

For: State and County Offices

Scheduled Access to FSA Web-Based Applications

Approved by: Deputy Administrator, Management



1 Overview

A Background

Over the past several months, web-based software applications, hosted at the Kansas City Web Farm, have recorded numerous performance problems. Service Centers have reported erratic and unreliable outcomes that are unacceptable to sustain business operations. To date, information technology (IT) professionals from Office of the Chief Information Officer (OCIO)/Information Technology Services (ITS) and FSA’s IT organizations have not been able to identify the root causes of the outages.

Operations of the following application software systems have been impacted:

- Service Center Information Management System
- Subsidiary File System (including Eligibility File)
- Farm Records Management/Farm Reconstitutions
- Direct and Counter-Cyclical Payments
- National Payment Service’s Payment Certification Process
- Farm Business Plan (FBP).

B Purpose

This notice provides an interim solution in an effort to:

- improve system performance
- make Service Center office hours more productive.

Disposal Date	Distribution
June 1, 2007	State Offices; State Offices relay to County Offices

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2 Interim Solution

A Scheduled Access to Software Applications

Service Center employees **must** limit their use of all web-based applications according to the following table.

Time Zone	States	Local Usage Time
Eastern	CT, DE, FL, GA, IN, KY, MA, MD, ME, MI, NC, NH, NJ, NY, OH, PA, PR, RI, SC, VA, VT, and WV.	start-of-day until 11 a.m.
Central (North)	IA, IL, MN, MO, NE, ND, SD, and WI.	9 a.m. until 2 p.m.
Central (South)	AL, AR, KS, LA, MS, OK, TN, and TX.	noon until 5 p.m.
Mountain	AZ, CO, ID, MT, NM, UT, and WY.	2 p.m. until 5 p.m.
Pacific	AK, CA, HI, NV, OR, and WA.	2 p.m. until end-of-day.

Notes: See Exhibit 1 for a map of States in each time zone.

The scheduled access periods will **not** apply to web-based **FLP** application software systems. To date, FBP has been reported to function at an acceptable performance level for existing plans.

B Monitoring of the Kansas City Web Farm

OCIO/ITS and FSA's IT, in partnership with Service Centers, will monitor the Kansas City Web Farm performance as defined in paragraph A. If it is determined that system performance has **not** sufficiently improved, then a national prioritization of work activity will be considered.

C Duration of Scheduled Access Periods

Scheduled access periods are effective beginning January 29, 2007, and will continue until cancelled by the National Office in a subsequent notice.

D E-mail and Web Access

There are no restrictions on the use Microsoft's Outlook for sending and receiving e-mail or Microsoft's Internet Explorer for Internet/Intranet access.

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3 Action

A County Office Action

County Offices shall:

- use magic tickets to report problems on application software
- continue to work normal tours of duty.

B State Office Action

State Offices shall:

- ensure that Service Centers are informed of this notice
- work with DAFO to resolve further issues.

Scheduled Access to Software Applications

State and County Offices shall limit their web-based application usage according to the following map and subparagraph 2 A.

