

USDA Financial Management Modernization Initiative (FMMI) Operations and Maintenance (O&M) Meeting Charter

Charter Purpose

The purpose of this charter is to establish guidelines for the O&M meeting. O&M is held twice weekly to interact with USDA Agencies (FMMI customers) to provide two-way communication between the Center of Excellence (CoE) team providing FMMI operations and maintenance and the Agencies using FMMI to operate their business processes and accomplish their mission.

Key Stakeholders	Role	Responsibilities
Chief, Customer Support Branch	O&M Meeting Chair	<ul style="list-style-type: none"> • Overall responsibility for scheduling and conducting meetings • Distribute meeting agendas to O&M community • Distribute to O&M community and post to FMMI Web site meeting recaps • Record the roll to track Agency/staff presence at the meetings
<ul style="list-style-type: none"> • Office of the Inspector General • Office of Homeland Security • Office of Civil Rights • Office of Communications • Office of the Chief Financial Officer • Office of the General Counsel • Office of the Executive Secretariat • Office of the Chief Economist • National Appeals Division • Office of Budget and Program Analysis • Office of the Chief Information Officer • Office of the Secretary • Departmental Administration • Working Capital Fund • National Institute of Food and Agriculture • Agricultural Research Service • Economic Research Service 	Customer Agencies	<ul style="list-style-type: none"> • Each organization should have at least one representative in attendance • Document pertinent information provided at the meeting to ensure information is disseminated to appropriate personnel <p>Use the meeting as a forum to receive clarification on information shared or any questions that may arise</p>

Key Stakeholders	Role	Responsibilities
<ul style="list-style-type: none"> • National Agricultural Statistics Service • Food Safety and Inspection Service • Risk Management Agency • Food and Nutrition Service • Rural Development • Farm Service Agency • Foreign Agricultural Service • Animal and Plant Health Inspection Service • Grain Inspection, Packers and Stockyards Administration/ Agricultural Marketing Service • Natural Resources Conservation Service • Forest Service 		
<ul style="list-style-type: none"> • Contact Center • BI Team • Tech Team • Security • Accounting Processing Branch (ACPRB) • Administrative Payments Branch (APB) • Financial Reporting Branch (FRB) • Accounting Reconciliation Branch (ARB) • IPAC Control Branch (ICB) 	<p>OCFO Staff Representatives</p>	<ul style="list-style-type: none"> • Each organization should have at least one representative in attendance • Document pertinent information provided at the meeting to ensure information is disseminated to appropriate personnel • Use the meeting as a forum to receive clarification on information shared or any questions that may arise • Report on issues as appropriate • Respond to customer inquiries as appropriate

Goal

The goal is to ensure FMMI continues to operate well and satisfy the needs of customer Agencies, and to identify and plan for the future needs of customer Agencies.

Agenda

- An agenda is provided prior to the meeting.
 - Roll is taken at the beginning of the meeting to record attendees.
- At a minimum, the agenda contains the following three topics:
 - Production status
 - Overall health and performance of the production system, especially any technical issues affecting production
 - Upcoming events that influence how FMMI operates, e.g., upgrades, new functionality, maintenance plans, performance improvements, outages, etc.
 - Upcoming Release status (Change Requests)
 - Functionality or defect correction planned in upcoming releases
 - Special Interest Items – any topics of interest to the agencies and/or any topics the agencies want to share with the CoE team, e.g., annual close planning, reporting, disaster recovery rehearsal schedule, etc.
- Other topics may be requested by Agencies or added by the CoE team to facilitate conversations regarding key operations and maintenance items. Agencies must submit topics a minimum of 1 day prior to the scheduled meeting to allow time to prepare and gather information to have a meaningful conversation on that topic.
- New topics may be introduced during the meeting; however, it is understood that additional time may be required to gather the data required to properly respond to the issue.

Discussion

The O&M meeting is one of the communication vehicles for all customer Agencies to gain insight into the operations of FMMI and upcoming events. It is also the forum for the customer Agencies to share information and requests with the FMMI CoE Team. It is a key element in the overall business process, linking the operations teams with the customer teams.

Meeting Recaps

- Minutes are recorded during the meeting, recapped, and posted on the FMMI Web site (<http://info.fmmi.usda.gov/index.html>) under Latest System Updates/Operations and Maintenance in the right-hand menu (http://info.fmmi.usda.gov/Operations_Update/OperationsandMaintenance_Update.html)
- Recaps provide which organizations may require follow-up on critical messages

Exhibit

Sample O&M Meeting Agenda

Charter Signature

/s/

November 12, 2013

Angelique Dyer, Chief, Customer Support Branch

Date



**Financial Management Modernization Initiative (FMMI)
Operations and Maintenance Agency Status
Dial-in Information: XXX-XXX-XXXX, pass code XXXXXXXX
10 AM (ET) 9 AM (CT)**



Thursday, Current Date

Roll Call: OIG, Homeland Security, Civil Rights, Communications, OCFO, General Counsel, Executive Secretariat, Chief Economist, National Appeals, OBPA, OCIO, OSEC, DA, Working Capital Fund, NIFA, ARS, ERS, NASS, FSIS, RMA, FNS, RD, FSA, FAS, APHIS, GIPSA/AMS, NRCS, FS, Contact Center, BI Team, Tech Team, Security, ACPRB, APB, FRB, ARB, and ICB

****During the meeting, please DO NOT place your phone on HOLD, when the phone is placed on HOLD it disrupts the meeting. As needed, please place your phone on MUTE (*6), not HOLD.***

PRODUCTION STATUS

A. Topic 1:

- Status provided here

B. Topic 2:

- Status provided here

UPCOMING RELEASE STATUS (CHANGE REQUEST)

A. Topic 1:

- Status provided here

B. Topic 2:

- Status provided here

SPECIAL INTEREST ITEMS:

A. Topic 1:

- Status provided here

B. Topic 2:

- Status provided here