



Natural Resources Conservation Service
210 Walnut Street, Room 693
Des Moines, IA 50309-2180

December 15, 2008

IOWA INSTRUCTION 270-380 – PROCEDURES FOR OCIO COMPUTER LABS

Part 380.0 PURPOSE

This Iowa Instruction provides the procedure to follow when scheduling one of the OCIO Computer Labs (Training Computers).

Part 380.1 SCOPE

This Iowa Instructions will be followed by all NRCS employees.

Part 380.2 FILING INSTRUCTIONS

This Iowa Instruction will be placed on the State Office Shared drive under the following:

S:\Service Center\NRCS statewide shared\Iowa Bulletins and Manuals\Iowa Instructions\270 - IRM - Information Resources Management

Part 380.3 EXHIBITS

See the attachment.

A handwritten signature in black ink that reads "Richard Sims". The signature is written in a cursive style with a large initial "R".

Richard Sims
State Conservationist

Attachment

A

(IA Instruction 270-380 First Edition – December 2008)

Helping People Help the Land

An Equal Opportunity Provider and Employer

IOWA INSTRUCTION 270-380 – PROCEDURES FOR OCIO COMPUTER LABS

1. PURPOSE:

This instruction provides detailed processes to follow to resolve a scheduling conflict, to set up and remove equipment, to inventory equipment, to transport equipment, to install and remove individual settings, to add and remove non-standard software, and to troubleshoot.

2. BACKGROUND:

The only computers that are not charged back to the customer agency are those designated as "OCIO Training Computers."

For the purposes of the workstation assignment and charge back, equipment can be coded as "OCIO Training" only if it meets the following criteria:

1. Equipment is available to all Service Center agencies for training purposes.
2. ITS/TSD have access to the equipment for support, patching, etc.

Where workstations are being used by the agency for training purposes that do not meet the above criteria, the unit will be assigned to "Shared" (e.g. if the workstation is only available to NRCS for toolkit training). The shared units will be included in the charge back costs to the agency.

NRCS and OCIO have agreed to the procedures in these Instructions for any "OCIO Training Computers" and Computer Labs.

3. PROCESS:

Procedures for the OCIO Computer Lab (Training Computers)

- **Resolving scheduling conflicts**
If a scheduling conflict occurs within NRCS, the employees who need the labs will notify the ASTC-Management who will work with the Leadership Team members to resolve the conflict. If they cannot work it out, the State Conservationist (STC) will decide priorities.

If cross-agency disagreement, STC and other agency heads would work it out.
- **Docking and undocking units prior to leaving the building and upon returning**
OCIO (Dale Bruce, Renee Reece) will do this.
- **Maintaining the inventory of computer units, CAT5 cords, power sources and other components**
OCIO, with users' help, will check inventories before taking out and upon returning.
- **Loading units into travel cases for use by NRCS trainers or other agencies**
It is best to use hard cases when transporting to most effectively protect the equipment.
- **Completing maintenance of non-OCIO equipment**
There is no change to current operations; Contracting arranges maintenance, as requested.

- **Maintaining user preferences for all units so they are ready for trainer's use upon checkout**
There is no change to current operations; the person providing the training will work with OCIO to make this happen.
- **Removing all individual settings upon return of units to State Office so they are ready for the next training session**
There is no change to current operations; the person providing the training will work with OCIO to make this happen.
- **Adding and removing non-standard software when needed for training—i.e. Purdue Nutrient Mgt. module, loading individual customer files (20+ per unit)**
There is no change to current operations; the person providing the training will work with OCIO to make this happen.
- **Taking phone calls related to problems with the training labs, while in use, that need immediate attention for training to continue**
If it is a hardware problem, contact OCIO. If it is a software question, contact the person providing the training.

Approved By:



Date:

12/13/08

Richard Sims
State Conservationist
Natural Resources Conservation Service
210 Walnut Street, Room 693
Des Moines, IA 50309-2180