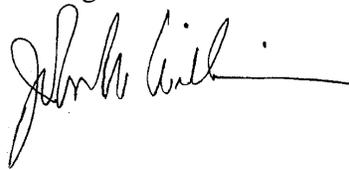


For: FSA State and County Offices

Transition of Voice and Data Services to Information Technology Services (ITS)

Approved by: Deputy Administrator, Management



1 Overview

A Background

In October 2004, USDA approved an Incidental Transfer Agreement (ITA) for the transfer of selected information technology (IT) support functions from FSA to the Office of the Chief Information Officer, Information Technology Services (ITS). ITA transferred personnel, authorities, responsibilities, resources, and functions for IT infrastructure management and service delivery to ITS, **including telecommunications (voice and data) services**, and established a framework for service delivery to FSA from ITS. ITS will be funded by the existing appropriations of FSA and USDA's common computing environment (CCE) appropriations.

B Transferring Telecommunications Services

To install and operate a common, nationwide data and voice communications infrastructure to enable more prompt and responsive internal and customer service; effective October 1, 2005, ITS will assume responsibility for all of the following voice and data services:

- telephone systems
- calling cards
- cell phones
- Blackberry devices
- telephone lines
- pagers
- toll free services
- conferencing services
- data and alternate services.

Many of these services are currently being acquired by, and paid for by FSA State and County Offices. As of October 1, 2005, ITS will assume these functions.

Disposal Date	Distribution
January 1, 2006	State Offices; State Offices relay to County Offices

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1 Overview (Continued)

C Purpose

This notice:

- informs State and County Offices that all telecommunications services and functions will be transferred to OCIO, ITS, effective October 1, 2005
- requires that all State and County Offices complete an inventory of telecommunications services by August 22, 2005
- provides procedure for completing the inventory of telecommunication services
- provides procedure for transferring billing for telecommunications services to ITS.

D Contacts

Direct any questions about this notice to either of the following:

- Louis Iacoletti, FSA National POC by:
 - telephone at 202-720-5320
 - email to **Louis.Iacoletti@wdc.usda.gov**
- Nadim Ahmed, ITS National POC by:
 - telephone at 202-720-6865
 - email to **Nadim.Ahmed@wdc.usda.gov**.

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2 Inventory of Telecommunications Services

A Deadline and Procedure for Inventory

Before transfer to ITS for servicing, **each** FSA State and County Office shall complete an inventory of State and county telecommunications services. Complete the inventory by **August 22, 2005**, using the procedure in Exhibit 1.

B Designated POC

SED's were notified at an earlier date to designate POC for completing the telecommunications inventory at State and County Offices and provide the name to the FSA National POC, Louis Iacoletti, by July 29, 2005. If this task has not been completed, contact the National POC immediately by either of the following:

- email to **Louis.Iacoletti@wdc.usda.gov**
- telephone at 202-720-5320.

As this inventory effort will require review of contracts at the State and county level, it is recommended that POC, who will validate and update this information, be designated from within the administrative staff.

C Using TelTrak to Collect and Reconcile Data

ITS has posted a web application, TelTrak, to collect the necessary billing and reconcile State and County Office telecommunications inventories. This Web site was made available on July 26, 2005, and can be accessed at **<http://teltrak.sc.egov.usda.gov>**. The designated POC's will attend training and work with each State and County Office to complete and verify the inventory in TelTrak. State Offices will conduct their own inventories with support from the ITS, Technical Support Division (TSD) staff located nearest to them. A listing of these staffs can be found at **http://www.sci.usda.gov/cce/people_state.html**.

D Training for TelTrak

Training on using TelTrak was provided using "live meeting" sessions on **August 1, 2005**. This training was recorded and is available online at **<https://www.mymeetings.com/nc/join>**. The meeting ID is **PG9732098** and the passcode is **7080481**.

E Confirming TelTrak Information

ITS is requesting that POC's for State and County Offices confirm the information contained in the TelTrak Web site is complete and accurate **no later than August 22, 2005**. Additionally, during the transition period, from the time confirmation is complete until October 1, ITS is requesting that POC's ensure that TelTrak is updated for any telecommunications changes.

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3 Requesting Services

A Before October 1

Additional services may continue to be requested during the timeframe leading up to October 1, 2005, according to 5-IRM.

During the inventory process, requests for additional Blackberry devices and cell phones should be kept to the bare minimum and must be approved in advance by the Associate Administrator for Operations and Management. Send requests through Ragh Singh, DAFO, by either of the following:

- telephone at 202-720-7094
- email to **Ragh.Singh@wdc.usda.gov**.

Operational and maintenance issues such as repairs should be requested through existing Help Desk contacts.

4 Transferring Billing to ITS

A Procedure for Transferring Billing

As part of the transition, billing processes are being put in place to transfer all non FTS2001 telecommunications accounts to NFC's Telephone and Utilities Maintenance System for direct vendor payment. This allows time for NFC to make adjustments so that all billings are submitted to ITS versus FSA for payment. As ITS takes responsibility for telecommunications billings, all agency sites are to discontinue payment of non FTS2001 telecommunications accounts for service periods ending after September 30, 2005. All billings for non FTS2001 telecommunications accounts showing a period of service after September 30, 2005, should be sent to the following address:

USDA/OCIO/ITS/IOD/TOB
ATTN: Commercial Transition Team
6501 Beacon Drive – Stop 8200
Kansas City, MO 64133-4676.

See Exhibit 2 for a description of the process for transferring billing to ITS.

Procedure for Inventorying State and County Telecommunications Services

Each State POC shall follow this table to identify and verify the telecommunications inventory in each State and County Office by August 22, 2005.

Step	Action
1	Identify contacts in each State Office to inventory existing and future needed telecommunications lines, as soon as possible.
2	Participate in the "live meeting" sessions partnered with their TSD POC's online at https://www.mymeetings.com/nc/join . Enter meeting ID 9732098 and passcode 7080481 .
3	Review the information in TelTrak, sorted by State and County Office.
4	Request that each State and County Office validates the inventory in TelTrak; adding any information on local leased lines that is not in Teltrak; identifying any lines no longer needed; and verifying that there is a continuing need for each remaining telecommunications line after October 1, 2005.
5	Update Teltrak to match the updated, verified inventory.
6	Notify the FSA National POC, Louis Iacoletti, by email to Louis.Iacoletti@wdc.usda.gov that the information in TelTrak for the State is complete and verified accurate no later than August 22, 2005.

Transferring Billing for Telecommunications Services to ITS

Follow procedure in this table to transfer billing for telecommunications services to ITS effective October 1, 2005.

Step	Action
1	During the inventory process, each State POC collects information from his/her State and County Offices on telecommunications contracts procured and funded locally.
2	Each State POC ensures that accurate information on these contracts is entered, as appropriate, into the TelTrak System by August 22, 2005.
3	Contracts that end on September 30, 2005, and have been identified are re-established by ITS to continue effective October 1, 2005.
4	Existing contracts that continue beyond October 1, 2005, are continued, but paid for by ITS for services provided after September 30, 2005. Invoices for services before October 1 will be the responsibility of the agency.
5	Contracts for new telecommunications required after October 1, 2005, are established by ITS by October 1, 2005.