

**For:** FSA Offices and RMA Compliance Field Offices

**TelTrak Confirmation Website**

**Approved by:** Acting Deputy Administrator, Management



**1 Overview**

**A**

**Background**

In response to a General Accounting Office (GAO) audit report of the management of telecommunications services for USDA, the USDA Office of the Chief Information Office (OCIO) has requested that agencies institute procedures designed to ensure the collection and maintenance of an accurate inventory of telecommunications services nationwide and to have this information centrally available.

KC-ITSTO, Telecommunications Division (TD) created a telecommunications management questionnaire that is to be completed for each site in each State twice every year.

TD created TelTrak, a database and application system, to facilitate the tracking and ordering of FTS2001 services. The TelTrak system was recently expanded to incorporate the biannual confirmation of the telecommunications information listed for each site and a website was developed to display the data.

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<p><b>Disposal Date</b></p> <p>December 1, 2003</p>	<p><b>Distribution</b></p> <p>All FSA Offices; State Offices relay to County Offices; RMA Compliance Field Offices</p>
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### 1 Overview (Continued)

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#### B

##### Purpose

This notice provides instructions to FSA State and County Offices and RMA Compliance Field Offices on:

- completing the telecommunications management questionnaire
  - how to use the TelTrak Confirmation website to check and request changes to the FSA telecommunication services database.
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### 2 Action

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#### A

##### Completing the Questionnaire

The telecommunications management questionnaires for each office in the State will need to be completed and consolidated at the State Office so there is 1 response for each State.

**Provide the consolidated questionnaire to KC-ITSTO by December 15, 2002.**

**Each year after 2002, the questionnaire is due to KC-ITSTO by April 30 and October 31.**

SED's may work with CED's to complete the site questionnaires.

The questionnaires pertain to the many basics for maintaining quality telecommunications service to the Field Offices at the lowest cost possible to the Government. The findings of the State telecommunications management questionnaires will be summarized at KC-ITSTO for FSA and reported to OCIO annually along with a report identifying the States that are included in the summary.

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### 2 Action (Continued)

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#### B

#### **TelTrak Confirmation Website for All Offices**

The URL for accessing the FSA TelTrak Confirmation website is <http://intranet.fsa.usda.gov/teltrak/default.htm>.

To ensure that FSA maintains an accurate inventory of all Field Office telecommunications, FSA has provided the above website containing the following:

- site addresses
- SED/CED name, telephone, and FAX number
- local telephone company name, address, and telephone number
- all telephone lines at the site showing line usage, for example, voice, modem, router, and FAX
- data circuits at each site
- current list of employees in the State who have calling cards.

**Note:** The calling card numbers will **not** be listed for security reasons. This listing of current calling card holders will be displayed under the State Office, not under individual County Office sites.

This site may be accessed at anytime to confirm and submit updated information.

**Requirement:** **All State Offices are required** to review and confirm the telecommunications inventory at least twice per year, during the months of April and October.

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Notice IRM-335

2 Action (Continued)

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C  
Using the  
TelTrak  
Confirmation  
Website

Access and use the TelTrak Confirmation website as follows.

Step	Action
1	Access the TelTrak Confirmation website at <b><a href="http://intranet.fsa.usda.gov/teltrak/default.htm">http://intranet.fsa.usda.gov/teltrak/default.htm</a></b> .
2	Select the option to <b>Confirm Telecommunications Inventory Data</b> .
3	Select the pertinent <b>State abbreviation</b> and push the submit button for either <b>FSA Sites</b> or <b>RMA Sites</b> .
4	Find the pertinent site or county name and click on an underlined report on the same line as county or site name.
5	Review the information on the page for each report type. If the data is correct for that particular report type, submit a confirmation by clicking the "Confirm" link in the "Confirm Online" block and enter your initials.  If there is no information on the page for a particular report type, and there are no additions to be made, simply submit a confirmation by clicking the "Confirm" link in the "Confirm Online" block and enter your initials.
6	To suggest changes and/or additions to the page, click on the pertinent State abbreviation to send an e-mail or print out the page, make pen and ink changes on the page, and either mail or FAX the page to the appropriate Designated Agency Representative (DAR) for the State.
7	Repeat steps 3 through 6 for each report for the site for which telecommunications services are being confirmed.

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### 2 Action (Continued)

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#### D

#### **Requirement to Notify DAR's of Any Telecommunications Changes**

DAR's shall be notified of any of the following types of changes to the telecommunications services:

- telephone line:
    - additions
    - changes, including area code changes
    - disconnects
  - circuit:
    - additions
    - changes
    - disconnects
  - site Telecommunications Lead Agency changes
  - when an individual who holds an FTS2001 Federal calling card is no longer employed within the State, relocates to another office within FSA or RMA, or is no longer employed by the FSA or RMA, so that the card may be canceled or moved under an account for the correct office.
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**Notice IRM-335**

**3 Additional Resources**

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**A**

**Contacts**

To aid in implementing the Telecommunications Network Stabilization and Migration Program and to assist in additional areas, TD has assigned areas of responsibility by geographical location. Contact DAR as shown in this table.

<b>Area</b>	<b>DAR</b>	<b>Telephone Number</b>	<b>FAX Number</b>
Northeast	Bobbie Budgett	816-926-6465	816-823-1982
Northwest	Horace Gorton Ron Rockel	816-926-3478 816-823-1540	
Midwest	Dianne Hord Patrice Bryant	816-926-6013 816-926-3786	
Southeast	Joe Avila	816-823-1960	
Southwest	Becki Schreckenghaust Lynn Oliphant	816-926-5028 816-926-1395	
<b>RMA Washington, DC, and Kansas City Area and Field Office DAR</b>			
	Becki Schreckenghaust	816-926-5028	

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**Related Documents**

For related information on telecommunications procedures, refer to DR-3300-1, DR-3040-2, and 5-IRM.

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