT Equipment Request ticket can be still submitted, and the supervisor’s email address can be used for laptop deployment tracking.

Upon completion of the establishment SAAR, the supervisor has the opportunity to provide an e-mail address to receive a reminder to submit an IT Equipment Request.

Note: Ensure that only one IT Equipment Request is submitted per new hire.

The submitted IT Equipment Request ticket will split into multiple tickets to reach the appropriate CEC contacts as warranted. For example, requests for monitors or USDA phone/Jabber lines will be routed to local CEC support whereas requests for new hire laptops will be routed to CEC Depot.

See Notice AO-1813, CEC Digital Workplace Reminder, on how to access the CEC DWP.

Notice AO-1814

2 Processes for Requesting Workstations (Continued)

A Requesting New Hire Workstations Through System Authorization Access Request (SAAR) Request (Continued)

To complete an IT Equipment Request, users access the CEC DWP and select “IT Equipment Request for Workstations Peripherals Monitors & Deskphones.” The following provides an example of a ticket for “IT Equipment Request for Workstations Peripherals Monitors & Deskphones.”



IT Equipment Request for Workstations Peripherals Monitors & Deskphones

B Requesting Workstations for an Ad-Hoc Need

Offices that need to procure a workstation can leverage the DWP to submit a ticket for a machine to be deployed from the CEC Depot for ad-hoc replacements. Requests will route through to the agency POC for approval.

States may elect to leverage laptop inventory reserved for new hires to deploy to a current employee who is using an out of warranty machine. States who wish to exercise this option may also use the IT Equipment Request through CEC DWP.

C Requesting Workstations for a Bulk Request - Outside of Scheduled Agency-Level Warranty Machine Refresh

States wanting to refresh currently deployed out of warranty laptops and desktops with their State’s new laptop inventory can submit a bulk order spreadsheet to DAFO PRMD at dafoprmd@usda.gov. These requests will be sent directly to CEC Depot Operations and converted into work orders for each request.

State Offices can contact DAFO PRMD for more information.

Note: States will receive an allotment of machines held in reserve for new hires along with their assigned warranty machine refreshes. Once States utilize their allotment of new hire machines, any additional requests will be filled from available agency inventory.

Notice AO-1814

2 Processes for Requesting Workstations (Continued)

D Requesting Workstations for a Bulk Request - Agency-Level Warranty Machine Refresh

States will receive an allotment of machines corresponding to the Agency machine refresh cycle driven by machine warranty expiry date. The refresh process for Field Offices is supported through DAFO and the refresh process for Headquarter Offices is supported through OMS. See subparagraph 1 C for contacts.

E Requesting Work Stoppage Support for a Workstation

Users that are experiencing difficulty with their workstations must contact the CEC Help Desk for support. CEC may deploy a loaner machine to the affected user while the malfunctioning machine is in repair. If it is determined that the machine cannot be repaired, CEC will arrange for a replacement machine to be deployed from the CEC Depot. Work stoppage requests should not be loaded into the CEC DWP.

See Notice AO-1813, CEC Digital Workplace Reminder, on how to connect with the CEC Help Desk.

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 contacts in paragraph 1 C of this notice.

B County Office Action

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