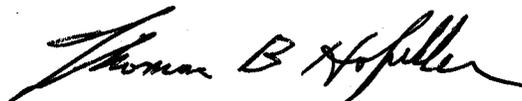


For: National Office Employees and National Office, Kansas City, and St. Louis Contract Employees

Information Technology (IT) Support

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

USDA approved the transfer of IT support functions from FSA to OCIO, Information Technology Service (ITS), Technical Services Division (TSD) in October 2004. FSA, ITSD and OCIO, ITS, TSD are continually refining IT policy and streamlining procedures to better provide IT support when and where it is needed.

B Purpose

This notice provides a description of the procedures National Office employees are to follow to request IT services.

C Contacts

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

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

Contact any of the following ITSD, BAO employees to assist in liaison with OCIO, ITS, TSD if any problems, concerns, or delays with services described in this notice are experienced:

- DeLayne Gravelle at delayne.gravelle@wdc.usda.gov or 202-720-9340
- Earl Bice at earl.bice@wdc.usda.gov or 202-720-0893
- Najmur Nahar at najmur.nahar@wdc.usda.gov or 202-720-5788
- Tamara Ashton at tamara.ashton@wdc.usda.gov or 202-720-9147
- Crystal Njoku at crystal.njoku@wdc.usda.gov or 202-720-5058.

Disposal Date	Distribution
October 1, 2008	National Office employees and National Office, Kansas City, and St. Louis contract employees

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2 OCIO, ITS, TSD Information

A OCIO, ITS, TSD Mission

The mission of OCIO, ITS, TSD is to provide FSA, NRCS, and RD employees with the following local support at National Offices and over 3,000 Service Centers across the country:

- hardware and software support for offices and end users
- server administration
- equipment inventory and tracking
- suspicious e-mail monitoring
- virus prevention and removal
- physical facilities, moves, new employees, and renovations
- data management
- telecommunications, telephones, FAXes, and Internet connections.

B Contact Information to Obtain OCIO, ITS, TSD Service

To obtain OCIO, ITS, TSD support, employees may do any of the following:

- use the TSD icon on the desktop toolbar at the bottom right corner of the monitor screen, which provides their local contact information for TSD service and support
- personally speak with a TSD team specialist
- create a service ticket by using Magic Merlin Self-Service at <https://merlin.sc.egov.usda.gov/helpdesk/sslogin.asp>

Notes: To obtain a Magic Merlin Self-Service user ID and password, FSA-13-A must be submitted to the FSA Information Security Office. Complete mandatory items 1 through 15 and fill in item 43 with “Request Access for Magic.” The FAX number and e-mail address for submitting FSA-13-A are provided at the bottom of FSA-13-A, page 3.

FSA-13-A can be found on the FSA Intranet at <http://intra3.fsa.usda.gov/dam/ffasforms/forms.html>. Do the following:

- CLICK “Find Current Forms Using Our Form Number Search”
- CLICK “FSA” at the “Form Prefix” field
- ENTER “13-A” at the “Form Number” field.

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2 OCIO, ITS, TSD Information (Continued)

B Contact Information to Obtain OCIO, ITS, TSD Service (Continued)

- call the ITS, TSD Service Desk (Help Desk) at 1-800-457-3642 **or** do 1 of the following:
 - for FSA National Office employees, contact the Help Desk by either of the following:
 - e-mail at **RA.DCWashing3.ITS_SupportCenter-ITS**
 - telephone at 202-690-1000
 - for FSA Kansas City, Missouri employees, contact the Help Desk by telephone at 816-926-6897
 - for FSA St. Louis, Missouri employees, contact the Help Desk by either of the following:
 - e-mail at **ug-mostlouis3-StIL**
 - telephone at 314-457-4700.