

For: State and County Offices

Validating Telecommunications Inventory on the TelTrak Web Site

Approved by: Acting Deputy Administrator, Management



1 Overview

A Background

ITSD, Chief Information Officer (CIO) has received direction from OCIO requiring validation of State and County Offices telecommunications inventory on the TelTrak web site no later than August 31, 2007.

Validation by confirmation is acceptance that TelTrak accurately represents FSA's telecommunications inventory at this point in time. Costs for telecommunication services and devices are based on this inventory, so it is in everyone's best interest to have accurate inventory records.

B Purpose

This notice provides the information and instructions to accomplish the requirement to validate FSA's telecommunication inventory on the TelTrak web site.

C Contact

Direct any questions about this notice to Lori Beutel, ITSD, Budget and Acquisitions Office, by either of the following:

- e-mail to lori.beutel@wdc.usda.gov
- telephone at 202-720-4709.

Disposal Date	Distribution
January 1, 2008	State Offices; State Offices relay to County Offices

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1 Overview (Continued)

D TelTrak Web Site

Enhancements have been made to the TelTrak web site to make it more secure. TelTrak is now under the eAuthentication security system, and only USDA employees in FSA, NRCS, OCIO, and Rural Development may access the web site. Only same-agency personnel may confirm agency data.

The new URL for the TelTrak web site is <https://ice.sc.egov.usda.gov/TelTrak/>.

2 Actions Required by August 31, 2007

A Initial Actions

Each site, per State, shall review all of the telecommunications inventory items currently residing in TelTrak and decide whether the information viewed is correct or incorrect.

IF the information is...	THEN...
correct	confirm that the data is correct by clicking on the “Confirm” link, then clicking on the “Confirm” button. The name of the person confirming the data will be saved along with the date that the confirmation was made. If there is no data for a site in a service category, confirm that this is correct by clicking on the “Confirm” link, then clicking on the “Confirm” button.
not correct	<ul style="list-style-type: none">• create and save a spreadsheet of the data following the instructions provided after clicking on the “Instructions” link• provide the data to the OCIO, Information Technology Services (ITS), Technical Services Division (TSD), Designated Agency Representative (DAR) for the State by attaching the spreadsheet and giving all of the specific information needed to bring each entry up-to-date in the TelTrak system.

Provide TSD, DAR the spreadsheet through the Magic Merlin Self-Service Help Desk System, e-mail, or in person. TSD, DAR will then create the Magic Merlin Help Desk ticket that starts the process within ITS. A list of all the TSD contacts is posted on the TelTrak web site as a reference. Look for the “TSD Contacts” link to this information on the left side bar, directly above the “Other Links” link.

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2 Actions Required by August 31, 2007 (Continued)

B Follow-Up Actions

Once OCIO, ITS has corrected the TelTrak entry and the employee receives notification that the Magic Merlin Help Desk ticket has been closed, validate the updated information in TelTrak as correct by clicking on the “Confirm” link, then clicking on the “Confirm” button. If any information that the employee requested to be changed has **not** been changed, call or e-mail the person who closed the ticket to discuss any missed items. Ensure to reference the Magic Merlin Help Desk ticket number.

3 Frequently Asked Questions to Further Clarify Some Validation Actions

A Wireless Devices and Calling Card Services

Question 1: What do we do if the device phone number or card number listed for the site is not correct?

Answer 1: Request changes be made to make the entry correct, or if the cards or devices are no longer in use, request deactivation of the cards and devices.

Question 2: What do we do if the user name linked with each card or device is no longer valid for this card or phone number? What do we do if we find any names of individuals who have retired or moved to a different site still on the list?

Answer 2: Calling cards, cell phones, satellite phones, blackberry devices, and broadband cards are generally assigned to individuals. Provide the name of the individual who is currently assigned to each of these telecommunication devices—a designation of “unknown” is not appropriate. Request that ITS, TSD change “unknown” to an individual user name anywhere that the word “unknown” is seen. In the rare cases where telecommunication devices are “assigned as needed” or “rotated on-site”, request replacing “unknown” with the appropriate words to indicate this case. If a wireless device was assigned to someone who retired or left the agency and the device was not given to another individual, request cancellation of that device. Request cancellation of any calling cards found linked to names of individuals who have retired or left the agency.

Question 3: What if all or most of the fields displayed are not filled in?

Answer 3: If an employee knows the information, supply ITS, TSD as much of the requested information for each entry as possible.

3 Frequently Asked Questions to Further Clarify Some Validation Actions (Continued)

B Telephone Numbers

Question 1: What do we do if the phone numbers listed are not correct or are no longer active?

Answer 1: If an employee sees a phone number listed, whether the lead agency designation is Shared (SHR) or Agency-specific, that the employee knows has been disconnected, request ITS, TSD to remove this number from TelTrak as it is no longer in service. If an employee sees a phone number that should be disconnected, request ITS, TSD to disconnect the service and remove the entry from TelTrak.

Question 2: What do we do if there are numbers that we know about that are missing from this list?

Answer 2: If an employee knows there are more numbers active at a site than are listed, request that ITS, TSD add the missing numbers, including whether the additional numbers should be considered SHR or Agency-specific.

Question 3: What do we do if the accompanying information for some of the phone numbers (such as the information found in “Type”, “Telework”, and “GSA Switch?”) are incorrect?

Answer 3: Provide ITS, TSD with any corrective actions required.

C Shared Telephone Numbers

Question 1: What does “SHR” stand for, and what do we do if the “lead agency” is not correct?

Answer 1: “SHR” stands for Shared. If this number shows “SHR” and the number is not shared, or if the incorrect agency is listed as the “lead agency”, provide ITS, TSD with the correct information.

Question 2: What do we do if our agency is listed as the “lead agency” for any phone numbers and it is **not** correct that this number should be billed to your agency due to the special nature of this phone line?

Answer 2: Special-case phone lines, such as for single-agency-use FAX machines or modems, are those that the agency requested, knowing there would be no sharing of the line and that the agency would be billed for these special-case phone lines. If the employee sees a phone number listed as an agency phone number, and it should be a shared number, or visa versa, request ITS, TSD to correct.

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3 Frequently Asked Questions to Further Clarify Some Validation Actions (Continued)

C Shared Telephone Numbers (Continued)

Question 3: What do we do if the “Used By (Agency)” is not correct? If all agencies present at this site share all of the numbers, may this be indicated by either listing the sharing agencies or by the word “ALL”?

Answer 3: If changes are needed to bring this information up-to-date, request ITS, TSD to correct. Yes, either “ALL” or the agencies is sufficient.

D Alternate Services

Question 1: What should we look for when checking the “Alternate Services” information?

Answer 1: Ensure that the Service Description fully documents the services being provided in TelTrak. Provide ITS, TSD with any missing information or corrective actions as required.