



Natural Resources Conservation Service  
P.O. Box 2890  
Washington, D.C. 20013

---

DATE: October 10, 2012

TO: Deputy Chiefs, Regional Conservationists, State Conservationists

FROM: Gary Washington, NRCS Chief Information Officer (CIO)

SUBJECT: Fax Volume Estimates and Fax2Mail Implementation Plan

OCIO International Technology Services (ITS) awarded a contract to Tactical Digital for electronic fax service. The service is provided by EasyLink and is called Fax2Mail. The Fax2Mail service is used to send and receive fax messages using our email system rather than through the use of a Fax machine. A group of agency users can share in sending and receiving fax messages by using an Outlook Shared Mailbox called a Resource Account.

#### **Where Are We Now**

The electronic fax service has successfully been implemented for 45 Fax2Mail accounts in 21 field and state locations as part of the User Acceptance Testing. ITS is funding an additional 150 Fax2Mail accounts during FY12. Information about the process and progress in creating the additional 150 accounts is shown at <https://its.sc.egov.usda.gov/tsd/default.aspx>, then click on "Fax2Mail". The document titled "Process to select Fax2Mail site and Fax2Mail numbers.docx", on the above SharePoint site, outlines the site selection criteria being used by ITS for choosing an appropriate site in your state. State leaders please work with the ITS TSD Group Manager and NRCS POC, Richard Mayotte at [Richard.Mayotte@ftc.usda.gov](mailto:Richard.Mayotte@ftc.usda.gov) to facilitate the identification of the selected site within 2 weeks of this letter.

#### **Reduced Costs**

Nationwide implementation of Fax2Mail shows the potential for lowering costs while at the same time improving efficiencies, particularly in smaller offices where the estimated average number of fax pages sent and received by agency by fax machine by month (hereafter called **Fax Volume**) is low. The costly analog fax lines can be eliminated, fax equipment can be decommissioned, and supply costs such as paper and ink/toner can be reduced.

Since 60 percent of our Fax machines are shared between agencies, a team at the national level has been established to oversee the planning efforts. However, before we can move forward with any future planning or deployments, we need to know the costs and savings that would be realized by location by agency. To do this analysis, we will need to gather information on the **Fax Volume** for each of the approximately 2600 fax machines used nationwide.



### **What is the Plan**

The first phase of a national rollout starts with the completion of a survey created to capture the **Fax Volume** on existing fax machines. In the second phase, ITS will use the results of the survey to calculate cost savings. The survey **Fax Volume** estimates along with financial and business analysis will be used by the State Leaders in each state to create an agency specific implementation plan. These plans will be reviewed at the headquarters level. The three approved plans will be used to create a comprehensive statewide ITS Fax2Mail Implementation Plan. The joint plan is needed in order to calculate cost savings since telecommunication costs are shared between the SCA's on a national percentage basis. In phase 3, the ITS TSD Group Managers will implement the joint plan within their areas of responsibility. Additional information will be provided later about the second 2 phases.

### **What Do You Need To Do**

The State Conservationist, the NHQ/DC representative, or large office representative is to direct one person from each agency per fax machine to complete the survey here:

<http://www.surveygizmo.com/s3/959611/Fax2Mail-Survey>

The primary information entered in the survey is the total average fax pages sent + received per month for all users combined from a single agency. Example output from the survey is shown in the file called "Fax2Mail Survey Results – Summary Report" under Information for ITS Customers > Fax2Mail in the above SharePoint Site.

**Each selected representative should ensure that the survey is completed for all fax machines used by NRCS by 10/25/2012.**

Each selected representative should notify the ITS TSD Group Manager and the NRCS POC, Richard Mayotte at [Richard.Mayotte@ftc.usda.gov](mailto:Richard.Mayotte@ftc.usda.gov) when all surveys have been completed.

Thank you for your assistance in helping NRCS and ITS leverage Fax2Mail to reduce our costs while at the same time improving efficiencies.

If you have any concerns or questions about this implementation plan, please feel free to contact Richard Mayotte at 970-295-5474, or [Richard.Mayotte@ftc.usda.gov](mailto:Richard.Mayotte@ftc.usda.gov).

