

ARS CSREES ERS NASS

Bulletin

Title: ARS Foundation Financial Information System (FFIS) Support Help Desk Procedures

Number: 07-309

Date: December 1, 2006

Expiration: December 1, 2007

Originating Office: Financial Management Division (FMD), ARS/AFM

Distribution:
Administrative Officers
Area Budget & Fiscal Officers
Location Administrative Officers
Area Information Technology Specialists
AFM Division Directors

**This bulletin updates the responsibilities
relating to the support procedures for
ARS FFIS users.**

Overview

This Bulletin is revised to include changes in the procedures related to assisting the Foundation Financial Information System (FFIS) users resolve problems with accessing and using FFIS. Included in the bulletin is a list of the points of contact, guidance on where users can call to resolve problems, and the roles and responsibilities of the Servicing Budget and Fiscal Offices (SBFO), Area Information Technology Specialists (AITS), ARS Office of Chief Information Officer (OCIO), Vendor Coordinators, and the ARS Foundation Financial Information System Operations Branch (FFISOB) Help Desk.

Points of contact for FFIS Issues and Problems

For specific issues and/or problems with FFIS, generally, the first point of contact is the Area SBFO. Problems and issues not resolved at the Area Budget and Fiscal Office level are elevated to the ARS FFISOB help desk.

FFIS Help Desk

Contact the ARS FFISOB Help Desk for the following issues:

1. Problems past the USDA FFIS banner screen (see attachment 3).
 - System abends (abnormal ending of a program due to an operating system or program error).
 - SUSF documents that the user is unable to correct which remain in "REJECT" status.
2. BRIO report issues, such as:
 - The reports will not execute properly; data received from reports is inconsistent.
 - A new report is required.
 - Help exporting data to other file formats, e.g. Microsoft Excel spreadsheets.
3. Any other issues not listed throughout the document.

When calling the FFISOB Help Desk provide the following information:

1. Name of individual experiencing the problem
2. Phone number
3. Location
4. Description of problem (include error message(s) and document number)

Make a print screen of FFIS problem and fax to 301-504-4390. If the problem can not be addressed by the FFISOB Help Desk, a Heat Ticket it is forwarded to National Finance Center (NFC) for resolution. The FFISOB Help Desk is the focal point for tracking the problem and reporting on its status.

The FFISOB Help Desk handles inquiries via phone and electronic mail (e- mail). The dedicated phone line (301-504-4429), fax (301-504-4390), and mailbox (ARS-FFIS-FA@ars.usda.gov) handles incoming customer inquiries. If members of the FFISOB Help Desk are not available to answer phone calls, you may leave a voice-mail message. Inquiries are processed on a first come first serve basis with recognition of prioritization for critical system problems. Under certain circumstances, telephone inquiries may be answered immediately.

Information Technology Specialist

Contact the Information Technology Specialist for the following issues. In the areas, contact the AITS and at Headquarters, contact the ARS OCIO NFC Team at arsnfcteam@ars.usda.gov. All AD-1143 must be mailed with original signatures to:

USDA/REE/ARS/OCIO/OD
ATTN: Nicole O. Coleman or ARS NFC Team
5601 Sunnyside Avenue, Room 3-2244
Beltsville, MD 20705

1. Security

To access FFIS all users must be provided with a FFIS ID and password, and a NFC ID and password.

- The Headquarters offices must submit a Form AD-1143 to the Information Technology Specialist (ARS OCIO) in headquarters for a FFIS ID and password and the NFC ID and password.
- For the Area and Location offices, the ABFO must submit a Form AD-1143 for a FFIS ID and password to AITS. AITS then submits the forms to headquarters (ARS OCIO) which provides the FFIS ID and password.
- The ABFO must contact the AITS for a NFC ID and password for the Area and Location offices.

2. Installation of software to access NFC or FFIS:
 - Cisco VPN
 - BRIO (Software used to access FFIS reports)
 - TN3270
3. Access and Connectivity issues - ARS OCIO (Headquarter personnel) and AITS (Location and Areas personnel), such as:
 - The NFC banner screen (see attachment 1)
 - Getting to the NFC banner screen, but unable to log into NFC. (“Invalid User ID or Password” error message)
 - Getting to the NFC banner screen, successfully logging into NFC, but unable to reach the USDA FFIS banner screen via the NFC Supersession main menu (see attachment 2).
 - Unable to access the FFIS Data Warehouse at National Information Technology Center (NITC) BRIO.
4. Questions regarding User IDs/Passwords:
 - Not having a valid USERID (i.e. UECON01) and/or password for FFIS. (After successfully logging into NFC banner screen and reaching the USDA FFIS banner screen). For example “Invalid user ID or password” error message. (See attachment 3).
5. Printing issues, such as:
 - Not receiving EIDS sent to the U-printers.
 - Unable to print reports from the BRIO system.

Servicing Budget and Fiscal Office (SBFO)

The Area, NAL and Location personnel should contact their SBFO for the following issues and/or problems:

1. Security – requesting FFIS and NFC ID and password for new employees and/or users.
2. Successfully logging into FFIS but unable to navigate the system.
3. FFIS system is not performing as expected.
4. Adding new accounting codes.
5. Establishing budgets for an accounting code.
6. Clearing Suspense File items.

Needing further guidance on how to enter, modify or reverse transactions, such as how and which document or table to use. The SBFO has the discretion to resolve an issue and/or problem or refer it to the FFISOB Help Desk. Regardless of who is addressing the issue or problem, the SBFO should always be notified of the issue/problem status.

Vendor Coordinator

Each Area office has a designated Vendor Coordinator and a back up. Headquarters and selected AFM Divisions (EAD, FD, FMD, and APD) have designated Vendor Coordinators and a back up. Vendor Coordinators are responsible for inputting PVND/RVND to add a vendor to the FFIS VEND Table and coordinating vendor information changes/updates with NFC.

Before a users at Location determines that a vendor needs to be added to the VEND Table, they should thoroughly search the VEND Table and have all pertinent information prior to contacting their Area Vendor Coordinator. Selected AFM Divisions follows the same procedure.

If the Area Vendor Coordinator and back up are unavailable and the adding of a vendor becomes critical, contact the ARS Vendor Coordinator, Angelia Fleming-Loggie at 301-504-1730.

If you have any questions concerning this guidance, please contact Shamla Smith, ARS FFIS Functional Administrator, FMD, on 301-504-1296.

/sh/

S. M. HELMRICH

Director

Financial Management Division

Attachment 1

Attachment 2

Attachment 3

Attachment 1

If you cannot get this screen, or past this screen contact your AITS or ARS OCIO.

```
=====
== 11/03/2006          SNX32702          FF307609          PF1=HELP ==
=====
==              NN      NN          FFFFFFFF          CCCCCCCC ==
==             NNN      NN          FFFFFFFF          CCCCCCCC ==
==            NNNN     NN          FF              CCC ==
==           NN NN NN          FFFFFFFF          CCC ==
==          NN  NNNN          FFFFFFFF          CCC ==
==         NN   NNN          FF              CCCCCCCC ==
==        NN    NN          FF              CCCCCCCC ==
== =====
==          ===== National Finance Center =====
==          ===== Office of the Chief Financial Officer =====
==          ===== United States Department of Agriculture =====
==          =====
==          For Authorized Use Only
== ENTER USER ID =          PASSWORD =          NEW PASSWORD? N
==                                     (Y or N)
==          ENTER APPLICATION NAME =          OR PRESS ENTER FOR MENU
==
==
==
==
=====.
```


