

For: State and County Offices

Service Center Information Management System (SCIMS) Updates

Approved by: Acting Deputy Administrator, Farm Programs



1 Overview

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Background

All counties have successfully migrated their name and address records to SCIMS. Counties are now required to use SCIMS to update or add customer core data. Currently, SCIMS is experiencing performance delays, however, KC-ITSDO is continuing to resolve these problems.

The next phase of SCIMS implementation will allow counties to access to their Potential Duplicate Report. It is anticipated that counties will have access to the report during the week of March 11, 2002. An Information Bulletin will notify counties when access to the report is granted.

Note: Notice CM-425 provided guidance to assist counties in the resolution of potential duplicates.

B

Purpose

This notice provides State and County Offices with information about:

- using SCIMS and current performance issues
- accessing the Potential Duplicate Report
- resolving potential duplicate Federal government agencies
- extending the deadline for resolving duplicates.

<p>Disposal Date</p> <p>July 1, 2002</p>	<p>Distribution</p> <p>State Offices; State Offices relay to County Offices</p>
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Notice CM-426

2 Using SCIMS

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Performance

Because of the large volume of users, performance of SCIMS has been slower than anticipated. KC-ITSDO continues to identify and resolve areas that are causing delays as quickly as possible. It is anticipated that SCIMS performance will continue to improve daily. See Information Bulletin No. 2291.

B

Adding or Updating Customers

All counties shall immediately enter any new customers' core data that have Farm Loan Program (FLP) applications or farm program (FP) benefits pending. Other additions or updates to customers in SCIMS that are less pressing should then be entered.

Updates or additions made through SCIMS will download back to the county's legacy AS/400 as the system allows. Updates back to the AS/400 have greatly improved recently. Counties are reminded **not** to resubmit the same update because each time an update is resubmitted, it queues another record to be sent back to the AS/400, even if there was no change from what was previously submitted.

In addition, according to 1-CM, subparagraph 179 I, users must:

- add a legacy link for new customers
 - ensure that the legacy link is correct for existing customers.
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3 Potential Duplicate Report

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Accessing Report

Notice CM-425 provided information on accessing and printing the Potential Duplicate Report. The report:

- identifies customers that are potential duplicates with another customer that was migrated to SCIMS
 - is Service Center specific, therefore it needs to be accessed and printed for each Service Center individually.
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3 Potential Duplicate Report (Continued)

B

Resolving Potential Duplicate Customers

Service Centers shall use the printed report to resolve duplicates before accessing the customer in SCIMS. It is not necessary that every duplicate on the report be resolved before accessing SCIMS and resolving the duplicate. However, it is required that CED’s initial next to the duplicate on the printed report agreeing to the resolution before accessing SCIMS.

C

Initial Printing of Potential Duplicate Report

Each time a Service Center generates the Potential Duplicate Report, the system must build the report by identifying all potential duplicates for the Service Center. Initially, access to the report must be controlled so the system will not be slowed down for all users.

Service Centers shall follow the schedule in the table below to generate their Potential Duplicate Report. Service Centers shall only generate the report on the day of the week designated for their State, regardless of when daily access to the report is initially granted.

Note: This schedule will help all Service Centers have better performance time when requesting the report.

Day	States Accessing and Printing the Potential Duplicate Report
Monday	AL, CO, FL, ID, KS, MS, MO, NM, OK, RI, VI, WI, WY, and the National Office and KC offices
Tuesday	AK, AZ, CA, GA, GU, HI, MA, MT, NV, NC, ND, OR, SC, SD, UT, WA, AS, MP, PR
Wednesday	AR, CT, DE, LA, ME, MD, MN, NE, NH, NJ, NY, OH, PA, VT, WV
Thursday	IL, IN, IA, KY, MI, TX, VA
Friday	Service Centers that missed their scheduled day because of unavoidable circumstances. Example: All Service Center employees with access to SCIMS were out of the office on their scheduled day and they were unable to access the report.

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3 Potential Duplicate Report (Continued)

D

Subsequent Printing of the Report

After it has been determined that performance of the system will allow Service Centers to generate their report as desired, the report shall not be accessed more than needed and never more than once per day. KC-ITSDO staff will only update the report at night to clear off duplicates that have been resolved from that day. Service Centers shall never generate and print the report more than once per day as the resolved duplicates will still be present on the report and rebuilding of the report will slow down the system for all users.

E

Resolving Potential Duplicate Federal Agencies

It has been decided that the Common Provisions Branch, PECD will resolve potential duplicates for Federal government agencies. These agencies will have the National Headquarter's address for the agency as the current address in SCIMS.

Every county that has a legacy link will maintain the local address migrated for the agency in their AS/400 Name and Address file.

Agencies that were migrated from Service Centers were assigned a new ID number for consistency in SCIMS. The ID numbers for agencies are listed in 1-CM, subparagraph 125 A. All Service Centers that had agencies migrated to SCIMS and the old ID was active in a program or on a farm should receive a report during the SCIMS migration download or when the agency is updated in SCIMS, notifying the county that the "ID had been changed but cannot be deleted from the name and address records because it is active in a program." Follow 1-CM, paragraph 194 to inactivate the old ID and add the new ID.

F

Deadline to Resolve Potential Duplicates

The deadline to resolve potential duplicates has been extended to:

- May 17, 2002, for counties to complete the resolution of the potential duplicates they are responsible for and to report to the State Office
 - May 24, 2002, for State Offices to report to the Common Provisions Branch, PECD that their State has completed the resolution of all potential duplicates.
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Notice CM-426

4 Action

A County Office Action

County Offices shall:

- ensure that all updates or additions are entered in SCIMS for customers that have pending FLP or FP applications or benefits first
 - monitor Information Bulletins to determine when access to the Potential Duplicate Report has been made available
 - only generate and print the Potential Duplicate Report on their scheduled day
 - follow Notice CM-425 to resolve duplicates
 - not resolve potential duplicates for Federal government agencies
 - not generate the Potential Duplicate report more than once daily
 - resolve all potential duplicates and report to the State Office by May 17, 2002.
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B State Office Action

State Offices shall:

- ensure that counties are adding and updating customers in SCIMS that have pending FLP or FP applications or benefits first
 - stress to counties the importance of initially only generating the Potential Duplicate Report on the scheduled day for the State
 - assist counties with resolving duplicates
 - monitor counties' progress in resolving duplicates
 - report to the Common Provisions Branch, PECD by FAX to 202-720-0051, Attention: Jerry Epting, Program Specialist, by May 24, 2002, that all duplicates for their State have been resolved.
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