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*Helping People
Help the Land*

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Transmitted via Email

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MINNESOTA BULLETIN NO. 330-7-3

**SUBJECT: MGT – PROTOCOLS FOR SUBMITTING BUSINESS TOOLS SOFTWARE
SUPPORT REQUESTS**

Purpose. Reinforce the need to resolve business tool questions at the State-level and the protocols for escalating questions to national support desks.

Expiration Date. September 30, 2007

Background. National Bulletin 330-5-2 established the protocols for using the “Contact Us” feature for ProTracts. This bulletin clearly states that incoming requests should be “software malfunctions,” not training issues, and that questions should first be routed to State support before being escalated to ProTracts Support for attention. These protocols are not always being followed and, with this bulletin, the guidance is expanded to additional business tools software applications. For the purposes of this bulletin, the term “national support desks” is specifically referencing the “Contact Us” feature for Customer Service Toolkit, ProTracts, Progress Reporting System, Application Evaluation and Ranking Tool, Conservation System Guide, Electronic Field Office Technical Guide, Conservation Practice Standards, and SmarTech.

Business Tools Support Hierarchy

- Support to Local Users: Questions, comments, and requests for training that originate from field and area level users will be directed to State-designated support staff, and resolved at that level when possible. In Minnesota the state designated support staff are as follows;

ToolKit – Mike Pageler

ProTracts – Myron Taylor

PRS – Myron Taylor

Application Evaluation and Ranking Tool – Myron Taylor

Conservation System Guide – Robin Martinek

EFOTG – Mike Pageler

Conservation Practice Standards – Mike Pageler

SmarTech – Mike Pageler

- Support to State Users: Questions, comments, and requests that have been raised by field and area level users to the State-designated support staff and are unresolved, or those that originate at the State-level, will be directed through the State-designated contact, and transmitted to the appropriate national support desk, national program manager, software application sponsor, or national business

tool contact, for resolution. Field and area level users are not authorized to have direct contact with national support staff.

- Program Eligibility: Questions on eligibility should first be routed to the appropriate State level program managers. If unresolved at the State level, the State-designated contact should transmit the question to the appropriate national program manager, with the FSA generated MABDIG report and the application or contract number in question. Only national program managers will elevate these requests to ITC support staff for resolution. In Minnesota the state designated program staff are as follows;

EQIP – Sid Cornelious

WHIP – Mark Oja

CSP – Leah Duzy

WRP – John Corrigan

GRP – Ginger Kopp

CRP/Continuous CRP/CREP – Paul Flynn

Documentation for Support Issues

Requests that are submitted with incomplete information or description of the software malfunction can delay resolution of the problem. The key information needed will vary by application, but should include:

- The specific error message, if one is generated;
- The document, contract number, contract item number, or customer folder name;
- The specific activity where problem is encountered; and
- The details on steps taken in an attempt to resolve the problem prior to submitting the request.

Failure to follow this guidance may result in duplicate questions to national support desks and it does not appropriately develop or utilize support capacity at the State-level. In addition it will result in a significant delay in response and resolution of the submitted support issue(s).

/s/

WILLIAM HUNT
State Conservationist

DIST: AO, FO, ARC, APS