

**For:** FSA Employees and Contract Employees

**Information Technology Support Interim Operations**

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**Approved by:** Deputy Administrator, Management



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**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 Service (ITS). The ITA transferred personnel, authorities, responsibilities, resources, and functions for IT infrastructure management and service delivery to ITS 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.

A Memorandum of Understanding (MOU), dated November 18, 2004, outlined the basic agreements for ITS and FSA to successfully work together to facilitate the transfer of these functions, resources, and capabilities from FSA to ITS. In this MOU, the first day of ITS Operations, November 28, 2004, was referred to as "Day 1." The projected date of full implementation of ITS support, October 3, 2005, is referred to as "Day 2." This date may change based on the need for management review of the Service Level Agreement between FSA and ITS. This date is best defined by the completion of the following transitional projects:

- transition of FSA staff and support functions to ITS
- migration of FSA desktop computers to CCE
- transfer of FSA telecommunications to ITS (in progress)
- service-level agreements between FSA and ITS (in progress).

**B Purpose**

This notice provides a description of interim operational procedures that ITS and users in FSA State and County Offices and National Office Divisions will follow.

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<b>Disposal Date</b>	<b>Distribution</b>
January 1, 2007	FSA Employees and Contract Employees

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### 1 Overview (Continued)

#### C Contacts

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

- Louis Iacoletti, ITSD, by:
  - telephone at 202-720-5320
  - e-mail to **Louis.Iacoletti@wdc.usda.gov**
  
- Steve Sanders, Acting Director, ITSD, by:
  - telephone at 202-720-5320
  - e-mail to **Steve.Sanders@wdc.usda.gov**.

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### 2 Information Technology Support Interim Operations

#### A IT Problem Referral

FSA users will refer problems to the appropriate ITS Technical Support Division (TSD) Team member(s) by e-mail, telephone, or using the on-line facility for submitting a Self Service Magic Ticket. The TSD technicians will either resolve the problem or refer the problem to others as appropriate for resolution.

**Exception:** Requirements for initial access to USDA, National Finance Center (NFC), and FSA systems and the reporting of some security problems and/or incidents (see subparagraph 2 E) should be referred directly to the appropriate FSA Security Liaison Representative (SLR) (State and County Offices) or the FSA ITSD Information Security Office (ISO) (Large and National Offices) according to a forthcoming IRM notice.

#### B Details for Requesting ITS Assistance

The following provides details for requesting ITS assistance.

<b>IF you need help with...</b>	<b>THEN...</b>
ITS TSD numbers	<ul style="list-style-type: none"><li>National Office users can find them at: <b><a href="http://dc.ffasintranet.usda.gov/itsd/HelpDesk/phones.htm">http://dc.ffasintranet.usda.gov/itsd/HelpDesk/phones.htm</a></b></li><li>State, County, and Large Office users can find them at: <b><a href="http://www.sci.usda.gov/cce/helpdesk.html">http://www.sci.usda.gov/cce/helpdesk.html</a></b>.</li></ul> <p><b>Note:</b> Generally, users will want to contact the TSD staff at their site as this will provide the most efficient and effective service.</p>
ITS eAuthentication Help Desk	users may contact the ITS eAuthentication Help Desk directly to request assistance with USDA eAuthentication services.  <b>Note:</b> The USDA eAuthentication Service recently enhanced its customer support by moving its first line of response to the USDA ITS Service Desk. Now users can call a single toll-free number, 1-800-457-3642, to receive immediate assistance with questions and issues about eAuthentication accounts. Users can continue to use the existing e-mail support at <b><a href="mailto:eAuthHelpDesk@usda.gov">eAuthHelpDesk@usda.gov</a></b> . This is the link to "Help" on the eAuthentication login page.
hours of support	Help Desk support is generally available from 7 a.m. until 6 p.m. local time, Monday through Friday. The Headquarters Technical Support Team generally has an additional half hour of coverage in the morning and the evening.

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**2 Information Technology Support Interim Operations (Continued)**

**B Details for Requesting ITS Assistance (Continued)**

<b>IF you need help with...</b>	<b>THEN...</b>
access to Support Magic	calls and referrals will be entered into the Service Desk’s tracking system called “Support Magic” and tracked to completion. Open Help Desk tickets can be accessed by all FSA employees at <a href="https://merlin.sc.egov.usda.gov/magicsshd/sslogin.asp">https://merlin.sc.egov.usda.gov/magicsshd/sslogin.asp</a> .
escalating calls	The TSD technicians will make every effort possible to promptly address user problems. If a particular technician is unavailable or unable to address a problem, users should contact the Group Manager. A list of these individuals, by location can be found at <a href="http://www.sci.usda.gov/cce/people_state.html">http://www.sci.usda.gov/cce/people_state.html</a> .

**C Procedures for Requesting Services**

The following table provides instruction for IT assistance.

<b>What</b>	<b>How</b>
New and Upgraded Equipment	Users are not authorized to request their own equipment. Requests for new and upgraded equipment will be made by the user’s first-line supervisor in accordance with mission requirements. Standard equipment configurations can be found at <a href="http://www.sci.usda.gov/cce/config.html">http://www.sci.usda.gov/cce/config.html</a> . ITS will review the request to ensure compatibility and interoperability with the CCE architecture and environment. A formal process for requesting equipment is being developed. In the mean time, all requests should be made to the Help Desk, in writing (e-mail is preferred). The Help Desk will evaluate the request and either reallocate or initiate the purchase of equipment to meet the need.
Special-Use Software	Users are not authorized to request or install their own software. Requests for special-use software will be made by the user’s first-line supervisor in accordance with mission requirements. Standard software configurations including common office applications will be loaded on all computers. These standard configurations are listed at <a href="http://www.sci.usda.gov/cce/config.html">http://www.sci.usda.gov/cce/config.html</a> . All other software needs to be approved before installation. ITS will review requests to ensure compatibility and interoperability with CCE architecture. A formal process for requesting special-use software is being developed. In the mean time, all requests should be made to the Help Desk, in writing (e-mail preferred). The Help Desk will evaluate the request and either reallocate or initiate the purchase of special-use software to meet the need.

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**2 Information Technology Support Interim Operations (Continued)**

**C Procedures for Requesting Services (Continued)**

<b>What</b>	<b>How</b>
Network Access and Changes	Initial access to network resources (when an employee joins the organization or is assigned work that requires additional access) must be made by the designated SLR in the State Office or the FSA ITSD ISO in the Large and National Offices. The employees' first-line supervisor should notify the SLR or FSA ITSD ISO who will notify the Help Desk as soon as it is known that access will be needed in accordance with mission requirements. The process for notifying the SLR and/or FSA ITSD ISO will be provided in a forthcoming IRM notice.
Shared Network Resources	Shared network drives, calendars and E-mail addresses can be set up to help facilitate work processes as needed. Access to shared network resources (when an employee joins the organization or is assigned work that requires additional access) must be made by the user's first-line supervisor in accordance with mission requirements. The employees' first-line supervisor should notify the SLR or FSA ITSD ISO who will notify the Help Desk as soon as it is known that shared network resources will be needed in accordance with mission requirements. The process for notifying SLR and/or FSA ITSD ISO will be provided in a forthcoming IRM notice.
Telecommunications Changes	Telephones, telephone lines, voicemail, cell phones, Blackberries, and other telecommunications requests (when an employee joins the organization or is assigned work that requires additional access) must be made by the user's first-line supervisor in accordance with mission requirements. A new process for requesting telecommunications changes from ITS is being developed. In the mean time, users should follow the procedures described in: <ul style="list-style-type: none"> <li>• 5-IRM that can be found at <b><a href="http://dmis.fsa.usda.gov/rware/home.html#105606">http://dmis.fsa.usda.gov/rware/home.html#105606</a></b></li> <li>• Notice IRM-362 that can be found at <b><a href="http://www.fsa.usda.gov/dam/forms/notices.asp">http://www.fsa.usda.gov/dam/forms/notices.asp</a></b>.</li> </ul>

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### 2 Information Technology Support Interim Operations (Continued)

#### C Procedures for Requesting Services (Continued)

What	How
Virtual Private Networking (VPN) and Dial-Up Access	VPN and dial-up access require ITSD and ITS approval and should <b>only</b> be requested in cases where remote access to the network (not just e-mail) is needed by an employee to satisfy recurring teleworking or other similar job requirements. VPN provides a secure tunnel between the USDA network and the users' computer workstation. Remote access to the FSA computer network requires a government-issued laptop computer with VPN installed. VPN can be used with a user's private or public broadband connection, that is DSL, cable, satellite, wireless, or with a dial-up connection. Remote users who do not have access to broadband at the remote site can request that a dial-up account be provided. These resources are available on a continuing basis (for teleworkers) or on a temporary (recurring) basis like during travel. Remote access to shared network resources (when an employee joins the organization or is assigned work that requires additional access) must be made by the user's first-line supervisor in accordance with mission requirements. The employees' first-line supervisor should notify the SLR or FSA ITSD ISO who will notify the Help Desk as soon as it is known that VPN and/or dial-up access will be needed in accordance with mission requirements. The process for notifying SLR and/or FSA ITSD ISO will be provided in a forthcoming IRM notice.

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**2 Information Technology Support Interim Operations (Continued)**

**C Procedures for Requesting Services (Continued)**

<b>What</b>	<b>How</b>
Remote Access to E-Mail	<p>E-mail can be accessed remotely from any computer with Internet access. Remote access to e-mail does not require a government issued computer or VPN. The locations and web addresses for accessing ITS Webmail are:</p> <ul style="list-style-type: none"> <li>• St Louis, MO (AgEast Region) <b><a href="https://webmail-east.one.usda.gov/exchange">https://webmail-east.one.usda.gov/exchange</a></b></li> <li>• Kansas City, MO (AgCentral Region) <b><a href="https://webmail-central.one.usda.gov/exchange">https://webmail-central.one.usda.gov/exchange</a></b></li> <li>• Ft Carson, CO (AgWest Region) <b><a href="https://webmail-west.one.usda.gov/exchange">https://webmail-west.one.usda.gov/exchange</a></b>.</li> </ul> <p><b>Note:</b> When accessing ITS web-mail, be sure to enter the “s” after “http” and log in with AGLO\firstname.lastname and network password. VPN is not required to access e-mail; however, users should ensure that appropriate security procedures are followed when accessing e-mail remotely from a non-government workstation. These security procedures, like the need for antivirus software and personal firewalls, are described in the guidance provided to teleworkers.</p>
Termination of Access	<p>Termination of access to network resources is required whenever an employee is scheduled to depart the organization or as assigned work changes. Termination of access should be requested by the user’s first-line supervisor in accordance at the time the employee leaves the organization. This can normally be done with 1 hour of notice during normal business hours. The employees’ first-line supervisor should notify the SLR or FSA ITSD ISO who will notify the Help Desk as soon as it is known that termination of access will be needed in accordance with mission requirements. The process that SLR’s and the Help Desk will follow for requesting the termination of user access using the Electronic Repository of Security Requests (ERSR) is described in 6-IRM that can be found at <b><a href="http://dmis.fsa.usda.gov/rware/home.html#105606">http://dmis.fsa.usda.gov/rware/home.html#105606</a></b>.</p>
Movement or Consolidation of Offices	<p>When an office move or consolidation is planned, the affected office supervisors should notify the TSD staff as soon as it is known when this will occur. TSD will open a Magic Ticket and coordinate the movement as appropriate.</p>

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**2 Information Technology Support Interim Operations (Continued)**

**C Procedures for Requesting Services (Continued)**

<b>What</b>	<b>How</b>
Software for USDA, NFC and FSA Systems and Applications	Many USDA and FSA software applications and software will be preloaded and supported by ITS. Commonly used FSA applications such as AS400 mainframe, AD-700 Hera/Zeus, SF-52, and USDA/NFC applications such as IAS, FFIS, FED Traveler, and NFC Reporting Center are a part of the standard desktop/internet browser configuration. However, in some cases additional software may need to be loaded on the user's workstation.
Initial Access to USDA and FSA Systems and Applications	Initial requests for access to these applications (when an employee joins the organization or is assigned work that requires additional access) must be made by the user's first-line supervisor in accordance with mission requirements. The process that SLR's and the Help Desk will follow for requesting access to USDA and FSA systems and applications using the ERSR is described in 6-IRM that can be found at <a href="http://dmis.fsa.usda.gov/rware/home.html#105606">http://dmis.fsa.usda.gov/rware/home.html#105606</a> .
User Requirements for Patches/Updates	All patches to equipment are automatically downloaded from networked servers, usually during evening hours. At times users may notice a message when they first login to their systems indicating that security checks are being made. Sometime this may cause a slight delay as systems are checked, and <b>occasionally</b> users will be required to <b>reboot</b> their systems so security upgrades can take effect.  <b>Note:</b> Users should be sure to <b>log off</b> but not <b>turn off</b> their workstations <b>every time</b> they go home. This will enable ITS to upload patches during off hours and ultimately cause less disruption for the user community.

**D Procedure for Requesting Computer Supplies**

The following table provides instruction for requesting supplies.

<b>What</b>	<b>How</b>
Printing cartridges and printer supplies.	KCAO Troost Avenue warehouse will continue to supply the items listed in Exhibit 1 until the current stock is depleted. When a particular item runs out, KCAO-ASD will send a notice to all customers that future orders for the item must be made through OCIO/ITS using their procedures.

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### 2 Information Technology Support Interim Operations (Continued)

#### E Reporting of Security Incidents

For any suspected employee misuse of IT equipment (including pornographic and illegal activities), immediately contact the FSA Information Systems Security Program Manager (ISSPM) at 202-720-2419. Any other suspected security incidents and/or problems, like suspected viruses, worms, spy-ware, phishing, and spam e-mail, should be reported to the appropriate Help Desk listed in subparagraph 2 B. ISPPM or Help Desk technicians will notify the appropriate authority as needed in accordance with the ITS Security Response Guide for Users and/or 6-IRM that can be found at **<http://dmis.fsa.usda.gov/rware/home.html#105606>**. Any suspected security incidents and/or problems should be reported immediately to ensure the continued security and safety of FSA information resources.

**FY 2005 Toner and FAX Supplies on Hand as of August 26, 2005**

The following table shows SCOAP and FAX supplies on hand in the KCAO Troost Avenue warehouse as of August 26, 2005, and the projected time the warehouse will have a supply of each item available.

<b>Line Item #</b>	<b>Item</b>	<b>On Hand</b>	<b>Projected Time Left In Months</b>
208	Ribbon for IBM 3262	54	Several Years
210	Ribbon for IBM 4214	1,994	6
308	Ribbon for IBM 4224	519	4
328	Printhead for IBM 4214	60	7
331	Printhead for IBM 4232	1,414	Several Years
364	Printhead for IBM 4224	45	12
436	Dry Process Clean Tapes AS400	493	2.5
437	Cartridge for AS400	22,918	36
440	Cleaning Tapes Advance 36	3,523	36
442	Cleaning Tapes 6157 Tape Drive	127	48
476	Cartridge for DC 6525	525	11
478	Cartridge for DC 6250	6,600	24
479	Cartridge 1.2 GB Memory	7,607	11
498	CDRW 740-800 mb	5,291	3
498.1	CD Labels	8,000	24
509	Labels 3-Across	286	6
510	4317 Toner	2,126	2.7
510.5	4317 Usage Kit		4.5
519	Pathkleen	91	7
720	Toner Fax L630	145	24
721	Drum Fax L630	9	2
722	Toner Fax L620/621	3,440	9.6
723	Drum Omni Fax L620/621	900	4
725	Olivetti Fax 3100, Toner	900	Several Years
726	Toner, Drum, Xerox Pro 580	472	12
751	HP2500 Ink Cartridge	1,476	10
752	HP2500 Print Head	479	12
753	HP2500 Ink Cartridge	1,267	9.5
754	HP2500 Print Head	725	18
755	HP2500 Ink Cartridge	1,324	9
756	HP2500 Print Head	555	10
757	HP2500 Ink Cartridge	1,565	9.5
758	HP2500 Print Head	1,174	18
759	HP 4050N Toner	284	1.5
760	Print Cartridge HP 340	928	Several Years
761	Print Cartridge HP 340	1,096	Several Years

## FY 2005 Toner and FAX Supplies on Hand as of August 26, 2005 (Continued)

Line Item #	Item	On Hand	Projected Time Left In Months
762	XeroX Docuprint 2125	545	2
763	XeroX Docuprint 2125	154	2.3
764	HP 350 CBI Black	978	Several Years
765	HP 350 CBI Color	1,023	Several Years
766	Toner Sharp FO 6700 Fax	272	11
767	Drum Sharp FO 6700 Fax	66	6
768	HP 4100 Toner, Cartridge	5,067	6
769	HP 4600 Toner, Cartridge	189	Less Than a Month
770	HP 4600 Toner, Cartridge	483	1 month
771	HP 4600 Toner, Cartridge	308	Less Than a Month
772	HP 4600 Toner, Cartridge	355	Less Than a Month
773	HP2600 Ink Cartridge	1,246	12
774	HP2600 Printhead	499	10
775	HP2600 Ink Cartridge	705	5
776	HP2600 Printhead	608	13
777	HP2600 Ink Cartridge	1,035	9
778	HP2600 Printhead	692	16
779	HP2600 Ink Cartridge	1,012	9
780	HP2600 Printhead	812	18
781	35-70 GB Tapes	7,795	12
783	Sharp Toner for FO4400	98	10
784	Xerox F12 Fax Toner	23	2
785	Xerox F12 Fax Drum	71	4
786	HP 4200 Toner, Black	36	Less Than a Month
807	Diskettes 3.5 Inches	5,707	Several Years
819	Toner, Hp 4M and 5M	64	1.5
820	Toner, Hp 4SI	72	3
821	Toner, HP 5SI	24	12
822	Canon BCI-10	669	Several Years
823	Toner, Lexmark 4039	155	Several Years
832	Canon BCE-11E	2,315	Several Years
833	Canon BCI-11	944	Several Years
834	Canon BCI-11 Color	1,376	Several Years