

Minutes of the July 26, 2010, Service First Leadership Team meeting

Attendees

BLM - Mike Pool, BLM Deputy Director, Operations

NPS- Diane Chalfant, Assistant Associate Director, Visitor Experience (acting for Dan Wenk)

FWS - Greg Siekaniec, Assistant Director, National Wildlife Refuge System

FS - Joel Holtrop, Deputy Chief, National Forest System

BLM - Janine Velasco, Assistant Director, Business and Fiscal Resources

FS - Joe Meade, Director, National Partnerships Office

Joan Guilfoyle, National Service First Coordinator

Items

1. **Team charter:** The Service First Leadership Team (SFLT) charter was signed, distributed to each Team Member, and will be posted on website. Team Members are Joel Holtrop, Mike Pool, Greg Siekaniec and Dan Wenk. Diane Chalfant signed for Dan.
2. **Authority:** Current authority expires September 30, 2011. The agencies support and encourage the idea of permanent authority.
3. **OMB briefing request:** Joan received an invitation to meet with all four OMB Service First Program Examiners. The examiners will be invited to meet with the full SFLT, who will provide information on the program across the board. **Action:** Joan will coordinate a joint meeting between the executives and the OMB examiners, target is mid-Sept.
4. **Web linkages:** The Service First website will be hot linked to each agency's intranet site to enable employees to easily access information on using the authority. Web pages of Service First units across the country, as well as those of Service First standing committees and working groups will also be hot-linked. Point of contact information and photographs will be included to offices can duplicate success. Field offices will be asked to provide success stories that will inspire and inform other offices.
5. **PRIORITY ITEM #1/Streamlining agreements processes:** The SFLT agreed that a simplified agreements form will streamline the process for completing Service First agreements, as indicated in the 2006 Service First MOU. The goal is to create "one stop shopping" for offices wishing to enter into a Service First agreement. Continuity in application and process will become more critical as permanent authority is considered, and should help integrate Service First as a more standard way of "doing business".
Action: Joan will set up a meeting with the heads of business operations for BLM and FS to get the ball rolling. Field folks may be asked to input with their solutions. The goal is one simplified agreement form. Intelligence is needed about a standardized form possibly under development by the Dept of Treasury.

6. **PRIORITY ITEM #2/One Desktop:** The Departments of Interior and Agriculture control security and network issues for all the bureaus. The SFLT agreed with the BLM/FS's recent decision to move an agency level IT team called "One IT" to become a committee of a Department level IT team called the "Interagency Interoperability Oversight Group". This will eliminate any duplication of work by the two teams, and ensure that actions to allow the four SF agencies access to each other's computer systems and facilities will be in compliance with Department level activities. **Action:** The IIOG will bring a set of tasks that it believes will provide solutions to interoperability barriers for SFLT endorsement and subsequent action. This action primarily benefits the FS and BLM (which at present have the highest number of employees in cross-delegated, co-located offices) but will also enable the process for future FWS and NPS engagement in this area.
7. **Joint meeting of all executives:** The SFLT sees value in bringing executives from all four agencies together to consult on the use, implementation and future of Service First. A goal was set to meet face to face in early 2011, perhaps with all four agencies' executive team meetings held in the same place and week, with a one-day overlap for Service First, possibly a site tour? Details TBD. **Action:** Inquiry will be made about any penciled in dates for agency leadership meetings. February and May looked possible.
8. **TABLED ITEM:** Management reviews and evaluations discussion.
9. **Next meeting:** September is the desired timeframe; agenda will focus on hosting/briefing the OMB program examiners; meeting will be at the FS's Yates building. The meeting after the OMB briefing will be in December 2010.

END