Service First Leadership Team Meeting

Monday, July 26, 2010, 11:00 a.m. – Noon
Bureau of Land Management Director's Conference Room
Main Interior Building, Room 5653, C Street entrance

Topics for Discussion   **Action**

I.   Updates from Members (as needed)   **Discussion**

II.   Charter   **Discussion/Sign**
From June 28 meeting: Decision to sign a charter was followed by circulation of the draft for final review; minor edits received. For purposes of clarity, the term "Advisory Committee" was replaced with "Leadership Team".

III.   Update on reauthorization   **Discussion**
The BLM FY12 appropriations bill requests an extension beyond September 30, 2011. FS has requested permanent authority in the FY12 Agency Request.

IV.   Linking SF website to agency Intranet sites   **Decisional/Follow Up**
From June 28 meeting: Screen captures of Service First website pages were provided for review; SF site content was determined to be accurate (some documents need outdating). Desired outcome is to hotlink SF website to each agency's Intranet.

V.   Two priority issues needing resolution   **Discussion/Decisional**
From June 28 meeting: Joan was asked to identify two high priority issues needing executive support/direction. See attached documents: Streamlining Agreements, and "One Desktop".

VI.   Joint meeting, Spring 2011   **Discussion/Decisional**
From June 28 meeting: Discuss possible locations, topics, presenters. What advance work is needed?

VII.   Management Reviews and Evaluations   **Discussion/Decisional**
New item: How can the agencies better coordinate internal management reviews to encompass and evaluate Service First and interagency activities at state, region, district and field office/unit levels?

VIII.   Next meeting   **Decisional**

Joan Guilfoyle, National Service First Coordinator
BLM   202-912-7206 joan_guilfoyle@blm.gov
FS   202-205-1750 jguilfoyle@fs.fed.us

Service First Priority Issue: Streamlining Agreements
Prepared for the SF Leadership Team, July 26, 2010 meeting

Issue
Field offices report a significant impact in the process of creating agreements between the different Service First agencies to accomplish work under the authorization; efforts are labor intensive, time consuming and inconsistent. For many years, what can be an exceptionally delayed process has been impacting (and in some cases, negating) field offices' ability and inclination to use Service First authority. Though the benefits of using the authority are clear, the process has never been streamlined to enable its use, as called for in the 2006 Memorandum of Agreement and letter from the four agency heads. Supporting field office endeavors to use Service First authority requires commitment from the state and regional level to work through unfamiliar inter-agency processes. A perceived lack of understanding (and possibly interest) in providing this support is a contributing factor to some field units' frustration. The issue of agencies charging overhead for Service First projects may also partially be tied to staff time needed to investigate unfamiliar processes. As we look to long-term authorization, we need to enhance, not impede, field implementation of Service First authority. This requires consistent application and continuity in process.

Proposal…
…that the Service First Leadership Team establish (from within existing agency resources) one or more dedicated individual(s) to become Subject Matter Expert(s) on grants and agreements, acquisition, and budget to assist agencies' offices in drafting and completing Service First agreements in a streamlined manner. Individuals would be empowered to enable the process by becoming familiar with all four agency's processes, writing and maintaining policies, procedures and guides, and working with field offices and others to provide "one stop shopping" for efficient and timely fund transfers and Service First agreements.

Additionally, as the Leadership Team looks toward the Spring 2011 all executives' meeting, similar discussions could be held regarding other areas where continuity between agencies is needed. E.g. policy and direction, organizational structure, and administrative processes.

Service First Priority Issue: One Desktop
Prepared for the SF Leadership Team, July 26, 2010 meeting

Issue
In 2004-2005, the BLM and FS CIOs chartered an interagency team called "One IT" to address access problems between computer systems at co-located and cross-delegated field offices. Solutions were developed and successfully piloted at several locations. More recently, however, network and security issues have become controlled at the Department level, with implications for broader interoperability issues across networks. This has resulted in some One IT solutions at the agency level being rendered ineffective by Departmental actions.

In 2009, an interdepartmental team called the Interagency Interoperability Oversight Group (IIOG) was self-chartered to develop and foster interoperable network and land mobile radio communications for the land managing agencies of the DOI and USDA. Operating at the executive level, the IIOG is comprised of chief information officers and program managers who have the authority and responsibility to commit resources to establish strategic solutions, resolve policy and technical barriers, and integrate among agency and program governance organizations. The IIOG Chair is a BLM executive; the full-time program manager is administratively with the FS.

Though efforts have been made to coordinate the work of the two teams, some work of the One IT and IIOG has become duplicative in some cases.

Decision
On July 19, 2010, the FS CIO, BLM Deputy CIO, BLM National Operations Center Director and BLM Business and Fiscal Resources Assistant Director decided to move the One IT team and responsibilities as a subcommittee of the IIOG. The various projects and successes of the One IT group (such as shared printers, desktops, and sharepoint sites) will be incorporated into the IIOG portfolio of projects. The IIOG will provide oversight and support in designing solutions that provide support for Service First goals and objectives, including security issues related to access to other agency's computer systems and buildings.

Proposal…
…that the IIOG be charged to (a) develop a functional scoping to identify specific tasks that will create the "One Desktop" solution for Service First offices; to present these tasks for SFLT endorsement; and proactively facilitate implementation within their agency; and (b) continue to pursue solutions to interoperability problems that pose barriers to Service First on an as-needed basis.