

## IDIP Project Status & Meeting Summary

April 24, 2015

**Overview** - The IDIP Team held their third meeting the week of April 20-24, 2015 in Albuquerque, NM. The team refined and consolidated problem statements that summarize the principal challenges facing Governance, Workload/Staffing, and IT/Facilities within the dispatch and coordination system. They generated draft alternatives to solve the problems and evaluated them based on feasibility, effectiveness, timeframe and relative cost to implement.

**Guest Speakers** - Julian Affuso, US Forest Service Deputy Regional Fire and Aviation Director, Rocky Mountain Area discussed leadership's role during the IDIP process and during the optimization of Florida IA Dispatch Center. His key points were: "Bring everybody along for the journey; timely and effective communication produces dividends towards the overall objectives"; "assume everyone has best intentions, with no 'us' and 'them' in the message"; and most importantly, "is this change going to make us better?"

Kenan Jaycox (US Forest Service), Center Manager at the Southwest Coordination Center, reflected on lessons learned during the IDOPP effort and echoed many of Julian's comments. He also emphasized that prolonged indecision causes undue stress to employee morale and is a silent killer to progress.

**Benchmarking** - The team leaders shared results from the outreach they conducted with several organizations. Organizations benchmarked included Immigration and Customs Enforcement in Orlando, FL; Pacific Northwest GACC and Blue Mountains IA Center in Oregon; and the Federal Law Enforcement Coordination Center in Phoenix.

### Highlights

- FS FAM and Grants and Agreements Specialist joined this session to add expertise in alternative development of concepts and regulations. Based on this discussion, the team developed a matrix to portray the agreements hierarchy and attributes for providing funding mechanisms and authorities that insure efficient center operation.
- FS CIO network staff explained bandwidth opportunities within the current network to speed up service to dispatch operations.
- The team contributed to the work being done to address the use of non-Government shared email accounts and records retention.
- The Interagency Business Management Chair discussed ideas for streamlining efforts around management and hiring of Administratively Determined (AD) staff. Follow on work will occur the week of April 27<sup>th</sup>.
- The IDIP team is developing alternatives for providing more effective training opportunities for dispatchers and center managers.
- The team is working to identify core vs non-core dispatch activities.
- The team is preparing, for leadership consideration, concepts for enhanced tools to address fair share cost identification and workload analysis.

**Next Steps** - The next meeting is scheduled for Salt Lake City, UT, May 19-21. This meeting will finalize priorities and alternatives for a July presentation to Leadership.

The project goals are to share pertinent information with the dispatch community and leadership, but also require confidentiality of deliberative information to avoid spreading misinformation and rumors. The team shares concise, accurate real-time information as outlined in the IDIP Communication Plan. If you have a question, or heard an anecdote, please contact the IDIP Project Lead at [idip@fs.fed.us](mailto:idip@fs.fed.us). The IDIP web page is at: <http://www.forestsandrangelands.gov/WFIT/applications/IDIP/index.shtml>.