Interagency Dispatch Implementation Project (IDIP)

Fall 2015 National Update
November 19, 2015

Kolleen Beesley – IDIP Project Lead

This Meeting is Being Recorded

Introductions & Thoughts

- Forest Service – State and Private Forestry - Fire and Aviation Management
  - Tom Harbour, Director
  - Dan Olsen, Deputy Director

- Department of the Interior – Office of Wildland Fire
  - Jim Douglas, Director
  - Dick Bahr, Deputy Director

- National Association of State Foresters
  - Dan Smith, Fire Director at National Interagency Fire Center (NIFC)

Background

- The focus of the IDIP is on improving program delivery of dispatch services while meeting the mission needs of the Forest Service and Department of the Interior, as well as State, local, Tribal, and other stakeholders.

- The IDIP is a means to implement positive changes in safety, efficiency, and cost effectiveness that multiple studies previously identified.

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IDIP Charter Deliverables – 18-Months

- Computer Aided Dispatch Standardization
  - Integrated Project Team (IPT) Engaged

- Interagency Dispatch Operations Guide (IDOG)
  - Will be completed later in consultation with Dispatch Efficiency Working Group (DEW)

- Dispatch Governance & Staffing
  - Three Technical Working Groups (TWG)
    - Governance, Workload/Staffing, Information Tech/Facilities

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History

- Chartered July 2014
  - No more Study – Time to IMPLEMENT
- Program Lead – September 2014
- Core Team Identified / First Planning Meeting – Dec 2014
- Technical Working Group (TWG) Recruitment – January 2015
  - Meetings, Feb, Mar, April, May 2015
  - Fire Season Pause / Re-Engagement Oct/Nov 2015
- Multiple Benchmarking Visits / Calls
- CADS Integrated Project Team (IPT)
  - First of Several RFI – July/August 2015

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July 6, 2015 Mid-Project Briefing

- Briefing to Charter Signatories
  - Jim Douglas – DOI, Office of Wildland Fire Coordination
  - Steve Gage / Dan Olsen for Tom Harbour – USFS Fire and Aviation Management
- Provided Feedback & Direction
- Approved Continued IDIP Project Work
- Added Complimentary Tasks
  - Vision Statement
  - Who Owns Dispatch Governance / Decision Matrix
  - IT Support Needs Matrix for Tier 1/2/3 and Expanded

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What About Consolidation?

- The 2008 MEA and other studies concluded that agencies could use workload as a basis for tier 3 consolidations.
  - List of Study History Available
- IDIP identified additional challenges to consolidation:
  - Federal studies did not account for non-Federal stakeholder interests
  - The two Departments followed divergent IT paths.
    - Technology enhancements, particularly Radio over Internet Protocol (RoIP) - (technology not widely available in previous analysis) are key to successful widespread optimization efforts at the tier 3 level.
  - The social climate for change has lessened since past studies were completed.
  - Upcoming Administration (Presidential) change could potentially refocus spotlight on achieving cost savings through optimization.

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Optimization Insights

- "Give me tools, not rules vs mandates and targets."
  - "Weak budgets make strong partners."
- Social readiness to change and timing are huge to success.
  - Agencies and Partners / Stakeholders
- Ensure that technology can support the change.
  - Network
  - Logical Access
  - Radio Over Internet Protocol (RoIP) or Other Technology
    - Redundancy and Optimization
- Communication – Bring everyone along …
- Is this change going to make us better?

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Deliverable Status

Problem	Implementation Steps
Toolbox from IDOPP Study Enhancements Needed	Enhanced Dispatch Optimization Toolbox (EDOT) • Enhanced User Guide for FireOrg • Facility Design Recommendations and Blueprints of Existing Centers with Lessons Learned • Recommendations and information from past / present optimization efforts (Tier 2, 3, 4). • Technology Assessment Tools
FireOrg Not Universally Accepted/Adopted	Fair Share Costing Analysis Tool (FCAT) Development
Core Dispatch Duties are not Defined vs Non-Core	Validate leadership endorsement of baseline dispatch core duties identified by IDIP (derived from 2008 MEA). • Key Component to FCAT

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Deliverable Status

Problem	Implementation Steps
Several elements of Redbook Chapter 19 are inconsistent with how dispatch operations currently function.	Provide suggested updates to Dispatch Efficiency Working (DEW) group for consideration.
Interagency Lines of Authority are Blurred	Create agency-specific delegation of authority templates with defined duties. Incorporate into IDOG.

Agency Guidance
• **Documents are inconsistently applied**
    • **COOP**
    • **ISSP**
    • **SOPs**
    • **Agreements**
	Agreements are being addressed by Interagency Task Group.
	• Develop standardized guidance document templates and an agreements matrix with definitions Incorporate into Interagency Dispatch Operations Guide (IDOG).

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Deliverable Status

Problem	Implementation Steps
Daily Dispatch Center Operations Center Manager / Assistant Center Manager / Dispatcher Training Requirements and Opportunities are Limited	Generate recommended baseline curriculum (not Redcard related) and delivery methodology to strengthen core competencies and reduce associated costs.
Standardize / Incorporate a Supervision Component into Assistant Center Manager positions	Issue Delegation of Authority which includes supervision.
GIS Support	Handoff to NWCG GIS Committee for Resolution
Website Management	Providing Web Content is dispatcher role; actual webmaster work is not. • Section 508 compliance • standardized look/feel • disclaimers • hosting issues • stale content

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Deliverable Status

Problem	Implementation Steps
Help Desk Support	Create comprehensive set of interagency Knowledge Management (KM) documents; initiate 'first call' service procedures and include client liaisons in the mix.
Dispatch Computer Management and Support	Identify Issues, Prepare Handoff Briefing for CIO (DOI and FS) to resolve. -- COMPLETE
IT Networks • **multiple performance issues**	Work with interagency CIO assistance to assess system problems and implement solutions. Incorporate guidance in IDOG.

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Deliverable Status

Problem	Implementation Steps
Facility Design	Facility Design Recommendations and Blueprints of Existing Centers with Lessons Learned (EDOT)
Radio Network and Technical Support	• Provide Optimization Guidance for assessing radio technology and capability in EDOT • Provide comprehensive list of issues affecting dispatch operations in handoff to appropriate entities.
Vision Statement	Description of Dispatch of the Future
Who Owns Dispatch / Governance Matrix Draft	Deliver to Leadership for Validation / Input
IT Support Needs Matrix for Tier 1, 2, 3, Expanded and Camp	Complete – Delivered CIOs Summer 2015

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Deliverable Status

Problem	Implementation Steps
Interagency Dispatch Operations Guide (IDOG)	Coordinated effort with Dispatch Efficiency Working Group (DEW) • Begin January 2016 • Completion January 2017
Computer Aided Dispatch Standardization (Timeline is Funding Dependent)	• First RFI Issued July/Aug 2015 • Second RFI Expected January 2016 • Third RFI if needed • RFP Fall 2016 (FY 17) • Award Fall 2016 (FY 17) • Implementation Winter/Spring 2017

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What's Next & Your Involvement

- IDIP Team Members will continue to reach out to appropriate groups for support & collaboration.
  - GACC Dispatch Committees
  - Fire Business Management Committee
  - CIO Offices
  - NWCG National Coordination System Committee (NCSC)
  - Dispatch Efficiency Working Group (DEW)
- Exit Strategy – 18 Month Project
  - Handoff Implementation Recommendations

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Questions

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Interagency Dispatch Implementation Project

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http://www.forestsandrangelands.gov/WFIT/applications/IDIP/index.shtml

General Project Input/Questions -
IDIP@fs.fed.us

Computer Aided Dispatch Standardization
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Thank you ….

A copy of the recording is available by email:

IDIP@fs.fed.us

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