

**Forest Service Handbook  
National Headquarters - Washington Office  
Washington, DC**

**Forest Service Handbook 6609.11 – System Management Handbook  
Chapter 50 – Coordination, Product Familiarity and User Assistance**

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**Effective date:** September 03, 1991

**Duration:** This amendment is effective until superseded or removed.

**Approved by:** F. Dale Robertson, Chief

**Date approved:**

**Responsible Staff:**

**Last Change:**

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**Digest:** Following is an explanation of the changes throughout the directive by section.

This amendment is a reissuance of FSH 6609.11 to conform the format and structure of the Handbook to the requirements of electronic directive issuance.

This amendment makes no substantive changes to the text. The only changes made are those necessary to meet new format requirements or to correct spelling, punctuation, or unit names.

This Handbook is now available electronically in the National Information Center in the same format as the paper copy. Henceforth, amendments to this Handbook will be issued to Forest Service units electronically on a document basis.

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## **51 - Coordination with Public and Staff Information Managers**

The responsibilities of managing non-system related software (staff software) have been assigned to various Public (PIM) and Staff Information Managers (SIM). This decentralization of software management responsibilities has resulted in a greater need for coordination between system managers, PIM's and SIM's. All aspects of this class of software must be coordinated to make sure that appropriate software has been installed and/or updated by the specified dates. Furthermore, since the immediate DG contact for a member of a given staff is the SIM, and since some staff software is loaded in the public cabinet, the System Manager shall notify all PIM's and SIM's of system and staff software updates.

### **51.1 - System Software Products and Updates**

The System Manager shall initiate contact with the PIM's and SIM's as to the status of system software products. This involves informing the IM's as to what products changes have resulted from the application of the most recent set of update tapes. This is to be viewed as an informal briefing session and not as a training session. The intent is to pass the highlights of an update (for example, new product availability, major changes to existing products, and so forth) on to the SIM's so that they can in turn pass the information on to their respective staff members.

### **51.2 - Staff Software Products and Updates**

Coordination between System Managers and SIM's is of critical importance regarding the installation, update and operation of staff software. To perform duties related to system performance and software integrity, the System Manager must be aware of what software products are installed on the system Likewise, the System Manager must inform the appropriate PIM's and SIM's of staff software products and associated updates that are received through 6600 channels.

## **52 - Product Familiarity**

The System Manager shall become familiar with the capabilities and limitations of the generic products that are available on the system. This does not mean that the System Manager must be expert with any or all of the products, but should be familiar with what the products can and cannot do. These products include, but are not limited to, the following: CEO; Decision Base (Data Tables, Spreadsheet, Charting Tool); PRESENT; SED (Screen Editor); Sort/Merge; PROXI; FES; and so forth.

## **53 - User Assistance**

The System Manager shall take on a liaison role to assist the user community in utilizing the available technologies. Activities in this area can include providing training for specific products (for example, finding a spreadsheet expert to put on a course) and anticipating and providing

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for the community's system-related information needs. Depending upon the size and complexity of the user community, responsibility for the user assistance function may be assumed by several people.