



Bulletin: OCFO 13-02

Date: November 6, 2013

To: All Users of USDA Financial and Administrative Systems

Subject: Implementation of Metropolitan Telecommunications (MetTel) Services

PURPOSE

This bulletin announces the implementation of Metropolitan Telecommunications (MetTel) as a provider of telecommunications reseller and rebilling services to USDA. This bulletin also describes the responsibilities of stakeholders, USDA policy, and procedures.

BACKGROUND

In accordance with the Secretary's Administrative Strengthening Project, OCFO awarded a contract to MetTel to provide telecommunications reseller and rebilling services to USDA. The Strengthening Project is sponsored by OCFO, in partnership with the Office of the Chief Information Officer (OCIO) and Agency Telecommunications Mission Area Control Officers (TMACO). This service will replace the USDA legacy Telephone and Utilities Maintenance System (TUMS) and Telephone Vendors System (TELE). The migration to MetTel services began the 2nd quarter of fiscal year 2013, with expectations of project completion during the 1st quarter fiscal year 2014. The changes to process invoices will improve efficiencies by eliminating redundancies and reducing costs Departmentwide.

RESPONSIBILITIES

Agency Finance Personnel or Chief Financial Officer (CFO)

- Works with Agency TMACO to provide annual funds commitment document information to load in the MetTel One portal
- In close coordination with the Agency TMACO, establishes annual obligating document(s) in the financial system for the payment of MetTel invoices
- Provides TMACO with funds obligation data for submission when new obligating documents are required after the annual funds commitment submission (i.e., new service ordered mid-year that requires a new MetTel account and separate obligating document)

Office of the Chief Financial Officer/Controller Operations Division (OCFO/COD)

- Serves as Contracting Officer Representative/Contracting Officer's Technical Representative (COR/COTR) on the MetTel contract
- Escalates unresolved USDA concerns to MetTel leadership
- Corresponds with USDA Office of the Secretary on all matters relating to the MetTel contract
- Solicits annual funds obligation data from Agencies for MetTel services and provides data for upload into the MetTel system
- Ensures timely and accurate payment of all MetTel invoices
- Notifies Agency TMACO of funds commitment shortages, rejections, and invoice anomalies
- Maintains the USDA financial interface responsible for payment of all MetTel invoices

Office of the Chief Information Officer/Enterprise Network Services (OCIO/ENS)

- Facilitates communication between TMACOs and CFOs on all matters relating to the MetTel contract
- Provides USDA oversight of MetTel service provisioning (i.e., acquisition, maintenance, move/add/change, and disposal), escalating Agency concerns as needed to MetTel leadership and contract COTR/COR
- Serves as the primary point of contact on all matters relating to agency access to the MetTel portal
- Provides OCFO/COD with TMACO listing and contact information

Telecommunications Mission Area Control Officer (TMACO)

- Serves as the primary point of contact on all matters relating to MetTel telecommunications service provisioning, invoicing (including rebill), payment, and funds obligation
- Submits Agency-level MetTel portal access requests to OCIO/ENS
- Works directly with Agency financial management personnel to provide annual funds obligation data to OCFO Controller Operations Division (COD)
- Reviews MetTel inventory and invoicing data for accuracy, submits billing disputes as needed to MetTel, and escalates unresolved items to OCIO/ENS for resolution
- Monitors Agency-level invoice impact to annual obligations to ensure adequate funding is in place to pay all invoices for the entire fiscal year
- Submits the appropriate documentation to OCFO/COD for the establishment of new obligating documents after the annual funds commitment submission (i.e., new service that requires a new MetTel account and separate obligating document)

Designated Agency Representative (DAR)

- Appointed by the Agency TMACO
- Places service requests, trouble tickets, and establishes/modifies accounts on behalf of the Agency
- Escalates unresolved service or invoice-related issues to the Agency TMACO
- Opens and views trouble tickets
- Creates, views, and approves orders

POLICY

Pursuant to Departmental Regulation 3300-001, Telecommunications and Internet Services and Use, dated March 23, 1999, and letter from Jon M. Holladay, Deputy Chief Financial Officer, Subject: Retirement of the Telecommunications Utilities Maintenance Systems, dated February 4, 2013, USDA will utilize MetTel to provide telecommunications reseller and rebilling services, and TUMS will no longer be utilized to set up accounts and data related to the payment of telephone service effective immediately.

Agencies are to establish funds commitment document(s) in the financial system for the payment of all MetTel invoices. The commitment document is to be established annually and fully funded to ensure payment for 12 months of invoicing.

All services ordered and/or rebilled through MetTel must have an assigned funds commitment document prior to the ordering of service.

All direct billed recurring telecommunications services not invoiced through the Intragovernmental Payment and Collection (IPAC) System (i.e., Networkx, General Services Administration (GSA), Treasury Offset Program (TOPS)) or paid by an Agency Contracting Officer through an existing procurement contract vehicle are to be invoiced and paid through MetTel.

Agency DAR and TMACOs are the only USDA personnel authorized to approve the ordering/rebiling of services through MetTel.

The Agency DAR/TMACO will place a service request through the MetTel portal for all direct billed recurring telecommunications services not invoiced through Networkx, GSA/TOPS, or paid by an Agency Contracting Officer through an existing procurement contract vehicle.

MetTel will review the request and determine if the service can be provisioned by MetTel or if the service has to be acquired by the Agency and then “Rebilled” through MetTel (MetTel pays the invoice and the Agency works directly with the telecommunication vendor).

If the service can be provisioned by MetTel, then MetTel will notify the DAR/TMACO, provide a quote for service, and acquire final authorization from the DAR/TMACO to process the order.

If the service has to be rebilled, the Agency DAR/TMACO will submit a request to the carrier of choice and arrange to have all invoices sent directly to MetTel for processing and payment.

Agencies are encouraged to compare all MetTel telecommunication service request quotes with existing USDA telecommunications contract vehicles (i.e. Networx, GSA/TOPS), where feasible, in order to ensure that the most efficient and cost-effective contract vehicle is being utilized.

PROCEDURES

Roles

The following table identifies the security roles and access authority associated with the roles:

<i>Role Name</i>	<i>Who Can Create</i>	<i>Functions</i>	<i>Notes</i>
<i>System Administrator</i>	<i>MetTel Personnel</i>	<ul style="list-style-type: none"> • <i>Grant access to Portal for Super DAR</i> • <i>Assign/remove "Super DAR" role</i> • <i>Application development and maintenance</i> 	<i>A System Administrator cannot hold any other role</i>
<i>Super DAR</i>	<i>System Administrator</i>	<ul style="list-style-type: none"> • <i>Grant access for DAR Administrators</i> • <i>Grant access for DARs in any Agencies/bureaus (ABs)</i> • <i>Grant access for other personnel as required in any ABs</i> • <i>Assign/remove Agency DAR Administrator role for ABs</i> • <i>View/download all reports for all USDA</i> • <i>Open/view trouble tickets</i> • <i>Create/view and approve orders</i> 	<i>Enterprise DAR for all of USDA</i> <i>Roles are assigned by the MetTel System Administrator</i>

Role Name	Who Can Create	Functions	Notes
<i>DAR Administrator</i>	<i>Super DAR</i>	<ul style="list-style-type: none"> • Assign/remove DAR role for their own AB • Grant access to other personnel in their assigned ABs • Create/deactivate Agency Hierarchy Code (AHC) for their assigned ABs • View/download all reports for their assigned ABs • Open/view trouble tickets • Create/view and approve orders 	<p><i>Lead DAR for one or more AB</i></p> <p><i>Agency TMACOs are assigned this role</i></p> <p><i>Directors or supervisors are designated by the Program Manager as required for mission purposes</i></p>
<i>DAR</i>	<i>DAR Administrator</i>	<ul style="list-style-type: none"> • Approve Service Requests • Open/view trouble tickets • Open billing disputes • View/download all reports for their assigned ABs • Ability to create End User supervisors • Create/view and approve orders 	<i>One or more DAR for one or more AB</i>
<i>Field DAR</i>	<i>DAR Administrator</i>	<ul style="list-style-type: none"> • Approve Service Requests • Open trouble tickets • Open billing disputes • View/download all reports for their assigned ABs • Create/view and approve orders 	<i>One or more Field DAR for one or more AB</i>
<i>Accounting or Administrative personnel</i>	<i>Super DAR</i>	<ul style="list-style-type: none"> • View/download all reports for their assigned ABs 	<i>Agency personnel who are not DARs but require access for reports</i>
<i>End User Supervisor</i>	<i>DAR</i>	<ul style="list-style-type: none"> • Open and view trouble tickets • Request services • Create end users • Create/view and approve orders • Approve end user access requests 	<p><i>Can only request services, which must be approved by DARs</i></p> <p><i>Can only create end users under their supervision</i></p>
<i>End User</i>	<i>End User Supervisor</i>	<ul style="list-style-type: none"> • Ability to request services • Open and view trouble tickets 	<i>Lowest level</i>

Establishing Users

The following outlines standard procedures for establishing new users in the USDA MetOne portal:

1. After the initial assignment of DAR Administrators, new users will be established by the Agencies as required and coordinated through the USDA Super DAR.
2. If additional DAR Administrators are required, a request will be submitted by email to the USDA Super DAR. If the Super DAR is not available then the MetTel System Administrator may be utilized in emergency situations.
3. MetTel may establish new roles as required with coordination of the Program Manager and Super DAR. As new roles are established, the hierarchy of users will be updated and the new user request spreadsheet will be updated.

User Profiles

1. When user accounts are established, the Super DAR or DAR Administrator must select the ABs as appropriate for the new account. Assigned ABs may only be changed by Super DAR for all roles and by DAR Administrator for a given AB.
2. Users should be able to see the role(s) and ABs assigned to themselves, but not change them or see those of other users.
3. User records may be deactivated, but no user ID/profile may be deleted unless there are no active or archived records associated with the ID. Super DARs may deactivate anyone in the system except themselves; DAR Administrators may deactivate anyone in their assigned AB except themselves; System Administrators may deactivate Super DARs.
4. User profiles must contain the following editable fields; except where noted, all fields are required to submit the profile:
 - a. First name
 - b. Last name
 - c. Email address
 - d. Primary phone number and type, e.g., office, cell, etc.
 - e. Alternate phone number and type (optional)
 - f. Street address 1
 - g. Street address 2 (optional)
 - h. City
 - i. State
 - j. Zip
 - k. Country

MetTel Service Disruption/Malfunction

In the event there is a disruption in MetTel provisioned service and/or a malfunction in the delivery of service, the Agency DAR/TMACO is to submit a “trouble-ticket” through the MetTel portal.

In the event of Rebilled service disruptions/malfunctions, the Agency DAR/TMACO is to report the incident directly to the telecommunication service provider.

Access Request

Refer to Agency TMACOs to request access to the MetTel One portal. TMACOs should direct inquiries to OCIO/ENS.

INQUIRIES

Any questions concerning this bulletin should be directed to the COD Contact Center at 877-243-3072 or 504-426-5695, or via email at cod.help@usda.gov.

Additional information can be located on the COD Web site at cod.nfc.usda.gov/telecommunications/tele.html.

EFFECTIVE DATE

This bulletin is effective immediately.

/S/

JOHN G. BREWER
Associate Chief Financial Officer for Financial Operations