



**United States  
Department of  
Agriculture**

## **INFORMATION TECHNOLOGY SERVICE SUPPORT PROCESSES**

A Model of Service Support Processes for the USDA Converged IT  
Organization – Technical Support

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## **Executive Summary**

This project was chartered with establishing the organizational approach and associated business processes for the Technical Support arm of USDA's converged IT organization. These field resources will, along with the Service Desk, execute the Incident Management process. This effort followed the findings and recommendation of the 'Proposal for USDA Service Center Agencies IT Infrastructure Convergence', Gefion, Inc., June 2003 and 'Functional Statement for the Converged IT Organization', Gefion, Inc., August 2003.

This proposal for the new Information Technology Services (ITS) organization was developed from the perspective of providing the service necessary to support Agency customers. It was based on the mission of providing information technology infrastructure support for the national, state and local program delivery aspects of the Farm Service Agency, Natural Resources Conservation Service and Rural Development, including each agency's primary partners.

## 1.0. Introduction

### 1.1. Project Background

The USDA Service Center Agencies (SCA) have undertaken an initiative to create an ITS for the Office of the Chief Information Officer (OCIO). The ITS provides information technology infrastructure support for the national, state and local program delivery aspects of the Farm Service Agency (FSA), Natural Resources Conservation Service (NRCS), and Rural Development (RD), including each agency's primary partners.

A formal proposal was followed by the development of a Functional Statements document and a Transition Strategy. Subject Matter Experts (SME's) were organized in teams to design the organizational approach and associated staffing considerations, as well as to assist the Service Desk team in developing a process for Incident Management.

The project team was called the Field Support team, but the name of the function (not the team) was changed to Technical Support in order to capture the work performed by the large offices. All references to the Field Support Team were changed to the Technical Support Team as a result of that decision.

### 1.2. Project Objectives

The Technical Support Team and the Organization that is being outlined in this document is critical to the success of the Converged Organization.

The Technical Support Team consists of representatives from FSA, NRCS and RD and provided input on current Field operations and support in developing the proposals in this document.

Gefion's role in the process is to do the following:

- Frame the tasks to help get to the objective of the Converged Organization
- Counsel in the framework of ITIL (IT Infrastructure Library)
- Facilitate and guide the Technical Support Team in making decisions regarding the ITS

## 2.0. ITS Organization

### 2.1. Existing Organizational Approach

Currently, Technical Support receives tasks assigned and proactively supports and defines the environment that facilitates the delivery of each agency's mission. The current way of doing business is too diverse across the states/agencies to draw a footprint that could be used as a baseline.

The Organization that is outlined in this document represents what the future Organization within the OCIO will look like, given the information that is currently available.

During group sessions the management structure for the Technical Support Organization, as well as roles and responsibilities, were outlined and documented. These recommendations are presented throughout this document.

#### 2.1.1. Current Environment – Inventory of Functions

The following criteria were used to define the functions that are currently being supported in the Field. The criteria were then used as a basis for defining how Technical Support will provide service in the new Converged Organization.

- Identified all tasks that are currently being performed today.

- Captured all functions and defined how they will be addressed in the new organization.
- Assured that all functions were addressed and no tasks were left undocumented.
- Major Functions represented: FSA, NRCS, RD, oversight for what is being supported in the Field.

## **2.2. Recommended Technical Support Model for the Converged Organization**

### **2.2.1. Recommended Concept of Operations for Technical Support in the Converged Organization**

Resources in the Technical Support organization assist the Service Desk in its objective to respond to incidents, requests for service, and requests for information. The primary method for support is to serve as a referral path for Customer requests. As such, the following responsibilities are primary for the ITS resources in the Field:

- Executes Incident Management activities
- Responds to Requests for Service and Requests for Information
- Performs Tier 1 Service Desk responsibilities via the virtual Service Desk Model (reference **Appendix H -Terms and Acronyms** regarding “virtual Service Desk” and Tier 1)
- Receives and resolves incidents referred from Tier 1 utilizing Tier 2 and Tier 3 Resources (as defined in **Appendix H**)
- Refers incidents to external resources (i.e. vendors for resolution as required)
- Communicates resolution and provides information to Customers
- Handles incidents and requests for service within agreed Service Level Agreement (SLA) timeframes
- Escalates incidents and service requests when appropriate
- Closes work orders

Recommended workflow for Incident and Service Requests is referenced in **Appendix K**.

### **2.2.2. Operating Assumptions Based on the Concept of Operations**

- All Tier 1 referrals will be made to a particular Service Group work queue for assessment and processing.
- On-Site Support will normally be provided by the field resource closest geographically to the site, depending on logical load balancing by the Group Manager.
- All non-management field personnel will provide on-site support to meet the requirements of geographical proximity, except in extenuating circumstances (e.g., medical condition) approved by the Group Manager.
- All State IT resources will rotate into a Tier 1 support role as deemed necessary by their Group Manager. Priority workloads may cause rapid adjustment in Tier 1 assignments (e.g., a single IT resource that needs to respond to on-site Tier 2 responsibilities).
- The OCIO and/or agency CIO's will work with the program sponsors to prioritize support requirements (e.g., premium vs. non- premium applications), as well as impact criteria (e.g., business criticality).
- Group Managers/Branch Chiefs of Technical Support will coordinate resource sharing and information sharing (e.g., which resources are being used and where they are located) across states and domains for onsite support, based on geographic proximity and criticality of support requirements (SLA's).
- Group Managers are ultimately responsible for decisions regarding utilization of resources within their group.
- Tier 2 Service groups will “pull” tickets from the work queue. The Group Manager has the authority to assign Tier 2 resources in his/her group as needed to respond to work orders.

- Work orders that are correctly referred to an Agency for Tier 2 support are not subject to OCIO SLA's.
- Identified broad impact problems (e.g., multi-state, multi-group) will be referred directly to a Centralized Service Desk Problem Manager. The Problem Manager will identify and assign resources as needed, including the invocation of an ad-hoc problem resolution team.
- When identified, incidents having global impact and high urgency could be immediately referred to the appropriate Tier 3 resource for resolution.
- Tier 2 will refer an incident to Tier 3 for resolution when a recognized lack of expertise is acknowledged or when 50% of the established SLA resolution timeframe has passed.
- Work queues In Tier 2 will be handled by established priorities. Work orders sitting in group work queues longer than the priority-based timeframes will be assigned to a common national queue for handling, and the Group Manager will receive a notification.

## **2.3. Recommended Management Roles and Responsibilities in the ITS**

### **2.3.1. Director of Technical Support Responsibilities**

1. Oversees 3 ITS Regions
2. Oversees planning, resolving support requirements for Customers and End-Users
3. Supervises Branch Chiefs
4. Is the Second line Supervisor for Group Managers
5. Oversees resource utilization for a workforce of approximately 500 people
6. Oversees allocation of discretionary budget to Branch Chiefs
7. Represents SCA-IT organizations on government wide initiatives to internal/external audiences
8. Coordinates activities for Technical Support staff with other SCA-IT Directors
9. Responsible for ensuring that Technical Support organization complies with SLA requirements agreed with its Customers

In addition, the Director of Technical Support will have a dedicated resource, on-staff, to perform required administrative duties, including:

- Budget monitoring
- Disbursement of funding to Branch Chiefs
- Travel Vouchers
- Reimbursements (e.g., lease costs)

### **2.3.2. Branch Chief's Responsibilities**

1. Is the First line supervisor for Group Managers
2. Is the Second line supervisor for all field IT Staffs reporting to the Group Managers identified in item 1
3. Provides issue coordination and resolution between groups and regions, with escalation to the Director of Technical Support as required
4. Monitors success against SLA's & Operational Level Agreements (OLA's)
5. Performs workload balancing (strategic)
6. Responsible for budgeting, staffing, and enterprise resource sharing
7. Responsible for outreach to supported agencies and partners regarding support and services provided
8. Provides National Policy Enforcement
9. Communicates with all stakeholders as appropriate

In addition, each Branch Chief will have a dedicated resource, on-staff, to perform required administrative duties and technical support functions including, but not limited to:

- Budget Monitoring
- Disbursement of funding to Group Managers
- Travel Vouchers
- Reimbursements (e.g., lease costs)

### **2.3.3. Group Manager Responsibilities**

1. Manages at least one state or large office
2. Is the IT Lead for the state, group of states, large office, or group of large offices
3. Coordinates with state leadership (FAC) or other leadership as appropriate.
4. Monitors workload
5. Allocates resources (Non-expertise based for other functions, projects)
6. Supervises Technical Support and provides workforce development
7. Resolves issues and escalates to the Branch Chief of Technical Support as required
8. Manages daily operational and administrative tasks
9. Monitors incident resolution regarding compliance with established SLA's

In addition, each Group Manager will have a dedicated resource on staff to perform required administrative and technical support functions, and to interface with OCIO as required regarding administrative regulations, changes, etc.

The Group Manager approach recommended by the Technical Support Team is a Multi-State structure in which a number of Group Managers have multi-state responsibilities.

For a comparison of the grouping of states and offices, against an IT lead in each state, reference **Appendix A - Pros and Cons of a Multi-State versus Single State Group Manager Structure.**

### **2.3.4. Group Leader Responsibilities**

The Technical Support Team recommends a Group Leader within each Service Group (see section 2.4 for a discussion of Service Groups). The following is a list of suggested Group Leader functions performed under each identified Service Group (e.g., Hardware, Software, System Administration);

1. Responsible for procurement, deployment, and disposal of hardware
2. Performs workstation maintenance, system administration, and updates – operating system and applications
3. Performs server system maintenance and updates – operating system and applications
4. Provides security and data management
5. Responsible for physical facilities and telecommunications
6. Provides customer and IT Staff training
7. Is the liaison for the Tier 1 Planning/Service Desk

**Note:** All staffing requirements, including administrative related duties that are defined in this document may be performed by a Computer related Series.

## **2.4. Recommended Technical Support Groups in the Converged Organization**

### **2.4.1. Grouping of Major Functions for Requests for Service (RFS) and Requests for Information (RFI)**

The Technical Support Team has identified and categorized IT related tasks that are currently being supported in the Field. The comprehensive list of tasks was sent to all State IT personnel for review and expanded upon by the Technical Support Team based on comments received.

The documentation for this task is listed under **Appendix B - Functional Task List**.

As a result of that exercise and published communication to the Field, it is the recommendation of the Technical Support Team that tasks in the Field are to be categorized under the following Service Groups:

- Hardware, Software, Systems Administration
- Data Management, Security
- Physical Facilities Management, Telecommunications

These three Service Groups, based on related functional tasks, will be replicated for each Group Manager. They are recommended for efficient response to incidents, requests for service, and requests for information.

## **2.5. Recommended Staffing Model**

### **2.5.1. Workload Analysis – Background Information**

The following analysis was conducted in order to provide the basis for the Field Staffing model, the Organizational Structure, and for recommendations concerning Workload in the Field for both traditional Field Office locations and large office locations (LO's) (e.g., Kansas City, St Louis and Fort Collins).

Listed below are a range of initial factors was considered in formulating the staffing model. Ultimately, the staffing model is based upon the combination of factors that most accurately reflects the workload. Some of these factors are closely correlated (e.g., # of servers to # of offices).

### **2.5.2. Initial Factors Assessed in Formulating the Staffing Model**

1. Number of Servers – By State, By Site
  - Number of Unix Boxes
  - Number of CCE Servers
  - Number of AS 400's
  - Number of 3B2's
  - Number of Small Office Servers
  - Other Servers
2. Number of Workstations – By State, By Site
  - On Net/Off Net
  - CCE/Non-CCE
3. Number of Users – By State, By Site
  - Service Center Agencies (SCA), By Agency
  - Non-SCA, By Agency
  - Location – Non-OIP
  - Temporary Employees
  - Attrition rates, # of employees, turn-over

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4. Number of Offices – By Size, By Distance from nearest IT Staff, Agencies present
5. Number of IT Staff (By Site/By Distance)
  - Technical expertise (By Site)
  - By Agency
6. Number of Local Administration (Non-IT) Personnel
7. Number of Programmatic Software/Infrastructure Releases – Future
  - Schedule of Releases (and associated costs)
8. Number of Transactions – Future
  - # of Incidents/Outages
  - # of Service Requests
  - # of Information Requests
9. Estimated Call Volume

Current Call Numbers – These numbers were extrapolated from current help desk call volumes and state experience that approximately 10% of calls fielded are currently referred to the help desk.

Type	#
Incidents	270,000
Requests for Service	360,000
Requests for Information	270,000
Total	900,000

Type of Service Calls by Percentage:

Type	Percentage	% Requiring On Site Visit	Number of Calls Onsite
Incidents	30%	10 - 15%	27,000 – 40,500
Requests for Service	40%	50%	180,000
Requests for Information	30%	N/A	N/A
Total	100%	-	207,000 – 220,500

10. Distance – Coverage Area for Existing IT Resources

The Technical Support Team examined the footprint of existing IT resources to determine the best possible coverage zone. Geographic ranges of 60, 100 and 120 miles were considered surrounding existing IT resource locations.

Maps utilized during the assessment can be referenced in **State IT Staffing Distribution – 100 Mile Radius Map (Appendix D) & Technical Support Division - Staffing Plan Map (Appendix E)**.

### 2.5.3. Final Factors Used in Staffing Model

After analysis of the initial factors above, the Technical Support Team determined that the following four factors are applicable and available and would provide the basis for the staffing model.

1. Number of State Staff
  - The post-convergence IT staff was initially assigned on an initial 1:90 ratio to the “total staff;” that is, one IT person for every 90 supported agency and partner staff members.
  - The proposed number of IT staff positions for the states and state groupings are intended as a long-term goal and NOT something to be enacted immediately upon convergence of the IT staffs.
  - The numbers in this staffing model need to be continually assessed as supported staff numbers, technology and other changes occur.

- The 1:90 IT staffing is used as a baseline. After all adjustments are made the average IT:Staff ratio is below the 1:80, an improvement over the current average. This is an average and varies from state-to-state depending on local conditions.
2. Number of Agencies in the State Office
    - “Total Agencies” is taken from 11/2003 OIP: The number of agencies appearing at each office are totaled (for example, if one office had three agencies represented and another only had two, that would be a total of five agencies).
    - The “Complexity” figure uses the “Total Agencies” as an indication of how difficult the offices are when visited, an office with three agencies on site will generate more issues whenever visited onsite than one with only one or two.
    - The states where offices average more than three were given a 6% adjustment to IT staff; those averaging two and a half to three were given 4%; and, those states averaging two to two and a half were given a 2% adjustment.
  3. Density (Avg. County Size = Square Miles/# of Counties)
    - “Density” was calculated on the average county size for the state, giving a generic calculation for the difficulties of geography in providing on-site service (as an indication of the distance between offices).
    - For an average county size > 2,500 square miles a 25% adjustment was made to the number of IT positions that were added to a state.
    - For states with counties averaging between 1,500 and 2,500 square miles a 20% adjustment was added.
    - For states with an average county size between 700 and 1,500 square miles, a 5% adjustment to IT staff was made.
  4. Large Office Locations
    - In the “large office” locations, the staff on site is known however, the “Complexity” and “Density” locations were not calculated because they do not apply. (“Complexity” was added to the NHQ offices, as if all three agencies were represented at all locations, whether or not that is actually true).
    - “IT Staff” was left off these locations as well: Although a number of IT staff onsite is known, how many people are supporting local infrastructure is not clear.

**Notes Regarding the Staffing Model Calculations:**

A minimum IT staff size of 10 was established. State IT staffs were grouped to make single working units that were large enough to be flexible enough to respond to a variety of tasks at a time; and to make the workload of as many IT staff leaders as possible similar in size. Likewise, the workload of three regional deputies, split along the CCE AGEAST/AGWEST/AGCENTRAL domain lines, is also roughly equivalent. It is expected that IT staff members near state or group lines would still be called upon to visit offices closer to them than others, regardless of the state the office is in.

Three of the traditional “Large Offices” have enough onsite staff to be considered as states; these are Kansas City, St. Louis and the sites in the Washington, D.C. area (including Beltsville, Maryland). The remaining “large offices” (Ft. Collins, Ft. Worth, Salt Lake City AFPO, the Water & Climate Center in Portland, Oregon and the National Soil Survey Center in Lincoln, Nebraska) are not large enough to stand on their own and support an IT staff of the recommended minimum size. Additionally, some of these offices are already collocated with more traditional offices. The IT staff support described here for these offices is intended to support the users of standard CCE equipment and applications that make up the majority of the office staffs, not necessarily the more specialized staffs at these locations.

**2.6. Recommended Staffing Levels for Technical Support in the ITS**

Analysis was performed using a set of criteria developed by the Technical Support Team, which can be found in the **State IT Staffing Distribution – 100 Mile Radius Map (Appendix D) & Technical Support Division - Staffing Plan Map (Appendix E)**.

Based on these criteria, the Technical Support Team recommends the following:

- Day 1 Staffing should remain as it currently exists.
- A 1:90 ratio of IT Staff/Business Staff (adjusted for complexity and density) should be the future staffing goal for the converged organization operations. The adjustment results in an effective ratio of between 1:80 and 1:85, depending on the group. This ratio was selected after an analysis of ratios of 1:80, 1:90, 1:95, 1:100 and 1:120.
- All liaison, center and institute locations not individually identified have been included in the State where they are located and should be supported by the appropriate Group.
- There should be a workforce of 38 Group Managers.
- A rotating workforce of 60 – 70 field resources will perform Tier 1 duties at all times during normal business hours.
- In order to offer a response time of 2 to 2.5 hours, field resources should be utilized, to the extent possible, to service a geographic service area no larger than 100 miles for onsite support (reference Attachment #1).
- There should be a minimum number of 10 IT staff plus a Group Manager for any one group.
- Dedicated Enterprise support staff is not included in this model. (Enterprise refers to remote resources dedicated to national support of the CCE/Telecommunications infrastructure.)

### **2.6.1. Staffing Model Assumptions:**

- SMS, MOM, Insight Manager are implemented.
- Automated Password Reset Capability is in place.
- Self-service capability exists (i.e. knowledge base).
- Automated desktop, server and network monitoring tools are in place.
- Vacant or new IT positions may be located as needed to meet the 100-mile servicing radius and a response time of 2 to 2.5 hours.
- IT staff may provide support in multiple states as needed.
- Each group will maintain the recommended number of IT Staff.
- This model assumes that IT Staff will perform their work under their standard tour of duty.
- IT Staff and all affected constituents are trained in new tools and processes prior to Day 1 operations.
- Interface methods with SCA-IT will be in place.

## **2.7. Recommended Support Requirements: Equipment, Software and Training**

### **2.7.1. Equipment**

The following is a list of hardware requirements, in addition to a traditional office setup (e.g., supplies, furniture and equipment), that will be needed by each IT Field Resource/Group to successfully support the ITS.

1. Cell phones with voice mail
2. Laptops/PDA/tablet PC
  - Remote access
  - VPN
3. IP telephony or alternative plus voice mail (telephony solution for Tier 1)
4. Vehicle access for IT use only
5. Spares – i.e. parts for hardware
6. IT Tool Box
  - Circuit testers

- Crimpers
  - Labelers
  - Power screwdrivers
  - Drills
  - CD duplicators
  - Punch down tools
  - Digital cameras
  - Ohm-meters
  - Test telephones
  - Headsets – cordless
  - Technician's tool kit
  - Jack/lift cart
7. T-1/DSL/Cable/ISDN access for IT staff
8. USB drives

### **2.7.2. Software**

The following is a list of software that will be needed by each IT Field Resource to successfully support the ITS.

Operational (Required Security Levels for All)

- Access to SMS (Systems Management Server)
- Access to MOM (Microsoft Operations Manager)
- Access to IM (Insight Manager)
- Automated AS-400 Tasks
- Automated user administration
- Network monitoring tools
- Server monitoring tools
- Workstation monitoring tools
- VPN client
- Automated password reset capability
- Magic Solutions Version 1.0, with asset management function

### **2.7.3. Training**

The following is a list of training requirements that are recommended to successfully support the ITS.

- Magic Solutions - IT Staff and affected constituents
- Pilot process
- Process, policy, and procedures for the converged organization and interface with the supported agencies
- Application training as needed
- Network monitoring tools, SMS, etc.
- Customer service
- Team Building, Effectively Dealing with Change, 'Who Moved My Cheese?'
- Project management
- Root cause analysis (for Problem Management)
- Supervisory/refresher course

- Functional training as required
- Overview of Agency business
- Programs and goals for functions not currently performed

## **2.8. Service Desk and Technical Support Teams in the ITS**

Interface Methods with SCA-IT
Phone – Magic Solutions has a telephony interface to create a ticket.
E-Mail – Request, not a ticket.
Fax – Eventually may be electronic distribution. (Faxes will be discouraged, but accepted as a last resort).
Web – Magic Solutions Ticket, Knowledge Base – Minimum Requirements, User does not complete all fields, some are completed by Tier 1.
Walk-Ins – Could be internal, large offices, still generate a ticket.
SMS – Automated monitoring and ticket generation.
Chat Room – Future enhancement.

Assumptions
Anyone can enter a Magic Solutions self-service ticket.
Tickets that do not have all required fields completed by the User will not be accepted by Magic Solutions. Required fields will be the minimum needed to respond to a ticket.
Customer Contact Methods will be available on Day-1, with the exception of the Chat Room.
An opening message for callers, either while on hold or to capture initial information, will be provided.
Tickets will be automatically closed by the Magic Solutions application within 24 hours of closure of all associated Work Orders. User will be prompted to notify Service Desk if resolution is not sufficient.

## **3.0. Piloting of Magic Solutions by Distributed Support**

The initial pilot for Magic Solutions will involve the three centralized Help Desks at Kansas City, Fort Collins and St. Louis.

The pilot outlined in this document is the second pilot conducted by the Technical Support Team and will include the following states: Hawaii, Iowa, North Dakota, Ohio, Mississippi, Tennessee, Vermont/New Hampshire, Virginia and Wyoming.

### **3.1. Assumptions**

- The states will continue with normal operations during the Magic Solutions Pilot.
- Groups will be set-up today, as they are currently structured, by state.
- All service requests and incidents will be entered into Magic Solutions.
- Self-service will be used if it is available by the Pilot kick-off date.
- The Technical Support Team will provide a list of users, name, phone number, e-mail address and OIP Site-ID to the Service Desk.
- Access to Magic Solutions will be tested.

- The Technical Support Team should pilot Magic Solutions prior to implementing the rest of the states.
- Training on Magic Solutions will be provided prior to the Pilot.
- There will be a 1 to 2 Day train-the-trainer session for the State IT representatives that will be providing training to the general IT Staffs in the pilot states.
- Processes for handling workflow within the Pilot timeframe may be different than the actual implementation of the Converged organization.
- 1 to 2 Days of training for general State IT Staffs participating in the pilot.
- Documentation will be customized.
- There should be a just-in time approach to the training, approximately 1 or 2 weeks prior to the actual Pilot start date.
- Training will be conducted the week of March 1, 2004 in order to initiate the Pilot in mid-March.
- Post Pilot Feedback, Evaluation and Recommendations will be documented and addressed prior to implementation of the Converged Organization.

### **3.2. Critical Success Factors for the Pilot of Magic Solutions**

- Proposed a teleconference with State Managers and State IT Staffs to kick-off and deliver a consistent message.
- Suggest Rich Roberts will deliver the message.
- Suggest a letter or communication be sent prior to the kick-off explaining the Pilot and their involvement and scheduling the teleconference kick-off.
- Include CIO's as participants, state leaders and the Service Desk and Technical Support Teams and all IT personnel who will be affected by the Pilot.

### **3.3. What is the Message?**

#### **3.3.1. Message:**

- We are looking to pilot the newest Service Desk technology for use in the ITS.
- Determination has been made to use Magic Solutions for tracking all the work performed by the ITS.
- We've been selected to participate in a Magic Solutions Pilot to use the new technology prior to the implementation of the Converged Organization.
- This is only one component of the Converged Organization.

#### **3.3.2. Selling Points:**

- Ability to search the knowledge base for solutions
- Improved response time
- Ability to open a service-desk ticket without having to talk to a Service Desk person

#### **3.3.3. Points to Include in Communication to the States Regarding the Magic Solutions Pilot:**

- Provides the opportunity for the States to have insight and input into the ITS.
- The ability to have faster problem resolution.
- The ability to have documented recognition of accomplishments.
- The ability to document the complete IT work load.
- The ability to track incidents and service requests, and to know their status.
- The ability to search the knowledge base for resolutions.

- The option for field staff to solve their own problems by searching for resolutions and by entering their own tickets, saving time and not having to wait for an IT resource.

## 4.0. Technical Support Transition Plan within the ITS

### 4.1. Transition Philosophy

The philosophy outlines the approach that is needed to successfully transition into the new Converged Organization.

- The transition process will be dynamic (including multiple implementation phases).
- Cooperation, flexibility, and positive attitudes, as the new organization grows/changes, are critical to its successful implementation.
- Since support is to be provided nationally, adherence to OCIO organizational guidelines, procedures and policies are mandatory. Standardized support mechanisms are critical to the success of the new organization.
- Utilize the new operational methods and procedures to the extent possible, as they are procured and implemented (e.g., telecommunication/telephony solution).
- Magic Solutions will be utilized to document all incidents, requests for information and requests for service. Documentation of this information will be utilized for establishing baseline metrics to substantiate staffing, funding and reimbursable agreements for OCIO and the agencies being serviced.
- Tier 1, Tier 2 and Tier 3 architecture/methodology will be utilized to standardize support and escalation procedures.
- Magic Solutions Groups and queues will be managed to provide consistent methods of support.
- Workloads will be distributed in an equitable fashion under the direction of the Group Manager.
- Tasks that are being transitioned to the agencies/IT will have to be handed-off during a cooperative transition period – collaborating on newly assumed tasks, procedures, and policies.
- All future changes to the infrastructure will be monitored and controlled by a formal Change Control Process.
- Relocation requested by IT Staff will be considered by the Group Manager/Branch Chief in conjunction with supported agencies on a case-by-case basis, when there is a benefit to the organization(s).
- Tele-work agreements, suggested by IT employees, that prove to be beneficial to the organization(s), will be addressed on a case-by-case basis. The following is recommended:
  - Approve the existing Tele-work agreements and standardize this across the board.
  - Inventory the existing Telework agreements for Agencies and OCIO.
  - Provide at least the existing level of support/capability.
  - Develop base minimum requirements to facilitate consistency of support.

### 4.2. Transition/Marketing/Communications Strategies

- It is **imperative** that the new interface processes are communicated to IT Staffs and Constituents (e.g., marketing material, web-site, satellite downlinks, teleconference calls) in a timely manner.
- Convey how Administrative Support to the new unit will be accomplished. (e.g., HR, Contractual, Budgetary, Leasing – office space, supplies, GOV's).
- Convey major procedural changes (e.g., – waiver/limited use process).
- Convey major support changes (e.g., standardize support to Soil and Water Conservation Districts (SWCD) , other partners supported, mandatory use of Magic Solutions to record activity).

- Feedback forums will be made available throughout the implementation phases (e.g., via web-site and surveys). In addition to problem/complaint identification, solicit recommended solutions to issues identified.

### 4.3. Communications/Marketing

Communications/Marketing – Interim and Final	
Prior to Day 1	<ul style="list-style-type: none"> <li>• Develop a communications plan for the ITS. Include a Communications Plan for Day 1</li> <li>• Communicate one consistent message to the IT Community</li> </ul>
30 Days Prior to Day 1	Need positive promotion campaign for Self-Service Tool <ul style="list-style-type: none"> <li>• Quality of the Self-Service program will exceed the customers' expectations, which will result in repeated use of the tool.</li> <li>• Availability of the tool needs to be aggressively promoted both formally and informally.                             <ul style="list-style-type: none"> <li>• By Word of Mouth</li> <li>• Brochures</li> <li>• Links on E-Mails</li> <li>• Links on Web-Site</li> <li>• Brown Bag Lunches</li> </ul> </li> </ul>
30 Days Prior and Ongoing	Develop a Plan for Customers <ul style="list-style-type: none"> <li>• OCIO, Full Comprehensive Set of Materials</li> <li>• Agency, Select Version of the Materials</li> </ul>
Day 1 and Ongoing	Could include a forum to provide key information <ul style="list-style-type: none"> <li>• Describing the new Converged Organization</li> <li>• Helpful Hints from the Service Desk</li> <li>• Periodic Newsletters</li> <li>• FAQ's – Including links to manuals and training materials</li> </ul>
Day 1 and Ongoing	IT information card (#'s to call) <ul style="list-style-type: none"> <li>• Fillable Area for Their Information to Provide to IT (e.g., IP Address)</li> </ul>
Day 1 and Ongoing	Brochures describing the ITS and services
After Day 1	Provide feedback mechanism <ul style="list-style-type: none"> <li>• Currently this will be addressed through the management process</li> <li>• Feedback on the Self-Service Page</li> <li>• Potentially in the future, a sampling of ticket pool</li> </ul>

The Technical Support Team has developed Marketing Materials which can be found under the following appendices: **Appendix F - State Transition Plan Template** and **Appendix G – Marketing Tools**.

### 5.0. Critical Success Factors

The following Critical Success Factors apply to Technical Support in the ITS. The assumption for purposes of this table is that Day 1 will be sometime before October 1, 2004.

Critical Success Factors and Priorities for Success	Prior to Day 1	After Day 1	Responsible Party
It has been stated that multiple work orders can be created from one Magic Solutions ticket for office moves and other physical facilities issues. What is the work-flow capability and work flows set-up to automatically generate work orders (office moves)?	X		Service Desk

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<b>Critical Success Factors and Priorities for Success</b>	<b>Prior to Day 1</b>	<b>After Day 1</b>	<b>Responsible Party</b>
The identification of subject matter experts and establishing appropriate work groups for assigning tickets, creating work orders, establishing additional groups, etc. (By state, IT, Agency, vendors and public). Address adds, changes, moves for this process.	X		Service Desk/Agency CIO's
Final decision for which database (ICAMS, Active Directory) is going to be used to populate Magic Solutions and how is this to be maintained.	X		Service Desk indicates that this will be the Active Directory.
Final decision on domain access.	X		Stan and Rich
Prepare baseline marketing tools.	X		Distributed Support
Develop long range communication plan.		X	Stan and Rich/Communications Team
States Pilot on Magic Solutions.	X		Service Desk and Distributed Support
General process flows for common types of service requests or incidents – a 'how to guide.' (Inclusive of interface with Magic Solutions) (Approximately 12 or 15 that will be used for training, i.e. What do I do with hardware moves?)		X	Operations Issue
Answer "issues list."	X		Stan and Rich
Determination of the Admin. Function in Magic Solutions and capabilities. How many end-users to an Admin? What are the roles and responsibilities of an Enterprise Magic Solutions user?	X		Service Desk
<p>Transition plan/s for Service Desk and Technical Support Team:                      Responsibility matrix and operational plan for each group by Day 1 (State). State IT in cooperation with State Federal Agriculture Council (FAC) – 3 Agencies. Driven by Staffing Model and Concept of Operations. Determined by State IT Staff and communicated to the State FAC's.</p> <p>Day 1 – Each Group Manager must have plan regarding moving/transitioning from current mode of operations to new way of doing business in the converged organization.</p> <p>Day 1 – If no Group Manager identified the OCIO and the State IT staffs will define the transition process and the reporting structure and communicate that plan to the State FAC's.</p>	X		Distributed Support/State IT/Agencies

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<b>Critical Success Factors and Priorities for Success</b>	<b>Prior to Day 1</b>	<b>After Day 1</b>	<b>Responsible Party</b>
Policies regarding alternative work schedules and locations? Telecommuting policy decision. (Recommendations from the Technical Support Team regarding Tele-work agreements are listed in Section 4.0.)	X		Stan and Rich – See Issues/Action Items List
Database population of Magic Solutions must be clean and accurate. <ul style="list-style-type: none"> <li>▪ Active Directory</li> <li>▪ Knowledge Base</li> <li>▪ Subject Matter Experts</li> <li>▪ Subject Trees</li> <li>▪ Asset Management Data</li> </ul>	X		Service Desk
Data element FIPS code added to Magic Solutions standard form.	X		Service Desk indicates this will be done prior to Day 1 and included in Version 1.0.
Staffing Model Assumptions are met; these are documented on Page 16 of this document.	X		Stan and Rich
Magic Solutions Implementation <ul style="list-style-type: none"> <li>▪ Groups – Recommendation is to mirror the groups in Magic Solutions by the Group Manager structure that was outlined by the Technical Support Team.</li> <li>▪ Scripts – Standardization of questions for calls and problem diagnosis (triage)</li> <li>▪ Magic Solutions is available on all machines for IT resources</li> <li>▪ Test access to Magic Solutions</li> <li>▪ Training for IT resources</li> </ul>	X		Service Desk and Distributed Support

**6.0. General Recommendations**

The following recommendations were extracted from Meeting Notes and from captured Issues/Action items that were documented during the Technical Support Team’s working sessions. As is appropriate, the original issue is identified with the recommendation. A copy of the Issues and Actions Items List is found in **Appendix J**.

<b>Original Issue</b>	<b>Recommendation</b>
How will we ensure that IT is involved in meeting business requirements post ‘go-live?’ (RFI, RFS vs. Incidents)	Through initiation of detailed requests (work-orders) generated through Magic Solutions. Note: Communications and notifications will be used within the Change, Configuration and Release Management process.

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<b>Original Issue</b>	<b>Recommendation</b>
How will field subject matter experts (e.g., Tier 2 and Tier 3) for support be identified?	A Resource List will be developed by the Agency CIO's for the Agency programs that they will be supporting.
Who will have write access to Magic Solutions in the Agencies? Will all business users have write access to Magic Solutions for Service Requests, etc?	Write access to all agency employees identified as Tier 2 and Tier 3 SME's and all OCIO employees. <ol style="list-style-type: none"> <li>1. Agencies to identify Subject Matter Experts.</li> <li>2. Agencies/OCIO to identify all possible end points that have to address work orders.</li> <li>3. Need to identify base licensing requirements /needs</li> </ol>
Identify Agencies that are currently being supported. (FNS, OGC, APHIS, Extension, etc.) Whom are we supporting outside of SCA and what are the rules of engagement. (e.g., MOU?)	MOU/SLA (OLA) and reimbursable agreements (with all non-traditional, but supported SCA) should be developed and maintained at the Department level. Provide, at least, the existing level of support, based upon OCIO technical requirements
Telecommuting/Tele-work agreements, how will they be honored? Within IT? Within Agencies, which may have unique support requirements?	Provide at least the existing level of support/capability. Develop base minimum requirements to facilitate consistency of support.
What authorities/permissions (e.g., local, domain, admin's.) will be retained in the Agency?	Consistent use of local admin. authorities (if necessary). NO domain admin. ID's assigned to agency personnel. Will non-transfer of some traditional IT functions result in other underlying permission requirements?
Who develops standards for equipment, e.g., copiers, faxes, etc. Then, who purchases, centrally, (ITS) or locally? Ownership of equipment is an issue.	OCIO develops base equipment standards by developing a "resource catalog" of standardized equipment.
Negotiation/Renegotiation – Memorandum of Understanding (MOU's) for telecom services payments (centralized billing, reimbursable agreements, etc.) need to be addressed.	Payment and funding stream to reside at the Department Level.
Transition Plan – what is the status? (From Day 1, Day 2 and beyond?)	Service Desk, Configuration Management and Technical Support Teams should define multiple Transition Plans contingent upon resources that are targeted to be available (funding, technological, human).
What is the transition plan for 4/5/04 to 10/1/04?	Develop defined/specific Transition Plans.

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<b>Original Issue</b>	<b>Recommendation</b>
Need to have a consistent way of dealing with all Conservation Districts. Will we support them?	<ul style="list-style-type: none"><li>• CCE equipment will continue to be supported (must maintain CCE image).</li><li>• If SWCD purchases equipment and CCE image is installed/maintained OCIO will continue to support.</li></ul> Supported equipment will be added to Asset Management Module to ensure supported equipment is tracked/monitored – thus identifying supported equipment.
Need to verify funding streams for OCIO: Who is responsible for budgeting – it is at the Branch Chief level? Will budget issues impact the ability to provide onsite support across state/domain boundaries?	Funding stream to reside with Branch Chief for entire region of support.
	OCIO should assume responsibility for warehouses including supplies and equipment.
	Part of the recommended support for the new Converged Organization is training; this should be coordinated and funded at the OCIO level. (See the list of training requirements on Page 19.)

## Appendix A – Pros and Cons of a Multi-State versus Single State Group Manager Structure

### Pros and Cons of Multi-State Group Manager Structure

Pros
<p>Groups scaled appropriately to manage workload:</p> <ul style="list-style-type: none"> <li>• Group size allows specialization</li> <li>• Streamlining Management efforts will free up technical resources for smaller staffs</li> <li>• Provides for dedicated management (e.g., project management, personnel management).</li> <li>• Group size allows effective handling of Tier 1, 2 and 3 responsibilities</li> <li>• Manager has the time to monitor quality of service</li> <li>• Greater potential for consistent management approach</li> <li>• Larger pool of back-up resources (e.g., leave).</li> </ul>
<p>Creates a smaller administrative burden than a '1 per state' model (e.g., costs):</p> <ul style="list-style-type: none"> <li>• 38 Managers from 55+ Managers                             <ul style="list-style-type: none"> <li>○ Creates comparable workload among Group Managers</li> </ul> </li> <li>• Reduced Costs                             <ul style="list-style-type: none"> <li>○ Salaries, Benefits (less Managers)</li> </ul> </li> <li>• Higher percentage of dedicated Technical Staff</li> </ul> <p>Reduce administrative support staff and related costs based on the reduced number of Managers (from 55+ to 38)</p>
<p>State agency leaders have an identified OCIO POC (Point of Contact)</p> <ul style="list-style-type: none"> <li>• Dedicated Management contact</li> <li>• Allows availability for State FAC meetings</li> </ul> <p>Provide Customer relationship management with State leadership</p>
<p>More even distribution of staff creates a more equitable approach:</p> <ul style="list-style-type: none"> <li>• Consistent group size warrants a consistent grading of Group Manager positions</li> </ul> <p>Provides a consistent level of support nationwide, (consistent Field employee to IT ratio)</p>
<p>Larger IT groups allows for more organizational knowledge sharing and learning:</p> <ul style="list-style-type: none"> <li>• Close working relationships</li> </ul> <p>Promotes the sharing of knowledge and ideas (e.g., trouble-shooting, innovations)</p>
<p>Greater potential for upward career mobility:</p> <ul style="list-style-type: none"> <li>• Reduces staff turnover (i.e., positions available within the group)</li> </ul> <p>Career ladder opportunities within one group</p>
<p>Maintains domain boundaries (no grouping across domain boundaries, AgEast, AgCentral and AgWest)</p>

<b>Cons</b>
Requires a change in culture in addition to other convergence changes: <ul style="list-style-type: none"> <li>• State Agency leaders will, in some cases, share a Group Manager with other states</li> <li>• Group Managers will no longer be performing technical duties</li> <li>• Some Group Managers will have to have a wider perspective than just their own state</li> </ul>
Potential for increased travel costs for Group Managers <ul style="list-style-type: none"> <li>• Due to meetings and conferences in another state</li> </ul>
Group Manager may not be geographically located with Agency State leadership

**Pros and Cons of Single State Group Manager Model**

<b>Pros</b>
1:1 relationship between Group Managers and State FAC's <ul style="list-style-type: none"> <li>• No sharing of IT leadership between states</li> <li>• Less culture change required</li> </ul>
Potential for decreased travel costs for Group Managers <ul style="list-style-type: none"> <li>• Meetings and conferences in another state are not an issue</li> </ul>

<b>Cons</b>
Group size is not large enough to handle Tier 1, 2 and 3 support in some states <ul style="list-style-type: none"> <li>• Potential for more service requests to be directed out of state</li> </ul>
Unequal distribution of IT staff management <ul style="list-style-type: none"> <li>• Inconsistent group size warrants an inconsistent grading of Group Manager positions. (Disparity in grades warranted, due to differences in grade controlling functions)</li> <li>• Provides an inconsistent level of support nationwide (inconsistent Field employee to IT ratio)</li> <li>• Smaller pool of back-up resources (e.g., leave time)</li> </ul>
Increased cost due to larger Group Management staff (55+:38), and associated administrative support
Less opportunity for specialization of IT Staff
Some Group Managers in states with smaller staffs may have to perform technical functions
Larger management and administrative burden for Branch Chiefs
Greater potential for inconsistent approach – 55+ Managers versus 38 Managers
Smaller base of organization and technical knowledge within the group <ul style="list-style-type: none"> <li>• Smaller technical pool of resources</li> <li>• Less informal cross-training</li> </ul>
Group Manager may not be geographically located with Agency State leadership due to non co-located state offices

## Appendix B – Functional Task List

### Functional Task List

<b>*Responsible Party</b>
<b>B = Both the Agency and OCIO</b>
<b>O = OCIO</b>
<b>A = Agency</b>
<b>X = Not done at the Agency.</b>

#### *Field Group: Hardware, Software, Systems Administration*

Description	Related Tasks	*Responsible Party	Onsite	FSA	NRCS	RD	Notes
<b>Hardware</b>	Needs Assessment – Requirements	<b>B</b>		✓	✓	✓	Equipment needs assessment must be done by both OCIO and the Agencies (could be done concurrently or independently).
	Currently Multiple Asset Tracking Systems (OTIS, EATS, PMIS)	<b>B</b>		✓	✓	✓	Currently multiple asset tracking systems. Note: Agency Issue, Agencies need to decide if they want to support all of these systems. OCIO – needs to define scope of the infrastructure to be owned by CCE (Agency procured equipment).
	Hardware Procurement Standards – Application is set by enterprise (PC's, Laptops)	<b>O</b>		✓	✓	✓	With Agency involvement/needs assessment.
	Identify Delivery Points	<b>O</b>		✓	✓	✓	With Agency involvement – coordination/space considerations.
	Maintain Inventory	<b>O</b>		✓	✓	✓	With Agency involvement – some on-site verification of serial numbers.
	Installations, Moves, Changes, Adds - CCE	<b>O</b>	✓	✓	✓	✓	With Agency involvement – initiation of request.
	Disposals <ul style="list-style-type: none"> <li>• Assess and prepare equipment</li> <li>• Identify excess disposal points</li> <li>• Perform/coordinate disposal</li> </ul>	<b>O</b>	✓	✓	✓	✓	

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Description	Related Tasks	*Responsible Party	Onsite	FSA	NRCS	RD	Notes
	Repairs	O	✓	✓	✓	✓	May solicit Agency assistance.
	Troubleshooting <ul style="list-style-type: none"> <li>• Functionality</li> <li>• Architecture</li> <li>• Configuration</li> <li>• Defective</li> </ul>	O		✓	✓	✓	May solicit Agency assistance.
<b>Software Support</b>	Needs Assessments	B		✓	✓	✓	Equipment needs assessment must be done by both OCIO and the Agencies (could be done concurrently or independently).
	Backups and Restorations	B		✓	✓	✓	Requires coordination with Agencies.
	Troubleshooting	B		✓	✓	✓	Agencies will have some Tier 2, 3 responsibilities.
	Technical Approval, Develop Documentation	B		✓	✓	✓	Technical approval for software will be done by the Director of Distributed Support. Support documentation will be developed by either OCIO or an Agency as appropriate.
	Installation and/or Distribution	O		✓	✓	✓	
	Installations, Moves, Adds, Changes - CCE	O		✓	✓	✓	With Agency involvement – initiation of request.
	Compatibility Assessments – w/existing environment	O		✓	✓	✓	
	Licensing and Inventory - Tracking	O		✓	✓	✓	TBD if Agency has role.
	Application of Patches – OS and security related	O		✓	✓	✓	
	Desktop Scans	O		✓	✓	✓	
	Agency Specific Installations, Moves, Adds, Changes – Specific Software for an Agency	O		✓	✓	✓	With Agency involvement – initiation of request.
	Anti-Virus Maintenance	O		✓	✓	✓	
	Training	B		✓	✓	✓	Agency will train on Agency Applications.
	Upgrades	O		✓	✓	✓	
	Access Requirements/Security – Authority, Passwords, Permissions (infrastructure)	O		✓	✓	✓	Requirements to be generated by Agency.

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Description	Related Tasks	*Responsible Party	Onsite	FSA	NRCS	RD	Notes
<b>Systems Administration</b>	<b>Daily</b>						
	E-Mail Account Management	<b>O</b>		✓	✓	✓	With Agency involvement – initiation of request.
	AS 400 <ul style="list-style-type: none"> <li>Start of Day</li> <li>End of Day</li> <li>Queue Files</li> <li>Apply Fixes</li> <li>Production/Training</li> <li>Console Operator</li> </ul> AS 400 Daily Tasks Console Operator (County responsible for these tasks.) <ul style="list-style-type: none"> <li>Banking (Queuing Activity)</li> <li>Review Com Log – rectify missing files</li> <li>Apply information bulletins</li> <li>Mid-day info transmit/receive</li> <li>Create transmission tapes as needed</li> </ul>	<b>B</b>		✓	<b>X</b>	<b>X</b>	FSA will have some responsibility for daily, weekly, monthly, activities.
	Monitor Back-ups across multi-platforms	<b>O</b>		✓	✓	✓	
	User Management (e.g., Passwords) <ul style="list-style-type: none"> <li>Local</li> <li>Domain</li> <li>AS 400</li> </ul>	<b>O</b>		✓	✓	✓	With Agency involvement – initiation of request.
	Scans and Patches	<b>O</b>		✓	✓	✓	
<b>Systems Administration</b>	<b>Weekly</b>						
	Complete Backup <ul style="list-style-type: none"> <li>Offsite Storage of Backup Media</li> </ul>	<b>B</b>		✓	✓	✓	Agencies will swap media and transport to offsite storage.

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Description	Related Tasks	*Responsible Party	Onsite	FSA	NRCS	RD	Notes
	Monitor Disc Usage: <ul style="list-style-type: none"> <li>AS 400</li> <li>Other CCE Servers</li> </ul>	<b>B</b> <b>O</b>		✓	✓	✓	Note: Unknown whether the Agencies will monitor disc usage on AS 400.
	Check Mirror Drives: on AS 400	<b>B</b>		✓	<b>X</b>	<b>X</b>	
	Software Loads for AS 400 (Updates and Patches)	<b>B</b>		✓	<b>X</b>	<b>X</b>	Pursue automatic solution.
<b>Systems Administration</b>	<b>Monthly</b>						
	Formal Review of OIP data (Office Information Profile) <ul style="list-style-type: none"> <li>Site ID's</li> <li>POC's</li> <li>Agency Office ID's</li> </ul>	<b>B</b>		✓	✓	✓	Agencies will review Site ID's and Agency Office ID's. Will require Agency review and validation.
	Site Point of Contact Review	<b>B</b>		✓	✓	✓	Will require Agency review and validation.
	Security ID check for Mainframe Access	<b>A</b>		<b>X</b>	<b>X</b>	✓	
	Review Users on Servers/Unit to add new resources, remove departed resources, effect moves/changes	<b>B</b>		✓	✓	✓	Will require Agency initiation, review and validation.
	Tape Drive Cleaning	<b>B</b>		✓	✓	✓	Agencies will have some involvement.
<b>Systems Administration</b>	<b>Annually</b>						
	Inventory of offsite storage	<b>A</b>		✓	✓	✓	Will be done by Agencies.
	Annual office reviews	<b>B</b>		✓	✓	✓	Agencies will perform but can request assistance by OCIO.
	State Internal Review (RD) <ul style="list-style-type: none"> <li>County Office Review (FSA)</li> <li>Office Appraisal (NRCS)</li> </ul>	<b>B</b>		✓	✓	✓	Agencies will perform but can request assistance by OCIO.
	Physical Inventory of all FIPS resources, by Serial #	<b>O</b>	✓	✓	✓	✓	
	Annual security reviews	<b>O</b>	✓	✓	✓	✓	
	Update of COOP/Disaster Plan	<b>B</b>		✓	✓	✓	OCIO will provide IT related input to Agency plan.

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Description	Related Tasks	*Responsible Party	Onsite	FSA	NRCS	RD	Notes
	Annual COOP/Disaster Recovery Testing	B		✓	✓	✓	OCIO will provide IT related input to Agency plan.
	Annual security training	O		✓	✓	✓	
<b>Software Support</b>	Waivers/Compatibility Assessments	–		✓	✓	✓	Waivers and compatibility assessments are managed by the Director of FS. TBD by Configuration Management.

**Field Group – Data Management, Security**

Description	Related Tasks	Responsible Party	Onsite	FSA	NRCS	RD	Notes
<b>Data Management</b>	Backups and restorations <ul style="list-style-type: none"> <li>Multiple platform (P.C., Server)</li> </ul>	B		✓	✓	✓	Agencies will have some involvement.
	Inventory Tracking Data, Management (OIP, EATS, OTIS, etc.)	B		✓	✓	✓	SCOAP – FSA Only OTIS – RD Only Currently multiple asset tracking systems. Note: Agency Issue, Agencies need to decide if they want to support all of these systems. OCIO – needs to define scope of the infrastructure to be owned by CCE (Agency procured equipment).
	Relocation of user data	O		✓	✓	✓	With Agency involvement – initiation of request.
	Permissions	O		✓	✓	✓	
	Group Management	O		✓	✓	✓	
	Free Disc Space (Capacity Management)	O		✓	✓	✓	
	Provide guidance of data management <ul style="list-style-type: none"> <li>File format</li> <li>Location/Storage</li> <li>Methods of access/dissemination, retention guidelines</li> </ul>	O		✓	✓	✓	
	Follow general guidelines for data structures	O		✓	✓	✓	
	OIP data steward needs to be handed to agencies.	A		✓	✓	✓	

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A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

Description	Related Tasks	Responsible Party	Onsite	FSA	NRCS	RD	Notes
<b>Security</b>	Software (Level of Certification, Local Registration Authority, E-Gov, Entrust, EWeb)	<b>A</b>		✓	✓	✓	Agency is responsible.
	Off-Site Backups and Storage	<b>A</b>		✓	✓	✓	Agency is responsible.
	Physical Security <ul style="list-style-type: none"> <li>• Building Access</li> <li>• Equipment</li> </ul>	<b>B</b>		✓	✓	✓	Primary responsibility is with the Agency with OCIO guidance.
	Liaison w/the Agencies National Security Function	<b>O</b>		✓	✓	✓	
	Liaison w/National Finance Center (Rural Development direct liaison/NRCS, FSA from the State level thru National)	<b>A</b>		✓	✓	✓	Agency is responsible for mainframe/Agency-specific security ID's.
	Liaison w/NITC – RD has liaison directly from states	<b>A</b>		✓	✓	✓	Agency is responsible for mainframe/Agency-specific security ID's.
	User Accounts and Passwords <ul style="list-style-type: none"> <li>• Local</li> <li>• Domain</li> <li>• Active Directory</li> <li>• Email</li> </ul>	<b>O</b>		✓	✓	✓	With Agency involvement – initiation of request.
	User Accounts and Passwords <ul style="list-style-type: none"> <li>• Application Specific</li> <li>• Mainframe</li> </ul>	<b>A</b>		✓	✓	✓	Agency is responsible for mainframe/Agency-specific security IDs.
	Security Reviews <ul style="list-style-type: none"> <li>• Physical</li> <li>• Data</li> <li>• ID's</li> </ul>	<b>O</b>		✓	✓	✓	May require Agency involvement.
	Security Training	<b>O</b>		✓	✓	✓	With Agency involvement – initiation of request.
	Virus Protection and Containment (Patch Management)	<b>O</b>		✓	✓	✓	
	COOP/CDP Planning (relative to IT infrastructure)	<b>B</b>		✓	✓	✓	Primary responsibility is with OCIO with Agency assistance.
	Disaster Recovery – Service Continuity (relative to IT infrastructure) <ul style="list-style-type: none"> <li>• Risk Assessments</li> <li>• Testing of COOP Plans</li> </ul>	<b>B</b>		✓	✓	✓	Primary responsibility is with OCIO with Agency assistance.

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

**Field Group: Physical Facilities Management, Telecommunications**

Description	Related Tasks	Responsible Party	Onsite	FSA	NRCS	RD	Notes
<b>Physical Facilities Management</b>	Mail Code/Address/ Congressional Districts (i.e. 2021-6) updates	<b>A</b>		✓	<b>X</b>	✓	Agency is responsible.
	Liaison /NFC-OON, MASC, REDS, TGMT Changes	<b>A</b>		✓	<b>X</b>	✓	Agency is responsible
	GSA – Fed Strip	<b>A</b>		✓	✓	✓	Agency is responsible
	Solicitations for new space if wiring is included in lease (i.e. spec writing)	<b>B</b>		✓	✓	✓	Agency is responsible with input to OCIO.
	Coordinating Physical Moves of Equipment, specialized furniture/accommodations	<b>B</b>		✓	✓	✓	Agency is responsible with input to OCIO.
	Needs assessment of space for disaster recovery	<b>B</b>		✓	✓	✓	Agency is responsible with input to OCIO.
	Furniture requirements (ergonomic/handicap requirements, modular units, etc.)	<b>B</b>		✓	✓	✓	Agency is responsible with input to OCIO.
	Equipment (Rack, Patch Panels, Cabinets, Phone Systems, T-1 Lines)	<b>O</b>	✓	✓	✓	✓	
	Cabling Plant (could do for small site or contract out)	<b>O</b>	✓	✓	✓	✓	
	Installation	<b>O</b>	✓	✓	✓	✓	
	Floor Plan Assessment – Space and Wiring <ul style="list-style-type: none"> <li>• Modular furniture upgrades</li> </ul>	<b>O</b>		✓	✓	✓	
	Liaison with Architect/Electrician/Lessor	<b>O</b>		✓	✓	✓	
	Liaison with Admin of each Agency	<b>O</b>		✓	✓	✓	
	Liaison with GSA	<b>O</b>		✓	✓	✓	
	Liaison with other Agencies included in space considerations	<b>O</b>		✓	✓	✓	
	Liaison with LECS and LD and Agency telecom staffs	<b>O</b>		✓	✓	✓	
	Liaison with Security Staff – Changes to systems based on changes in location	<b>O</b>		✓	✓	✓	
	Liaison with Property Staff	<b>O</b>		✓	✓	✓	

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

Description	Related Tasks	Responsible Party	Onsite	FSA	NRCS	RD	Notes
	Liaison with OIP Staff	O		✓	✓	✓	
	Re-programming of network, servers, PC's, printers, etc. (after a move)	O	✓	✓	✓	✓	
	Temporary Facilities for Special Events, Training, Disaster Recovery	B	✓	✓	✓	✓	With Agency involvement – initiation of request.
<b>Telecommunications</b>	Initiating Service – (LEC and LD)	B		✓	✓	✓	Varies with Location of DAR/N and DAR-D. With Agency involvement – initiation of request.
	Audits on <i>Service</i> – Local, LD, Credit Card, <i>Billing</i> - Local and Long Distance, <i>Equipment</i> – Fax Machines, KSU, PBX, Handsets, Network Components	B		✓	✓	✓	May include Agency involvement.
	LANS • Life Cycle, Technical Procurement Approval, Installation, Support	O		✓	✓	✓	
	WANS, Voice	O		✓	✓	✓	
	DAR/N, DAR/D, TMACO	O		X	✓	✓	With Agency involvement – initiation of request.
	Calling Cards – Monitor, Ordering, Deletion, Move w/USDA	O		✓	X	✓	With Agency involvement – initiation of request.
	Modifications to Phone Systems – Programming Changes	O	✓	✓	✓	✓	With Agency involvement – initiation of request.
	Monitoring – Billing and Usage	O		✓	✓	✓	
	Troubleshooting	O		✓	✓	✓	
	Repairs – Physical Components/Programming	O	✓	✓	✓	✓	With Agency involvement – initiation of request.
	Installations – Mods, New Office, Supplemental Components	O	✓	✓	✓	✓	With Agency involvement – initiation of request.
	Moves – Interoffice, New Office	O	✓	✓	✓	✓	With Agency involvement – initiation of request.
	Wiring – Mods, New Offices	O	✓	✓	✓	✓	With Agency involvement – initiation of request.
	Moves, Changes, Adds – Lines, Service, Hardware, Software	O	✓	✓	✓	✓	With Agency involvement – initiation of request.

## Information Technology Service Support Processes

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

Description	Related Tasks	Responsible Party	Onsite	FSA	NRCS	RD	Notes
	Billing – Local and Long Distance – Calling Cards	O		✓	✓	✓	
	Fax Machines – Lines, Physical Components	O		✓	✓	✓	With Agency involvement – initiation of request.
	Voice Mail – Components, Install, Software, Programming, Procurement	O		✓	✓	✓	With Agency involvement – initiation of request.
	Communications Management <ul style="list-style-type: none"> <li>• Video Conferencing</li> <li>• Cell Phones</li> <li>• New Technologies</li> <li>• Satellite</li> </ul>	O		✓	✓	✓	With Agency involvement – initiation of request.
<b>Other</b>	IT Supply Related Inventories <ul style="list-style-type: none"> <li>• Batteries, Printer Ribbons, Toner Cartridges, Diskettes</li> </ul>	B		✓	✓	✓	
	E-Gov <ul style="list-style-type: none"> <li>• SCIMS</li> <li>• Web-CAAF</li> <li>• E-Forms</li> <li>• E-Auth</li> <li>• E-Cal, etc.</li> </ul>	A		✓	✓	✓	Agency is responsible.
<b>Training</b>	Needs Assessments	B		✓	✓	✓	OCIO coordinating with Agency.
	Some Agency Specific Training - Dedicated Sessions	B		✓	✓	✓	Agency with coordination with OCIO.
	COTS Applications – Dedicated Sessions	O		✓	✓	✓	
	OS Training – Dedicated Sessions	O		✓	✓	✓	
	Logistics for Agency Specific Training - Dedicated Sessions	O		✓	✓	✓	
	Hardware - Dedicated Sessions	O		✓	✓	✓	
	Security - Dedicated Sessions	O		✓	✓	✓	
	Solicitation	O		✓	✓	✓	For OCIO training only.
	Negotiating of Contracts	O		✓	✓	✓	For OCIO training only.
	Payment of Contracts	O		✓	✓	✓	For OCIO training only.
	Course Development	O		✓	✓	✓	For OCIO training only.
	Ad – Hoc <ul style="list-style-type: none"> <li>• Daily Desk Side Support</li> </ul>	O		✓	✓	✓	
<b>Troubleshooting</b>	Software Problems	B		✓	✓	✓	May solicit Agency assistance.

## Information Technology Service Support Processes

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

Description	Related Tasks	Responsible Party	Onsite	FSA	NRCS	RD	Notes
	Hardware Problems	<b>B</b>		✓	✓	✓	May solicit Agency assistance.
	Telecom, Network Problems	<b>B</b>		✓	✓	✓	May solicit Agency assistance.
	Security Problems	<b>B</b>		✓	✓	✓	May solicit Agency assistance.
	Peripheral Problems	<b>B</b>		✓	✓	✓	May solicit Agency assistance.
	Testing – Problem Identification	<b>B</b>		✓	✓	✓	May solicit Agency assistance.
	Infrastructure	<b>B</b>		✓	✓	✓	May solicit Agency assistance.
	Trend Analysis	<b>B</b>		✓	✓	✓	May solicit Agency assistance.
	OS Problems	<b>B</b>		✓	✓	✓	May solicit Agency assistance.
	User Communication <ul style="list-style-type: none"> <li>• Methods <ul style="list-style-type: none"> <li>○ Phone</li> <li>○ E-Mail</li> <li>○ Remote Connectivity</li> <li>○ On-Site</li> </ul> </li> </ul>	<b>B</b>		✓	✓	✓	May solicit Agency assistance.
<b>Web Development</b>	Sometimes do content development	<b>A</b>		✓	✓	✓	Agency is responsible.
	Sometimes answer questions from content owners	<b>A</b>		✓	✓	✓	Agency is responsible.
	Contract with 3 <sup>rd</sup> party for content development?	<b>A</b>		✓	✓	✓	Agency is responsible.
	Monitor 508 Compliance	<b>A</b>		✓	✓	✓	Agency is responsible.
	Webpage Maintenance	<b>A</b>		✓	✓	✓	Agency is responsible.
	Monitor Intranet/Internet <ul style="list-style-type: none"> <li>• Content</li> <li>• Structure</li> <li>• Functionality</li> </ul>	<b>A</b>		✓	✓	✓	Agency is responsible.
	Serve as conduit (between users and web farm) to port content	<b>O</b>		✓	✓	✓	
<b>Personnel Management</b>	Position Descriptions	<b>O</b>		✓	✓	✓	
	Mid-Year and Annual Reviews	<b>O</b>		✓	✓	✓	
	Leave Management	<b>O</b>		✓	✓	✓	
	Conduct/Performance Issues	<b>O</b>		✓	✓	✓	
	Priority Management	<b>O</b>		✓	✓	✓	
		<b>O</b>		✓	✓	✓	
	Union Negotiations (some states)	<b>O</b>		✓	<b>X</b>	✓	
	Resource Planning	<b>O</b>		✓	✓	✓	

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

Description	Related Tasks	Responsible Party	Onsite	FSA	NRCS	RD	Notes
	Budget Proposals	O		✓	✓	✓	
	Interviewing	O		✓	✓	✓	
	Miscellaneous:	O		✓	✓	✓	
	• Audit T&A's, Travel	O		✓	✓	✓	
	• Personnel Action	O		✓	✓	✓	
	o Awards	O		✓	✓	✓	
	o Recommendations	O		✓	✓	✓	
	o Promotions	O		✓	✓	✓	
	• Communication, Coordination with Staffs/Agency	O		✓	✓	✓	
	• Individual Development Plans	O		✓	✓	✓	
<b>Budgeting – This is a function for the Branch Chief.</b>	Contribute to data calls relative to National budget development	-		X	X	✓	
	Periodic funding requests/analysis for specific IT projects (e.g., PDA's.) • These projects vary by Agency goals, locations • These projects may have more global impact and associated cost considerations that we account for	-		✓	✓	✓	
	Provide cost estimates for IT projects (e.g., overtime and travel cost estimates)	-		✓	✓	✓	
	Procurement (Credit Card; Reconciliation of PCMS)	-					

## Appendix C – Workload Analysis

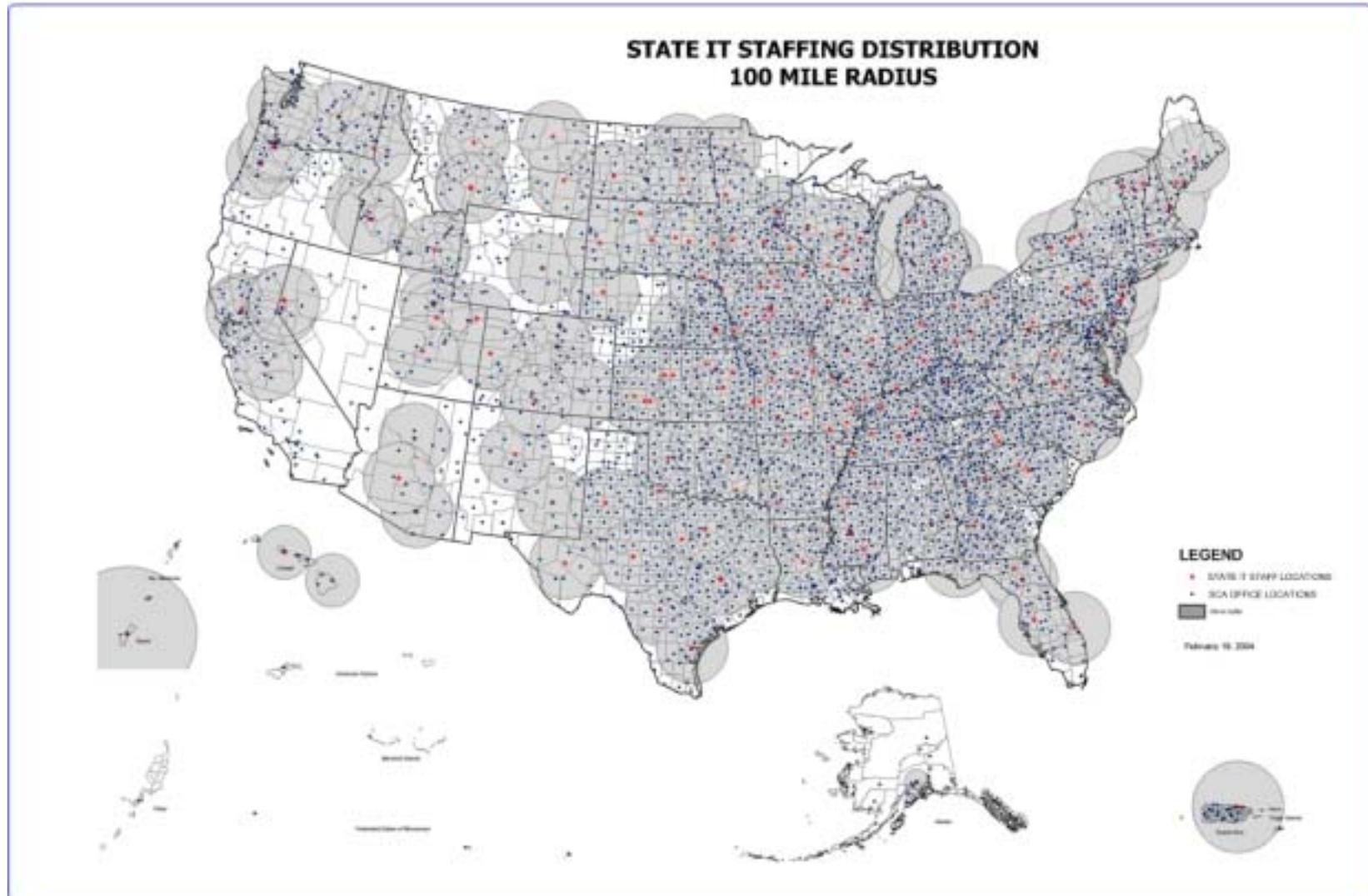
GROUPS	OFFICES SERVED	TOTAL SUPPORTED STAFF	TOTAL AGENCIES	TOTAL NO COUNTIES	TOTAL AREA (SQ MI)	DENSITY	COMPLEXITY	CURRENT ESTIMATED IT:STAFF RATIO (1:X)	PROPOSED TOTAL IT STAFF POSITIONS	PROPOSED GROUP MANAGER POSITION	PROPOSED TOTAL TSD STAFFING	PROPOSED ITS: STAFF RATIO (1:X)
AK, WA TOTAL	84	899	174	66	286,764	1.25	1.02	82	14	1	15	60
AL TOTAL	84	720	209	67	50,723	1.05	1.02	120	10	1	11	65
AR TOTAL	88	1,054	230	75	52,043	1.00	1.04	106	13	1	14	75
AZ, NM TOTAL	81	793	198	48	132,689	1.25	1.02	47	12	1	13	61
CA, HI, NV, PB TOTAL	125	1,408	272	147	272,176	1.20	1.02	70	20	1	21	67
CO, UT TOTAL	99	1,016	250	93	185,855	1.20	1.04	51	15	1	16	64
DC LARGE OFFICE (INCL. ALL DC LOCATIONS, ARLINGTON, BELTSVILLE, ETC)	10	2,131	15	0	0	1.00	1.06	85	33	1	34	63
DE, MD, NJ TOTAL	77	921	146	48	19,130	1.00	1.00	84	11	1	12	77
FL, PR/VI TOTAL	85	860	203	148	54,994	1.00	1.02	62	11	1	12	72
GA, SC TOTAL	200	1,561	387	205	87,941	1.00	1.00	60	18	1	19	82
IA TOTAL	124	1,626	341	99	55,827	1.00	1.04	90	20	1	21	77
ID, OR TOTAL	95	1,175	240	80	178,716	1.20	1.04	73	17	1	18	65
IL TOTAL	116	1,374	326	102	55,549	1.00	1.04	98	17	1	18	76
IN TOTAL	95	1,016	277	92	35,830	1.00	1.04	78	13	1	14	73
KANSAS CITY LARGE OFFICE (INCL. WAREHOUSE)	2	1,109	2	0	0	1.00	1.00	74	17	1	18	62
KS TOTAL	124	1,672	343	105	81,774	1.05	1.04	93	21	1	22	76
KY TOTAL	126	1,075	336	120	39,679	1.00	1.04	90	13	1	14	77
LA TOTAL	70	768	171	64	43,536	1.00	1.02	90	10	1	11	70
MI TOTAL	100	1,103	217	83	56,773	1.00	1.02	100	14	1	15	74
MN TOTAL	115	1,420	292	87	79,577	1.05	1.04	89	18	1	19	75
MO TOTAL	122	1,633	350	115	68,844	1.00	1.04	74	20	1	21	78
MS TOTAL	106	1,132	304	82	46,857	1.00	1.04	87	14	1	15	75
MT, WY TOTALS:	115	1,136	275	79	242,375	1.25	1.02	60	17	1	18	63

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

GROUPS	OFFICES SERVED	TOTAL SUPPORTED STAFF	TOTAL AGENCIES	TOTAL NO COUNTIES	TOTAL AREA (SQ MI)	DENSITY	COMPLEXITY	CURRENT ESTIMATED IT:STAFF RATIO (1:X)	PROPOSED TOTAL IT STAFF POSITIONS	PROPOSED GROUP MANAGER POSITION	PROPOSED TOTAL TSD STAFFING	PROPOSED ITS: STAFF RATIO (1:X)
NC TOTAL	120	1,220	325	100	48,669	1.00	1.04	87	15	1	16	76
ND TOTAL	76	1,020	188	53	68,972	1.05	1.02	102	13	1	14	73
NE TOTAL	100	1,535	272	93	76,836	1.05	1.04	102	20	1	21	73
NEW ENGLAND: CT, MA, ME, NH, RI, VT TOTAL	72	1,060	185	67	62,783	1.05	1.04	51	14	1	15	71
NY TOTAL	72	937	175	62	47,193	1.05	1.02	85	12	1	13	72
OH TOTAL	95	1,226	249	88	40,914	1.00	1.04	111	15	1	16	77
OK TOTAL	104	1,090	259	77	68,645	1.05	1.02	99	14	1	15	73
OTHER LARGE OFFICES (INCL. FT. COLLINS, FT. WORTH, SALT LAKE CITY APFO, LINCOLN SOILS MECHANIC AND NATIONAL SOILS CENTERS AND THE PORTLAND WATER & CLIMATE CENTER)	6	655	6	0	0	1.00	1.00	33	11	1	12	55
PA TOTAL	88	1,163	193	67	44,790	1.00	1.02	106	14	1	15	78
SAINT LOUIS LARGE OFFICE (INCL. ALL STL LOCATIONS AND GRANITE CITY, IL)	4	1,378	6	0	0	1.00	1.00	92	16	1	17	81
SD TOTAL	80	1,005	210	66	75,868	1.05	1.04	84	13	1	14	72
TN TOTAL	111	941	262	95	41,176	1.00	1.02	72	12	1	13	72
TX TOTAL	277	2,423	730	254	261,795	1.05	1.04	93	30	1	31	78
VA, WV TOTAL	116	1,332	301	189	62,206	1.00	1.04	74	16	1	17	78
WI TOTAL	103	1,264	219	72	54,281	1.05	1.02	84	16	1	17	74
<b>TOTAL</b>	<b>3,667</b>	<b>46,158</b>	<b>9,139</b>	<b>3,288</b>	<b>3,081,780</b>			<b>82</b>	<b>599</b>	<b>38</b>	<b>637</b>	<b>72</b>

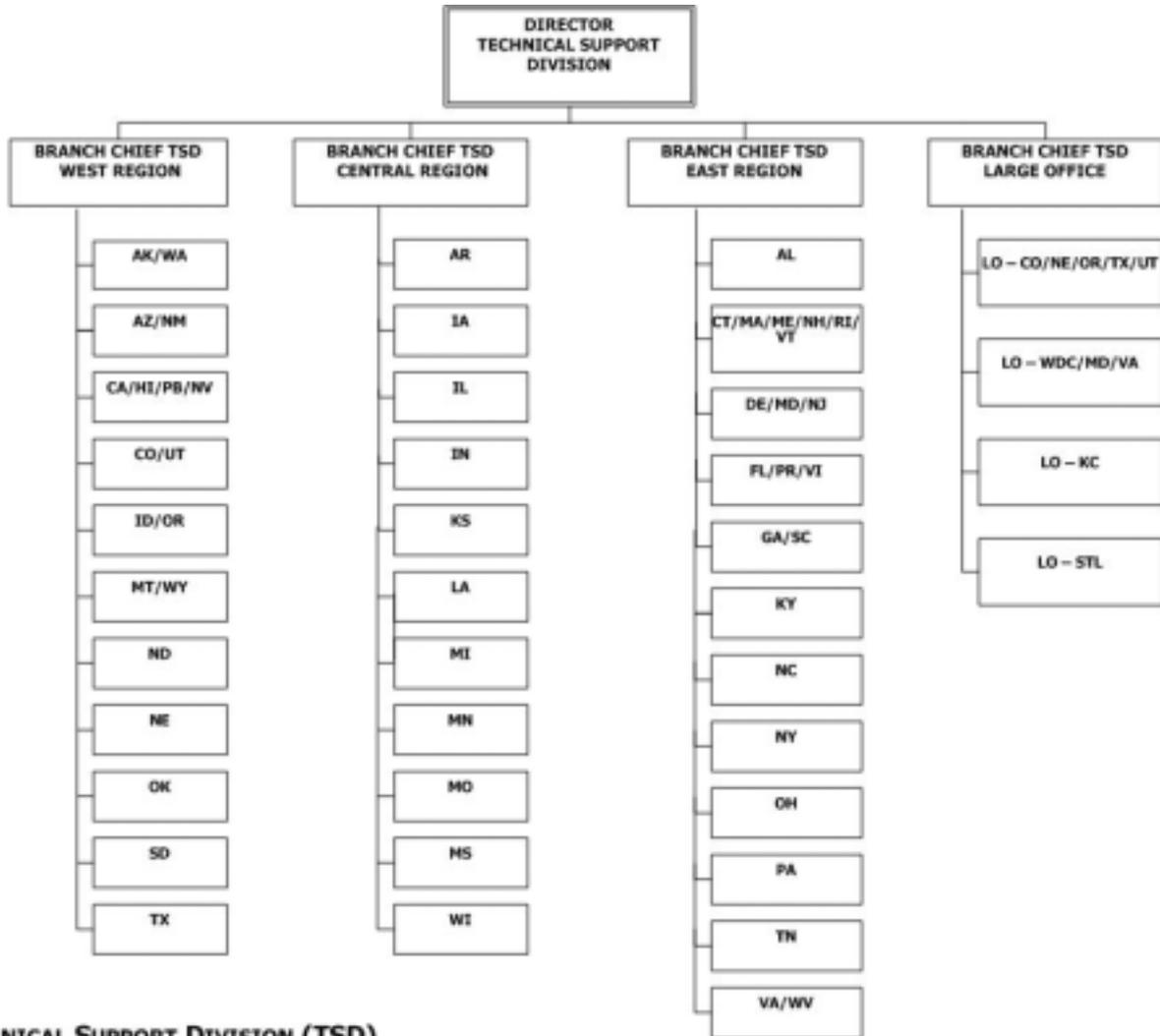
## Appendix D – State IT Staffing Distribution 100-Mile Radius



## Appendix E – Proposed State Staffing Plan



## Appendix F – Technical Support Division – Organizational Structure



### TECHNICAL SUPPORT DIVISION (TSD)

Staffing Plan & Organizational Chart

## Appendix G – State Transition Plan Template

### Transition Philosophy

- The transition process will be dynamic and will include multiple stages.
- The new operational methods and procedures should be utilized, to the extent possible, as they are procured and implemented (i.e., telecommunication/telephony solution).
- Magic Solutions will be utilized to document all requests for information, requests for service and incidents. Documentation of this information will be utilized for establishing baseline metrics to substantiate staffing, funding and reimbursable agreements for OCIO and the Agencies being serviced.
- Tier 1, Tier 2 and Tier 3 architecture/methodology will be utilized to standardize support and escalation procedures.
- Magic Solutions groups and queues will be managed to provide consistent methods of support.
- Workloads will be distributed in an equitable fashion under the direction of the Group Manager.
- Convey how Administrative Support to the new unit will be accomplished (e.g., HR, Contractual, Budgetary, Leasing – office space, supplies, GOV's, etc.).
- Convey major procedural changes (i.e., waiver/limited use process).
- Convey major support changes (i.e., standardize support to SWCD and other partners that are supported).

### IT Convergence - State Transition Plan Template

The purpose of this plan is to describe how the converged IT staffs at the State level will function as a consolidated team during the transition to IT convergence. In the future, much of a State's organizational structure will be determined by the IT leader and the OCIO Branch Chiefs. These positions will not be selected for some time in the future; this plan will serve as a guide until that time.

This plan should identify how each State's converged IT staff will function beginning with Day 1. It should identify which offices/users each staff member is primarily responsible for supporting. It should also identify functional subject area specialists who will be providing support to users and other IT staff members.

#### Review of Functional Task List

Within the State, we have reviewed the Functional Task List (provided by the IT Convergence Technical Support Team) in order to insure that there would not be any tasks that will be left undone. This list is found in **Appendix B**.

We have added notes specific to our State regarding who will assume various tasks with the Agency that were formerly done by IT. We have also identified non-IT functions that were previously done by IT staff, and made note of who will assume these responsibilities.

The Functional Task List (provided by the IT Convergence Technical Support Team) should be reviewed as part of developing the State transition plan.

All tasks that will be performed by the IT staff members after IT convergence should be annotated identifying the staff member(s) in the State who will be performing the task. Tasks that were previously performed by IT staffs but which will remain with the Agencies should be identified to the Agencies, including any other non-IT functions historically performed by IT. The Agencies should then identify a resource to assume these tasks and this information should be noted on the task list.

In some instances, it may be necessary to phase the responsibility of some tasks back to the Agency. Provisions should be made to share documentation, etc. regarding transferring functions. In these circumstances, timetables and deadlines should be defined for completing the transition of responsibility.

### **State Level Functional Organization**

In order to provide support to the Field Service Center structure and Service Center Agencies' offices, the State IT staff will be organized for maximum efficiency. All requests to IT will be tracked using the Service Desk software package, Magic Solutions. The requests that cannot be immediately resolved will be referred to the appropriate group or individual for resolution. Staff members may be assigned to groups both by geographic area and specialty knowledge related to functional tasks.

The functional tasks Service Groups follow the IT Functional Task List that was developed by the Technical Support IT convergence team and reviewed by all field IT personnel. (See **Appendix B**) Staff members may be in one or more groups.

#### **State Level Staffing**

It is anticipated that all staff will stay in their current duty stations. This includes any staff that may have a Telework agreement, etc. Phone numbers, e-mail addresses and postal mail addresses will all remain the same. Any deviation from this will be coordinated with the State FAC, and will be listed here.

#### **The State IT Staff Members**

<b>Name</b>	<b>Site ID</b>	<b>Office Name</b>	<b>Phone #</b>	<b>Office Hours</b>	<b>Tours of Duty</b>
List Staff Here					

#### **The Service Groups**

<b>Hardware, Software, System Administration</b>
List Staff here to be included in the group.

<b>Data Management, Security</b>
List Staff here to be included in the group.

<b>Physical Facilities Management/Telecommunications</b>
List Staff here to be included in the group.

**Staff and Offices Served**

Each office will be primarily supported by an IT staff member who is identified based on geographic location of the office and the geographic location of the IT staff member. This staff member will be the primary individual responsible for providing onsite support to the office. Below is a list of these staff members and the offices for which they are responsible.

<b>Name</b>	<b>Name of Office Served</b>	<b>OIP ID of Office Served</b>
List Staff Here		

**Levels of Service**

A primary goal of the IT staff is to provide appropriate levels of service to requests based on urgency, impact and priority. Once entered into the Magic Solutions tracking system, high priority requests will be responded to by the appropriate group within one hour. If no response has been provided within one hour, the request will be redirected to a national pool of resources for immediate service. Resolution of issues will be as per Service Level Agreements.

**Tier 1 Support Responsibilities**

As part of the new operational environment, a portion of the IT staff in each States will perform the function of Service Desk Tier 1 Support Agents. These Support Agents will receive Service Requests from users, open the appropriate tickets, attempt to resolve the requests and escalate the requests, if necessary. States will need to identify the staff members who will perform this function and a schedule of the time/dates of responsibility will need to be developed prior to Day 1.

(NOTE: Some of this information will be difficult to determine until exact needs are identified by the Service Desk. This requirement is also significantly affected by the telephony solution adopted by the new organization. Also, disclosure of this requirement may be confidential until the full communications plan is implemented. In any case, at some point, States will need to identify the people to serve as Tier 1 Support Agents.)

**Administration Notes**

Until replaced by a new method, all employees will continue to use existing methods for administrative functions. This would include such things as office space, work schedules, leave requests, time reporting, supply needs, vehicle use, etc.

**Training (Coordinated and Funded by OCIO)**

We will participate, as a group, in the National “kick-off” satellite conference to be held by Scott Charbo and Rich Roberts.

Prior to “Day One” we will be holding training within States for the following:

- Magic Solutions Service Desk software
- Operational processes, policies and procedures (interim operating guidelines)
- Team Building, effectively dealing with change, “Who moved My Cheese?”

These 3 to 4 days of training are scheduled for **(Insert State specific schedule here)**.

The above stated training sessions will equip everyone with an understanding of the new processes to be used and how to utilize Magic Solutions.

## **Draft E-mail**

NOTE: Some draft text for an e-mail announcing this template.

Dear IT Staff Personnel,

In order to ensure a smooth transition to the converged IT organization within OCIO, we would like each State to prepare a Transition Plan. A template has been developed by the Technical Support IT Convergence team, and is attached.

This process will be similar to the plans which the States developed for past deployments of servers and workstations. IT staffs who currently work for separate Agencies should work together on this plan. It's anticipated that by working on this plan prior to Day One, many potential Issues and any potential confusion, can be identified and resolved.

By planning ahead we will have time to focus on the new way of doing business on Day One and be able to continue to provide excellent service to our customers.

## Appendix H – Marketing Tools

### Converged Brochure

# INTRODUCING ITS

The newly formed OCIO-Information Technology Services organization provides information technology infrastructure support for the national, state and local program delivery aspects of the Farm Service Agency, Natural Resources Conservation Service and Rural Development, as well as additional agency related partners.

We are a customer-driven service provider that listens and responds to the needs and requirements of our customers. The primary mission of our organization is providing outstanding customer service, while ensuring delivery of cost efficient, highly effective technical solutions that meet the business needs of the agencies for which support is provided.

## WE ARE HERE TO SERVE YOU

by assisting with services such as:

Hardware/Software Support & Systems Administration	Data Management/Security	Physical Facilities & Telecommunications
<ul style="list-style-type: none"> <li>Needs assessments</li> <li>Inventory/license maintenance</li> <li>Installations, upgrades, moves</li> <li>Repairs, replacements</li> <li>Troubleshooting</li> <li>Compatibility Assessments</li> <li>Anti-Virus Maintenance</li> <li>Training</li> <li>System access/user management</li> </ul>	<ul style="list-style-type: none"> <li>Data backup and restoration</li> <li>Data/user policy management</li> <li>Physical security</li> <li>User accounts/passwords</li> <li>Security reviews</li> <li>Training</li> <li>Virus protection/containment</li> <li>Disaster recovery</li> <li>Continuity of Operations Planning</li> </ul>	<ul style="list-style-type: none"> <li>Office moves, renovations, closures</li> <li>Temporary facility planning</li> <li>Phone and data services: hardware/lines and connectivity</li> <li>Telecommunications billing</li> <li>Training</li> <li>Video, cellular and satellite services</li> </ul>

# Only a click away

Request the services you need, when you need them.  
*We **are** just a click away.*

### REQUEST SERVICE – REQUEST INFORMATION – REPORT OUTAGES

**ON THE WEB:** Visit our self-service web site - complete with a comprehensive knowledge base at your fingertips - by accessing <http://www.its.usda.gov>. Browse our knowledge base for answers or request service right on-line.

**BY PHONE:** You can also reach us by calling [1-800-SERVICE](tel:1-800-SERVICE) to speak directly to a knowledgeable technical representative that will assist you with your request.

**BY EMAIL:** Or forward your requests by email to [itservices@usda.gov](mailto:itservices@usda.gov)

Requests may also be faxed to XXX-XXX-XXXX

Employee Card

FRONT OF CARD

<b>S R V I C E D E S K</b>	<h1>1-8XX-XXX-XXXX</h1> <p>Utilize the information below to expedite your call:</p> <p>OIP Site ID: _____ IP Address: _____</p> <ul style="list-style-type: none"><li>• To find your IP address in Win XP<ul style="list-style-type: none"><li>○ Start→Run, type <b>cmd</b>, OK</li><li>○ Type <b>ipconfig</b>, press return</li></ul></li></ul> <p>Computer Model: _____ Computer Serial #: _____ Active Directory Site: _____</p> <p style="text-align: center;"><b>Are you receiving and error message? “We’re in IT for you!”</b></p>
	<h2>WWW.SD.USDA.GOV</h2> <ul style="list-style-type: none"><li>• If it is not critical, please enter your question on the above webpage.</li><li>• Check Frequently Asked Questions (FAQ's) on this site.</li><li>• Many applications have their own “Help” features. Have you referenced them?</li><li>• Is everyone in your office experiencing the same problem?</li><li>• Will your computer reboot normally?<ul style="list-style-type: none"><li>○ Start → Shutdown→ Restart</li><li>○ Does restart rectify the problem?</li></ul></li></ul> <p style="text-align: center;"><b>“We’re in IT for you!”</b></p>

BACK OF CARD

**Recommendation: An information “card” be provided to all users that will give them ready reference to the converged IT support organization**

## Appendix I – Terms and Acronyms

USDA TERMS AND ACRONYMS VERSION 1.0			
ACRONYMS/TERM	DESCRIPTION	RELATES TO	DEFINITION
AAF	AUTOMATIC ATTENDANT FEATURE		A feature of an ACD or VRU that provides the ability to direct calls through the use of a menu.
ABANDON CALL RATE			The percentage of abandoned calls compared to the total number of calls received.
ABANDONED CALL			A call wherein the caller hangs up before an analyst answers the call.
ACD	AUTOMATIC CALL DISTRIBUTOR		ACD's accept, queue and distribute incoming telephone calls.
ANNOUNCEMENT SYSTEMS		ACD	Systems that greet callers when all analysts/agents are busy. These systems are generally used to greet callers, provide answers to routine questions, and provide important or promotional information.
ASA	AVERAGE SPEED OF ANSWER	ACD	The average time it takes an analyst to pick up an incoming call.
BEST IN CLASS			An organization that is the best in its relative industry peer group.
BEST PRACTICE			An innovative process or concept that moves an organization or department to a position of improved performance.
CAMS	COMBINED ADMINISTRATIVE MANAGEMENT SYSTEM	HR	A USDA Database Application that containing Employee Human Resource Information
CBA	COUNTY BASED AGENCIES		The same definition as 'SCA.'
CCB	CHANGE CONTROL BOARD	MAGIC SOLUTIONS	An authoritative and representative group that makes decisions regarding a certain aspect of a business. (ex: for the Service Desk the decisions would be regarding changes to Magic Solutions and/or Service Desk activities)
CCE	COMMON COMPUTING ENVIRONMENT		
CHANGE			The addition, modification or removal of approved, supported, or baselined hardware, network, software, application, environment, system, desktop build or associated documentation.

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

<b>USDA TERMS AND ACRONYMS VERSION 1.0</b>			
<b>ACRONYMS/TERM</b>	<b>DESCRIPTION</b>	<b>RELATES TO</b>	<b>DEFINITION</b>
CI	CONFIGURATION ITEM	CONFIGURATION MANAGEMENT	Component of an infrastructure – or an item, such as a Request for Change, associated with an infrastructure – that is (or is to be) under the control of Configuration Management. Configuration Items may vary widely in complexity, size and type, from an entire service (including all hardware, software and documentation) to a single program module or a minor hardware component. All existing or potential service problems can be linked to one or more Configuration Items.
CMDB	CONFIGURATION MANAGEMENT DATA BASE		A database that contains all relevant details of each Configuration Item and details of the important relationships between Configuration Items.
CONTACTS			Customer requests received through methods such as walking-in, the telephone, e-mail, voice mail, Fax, the call tracking system and the Internet.
COOP	CONTINUITY OF OPERATIONS PLAN		A Plan detailing actions and procedures to be followed by IT in an event of a disaster.
COTR	CONTRACTING OFFICER TECHNICAL REPRESENTATIVE		The Agency contact person on a contractor for technical issues, as opposed to contract related issues.
CTI	COMPUTER TELEPHONY INTEGRATION		Protocols that link telephone technology with computing technology to exchange information.
CTS	CALL TRACKING SYSTEM		Systems that offer basic trouble ticketing and management reporting capability.
EATS	ELECTRONIC ACQUISITION TRACKING SYSTEM		The database inventory of CCE equipment. See 'OTIS.'
ESCALATION		MAGIC SOLUTIONS	When the time limit for resolving an incident has passed, the incident escalates and is reported to additional lines of responsibility (such as Management) in accordance with the Escalation rules set forth in the Magic Solutions Tool.
EXTERNAL CUSTOMER			People or Organizations that use your Organizations products and/or services outside of your own Organization.
FAC	FOOD AND AGRICULTURE COUNCIL		A Board technically made up of local representatives of all local USDA agencies and partners but most often meaning only the Service Center Agencies (SCA). See also NFAC and SFAC.
FCR	FIRST CALL RESOLUTION	MAGIC SOLUTIONS	Resolving a problem at Tier I, when it is first called in, without any escalation.

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

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<b>ACRONYMS/TERM</b>	<b>DESCRIPTION</b>	<b>RELATES TO</b>	<b>DEFINITION</b>
FIPS	FEDERAL INFORMATION PROCESSING STANDARDS		A Federal-wide standard for identifying counties. Some Service Center Agency (SCA) programs use FIPS or modified FIPS codes to identify offices and systems.
FSA	FARM SERVICE AGENCY		
GROUP LEADER			The functional task list was broken down into seven functional areas, which may be coordinated by a Group Leader.
IM	INSIGHT MANAGER		A background automatic process that examines the health of servers and other hardware on the network, escalating potential or developing issues to a processing point. Not to be confused with Instant Messaging.
IMPACT			Measure of the business criticality of an Incident. Often equal to the extent to which an Incident leads to distortion of agreed or expected service levels.
INCIDENT			Any event that is not part of the standard operation of a service and that causes, or may cause, an interruption to, or a reduction in, the quality of that service.
INQUIRIES		RFI	Customer requests for information such as "When will the system be back up?" (i.e. Follow-up)
INTERNAL CUSTOMERS			Fellow employees or contracted personnel who work for your organization and rely on your services to do their job.
INVENTORY MANAGEMENT			Process of collecting and maintaining information about a company's assets.
IOL, IO LAB	INTER-OPERABILITY LAB		A lab that provides a variety of testing and certification for a variety of equipment, hardware and software. The IO Lab will own Integration and release management.
IP TELEPHONY			The technology of putting telephone calls onto the computer (IP) network, gaining cost savings from fewer phone lines, no long distance charges, etc. See 'CTI' and 'VoIP.'
ITS	IT CONVERGED ORGANIZATION	SCA-IT	IT Staffs from FSA, NRCS and RD operating together as part of the OCIO organization, post convergence.
ITIL	IT INFRASTRUCTURE LIBRARY		A consistent and comprehensive documentation of best practices for IT Service Management.
ITWG	IT WORKING GROUP		A committee of teams of representatives of the agencies and department guiding IT operations for the Service Center Agencies (SCA).

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

<b>USDA TERMS AND ACRONYMS VERSION 1.0</b>			
<b>ACRONYMS/TERM</b>	<b>DESCRIPTION</b>	<b>RELATES TO</b>	<b>DEFINITION</b>
IVRA	INTERACTIVE VOICE RESPONSE UNIT		
KNOWN ERROR			An Incident or Problem for which the root cause is known and for which a temporary Work-around or a permanent alternative has been identified.
KSA	KNOWLEDGE, SKILLS AND ABILITIES		
LO	LARGE OFFICES		Large offices references the offices in
MAGIC SOLUTIONS TICKET		MAGIC SOLUTIONS	A Ticket is created or generated after initial contact that an incident has occurred.
MAGIC SOLUTIONS TICKET CLOSURE		MAGIC SOLUTIONS	A Ticket is closed when it or the Work Orders associated to it are resolved. See 'Soft Close.'
MAGIC SOLUTIONS WORK ORDER		MAGIC SOLUTIONS	A Work Order is created when a Ticket cannot be easily resolved and closed and the incident is referred to a different area of support.
MOM	MICROSOFT OPERATIONS MANAGER		A background automated process gathering information on systems on the network (serial numbers, RAM, installed options, etc) and collecting it in a central database.
NCAPS	NETWORK CONNECTION ARCHITECTURE & PERFORMANCE SYSTEMS		The CCE database of office internet service circuits (frame relay, VPN, etc) and associated devices (routers, etc).
NFAC	NATIONAL FAC		The board of all the FAC members at the national level.
NFC	NATIONAL FINANCE CENTER		
NITC	NATIONAL INFORMATION TECHNOLOGY CENTER	OCIO	
NRCS	NATURAL RESOURCES CONSERVATION SERVICE		
OCIO	OFFICE OF THE CHIEF INFORMATION OFFICER		The office of the departmental Chief Information Officer (CIO).
OEM	ORIGINAL EQUIPMENT MANUFACTURER		
OIP	OFFICE INFORMATION PROFILE		The database of Service Center Agency (SCA) and associated offices.
OLA	OPERATIONAL LEVEL AGREEMENT	SERVICE LEVEL MANAGEMENT	An internal document that defines the working relationship between different functional areas within the IT Organization.
OTIS	ORDER TRACKING INVENTORY SYSTEM		Inventory of Rural Development owned equipment. See 'EATS.'

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

<b>USDA TERMS AND ACRONYMS VERSION 1.0</b>			
<b>ACRONYMS/TERM</b>	<b>DESCRIPTION</b>	<b>RELATES TO</b>	<b>DEFINITION</b>
PRIORITY			Sequence in which an Incident or Problem needs to be resolved, based on impact and urgency.
PROACTIVE SERVICE DESK			A Service Desk that utilizes information to anticipate and prevent future incidents and problems.
PROBLEM			Unknown underlying cause of one or more Incidents.
PROBLEM MANAGEMENT			The process of tracking and resolving problems.
PROBLEM OWNER			The individual who accepts responsibility for proactively ensuring that a problem is resolved to the customer's satisfaction.
PROCEDURE			A step-by-step detailed set of instructions that describes HOW to perform tasks within a given process.
PROCESS			A collection of interrelated work activities that take a set of specific inputs and produce a set of specific outputs that are of value to a customer or organization.
PROP			The agency sensitive hardware inventory system, including not just IT equipment but any equipment of a particular value or use. See 'OTIS' and 'EATS.'
RD	RURAL DEVELOPMENT		
REACTIVE SERVICE DESK			A Service Desk that simply reacts to events that occur each day.
REFERRAL			Action taken to route a ticket or work order to the next level of support when a resolution cannot be achieved at the current support level.
REQUEST FOR CHANGE		CHANGE MANAGEMENT	A process or document by which a change is requested in the configuration of some supported hardware or software.
RESOLUTION			Action that will resolve an Incident. This may be a Work-around.
RESPONSIVENESS		CUSTOMER CONTACT	Your ability to be available when customers need help and to make it easy for customers to obtain help.
ROOT CAUSE			The most basic reason for an undesirable conditions or problem that, if eliminated or corrected, would have prevented it from existing or occurring.

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

<b>USDA TERMS AND ACRONYMS VERSION 1.0</b>			
<b>ACRONYMS/TERM</b>	<b>DESCRIPTION</b>	<b>RELATES TO</b>	<b>DEFINITION</b>
SCA	SERVICE CENTER AGENCIES		A collective term for the three agencies FSA, NRCS and RD and generally meant to include all partners as well in pre-convergence.
SCA-IT	SERVICE CENTER AGENCIES – INFORMATION TECHNOLOGY		IT Staffs from FSA, NRCS and RD operating together as part of the OCIO organization, pre-convergence.
SCIMS	SERVICE CENTER INFO MGMT SYSTEM		The Service Center Agency's (SCA) database of customer information.
SCOAP	STATE AND COUNTY OFFICE AUTOMATION PROJECT	FSA	Legacy IBM System/36 equipment and software
SERVICE GROUP		FUNCTIONAL TASK LISTING	A grouping based on related functional tasks.
SERVICE DESK			A function that provides the vital day-to-day contact point between customers, users, IT services, and third-party organizations. The Service Desk not only coordinates the incident management process, but also provides an interface into many other IT processes.
SERVICE REQUEST			All incidents that are not related to a failure.
SERVICE REQUEST SYSTEM			Also identified as Call Tracking System
SEVERITY			Defines how critical a problem is based on the nature of the failure (as determined by the customer) and the available alternatives or workarounds.
SFAC	STATE FAC		The board of all the FAC members at the state level.
SKILLS-BASED ROUTING			An ACD feature that determines the requirements of an incoming call (e.g., using IVR responses), matches those requirements against the skill sets of agents or agent groups that are signed on to the ACD, and distributes the call to the "next available, most qualified" agent.
SLA	SERVICE LEVEL AGREEMENT	SERVICE LEVEL MANAGEMENT	Service Level Agreement (SLA) – A document that depicts the services and levels of services the Service Desk will provide the customer, the customer's responsibilities, and how service performance is measured.
SME	SUBJECT MATTER EXPERTS		Someone or a group of people who are particularly knowledgeable or skilled on a particular item.

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

<b>USDA TERMS AND ACRONYMS VERSION 1.0</b>			
<b>ACRONYMS/TERM</b>	<b>DESCRIPTION</b>	<b>RELATES TO</b>	<b>DEFINITION</b>
SOFT CLOSE		MAGIC SOLUTIONS	After a resolution has been presented for a ticket, if there is no response from the customer for a period of time, the work order and thus the ticket will automatically close, presuming the resolution was successful. If the timeframe was not sufficient, the customer can always have the ticket reopened at a later time. See 'Magic Solutions Ticket Closure'.
TIER I		FRONT LINE	The team that provides the very first line (Initial Point of Contact) for processing incidents and service requests. Tier I is responsible for trying to resolve incidents at first contact—by identifying known workarounds, using diagnostic scripts, or their own knowledge. Tier 1 critical activities are efficient and proper identification, classification, prioritization of problems and getting them to the right group or individual for resolution.
TIER II		SECOND LEVEL	Teams (May be Specialist Groups/Individuals) that work to resolve incidents and service requests that initial support cannot resolve themselves.
TIER III		THIRD LEVEL	Same as Tier II but maybe more specialized. This may involve multiple technical areas, development, third party vendors or consultants.
TREND ANALYSIS			A methodical way of determining and, when possible, forecasting service trends.
TSO	TELECOMMUNICATIONS SERVICES AND OPERATIONS	OCIO	
T-STRAT	TELECOM STRATEGY TEAM		A multi-agency team guiding the telecom maintenance and deployment for the Service Center Agencies (SCA).
UNDERPINNING CONTRACT		SERVICE LEVEL MANAGEMENT	A contract with an external supplier covering the delivery of goods and/or services that contribute to the delivery of IT services to Customers. The terms and conditions of underpinning contracts should reflect and be reflected in the appropriate SLA.
UNIFIED TELEPHONE NETWORK			See 'CTI' and 'VoIP.'
URGENCY			Measure of the business criticality of an Incident or Problem based on the impact and on the business needs of the Customer.

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

<b>USDA TERMS AND ACRONYMS VERSION 1.0</b>			
<b>ACRONYMS/TERM</b>	<b>DESCRIPTION</b>	<b>RELATES TO</b>	<b>DEFINITION</b>
VIRTUAL SERVICE DESK			A Service Desk made up of widely distributed people, connected by telephony and computer technology to work as a unit and take calls from anywhere in the organization.
VRU/IVRU	VOICE RESPONSE UNIT/INTERACTIVE VOICE RESPONSE UNIT		A VRU/IVRU system integrates with an external database to automate various functions.
VOIP	VOICE OVER IP		A technology that allows two Internet-connected individuals anywhere in the world to have a live conversation using the Internet and their multimedia PCs.
WORK AROUND			Method of providing a temporary resolution to an Incident or Problem, either from a temporary fix or from a technique that means the Customer can proceed with work. A permanent resolution should be sought and achieved.

## **Appendix J – Documentation Meeting Notes**

The following Meeting Notes are available upon request:

- Week of November 3 to November 7, 2003
- Week of November 14 to November 18, 2003
- Week of December 1 to December 5, 2003
- Week of December 15 to December 19, 2003
- Week of January 5 to January 9, 2004
- Week of January 26 to January 30, 2004

## Appendix K – Issues and Action Items List

USDA Convergence Project  
 Field Support Team – Issues List\_Related Action Items  
 January 27, 2004

### Sorted Issues List

**(OWNER VALUE DENOTES TEAM/AUDIENCE IN ADDITION TO FIELD SUPPORT TEAM)**

Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
1	Issue #10 Action Item #21	How long is User data maintained after the User leaves? <ul style="list-style-type: none"> <li>Consistent policy must be established/enforced for all agencies supported.</li> </ul>	Configuration Management Rich and Stan	NEED UPDATE FROM CONFIGURATION MANAGEMENT  If is information about the User – HR, otherwise Configuration Management is not involved unless it is a Configuration Management item. This is a policy issue, record retention guidelines.	12/19/03	
2	Issue #12 Action Item #23	Need a formal process for Capacity Management and server health. <ul style="list-style-type: none"> <li>Standardized/consistent methods enforced.</li> <li>Identify those that must carry out required tasks.</li> </ul>	Configuration Management Rich and Stan	NEED UPDATE FROM CONFIGURATION MANAGEMENT  Capacity Management and Server Health is not a Configuration Management Issue. Operational activities are not in scope. <u>Update: This is a part of Change Management Process and a part of the Definition Group. (04/08/04)</u>	12/19/03	

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
3	Issue #13 Action Item #24	Need to be a part of the change control process for administrative related functions: (i.e.) <ul style="list-style-type: none"> <li>• Human Resources: Need formal notification process from HR about new hires and resources that have left the organization.</li> <li>• Facilities Management: Need formal process from agencies regarding office moves/closures – relates to telecom needs, equipment moves, wiring requirements, etc.</li> </ul>	Configuration Management Stan and Rich	NEED UPDATE FROM CONFIGURATION MANAGEMENT <ul style="list-style-type: none"> <li>• HR – Not a Configuration Management issue.</li> <li>• Procedures aren't owned by Configuration Management but they should be made aware of moves/closures through a request for change.</li> </ul> Update: <a href="#">This is a part of Change Management Process and a part of the Definition Group. (04/08/04)</a>	12/19/03	
4	Issue #30 Action Item #32	Security/Access requirements needed to perform IT functions across Agency lines, across domains, across states. (11/5) <ul style="list-style-type: none"> <li>• OCIO employees will need the capability to access data/provide services to other states/domains</li> <li>• Field Support Personnel who become OCIO employees and who will perform Enterprise administration functions will need to be identified and have the capability to access data/provide services to other states/domains.</li> <li>• In addition the reporting relationship of those personnel needs to be identified.</li> <li>• If the domain controller reduction plan has been put into place by that time, the names of all IT staff members within 100 miles of any state boundary will need to be provided for account creation?</li> </ul>	Configuration Management Stan and Rich (Operational Issue)	Concern: <ul style="list-style-type: none"> <li>• Need to identify those transferred to Enterprise and proposed organizational structure</li> </ul> NEED UPDATE FROM CONFIGURATION MANAGEMENT Outside the scope of Configuration Management. Operational Issue.	12/19/03	

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
5	Issue #48 Action Item #39	<p>Support for waived software currently provided by the state staff, and not supported by the service desk. Need to resolve conflicting policies. (State IT Support now, vs. no support?)</p> <p>Need a formal waiver process, linked to configuration management.</p> <p>Who owns state purchased or developed software in the converged environment?</p> <p>Who has ongoing responsibility for non-CCE software?</p> <p>Grandfathered state software and hardware?</p> <p>Waiver process needs to be developed.</p>	Configuration Management Stan and Rich (Operational Issue)	<p>NEED UPDATE FROM CONFIGURATION MANAGEMENT</p> <p>There will be no waiver process, what is in place today will be grandfathered.</p>	12/19/03	
6	Issue #25 Action Item #28	How will we ensure that IT is involved in meeting business requirements post 'go-live?' (RFI, RFS vs. incident issues)	Configuration Management, Service Desk	<p>NEED UPDATE FROM CONFIGURATION MANAGEMENT</p> <p><u>Recommendation:</u></p> <ul style="list-style-type: none"> <li>Through initiation of detailed requests (work-orders) generated through MAGIC</li> </ul> <p>Communications and notifications will be used within the Change, Configuration and Release Management process.</p>	TBD	
7	Issue #42	How will expertise in the field be identified (agency and OCIO)?	Service Desk	<p><u>Concern:</u></p> <ul style="list-style-type: none"> <li>On hold at this time?</li> </ul>	TBD	
8	Issue #27 Action Item #30	Who will interface with the Target Center, the organization that provides specialized equipment for handicapped, disabled employee?	Configuration Management	<p>Will agencies have the capability to interface directly with the Target Center regarding specialized equipment, etc.?</p> <p>Create some Target Center coordination role within Change Management.</p>	TBD	
9	Issue #28 Action Item #31	Need access and training to Magic (Call Tracking System). (11/5)	Service Desk	<p>Scheduled for Week of 01/05/04. Training conducted the week of 04/05/04.</p>	TBD	

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
10	Issue #23 (Related to Issues 29 and 42)	<p>How will field subject matter experts (e.g. Tier 2 and Tier 3) for support be identified?</p> <ul style="list-style-type: none"> <li>• Service Desk Database, integral component of MAGIC</li> </ul>	<p>Service Desk Should be Stan and Rich</p>	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>• Agencies (CIO's) must begin gathering specific, agency subject matter expert resource data.</li> <li>• On hold at this time per Rich /Stan?</li> </ul> <p><u>Recommendation:</u></p> <ul style="list-style-type: none"> <li>• Resource List developed by the Agency CIO's for the Agency programs that they will be supporting</li> </ul> <p><u>Resolution:</u> Rich is forwarding the request to the CIO's for them to request the Subject Matter Experts.</p> <p>Request Response by 04/01/04. This issue is being worked.</p>	TBD	01/15/04
11	Issue # 29 (Related to Issues 23 and 42)	<p>Address the real issue of resources and their ability to perform the needed functions at 'go-live' for Tier 1 (First Point of Contact), Tier 2, Tier 3 and other critical functions.</p> <ul style="list-style-type: none"> <li>• How will this be addressed?</li> <li>• Some recommendations documented regarding requirements necessary for successful implementation</li> <li>• Baseline probabilities must be shared with IT Convergence Teams to ensure plans are developed for plausible solutions.</li> </ul>	<p>Service Desk T-STRAT</p>	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>• Telephony solution capabilities (funding available)</li> <li>• Resources available to converged employees (hardware /software/personnel resources)</li> </ul>		

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
12	Issue #41 Action Item #35	Who will have write access to Magic in the Agencies? Will all business users have write access to Magic for Service Requests, etc. (11/18)	Service Desk	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>Who needs write access?</li> </ul> <p><u>Recommendations:</u></p> <ul style="list-style-type: none"> <li>Write access to all agency employees identified as Tier 2 and Tier 3 SME's and all OCI- O – ITS employees</li> </ul> <ol style="list-style-type: none"> <li>Agencies to identify Subject Matter Experts.</li> <li>Agencies/OCIO to identify all possible end points that have to address work orders.</li> <li>Need to identify base licensing requirements /needs</li> </ol>	12/19/03	
13	Issue #3 Action Item #20	<p>Agencies do not have consistent security responsibilities or processes.</p> <ul style="list-style-type: none"> <li>Will base line security processes be outlined for agencies/OCIO ?</li> </ul>	Stan and Rich	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>Assess security policies utilized by OCIO and determine appropriate modifications.</li> <li>Inconsistent agency policies will require consideration.</li> </ul> <p><u>Resolution:</u> Rich is working on the Records Mgt portion of the convergence. He is aware of the agency policy differences. They will be sending out the OCIO Policies shortly.</p> <p><u>Recommendation:</u> OCIO obtain the security policies from the Service Center Agencies for comparison to determine if they meet the minimum OCIO standards to insure that the OCIO is aware of any infrastructure security requirements.</p>	TBD	<b>01/15/04</b>

**Information Technology Service Support Processes**

A Model of Service Support Processes for the USDA Converged IT Organization – Technical Support

Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
14	Issue #14 Action Item #9	Identify Agencies that are currently being supported. (FNS, OGC, APHIS, Extension, etc.) Whom are we supporting outside of SCA and what are the rules of engagement. (e.g. MOU?)	Stan and Rich	<p><u>Recommendation:</u> MOU/SLA (OLA) and reimbursable agreements (with all non-traditional, but supported SCA) should be developed and maintained at the Department level.</p> <ul style="list-style-type: none"> <li>Provide, at least, the existing level of support, based upon OCIO technical requirements</li> </ul> <p><u>Recommended Actions:</u></p> <ul style="list-style-type: none"> <li>Solicit input from the Telecom Divisions to determine the magnitude of support.</li> <li>Require that Group Managers collect a detailed inventory of support provided (on Day 1).</li> </ul> <p><b>Need more information from Field Support Team on who and where and how many? Will put together a message for the Field Support Team to send out for response from the states.</b></p> <p><b>To Do: Field Service Team will identify who is on the Network. Larry will send the document drafted by the Team to the Telecom leads. States will then review and verify the results from the Telecom leads.</b></p>	<del>12/19/03</del> 05/03/04	
15	Issue #16 Action Item #26	Telecommuting/Tele-work agreements, how will they be honored? <ul style="list-style-type: none"> <li>Within IT?</li> <li>Within Agencies, which may have unique support requirements?</li> </ul>	Stan and Rich	<p><u>Recommendation:</u> Provide at least the existing level of support/capability. Develop base minimum requirements to facilitate consistency of support.</p> <p><u>Resolution:</u> OCIO Telecommuting agreement process is being reviewed and the requirements will be those proposed by the Field Support Team recommendations. Current agreements will be honored.</p> <p>PULL RECOMMENDATION FROM MEETING NOTES DATED 01/05-01/09.</p>	01/09/04	<b>01/15/04</b>

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Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
16	Issue #21 Action Item #27	What authorities/permissions (e.g. local, domain, admins.) will be retained in the Agency?	Stan and Rich	<p><u>Recommendation(s):</u>                      Consistent use of Local Admin authorities (if necessary)  <b>NO</b> domain admin ID's assigned to agency personnel.                      Will non-transfer of some traditional IT functions result in other underlying permission requirements?</p> <p><u>Resolution:</u>                      Rich is looking into it and will propose a process for the new converged organization.</p>	12/19/03	<b>01/15/04</b>
17	Issue #33	How do you capture the resources that fall out of the model? <ul style="list-style-type: none"> <li>• How do people residing in the field, but supporting at the enterprise level report?</li> <li>• Who/how/how many employees will be selected to support enterprise level initiatives?</li> </ul>	Stan and Rich	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>• Need an itemized listing of needs from enterprise project owners.</li> <li>• Extreme impact to resources left for Tier 1, 2 and 3 at field level.</li> </ul> <p><b>Mike, Nancy, and Dennis are gathering the information on CO employees that are working on IT related activities. Will be included in the Staffing Plan that will be completed next week. The other portion of this item is being completed by the Placement Team.</b></p>	TBD	04/08/04
18	Issue #43 Action Item #36	Workload management for AS/400 – how will OCIO handle?	Stan and Rich	<p>See functional task listing</p> <p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>• Will contract work/resources transfer to new agency?</li> <li>• Specifically – what tasks will reside with KCMO/local agency reps, OCIO?</li> </ul> <p><u>Resolution:</u>                      Rich is working on a document that will show the workloads and those responsible for completing items related to the AS/400.</p>	12/19/03	<b>01/15/04</b>

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Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
19	Issue #45 Action Item #38	What are the existing maintenance agreements? (IBM and local contracts?) <ul style="list-style-type: none"> <li>• Will there be a maintenance agreement established by OCIO for all equipment?</li> </ul>	Stan and Rich	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>• Disparity in maintenance/warranty levels for existing agency equipment (and methods of payment)</li> <li>• Will a consolidated maintenance agreement be formulated for equipment not under warranty?</li> </ul> <p><u>Resolution:</u> There will be a Maintenance Contract for OCIO equipment. They will begin to collapse all agreements into one agreement or agreements as needed.</p>	12/19/03	<b>1/15/04</b>
20	Issue #2 Action Item #19	Must have a baseline of inventory, both platform and Agency specific. <p>Equipment in question:</p> <ul style="list-style-type: none"> <li>• Copiers (Networked and Non-Networked)</li> <li>• Fax Machines</li> <li>• PDA's</li> <li>• Postage Meters</li> <li>• Scanners</li> <li>• Plotters</li> <li>• FSA Digitizing/Printing Center</li> <li>• Voicemail/Voicemail Systems</li> <li>• External CD/Zip Drives</li> <li>• Overhead Displays</li> <li>• GPS Units/Antenna</li> <li>• Weather Systems</li> <li>• Satellite Receivers</li> </ul>	Stan and Rich	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>• IT Convergence web site indicates that SCA-IT will own/manage all IT (CCE and non-CCE) equipment. Has full compliment of equipment been assessed prior to formulating this decision? (Examples at left)</li> <li>• If blanket decision stands, methods for agencies to define requirements/cost benefits analysis, etc. to support procurement must be defined.</li> <li>• Will OCIO assume leases, agreements, maintenance for all items currently on hand?</li> <li>• How will disparity regarding support levels for this equipment be addressed in an equitable manner?</li> </ul> <p><u>Resolution:</u> The answer to all the questions is, yes. OCIO will assume the ownership of all existing equipment that connects to SCA Network whether at the local level or the national level. For equipment not connected to the SCA Network will remain the responsibility of the respective agency. Example would be a copier not connected to the network. Additional equipment will be identified later, such as, Call Center equipment, etc.</p>	12/19/03	<b>01/15/04</b>

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Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
21	Issue #40 Action Item #34	Who develops standards for equipment, e.g. copiers, faxes, etc. Then, who purchases, centrally, (ITS) or locally? <b>Ownership of equipment is an issue</b>	Stan and Rich	<p><b>Recommendation:</b></p> <ul style="list-style-type: none"> <li>OCIO develops base equipment standards by developing a “resource catalog” of standardized equipment.</li> </ul> <p><b>Resolution:</b> OCIO will develop the standards.</p>	12/19/03	<b>01/15/04</b>
22	Issue #15 Action Item #25	Where will functions reside that will not be moved to ITS? <ul style="list-style-type: none"> <li>Not inherently IT, but IT currently is performing</li> <li>Are agencies fully aware that they will assume these functions?</li> </ul>	Stan and Rich	<p><b>See Functional Task Listing</b></p> <ul style="list-style-type: none"> <li>Agencies must be notified regarding magnitude of “re-assumption” of functions and duties.</li> <li>Excerpt of examples: Web content development, agency specific ID/password (security responsibilities), eGov Coordinator, etc.</li> </ul> <p><b>Resolution:</b> All functions not transferred to ITS will be maintained by the agencies. Using the Major Functions listing and other information, Rich and Stan will be providing the agencies examples of functions that will be retained.</p>	12/19/03	<b>01/15/04</b>
23	Issue #32 Action Item #33	Negotiation/Renegotiation – MOU’s for telecom services payments (centralized billing, reimbursable agreements, etc.) need to be addressed. (11/5)	Stan and Rich	<p><b>Concerns:</b></p> <ul style="list-style-type: none"> <li>Do we need to identify existing MOU’s and reimbursable agreements?</li> <li>Are billing estimates being gathered to ensure appropriate funding shifts upon implementation?</li> <li>Will all billing (LEC and MCI) be inventoried for billed agency changes to be effected?</li> </ul> <p><b>Recommendation:</b></p> <ul style="list-style-type: none"> <li>Payment and funding stream to reside at the Department Level</li> </ul> <p><b>Resolution:</b> Yes, OCIO is continuing to evaluate the process for funding of the telecommunication costs. Both data and voice will be paid by OCIO from Central funds.</p>	12/19/03	<b>01/15/04</b>

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Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
24	Issue #31	Establishing, monitoring, modifying SLA's and OLA's need to be addressed.	Stan and Rich	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>Who is ultimately responsible for developing/documenting SLA's/OLA's?</li> <li>Who will monitor SLA's/OLA's?</li> <li>What role will agency personnel play in developing/monitoring SLA's/OLA's – have agency reps been identified/notified?</li> </ul> <p><u>Resolution:</u> Rich and Stan are aware of the need for SLA's and OLA's and are presently working on drafts.</p>	01/26/04	<b>01/15/04</b>
25	Issue #26 Action item #29	<p>Many Agency (Federal and County) people are performing functions that comprise &lt;25% of their time.</p> <ul style="list-style-type: none"> <li>Will these be captured in any manner?</li> <li>Who will inherit these functions?</li> </ul>	Stan and Rich	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>No attempt has been made to capture specifics about the number of staff years that have not been accounted for during the survey process.</li> <li>Large portion of agency workforce performs IT related functions &lt;25%.</li> </ul> <p><u>Resolution:</u> At this point no further identification of work performed where less than 50% of the work is related to infrastructure.</p>	01/09/04	<b>01/15/04</b>

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Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
26	Issue #47 Action Item #14	Transition Plan – what is the status? <ul style="list-style-type: none"> <li>From Day 1, Day 2 and beyond?</li> </ul>	Stan and Rich	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>Are we to identify a Transition Plan?</li> <li>What level of detail is required?</li> <li>Continual assessments must be made regarding resources that will be available.</li> </ul> <p><u>Recommendation:</u></p> <ul style="list-style-type: none"> <li>Service Desk, Configuration Management and Field Support Teams should define multiple Transition Plans contingent upon resources that are targeted to be available (funding, technological, human).</li> </ul> <p><b>Field Support Team will continue with draft Transition Plan and provide to Rich and Stan.</b></p>	12/19/03	<b>04/08/04</b>
27	Issue #49	Ensure that OCIO and all supported Agencies are aware of complying with ITWG Security Policies (i.e., ITWG Security 003 - Policy Securing Background Investigations).	Stan and Rich	<p><u>Concern:</u></p> <ul style="list-style-type: none"> <li>Application of security policies enforced in an inconsistent manner nationwide.</li> </ul> <p><u>Resolution:</u> Refer to Item 14. Records Mgt to be provided.</p>	TBD	<b>01/15/04</b>

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Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
28	Issue #17	Will existing employment agreements be honored?	Stan and Rich	<p>(Stan indicated that agreements will be honored – please reaffirm all items below)</p> <p><u>Examples of agreements/benefits that are of concern:</u></p> <ul style="list-style-type: none"> <li>• Return rights</li> <li>• Work agreements across agency lines</li> <li>• Home leave</li> <li>• Weather days</li> <li>• 5/7/9 schedules</li> <li>• 4-10 schedules</li> <li>• Maxi-flex</li> <li>• Compressed work schedules</li> <li>• Accrual of Comp Time, FLSA, Credit Time and Overtime</li> <li>• Flexi-Place (telecommuting)</li> </ul> <p><u>Resolution:</u> Refer to Item 16. Existing agreements will be honored. Additional items such as work schedules are being reviewed and will be provided prior to Day 1.</p>	12/19/03	<b>01/15/04</b>
29	Issue #18	Will the “losing” Agency be required to pay for earned comp time, carried over annual leave and time-off awards (etc)?	Stan and Rich	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>• Logistically, what are requirements under TOF?</li> <li>• Are agencies, OCIO and affected employees aware of these TOF requirements?</li> <li>• Ensure that affected employees are not harmed by “non-awareness” of time constraints, etc.</li> <li>• Ensure Agencies are aware of any resulting financial burdens.</li> </ul> <p><u>Resolution:</u> The “losing” Agency will be responsible for paying any Comp Time, Annual Leave, etc. that will be carried over.</p>	12/19/03	<b>01/15/04</b>

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Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
30	Issue #50 Action Item #40	<p>Need to determine what parts of the security function goes to OCIO and which remain with the Agencies.</p> <p>Types of ID's/systems support in question:</p> <ul style="list-style-type: none"> <li>• Domain ID's</li> <li>• SCIMS</li> <li>• eGov – WebCAAF, eAuth</li> <li>• AS-400 (master, com)</li> <li>• System 36</li> <li>• NITC (GLS, MFIS, EFT, ARTS, etc.)</li> <li>• NFC</li> <li>• FFIS</li> <li>• iCams (HR now)</li> <li>• Entrust</li> <li>• Firewalls (NITC/NFC)</li> <li>• EATS/NCAPS/SPOC/OIP/CCE Forum Century Site</li> <li>• FOCUS</li> <li>• ADPS/AMAS</li> <li>• BRIO (FDW, Agency Data Warehouse)</li> <li>• IBIL</li> <li>• Intranet</li> <li>• Logbook</li> <li>• T-ops</li> <li>• Web UniFi</li> <li>• CPAP</li> <li>• USERPROD (add groups to NITC)</li> <li>• MINC</li> <li>• Industry Interface</li> <li>• VPN</li> <li>• PCMS</li> <li>• PC-TARE</li> <li>• STAR</li> <li>• PC-PRCH</li> <li>• Moody's Financial</li> <li>• EAGLS</li> <li>• Email</li> <li>• PCC (Paper Check Conversion)</li> <li>• ETC, ETC</li> </ul>	Stan and Rich	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>• What specific security functions will reside with OCIO and which will remain with the agencies? <ul style="list-style-type: none"> <li>○ COOP</li> <li>○ Create/ Mod/Deletion of ID's and passwords</li> <li>○ Risk Assessments</li> <li>○ Background checks</li> <li>○ Physical Security</li> <li>○ ETC, ETC.</li> </ul> </li> <li>• Will NFC/NITC support automated password resets?</li> </ul> <p><b>Rich is aware of the issues. We will provide all open issues to Rich and Stan.</b></p>	01/09/04	

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Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
31	Issue #7 Action Item #8	Who will provide dollars for supplies, equipment, etc., from pencils to vans for state OCIO staff? <ul style="list-style-type: none"> <li>How will smaller equipment/supply procurements be handled?</li> </ul>	Stan and Rich	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>Lack of clarity in avenues for Admin support for OCIO.</li> <li>Day 1 and beyond.</li> </ul> <p><b>Rich is aware of the issues. We will provide all open issues to Rich and Stan.</b></p>	TBD	
32	Issue #8 Action Item #8	Who do IT people contact for admin support (pay, benefits, procurement assistance)? <ul style="list-style-type: none"> <li>What guidance will be provided for Day 1 operations?</li> </ul>	Stan and Rich	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>Lack of clarity in avenues for Admin support for OCIO.</li> <li>Day 1 and beyond.</li> </ul> <p><b>Rich is aware of the issues. We will provide all open issues to Rich and Stan.</b></p>	TBD	
33	Issue #9 Action Item #8	How will administrative support for Field Management be supported from an Admin/Clerical standpoint (e.g. travel, expenses, etc.)? <ul style="list-style-type: none"> <li>What guidance will be provided for Day 1 operations?</li> </ul>	Stan and Rich	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>Lack of clarity in where/how support will be provided to the Converged Unit.</li> </ul> <p><b>Rich is aware of the issues. We will provide all open issues to Rich and Stan.</b></p>	TBD	
34	Issue #36	What is the transition plan for 4/5/04 to 10/1/04?	Stan and Rich	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>How will we function without the org structure in place (e.g. no Branch Chief in place?)</li> <li>How will vacancies be advertised/funded during this time period?</li> <li>Administrative support for OCIO?</li> </ul> <p><u>Recommendation:</u></p> <ul style="list-style-type: none"> <li>Develop defined/specific Transition Plans</li> </ul> <p><b>Refer to Item 27 - Field Support Team will continue with draft Transition Plan and provide to Rich and Stan.</b></p>	01/09/04	

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Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
35	Issue #44 Action Item #37	Need to have a consistent way of dealing with all Conservation Districts. Will we support them?	Stan and Rich	<p><u>Concerns:</u></p> <ul style="list-style-type: none"> <li>SWCD currently supported in an inconsistent manner nationwide.</li> </ul> <p><u>Recommendation:</u></p> <ul style="list-style-type: none"> <li>CCE equipment will continue to be supported (must maintain CCE image)</li> <li>If SWCD purchases equipment and CCE image is installed/maintained OCIO will continue to support.</li> <li>Supported equipment will be added to Asset Management Module to ensure supported equipment is tracked/monitored – thus identifying supported equipment.</li> </ul> <p><b>Rich is aware of the issues. We will provide all open issues to Rich and Stan.</b></p>	12/19/03	
36	Issue #46 Action Item #13	Need to verify funding streams for OCIO: <ul style="list-style-type: none"> <li>Who is responsible for budgeting – it is at the Branch Chief level?</li> <li>Will budget issues impact the ability to provide onsite support across state/domain boundaries?</li> </ul>	Stan and Rich	<p><u>Recommendation:</u></p> <ul style="list-style-type: none"> <li>Funding stream to reside with Branch Chief for entire region of support.</li> </ul> <p><b>Rich is aware of the issues. We will provide all open issues to Rich and Stan.</b></p>	12/19/03	
37		security policy.	Beth Huhn			11/15/03
38		Notifications of all activities related to the IT organization are not being communicated in a consistent manner.	Team	<b>This issue is being addressed as processes are being defined by the teams (FS, SD, CM).</b>		12/05/03
39		Need to address how disparity in workload affects grade structure for new organization (# of employees supported). Related to Issue #6.	Field Support	organizational structure.		12/05/03
40		What will the agreement be for training space (i.e. lease costs, equipment, support, preparation of equipment)?	Field Support and OCIO	Insure that this is addressed in the SLA and OLA.		12/05/03
41		How will interface between ITS and SCA's occur? IT liaison for the Agency? Will OCIO task Agency personnel?	Field Support Team			

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Item	Cross Reference (Issues/Action Items from 12/05/03)	Description	Owner	Details, Recommendations, Resolutions	Due Date	Date Completed
42		How will vacancies be handled from 4/5/04 to full implementation?	OCIO			12/05/03
		How will smaller equipment/supply procurements be handled?  <i>Issue #35 – Combined with #'s 7.</i>	OCIO, Rich and Stan			
44		Can Magic develop user communication (info-bulletin) about a known incident/problem? (11/18)	Service Desk	Yes.		12/05/03
		Will resources handling Tier 1, 2, 3 calls be available to handle other responsibilities? This may be a conversation to be had with the Service Desk team.	Service Desk and Field Support	Discussion held with the Service Desk team, it is the expectation that resources assigned to Tier 1 duties will not be available to handle Service Requests and vice-versa.		12/05/03
46		Lack of communication from Help Desk regarding outage resolution (and IO Lab).	Service Desk Team and Configuration Management	Will Magic address this? <i>This issue is being addressed as processes are being defined by the teams (FS, SD, CM).</i>		12/05/03
47		IT sometimes does web content development without proper involvement of User.	The Agencies.	Web content remaining with the Agency. <i>Resolved by transfer of function. Web development proposed to remain with the agency.</i>		12/05/03
48		Disparities in position descriptions and grades between Agencies.	Stan and Rich	Will be addressed through attrition, final organizational structure, and details surrounding TOF.	TBD	12/15/03
49		PMIS, etc. (Asset Management). How do you account for items that are not currently in the Asset Tracking System?	Field Support	Recommend using single source solution – Asset Management Module of MAGIC	12/19/03	12/18/03

## Appendix L – Recommended Work Flow Process and Related Activity Descriptions

The following diagram depicts the handling of Incidents and Service Requests upon referral from Tier 1 to Tier 2 and Tier 3 resources. The comprehensive Incident Management process can be found in the Service Desk documentation.

### **Related Activity Descriptions**

Technical Support Team  
Tier 1, 2 and 3 Referral Process  
Related Activity Descriptions

#### **Referral to Tier 2**

Input: An RFI, RFS or Incident that has been classified in Magic by Tier 1 and will be passed to one of three Tier 2 Service Groups based on subject area.

Business Rule: All required fields must be populated in Magic prior to referring a Work Order to Tier 2.

Output: Work Order referred to a Tier 2 Resource

#### **Investigation and Diagnosis**

Input: Correctly referred Work Order

Description:

- Verify absence of known resolution in database(s)
- Determine required action(s) to restore service

Business Rule: Tier 2 will refer Work Order to Tier 3 for investigation and diagnosis when no later than when 50% of agreed resolution SLA has lapsed.

Output: Proposed Resolution

#### **Complete Request for Change (RFC)**

Input: Proposed Resolution

Description: An RFC will be completed and passed to Change Management if the resolution requires an implementation of a change.

#### **Incident/Request Resolved?**

Input: Applied Resolution

Description: Customer verifies that the applied resolution has restored service, if the resolution has not restored service to the Customers satisfaction Tier 2 refers the Work Order to Tier 2 for Investigation and Diagnosis.

Output: Agreed resolution or a Tier 2 Referral.

#### **Close Work Orders**

Input: A resolution agreed by the Customer.

Description: Once the customer has agreed to the applied resolution, Tier 2 will update the database(s) with resolution and close all associated Work Order(s).

Output: Closed Work Order(s)

#### **Refer to External Resource**

Input: A Work Order that cannot be resolved by Tier 3.

Description: If an internal Tier 3 resource cannot resolve the Work Order it will be referred to an external resource for resolution.

Output: An externally referred Work Order.

**USDA IT Convergence Project  
Service Desk/Field Support  
Incident Management Process  
January 30, 2004**

