



## Interagency Dispatch Implementation Project (IDIP)

Improve Help Desk Support for Interagency Dispatch Centers

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### Problem Statement

The complex interagency environment makes it difficult for the single-agency helpdesk structure to effectively support interagency dispatch centers. Dispatch end users often cannot correctly identify which agency helpdesk to contact when multiple networks and systems are in use. Users employed by one agency do not have entitlement to access another agency helpdesk. Individual agency system help desks are not cross sharing information. Responses by the help desks to tickets take an unacceptable three to four days per involved agency, severely impacting critical emergency dispatch operations. Dispatchers are required to track multiple tickets supported by different help desks that are unresolved.

### Key Issues

- Knowledge Management documents (KMs) for interagency-related IT issues are not comprehensive. This leads to misunderstandings and delays issue resolution.
- Dispatch Center system (IT network, phones, radio, RoIP) uptime standards have not been defined by the business.
- The necessity of working with multiple help desks to resolve issues at interagency dispatch centers impacts dispatcher focus on field operations and firefighter safety.
- An Interagency IT Duty Roster does not exist. This results in very limited cross sharing of information between agencies and states during critical failures.
- The lack of quick resolution to system downtime; radio, network, hardware or application, impacts field resource mobilization and initial attack actions.

### Alternatives for Implementation

1. Establish USFS and BLM joint Duty Rosters, coordinate with States when applicable.
2. Implement Help Desk ticket auto-escalation based on type and severity of failure.
3. Publish BLM and USFS IT and Radio Service Catalogs on an interagency accessible location.
4. Request the establishment of a Mission / IT Team at the national level to audit and edit dispatch related KMs to ensure helpdesks are setup to be successful.
5. Develop Interagency FAQs and IT/Dispatch Translation Documents readily accessible by all involved.
6. Department OCIO and Business representatives collaborate to define system uptime standards.
7. Develop client liaison program where tickets are followed up on and maintained by a liaison with check-ins and conclusion to the end user "cradle to grave".

### Benefits to Implementation

- Improves communication between helpdesks and the end user.
- Reduces ticket resolution times and improve overall customer satisfaction.
- Reduces distraction of dispatch staff allowing focus on field operations and firefighter safety.
- Increase interagency information sharing on IT problems, incidents and service requests affording identification / resolution of systemic problems and missing services on a national basis.

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