GESD Fact Sheet for Hurricane Season

Business Continuity Plan (BCP)	NFC's concept of operations is to deploy a limited staff in advance of known disaster events in order to provide continued service to our customers, although at a minimum service level during the disaster event. Our plan calls for us to deploy employees to Alternate Work Sites (AWS) prior to closure of the NFC facility. The deployed staff will assume operational responsibilities (simultaneously with the closure of the NFC facility) and will perform limited services until either full deployment to the AWS is required or reconstitution of operations back at the NFC facility is accomplished.
Customer Communications Model	GESD will utilize the following methods to communicate with our customers during potential threats and activation of the NFC's Continuity of Operations Plan (COOP) and GESD Business Continuity Plan (BCP): • **Regular conference calls** – NFC will hold regular conference calls (using a central call in number with published pass code) with its customers or others, as needed, to regularly address issues and make/communicate decisions on operational statuses. • **Town Hall meetings/Web casts** – NFC will hold "electronic" town hall meetings through a Web cast process, as appropriate. • **Message lines** – All message lines maintained by NFC (i.e., Inquiry lines, Operations and Security Center, Emergency numbers, etc.) will be updated with operational status information and any critical instructions. • **WEB** - NFC's Home Page (www.nfc.usda.gov) will be updated with operational status information and any critical instructions. • **Public media** - NFC will release information to the local and Washington, D.C., press on the status of its operations, as appropriate. • **Email notification** – NFC will submit information to subscribed customers through our email subscription service.
Service Level Model	During hurricane threats, our clients can expect to receive reduced service levels while GESD business units are minimally staffed at the AWS; i.e., after shutdown of the NFC facility at approximately –30 hours prior to expected storm landfall and until we are able to return to normal operations once the threat has passed. The number of employees scheduled to deploy to the AWS during pre-threat hours is limited to the minimum number needed to effectively perform essential services for our clients. During this interim period, all GESD inquiry phone lines will be transferred to the AWS, with incoming calls being handled by our reduced AWS staff. Our customers will continue to use existing lockbox, P.O. Box, and regular mail addresses until instructed to do otherwise.

The expected level for all other services provided by our business units is described below:

Payment Certification and Recertification Reconciliation	*Minimal AWS Staffing*	• Reconcile, certify, and process all salary related payments, including disbursements to employee benefit plans and carriers. • Research EFT claims of non-receipt. • Resolve issues related to Federal and non-Federal benefit file transfer to benefit carriers.
	Full AWS Staffing - Provide additional services:	• Process Treasury credits. • Research unbilled ABCO receivables. • Process Treasury claim forms. • Assist State Disbursing Units with child support payment issues. • Reconcile payroll accounting files for USDA Agencies to USDA corporate accounting system interface. • Generate FDIC Expenditure Report.

Debt Management Services	Agencies will continue to call the toll free inquiry numbers 1-800-255-5295 (ABCO) and 1-800-428-8515 (Claims) for assistance.	
	Minimal AWS Staffing	• Provide assistance in responding to telephone, fax, and email inquiries from customers. • Provide regular DMSS and Claims services.
	Full AWS Staffing - Provide additional services:	• Handle all incoming calls to this inquiry line and critical inquiries from Agencies and OPM.
Government Insurance Services	Agencies and consumers will continue to call the toll free inquiry numbers 1-800-242-9630 (DPRS and CLER) and 1-855-632-4468 (TIPS) for assistance.	
	Minimal AWS Staffing	• Provide assistance in responding to telephone, fax, and email inquiries from customers in each Line of Business.
	Full AWS Staffing - Provide additional services:	• Handle all incoming calls to this inquiry line and critical inquiries from Agencies, carriers, and OPM. • Provide enrollment and reconciliation services in DPRS and CLER. • Provide regular billing and collection services for DPRS and TIPS.
Consumer Insurance Programs	Agencies and consumers will continue to call the toll free inquiry number 1-866-717-5826 (PCIP Tier 1) for assistance. The automated message for the PCIP Tier 2 toll free inquiry line will provide AWS contact information as necessary.	
	Minimal AWS Staffing	• Provide assistance in responding to telephone, fax, and email inquiries from customers.
	Full AWS Staffing - Provide additional services:	• Handle all incoming calls to the inquiry line(s) and critical inquiries from Agencies and OPM. • Provide enrollment and reconciliation services. • Provide regular billing and collection services.
Payroll Reconciliation	Agencies will continue to call the toll-free inquiry line at 1-877-207-8137 (Retirements) and 1-855-675-2282 (Military Deposits).	
	Minimal AWS Staffing	• Establish contact with Agencies to provide updates on retirement document submission procedures. • Handle updating of General Ledger and Budget Cost Systems and Agency Weekly Reporting, SF-224 production, and Agency payroll accounting inquiries.
	Full AWS Staffing - Provide additional services:	• Process retirements/separations. • Perform payroll reconciliation. • Respond to all types of inquiries.
System Applications	*Minimal AWS Staffing*	• Ensure that critical applications are available to the customers and are functioning properly. • Continue to provide production operational support for all critical applications. No additional maintenance or development will take place at this time.
	Full AWS Staffing Provide additional services:	• Provide remaining production support for all remaining applications. • Reestablish and maintain normal development and maintenance.

Client Management	*Minimal AWS Staffing*	• Continue as NFC's point of contact for all GESD systems and services representing customer issues and concerns to other NFC organizations during recovery of all services. • Deploy with current customer contact information and monitor/report on operational activities and issues.	
	Full AWS Staffing Provide additional services:	• Begin an aggressive campaign to contact all NFC customers. • Provide updated contact information, as appropriate, to customer contacts. • Continue public relations and communications activities that provide COOP status, system application status, operational status, special processing instructions, etc. • Continue to coordinate and represent NFC on various customer workgroups and committees such as CAPPS. • Maintain liaison with user Agencies for the resolution of unique inquiries, particularly those that cross over organizational boundaries within NFC. • Work with other NFC organizations to assist users in identifying and resolving problems, monitoring system performance, and ensuring correct operation. • Participate in Government and non-Government meetings and conferences to gather and provide information on available services, and evaluate the level of user satisfaction to both NFC provided and non-NFC provided services. • Support all expanded operations due to COOP.	
Implementations	*Minimal AWS Staffing*	• Provide the necessary level of service to complete a new Agency implementation.	
	Full AWS Staffing Provide additional services:	• Support the implementation effort and monitor the progress of all implementation activity.	
***EmpowHR* and webTA Helpdesk**	*Minimal AWS Staffing*	• Answer inquiries related to navigation, processing issues, and intake of system issues. • Helpdesk operating at 25%.	
	Full AWS Staffing Provide additional services:	• Helpdesk operating at 100%.	
Payroll Processing	*Minimal AWS Staffing*	T&A Week • Correct and process T&A suspense with minimum Agency assistance. • Process priorities; sensitive requests; and 20% of other manual payments, adjustments and inquiries.	Non-T&A Week • Process priorities; sensitive requests; and 50% of other manual payments, adjustments and inquiries.
	Full AWS Staffing - Provide additional services:	T&A & non-T&A Week • Correct and process T&A suspense with Agency assistance. • Process priorities, sensitive requests, and 100% of current manual payments with 30% backlog from other deployed waves.	

Personnel Processing	*Minimal AWS Staffing*	• Process priorities, sensitive requests, and 43% of other payroll processing services. • Call Center operating at 25%.
	Full AWS Staffing Provide additional services:	• Process priorities, sensitive requests, and 100% current service with 30% backlog from other deployed waves. • Call Center operating at 100% with 30% backlog from other deployed waves.
Tax and Benefits Processing		Agencies email questions regarding FEHB to NFCFEHB@nfc.usda.gov and continue to call the NFC inquiry line 504-255-4630.
	Minimal AWS Staffing	• Answer FEHB inquiries related to NFC payroll, payroll office related CLER inquiries, and TSP inquiries. • Process and submit manual TSP data to the Federal Thrift Investment Retirement Board on an as needed basis. Personnel will ensure access to W-2 applications, reconciliation of relevant systems (PAYE to EARN, etc.) by pay period, and coordination of applicable job scheduling. • Continue with internal control procedures that include periodic testing of all Transaction Codes within the EARN system. • Coordinate with Customer Support personnel to ensure that all participating Agencies are instructed on how to submit requests to receive their sample W-2s within the specified timeframes (if deployment falls within the Agency W-2 Participation timeframe).
	Full AWS Staffing Provide additional services:	• Full services, including answer inquiries regarding international employees.