



# Service First Update

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## THREE ITEMS...

### 1. Service First Leadership Team formed!

Following an initial meeting on June 28 called by BLM Deputy Director Mike Pool, executives of the four Service First agencies agreed to formally charter as the "Service First Leadership Team". The charter was signed at the July 26 meeting, and will soon be posted on the SF website.

Team members are Joel Holtrop, Deputy Chief, National Forest System, USDA Forest Service; Mike Pool, Deputy Director, Operations, Bureau of Land Management; Daniel Wenk, Deputy Director, Operations, National Park Service; and Greg Siekaniec, Assistant Director, National Wildlife Refuge System, U.S. Fish and Wildlife Service.

This forum developed from a need for executive level leadership to address current issues, explore new opportunities, streamline processes and further the use of this unique authority within the four agencies. Interagency and interdepartmental working groups at appropriate levels will be formed as needed. The SFLT will meet regularly to "provide leadership, direction and counsel on implementing the authorities and promoting the principles of Service First ... and a clear path for resolving issues."

I both rely upon and welcome your input, ideas and information on items needing attention and action at this level. We are planning meetings for September and December.

### 2. Changes to the website

Over the coming months, watch for new hot links to the four agency Intranets, as well as links to standing committees (like the Interagency Interoperability Oversight Group) and other working groups. I welcome your ideas to make this a value added, more dynamic site, including good reasons to regularly visit. I'm also seeking photos and quotable quotes about Service First from folks at all levels of the organizations.

**TO BE POSTED: Service First “quick survey”, February 2010**

Read what a variety of Service First offices and individuals felt were their most pressing concerns, obtained through an informal, four-question survey. Eighteen responses were received. The summary includes many issues that are being brought to the SFLT for action.

**TO BE POSTED: Outcome of Service First executives meeting, March 2010**

Executives from the four agencies (35 people) spent half a day discussing Service First, including participating in small group sessions on the four “hottest” topics from the Quick Survey. Read their thoughts, suggestions and action items.

**TO BE POSTED: Four field success stories, June 2010**

Straight from the wild horses (and burros’) mouths, enjoy a quick brief-up on four Service First programs in Colorado, Arizona and Alaska: Grand Canyon Parashant National Monument (BLM/NPS); San Luis Valley Public Lands Center (FS/BLM); San Luis Valley interagency fire program (NPS/FWS/BLM/FS); and Combined HR in Alaska (FWS/BLM).

**TO BE POSTED: Update on national projects, June 2010**

Topics: IIOG, website, training, database, field meeting idea.

**TO BE POSTED: Charter and 2<sup>nd</sup> meeting minutes, Service First Leadership Team, July 2010**

What are this group’s Goals and Roles? Read all about it here, including discussions and decisions about IT, streamlining agreements, the web, and a joint all execs meeting next spring.

### **3. Authority**

Current authority expires Sept 30, 2011. The SFLT supports and encourages the idea of permanent authority for Service First.

### **4. Finally,**

If you feel inspired, curious, doubtful about what you’ve read or learned, or want to share an idea or thought, please let me know. Do we need a blog? Let’s talk! /s/ *Joan*