

**United States Department of Agriculture
Office of the Chief Financial Officer
National Finance Center
Government Employees Services Division**

Functional Requirements Document (FRD) Process

I. Customer Request –

1. GESD Systems Requirements Branch (SRB) and Web Requirements Branch (WRB) staff prepares FRD (in non-technical language) and sends completed FRD to the FRD mailbox.
2. The Client Management Branch (CMB) Customer Service Representative (CSR) forwards the completed FRD to client for signature
3. Agency questions, issues or problems with the FRD should be provided to the appropriate CMB CSR
4. CMB CSR contacts the appropriate SRB or WRB staff with agency's concern(s)
5. SRB or WRB Staff will issue a revised FRD if necessary
6. If FRD is not signed and returned within 2 weeks of date provided, CMB SCR contacts the "Requesting Official/Contact Person" to confirm receipt of the FRD, and determine if the FRD meets with the agency's intent
7. Agency accepts and returns the signed FRD to CMB CSR
8. CMB SCR forwards the FRD to the FRD mailbox

II. Community-Wide for Scheduled Releases –

FRDs for request that impact the entire User Community, are posted on NFC Home Page FIVE(5) pay periods prior to scheduled implementation.

FRDs are required on all agency request(s), and community-wide modifications.