

September 22, 2003

WEST VIRGINIA BULLETIN NO: WV180-3-9

**SUBJECT: CPA-Use of Customer Service Toolkit to Document
Conservation Plans**

Purpose: To inform employees of mandatory use of Toolkit.

Expiration Date: September 30, 2004

As the Agency continues to implement the Farm Bill, we are looking at ways to streamline workflows and make our field operations more efficient. We are installing T-1 lines to boost bandwidth in Service Centers, and we have/or are bringing on-line new web application tools, such as eFOTG, TechReg, and ProTracts.

The Customer Service Toolkit has served us well for the past 3 years. According to a recent survey, the application is being used by 90 percent of conservation planners to produce plan documents, 75 percent to complete contract support documents, and 60 percent to produce plan maps.

Considerable feedback from the field has suggested that we eliminate duplicate data entry by uploading Toolkit data into the Performance and Results Measurement System (PRMS). In addition, certain Technical Service Providers (TSPs) will need access to conservation plan data, and through eGovernment, customers soon will be able to access their data on-line.

To that end, the Chief's Executive Team has decided to mandate the use of the Customer Service Toolkit for developing and documenting conservation plans within the Natural Resources Conservation Service.

Beginning October 1, 2003, a national Toolkit database will be brought on-line with a web data entry/edit interface and the capability to upload data from the current version of Toolkit. Conservation planners may use either method to populate the national database. The national Toolkit database will consist primarily of the planning unit boundaries and the practice schedule. With appropriate controls and access, the data will be

available to TSPs and will be harvested by PRMS for performance purposes.

Over the next 7 months, a new Customer Service Toolkit will be built with ArcGIS technology. The updated version will write directly to the national Toolkit database. This will not preclude the use of third party software from writing to the Toolkit database at some point, but the existing and new versions of Toolkit will be the approved tool for use within the Agency.

Chief Knight has asked all State Conservationists to complete deployment and associated training, so that all NRCS conservation planners are proficient in using the Toolkit by October 1, 2003.

If you have questions or need additional information, please contact Herbert Andrick, Toolkit/GIS Specialist at 284-7560.

/s/

**LILLIAN V. WOODS
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