

FY24 Web Services Support



Who we are

Our Web Services Support team, is a part of OCIO Digital Infrastructure Services Center (DISC) - Enterprise Application Services (EAS). We partner with the Customer Experience Center (CEC) to provide a full spectrum of innovative business and professional services for:

- Developing, maintaining, and supporting Power Platform applications and SharePoint Online Sites
- Driving IT modernization, consolidation, and cloud adoption (CEC GCC)



Web Services Support provides assistance and development with the following technologies:

O365 SharePoint Online Site Collections

- Design
- Development
- Migration

MS Word, MS PowerPoint and Adobe PDF documents



Support is available between Monday through Friday, 8am-5pm Eastern Time Zone, excluding government holidays.



Our team of experts will not only advise or assist with modern design, or automation at these sites but will also advise on creating Section 508 compliant web features and documents.

Section 508 Compliance

508 Compliance Web Services Support ensures a fully inclusive experience for all individuals by ensuring USDA accessibility guidelines are followed when we develop web features or documents. We follow the USDA Section 508 Program's accessibility checklists and guidance.

All requests for support are managed through the USDA OCIO DISC IT Service Portal at <https://service-portal.ocio.edc.usda.gov/>. New users to the portal, may contact Web Services Support to request access, by emailing OCIO-EAS-APP-SERVICES OCIO-EAS-APP-SERVICES@usda.gov.

SharePoint Online Site Support



Provide advice or troubleshooting steps to resolve end user technical challenges, modify content, correct permissions, or add features.



Add or modify site pages or web parts through the SharePoint Online modern experience and promote features that meet accessibility requirements (Section 508 Compliance).



Custom form and application development using Microsoft Power Apps, and business automation development using Microsoft Power Automate.



Web Services Support maintains ownership of requests and manages engagement between CEC and Microsoft subject matter experts to ensure solutions are identified and delivered in a seamless manner. We also ensure accessibility issues are elevated and resolved by Microsoft.



Web Services Support delivers presentations sharing tips and tricks our team has learned within the USDA environment. These presentations may also exhibit solutions developed, that can improve your office's business processes, with automation, centralization or organization.

**And
many
more.**

Support Agreement Costs:

Should your organization be supported by the Departmental Administration IT Office (DAITO), your corresponding agreement will be initiated by DAITO, otherwise you may contact OCIO-DISC-EAS Web Services Support directly, with questions and a request for a quote. We will provide addition service and cost details upon request.

Web Services Support Offerings - FY23 vs. FY24

Value	FY23	FY24
Site Assessments – to assist in IT portfolio reconciliation and suggest qualifying solutions in SharePoint or Power Platform		✓
Accessibility Auditing, Remediation for SharePoint sites and accessible documentation template solutions (Section 508 Compliance)		✓
Support requests within 3-5 business day service level	✓	✓
Support high-visibility (Secretary, White House) in 1 business day	✓	✓
Support design and functionality (< 160 hrs. LOE) with a soft schedule (without a new agreement) – Enhancement Requests	✓	
Support design and functionality (< 80 hrs. LOE) with a soft schedule (without a new agreement) – Enhancement Requests		✓
Develop workflows and forms more conveniently with Power Apps, and automate manual processes with Power Automate	✓	✓
Any SharePoint Online site supported without additional cost	✓	✓

Contact Information

Web Services Support:
OCIO-EAS-APP-SERVICES@usda.gov