

For: FSA Employees and Contractors

Incident Management for FSA Software Applications

Approved by: Associate Administrator for Operations and Management



1 Overview

A Background

USDA approved the transfer of information technology (IT) support functions from FSA to OCIO, Information Technology Service (ITS), Technical Services Division (TSD) in October 2004. Support for FSA software applications remained a responsibility of FSA Washington, DC, offices for farm programs, FLP's, and FSA, ITSD, Information Processing and User Support Office (IPUSO), Application Support Group (ASG).

B Purpose

This notice provides a description of the procedures FSA users in State and County Offices shall follow to request assistance with FSA software, policy, and procedure.

C Contacts

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

- Robert Bonacker, ITSD, by either of the following:
 - e-mail to **robert.bonacker@kcc.usda.gov**
 - telephone at 816-926-1179
- William Hardrict, ITSD, by either of the following:
 - e-mail to **william.hardrict@kcc.usda.gov**
 - telephone at 816-926-6010
- Sue Bussells, Deputy CIO, ITSD, by either of the following:
 - e-mail to **sue.bussells@wdc.usda.gov**
 - telephone at 202-720-7796.

Disposal Date	Distribution
February 1, 2012	All FSA employees and contractors; State Offices relay to County Offices

Notice IRM-447

2 Support for FSA Software Applications

A Problem Referral

FSA users will refer problems with FSA software applications to their FSA State Office program specialists or program coordinators. FSA State Office program specialists/coordinators will either resolve the problem or have the problem referred to the appropriate source for resolution.

B FSA State Office Program Specialist/Coordinator Responsibility

FSA State Office program specialists/coordinators will provide initial troubleshooting and research for users of FSA software. The following table provides details for requesting assistance.

IF the State Office program specialist/coordinator determines...	THEN the State Office program specialist/coordinator shall...
there is a question on the policy or procedure	refer the problem to the appropriate Washington, DC, program sponsor.
procedure has been followed and the software is not working according to procedure	have an incident entered into the problem tracking system, which is currently Remedy.

C Incident Reporting

Problems reported in the Remedy Problem Tracking System are referred to as “Incidents”. After determining there is a software problem according to subparagraph B, State or County Offices can create incidents in Remedy by any of the following methods:

- enter the incident into the computer by using Remedy Self-Service (SRM)

Note: To access SRM, CLICK “TSD” icon in the system tray that is generally located at the bottom right of computer screens.

- contact user’s State OCIO, ITS, TSD representative who will enter the incident into Remedy
- contact the OCIO, ITS Service Desk at 800-457-3642 and an incident will be created for the user and referred to the appropriate resources.

Exception: Requirements for initial access to NFC and FSA systems, and the reporting of some security problems and/or incidents, should be referred **directly** to the appropriate FSA Security Liaison Representative (SLR) for State and County Offices, or FSA, ITSD Information Security Office (ISO) for large and National Offices.

2 Support for FSA Software Applications (Continued)

D Handling Remedy Incidents

User Remedy incidents will be forwarded to OCIO, ITS, TSD. OCIO, ITS, TSD will review the incident, request additional information if needed, and provide tier 1 support. If OCIO, ITS, TSD is not able to resolve the incident, OCIO, ITS, TSD will escalate the incident to the appropriate group for resolution. For:

- FSA GIS software, the incident will be forwarded to the GIS Desktop Applications Support Office
- all other FSA software applications, the incident will be forwarded to the FSA, ITSD, IPUSO, ASG.

The Remedy incident will remain open until the customer confirms the problem is resolved.

E FSA, ITSD, IPUSO, ASG Responsibility

Incidents about problems with FSA software that are entered in Remedy will be referred to FSA, ITSD, IPUSO, ASG. FSA, ITSD, IPUSO, ASG will take ownership of the problem and contact the customer by phone or e-mail. The incident will remain in open status until the customer confirms the problem is resolved. For technical issues that **cannot** be resolved, FSA, ITSD, IPUSO, ASG may engage the responsible development team or OCIO, ITS for resolution. Development teams consist of the following:

- program sponsor
- software development group
- software testing group.

F OCIO ITS Responsibilities

OCIO, ITS is responsible for the network, servers, and other IT infrastructure on which FSA's software resides.