



Service First Leadership Team Meeting
Thursday, April 19, 2012 – 2:30 p.m. – 4:30 p.m.
Main Interior, 18th and C St NW entrance
BLM Conference Room 5071

Topics for Discussion

Action

1. Introductions & updates– 10 minutes

Discussion

In Attendance:

Chris Moyer, National Service First Coordinator

SF Leadership Team

Greg Siekaniec, USFWS Deputy Director

Mike Pool, BLM Deputy Director for Operations

Andrea Bedell-Loucks, USFS Deputy Director for National Partnership Office (for Leslie Weldon)

Peggy O'Dell, NPS Deputy Director, Operations

Guests

Cynthia Martinez, USFWS Deputy Chief, National Wildlife Refuge System

Lena McDowall, NPS Associate Director for Business Services

Janine Velasco, BLM Assistant Director – Business and Fiscal Resources

Mary Pletcher, DOI Special Projects

The National Master Agreement is signed and distributed!

Update that the National Master Agreement is signed and distributed to the four agencies. The USFS is conducting training on May 2; will check to see if the training material can somehow be used for the other agencies.

Cancelling the July quarterly meeting?

Wait to see what comes from the National SF Symposium to see if the meeting is warranted. A discussion of the National Symposium followed with concern from the FWS being able to send employees to this meeting when they cannot send employees to other meetings. SFLT agreed that all agencies have to be present and want the Symposium development team to rethink the way the symposium is executed given these constraints:

1. Only people that are local (to Denver) or within a daily commute distance (won't incur travel costs) can attend in person; and
2. People greater than a daily commute away attend via Webex (i.e., using a technology solution)

The SFLT also wants renewal of the DOI approval (done in fall 2011) in response to new scrutiny of meetings. There was discussion about using technology to reach a wider audience and how that technology might work in this situation.

2. DOI IT Transformation and IIOG projects intersection – 30 minutes

Update/Discussion

At the close of the January quarterly meeting there was considerable interest from the SFLT as to linkages between the six IIOG projects and the IT Transformation (ITT) effort. Are the IIOG projects covered under the ITT umbrella? If so, under which of the ITT Service Teams are the IIOG projects covered? What are the timelines around accomplishing the ITT objectives that cover the IIOG projects? Are there other solutions to the IIOG projects that the ITT has come up with?

This is intended as an information sharing session so the SFLT can better understand what will and will not be addressed by the ITT and the associated timelines with ITT in the context of Service First.

Desired outcome: The SFLT has a solid understanding of which of the IIOG projects are and are not covered under the IT Transformation initiative and can decide how to proceed.

Mary Pletcher gave an overview of the ITT/IIOG cross-walk. She emphasized that the ITT is focused only on DOI “in-house” activities and does not address connectivity with the USFS. She described the seven Service Teams in ITT and the responsibilities of those Service Teams. She drew the linkages between the six IIOG projects and the ITT Service Teams. She addressed each of the six IIOG projects and the timeline for completion:

1. Access Authentication
 - a. Identity Credential and Access Management - TBD
 - b. Virtual Application and Desktop Delivery - FY13 (through being device agnostic [independent])
2. Implementation OF MOU for Interagency Recognition - Not addressed by ITT
3. DOI Interagency Video Teleconferencing - FY13 (through standardizing VTC)
4. Interagency Peripheral Sharing - FY13 (through flattening of networks)
5. Interagency Virtual Private Network - FY13 (through flattening of networks)
6. Interagency SharePoint capability - already exists

3. Service First National Symposium – 10 minutes

Update/Discussion

The SF National Symposium is moving forward with great success. To date the steering committee has decided on the structure for the meeting, general topics for the work sessions, how to reach “the rest of the nation” and agency sponsorship for the four work session: Information Technology, Fire, Natural Resources, and Management and Administration.

Desired outcome: The SFLT is updated on the progress toward the National SF Symposium.

We discussed the Lead Agencies for the four themes for the Symposium; SFLT is fine with the themes. The idea of how to execute the Symposium across time zones was brought up and needs to be addressed by the planning team. USFS recommended exploring how the Sustainability Academy conducted a week-long series of webinars for ideas on how to execute a multi-day nationwide webinar. The proposed schedule was discussed and SFLT put forth the idea of giving up some of their time on the first day to have individuals from the different agencies who have had success with SF lead off the Symposium. The suggestion of a poster session was well received and identified as a way to share SF information on the web during and after the Symposium.

4. Service First projects – 10 minutes

Update/Discussion

After 100 days on the job, I am working on the following projects – most of which I consider to be “tools” for the field:

Technology Solutions

Updating the SF website – the website is in need of both a content and reorganizational overhaul; progress to date

Content and organization are being update to make the information more accessible.

DOIconnect SharePoint – A solution to sharing files between the four agencies; not the same as interconnectivity

DOI Webmail – A solution for accessing DOI agency emails

SF Coordinator is currently using these tools work in the FS building; no longer in need of carrying a laptop between buildings. These technology solutions will help many SF instances across the landscape.

Governance

SF 101 Webinar – an outreach tool to those who don't know the what, why, who, and how's of SF

The need for a SF 101 webinar stems from the differences in knowledge and exposure to SF in the four agencies. This webinar is designed to reach folks in all four agencies and explain the basics of SF. The SLFT agreed to send out the announcement/invite to their respective agencies. The suggestion was made to explore more than one date/time option if there is enough interest.

Rewrite of MOU – an updated version of the MOU that more specifically addresses the four topics areas of SF

In process with a list of reviewers drafted; goal is to have the final version for the National Symposium.

Organization Outreach

Wilderness Steering Committee – presentation; work with Author Carhart National Wilderness Training Center

Interagency Adaptations Group (aka Changing Climate) – presentation; how to use SF in a multi-agency context

Veteran's Corp – Identified persons from the FS, BLM, NPS, & DOI lead for Veterans Corp

Desired outcome: The SFLT has a sense of what is happening in SF. This information will help inform the next conversation.

5. Vision for Service First – 45 minutes

Discussion

In light of all the changes in SF, e.g., permanent authority and the National Master Agreement; on the SFLT; and myself as the new coordinator, I would like to discuss the SFLT's vision of SF in both the short term and long term. What are your two or three ideas for the future of SF? Where should SF be in five years? A conversation about this will help me to focus my efforts and energies.

Desired outcome: SFLT and I are in alignment with the direction and desired outcomes for SF.

During the course of the conversation on the future of SF, the following ideas came forward:

- SF as a mechanism to improve efficiency in the face of declining budgets
- Encouraging the people in the field to be creative in how they solve problems
- SF as a mechanism to create good governance (good business) and opportunities
- Query the public at the local or regional level about what they want from the agencies/SF
- Develop a public/communal blog on the SF website

- SF as a tool for planning communities
- Incorporating a SF module for the in the introductory employee training to begin to institutionalize the idea of SF
- Collapsing organizations between agencies where it makes sense
- Centers of Excellence around topic areas
- Changing the agencies' cultures will take a long time
- Develop a SF Advisory Council comprised of folks form the field that can advise on the issues at the local level
- First meeting of the Advisory Council should be at the National Symposium

6. Next Meeting Agenda and Meeting Wrap-up – 5 minutes

7. Next meetings

July 2012, hosted by NPS – CANCELLED? * October 2012, hosted by FWS

National SF Coordinator

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