

For: FSA Employees

Farmers.gov AgLearn Training Announcement

Approved by: Administrator



1 Overview

A Background

On May 11, 2017, Secretary Perdue announced the creation of the Farm Production and Conservation (FPAC) mission area. FPAC will have a customer focus and meet USDA constituents in the field. With its focus on domestic agriculture and customers, FPAC seeks to provide simplified, 1-stop service across the Nation.

Additionally, on December 14, 2017, Deputy Secretary Censky announced the modernization of USDA’s Information Technology (IT) systems. A key modernization strategy is to improve the USDA customer experience by creating online service portals that are easy to use, with self-service capabilities and integrated data for common customers.

Finally, on February 1, 2018, Secretary Perdue announced the creation of farmers.gov, an initiative to enhance customer experience for FPAC agencies’ customers through the expanded use of technology. The farmers.gov technology platform has both customer- and employee-facing components designed to improve program delivery efficiency and effectiveness.

The public-facing website was the first component of the farmers.gov platform to be released. More features and information, based in part on customer input, are being added to the website on a regular basis. On the transactional side of the platform, a secure online customer portal and employee portal will initially incorporate features and functionality from the **FSAfarm+** and Bridges to Opportunity applications.

The 2017 Wildfires and Hurricanes Indemnity Program (WHIP) application is also being developed on the platform for employees to deliver the program to eligible customers. Introducing the 2017 WHIP application on the farmers.gov platform is a step toward providing a more seamless program delivery technology for employees and customers.

The combination of a public website, the customer portal, and an employee portal forms the foundation of a unified customer service and program delivery platform upon which additional applications will be developed in the future.

Disposal Date	Distribution
September 1, 2018	All FSA employees; State Offices relay to County Offices

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1 Overview (Continued)

B Purpose

This notice provides:

- descriptions of farmers.gov courses available through AgLearn
- course completion requirements.

2 Farmers.gov Training Curricula

A Farmers.gov AgLearn Training Summary

Initially, the following farmers.gov training courses will be available to FSA employees:

- farmers.gov Overview
- farmers.gov Features, Parts 1 through 4.

The individual courses will be added to employees' learning plans in AgLearn. Additional training courses will be provided as new applications and features are released in the future.

B Farmers.gov Overview

The purpose of this course is to provide FSA employees a common understanding of the farmers.gov initiative. The farmers.gov Overview course is scheduled to be available in AgLearn on or about June 11, 2018. It is to be completed by August 30, 2018.

C Farmers.gov Features

The purpose of this curricula is to provide FSA employees a basic understanding of the available features and functionality of the farmers.gov applications. There are 4 initial parts to the farmers.gov Features curricula, with each part a separate course in AgLearn, as follows:

- Part 1: Access, Features, & Customer Interactions
- Part 2: Customer Land & Maps
- Part 3: farmers.gov Portal View
- Part 4: Business Applications, Best Practices, & Additional Information.

Part 1 will be available in AgLearn on or about June 11, 2018, with Parts 2 through 4 available in early July. Parts 1 through 4 are to be completed in sequence by August 30, 2018.

Note: FSA employees attending the **National 2017 WHIP Training** must complete Part 1 of the curricula by June 22, 2018.