

For: FSA Employees

MIDAS Go-Live for the Release 1, Deployment 1, “Farm Records” Deployment

Approved by: Administrator



1 Overview

A Background

MIDAS has 3 deployments scheduled for Release 1. The 1st deployment, “Farm Records”, includes farm records with GIS integration, business partner - fiduciary, and product master compliance validation system (CVS).

In April, the MIDAS “Farm Records” deployment entered the Go-Live and post Go-Live support phase of the project. This deployment includes the “Farm Records” launch and the start of MIDAS HyperCare.

B Purpose

This notice provides FSA State and County Office employees with information about MIDAS Go-Live for the “Farm Records” deployment.

C Contact

If there are any questions about this notice, contact Alison Groenwoldt by e-mail at alison.groenwoldt@wdc.usda.gov.

2 MIDAS Go-Live Information

A MIDAS Go-Live

All MIDAS Go-Live deployments are closely coordinated with farm program business cycles.

MIDAS Release 1 has 3 deployments. Deployment 1, the “Farm Records” launch in April 2013 includes farm records with GIS integration, business partner - fiduciary, and product master CVS.

Disposal Date	Distribution
October 1, 2013	All FSA employees; State Offices relay to County Offices

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2 MIDAS Go-Live Information (Continued)

A MIDAS Go-Live (Continued)

With MIDAS Deployment 1, “Farm Records”, State and County Offices will have the ability to:

- access and maintain Business Partner data from a single system of record for all FSA customers, employees, and contacts
- view, process, and complete farm records business transactions
- view and enter GIS information applicable to a customer’s farm within 1 location in Farm Records
- view all FSA products (crops and types) and submit online requests for new products or intended uses within Product Master.

Future launches include Deployment 2, “Acreage Reporting and Inventory Reporting” and Deployment 3, “Marketing Assistance Loan (MAL)/Grain Bin (BIN)”.

Deployment 2, “Acreage Reporting and Inventory Reporting” will include acreage reporting with GIS integration, inventory reporting with GIS integration, and analytics to support acreage reporting and inventory reporting.

Deployment 3, “Marketing Assistance Loan (MAL)/Grain Bin (BIN)” will include the MAL Program (excluding sugar and cotton), BIN management with GIS, measurement services, analytics for MAL, and Business Partner.

B Accessing the MIDAS Portal

The MIDAS Portal will be available to users that have completed the prerequisite web-based MIDAS training courses and the MIDAS instructor-led training (ILT). After completing ILT, users must pass 3 MIDAS ILT training assessments that are available in AgLearn. After successfully passing the 3 assessments, users will receive an e-mail stating that they have been granted access to the MIDAS Portal.

To access the MIDAS Portal, ENTER **<https://mprdep.fmmi.usda.gov>** into a web browser and provide your eAuthentication logon information. Users will be able to self-register if they do not have an eAuthentication account.

C MIDAS HyperCare

MIDAS will provide post Go-Live support in the form of HyperCare for all FSA State and County Office employees. HyperCare includes support in various forms, such as the following:

- **context sensitive help** that is accessible within MIDAS, CLICK “**Context Sensitive Help**” for questions within MIDAS

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2 MIDAS Go-Live Information (Continued)

C MIDAS HyperCare (Continued)

- log a ticket using **Remedy Self-Service** according to the following:

Step	Action
1	In MIDAS, CLICK “TSD” icon on user’s MIDAS icon tray.
2	Select “Remedy Self-Service” from the “Customer Links” drop-down menu on the upper-right corner of the screen. The eAuthentication Warning Screen will be displayed to log into “Remedy Self-Service” using eAuthentication credentials.
3	The Service Request Management Home Page will be displayed. Search for “Software Issues”. CLICK “ Software Issues v2.0 ”. User can also make “Software Issues v2.0” a “Favorite” so that it will be displayed in their Service Request Management Home Page.
4	Complete the “Self Service Intake” questionnaire. For a MIDAS incident, select “ Agency Specific Application ” and “ CRM at FSA ”. Enter required information, attach a screen shot of the incident, and CLICK “ Submit ”.

- **FSA Help Desk** that is accessible by telephone at 800-457-3642 to log a ticket over the phone.

Note: Call the Help Desk for questions about MIDAS access, such as failed log in credentials or the inability to access a business process.

Note: When logging a ticket through Remedy Self-Service or by phone, ensure that user includes where they are in MIDAS, if user is getting an error message and what it says, with what data user is working, and what user is trying to do with the data.

D MIDAS Training

FSA has developed a comprehensive and effective training program by using a combination of introductory foundational learning modules, web-based prerequisite courses, and instructor-led, hands-on training (ILT) for FSA State and County Office employees, that include the following.

- **Foundational learning** sessions that can be found on the USDA Connect MIDAS Training and Support sub-community (see subparagraph D for address). The suggested sessions are 5 to 10 minutes in length and provide base knowledge of the MIDAS solution.

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2 MIDAS Go-Live Information (Continued)

D MIDAS Training (Continued)

- **Web-based training (WBT) courses** can be found in AgLearn. The purpose of WBT is to provide FSA State and County Office employees with information needed to understand the modernization efforts of MIDAS. These courses shall be completed before beginning ILT.
- **ILT** covers farm records, business partner, and product master CVS functionality integrated with GIS. The training materials will include examples, simulations, and exercises that are specific to FSA daily activities. ILT is needed to access MIDAS. FSA State and County Office employees, including any GS County Office employees that perform farm records activities, will be trained.

View the existing FSA MIDAS notices that provide additional training information at <http://www.fsa.usda.gov/FSA/notices?area=home&subject=lare&topic=not&setflag=FROMURL&getData=NONE>. In “Notice Number”, ENTER “MIDAS” and CLICK “Submit”.

E MIDAS Resources

The following sites provide MIDAS resources for FSA State and County Office employees.

Name	Details	Location
MIDAS Web Site	View project status, frequently asked questions (FAQ's), and project contacts.	http://www.fsa.usda.gov/MIDAS
USDA Connect MIDAS Sub-Community	Receive project updates, FAQ's, MIDAS training information (including a link to MIDAS work instructions), and MIDAS HyperCare and support information.	https://connections.usda.gov/communities/service/html/communityview?communityUuid=62cc7838-ec2f-4fc3-b98c-8f0b81215e35