IQCS CHANGE MANAGEMENT BOARD MEETING
April 19 & 20, 2005
BLM Idaho State Office
Boise, Idaho

ATTENDEES:

Sharon Allen-Brick - FS	Rick Jensen - BLM	Joette Borzik - FWS
Merrie Johnson - NPS	Craig Cook - BIA	
Guy Coldwell - IQCS	Blair Young - IQCS	Notetaker: Bonnie Bradshaw

DECISION SUMMARY

➔ **Decision: File Access – Board concurred that all agency leads need to have access to all other agency files.**

➔ **Decision: IQCS Change Management Procedures – Board concurred that on e-mail bugs, if whoever is assigned the problem wants the agency lead's help, they will e-mail them. The agency lead will not take any action otherwise.**

➔ **Decision: Change Management Procedures – Board concurred with the change levels listed in George Conley's e-mail, dated 3/27/05.**

➔ **Decision: Thread Website – Board concurred not to act on this matter.**

➔ **Decision: SCR – Board concurred that SCR's rated HIGH should be done in this fiscal year (76 hours).**

➔ **Decision: IFPM – Board concurred that the IFPM criteria needs to be implemented and tracked in IQCS.**

➔ **Decision: IQCS Transition – Board concurred that final transition will take place when BLM IRM accepts role for providing Operations and Maintenance after incident qualification cards are issued for the 2005 field season.**

ACTION ITEMS:

See Appendix A: Action Items Spreadsheet.

MEETING DATES SUMMARY

- Conference Call on May 4th at 10:00
- Conference Call on June 1st at 10:00
- June Meeting on June 23 - 24, 2005 at the IQCS offices Boise, Idaho.

TOPICS COVERED

1. Local IQCS Training Protocol
2. Access to All Partner Agency Files by IQCSCMB Agency Leads
3. IQCS Performance
4. Position Codes and Competencies Request
5. (C5) Responder Taskbook Report - Redesign
6. Intelligence Support (INTS) Position and Training
7. ICT3 Criteria for FS000
8. Adding "Approved" Positions and Training Course to IQCS
9. IQCS Change Management Procedures
10. IQCS Discussion Thread Website
11. Demographic Fields in IQCS
12. Review and Prioritize SCRs
13. IQCS Work Flow
14. The Future of IQCS

15. PeopleSoft - Oracle Merger and Possible Impacts to IQCS
16. IQCS MOU (Memorandum of Understanding)
17. Track Exit Exam from Medical Standards in IQCS
18. Entering Incident Numbers in IQCS
19. IFPM (Interagency Fire Program Management)
20. Help Desk
21. External Course Entry
22. Meetings Schedule
23. Roles
24. IQCS Staffing
25. User Questionnaire
26. FWS Prescribed Fire Crew Member Position
27. IQCS White Paper on General Operations
28. ERDs (Entity Relationship Diagrams)
29. Position Codes.

EXHIBITS ATTACHED

A. Agenda
B. Sharon Allen-Brick's E-Mail, dated 3/21/05, and Work Capacity Test Procedures for 2005 Field Season
C. Guy Colwell's E-Mail, dated 3/18/05, with attached New C5 Report
D. Merrie Johnson's E-Mail, dated 3/22/05
E. Blair Young's E-Mail, dated 3/25/05
F. George Conley's E-Mail, dated 3/23/05
G. How to Add a Position Code
H. George Conley's E-Mail, dated 3/27/05, Visio Flow Chart, and Change Management Procedures
I. SCR List
J. Highlights from Larry Ellison's and John Wookey's Presentations
K. Larry Ellison's PowerPoint Presentation (CEO of Oracle Corporation)
L. John Wookey's PowerPoint Presentation (Senior Vice President of Oracle Corporation)
M. GCN – The Great PeopleSoft Migration Newsletter
N. Memorandum of Understanding for IQCS
O. IQCS – IFPM Project
P. IFPM – Job Work Estimates for the User
Q. IFPM – Positions (spreadsheet)
R. IFPM – Modification Analysis

MEETING CONTENT:

Meeting started at 9:00 a.m. Rick Jensen opened the meeting. Meeting tomorrow (Wednesday) will start at 8:30. Agenda (Exhibit A) distributed.

1. Local IQCS Training Protocol

Issue: What steps to reserve training data base for local training sessions?

Discussion: Blair is trying to get GAs to get dates in. He will send out a general message to all to let them know that they will all have general consideration and to submit dates. There are 48 training profiles available. Their use must be scheduled. Blair will be the contact point.

➔ **Action Item No. 1: Training –** Develop document showing training schedule (locations, dates, course coordinators, telephone numbers, and deadline for nominations) and post it on the web.
Lead: Blair Young
Target Completion Date: May 3, 2005

➔ **Action Item No. 2: Training –** Develop letter to GAs and send to Board members to send out with Bureau protocol at the top of the Memo. Training schedule will be attached to the letter. Input back from GAs by end of May.
Lead: Blair Young
Target Completion Date: May 3, 2005

➔ **Action Item No. 3: Training –** Develop IQCS Instructors mailing list to be sent out with letter and training schedule.
Lead: Blair Young (Cindy Schafer will provide instructor list).
Target Completion Date: May 3, 2005

2. Access To All Partner Agency Files By IQCSCMB Agency Leads

Issue: Should all agency leads have access to all other agency files to assist users?

Discussion: When people call, the Help Desk number is given. When a question/problem comes in, a person is assigned (Guy, Craig, Blair, or Jeff) to handle the question/problem.

➔ **Decision: File Access – Board concurred that all agency leads need to have access to all other agency files.**

➔ **Action Item No. 4: File Access –** Agency Leads will have access to all other agencies' files.
Lead: Blair Young (Cindy Schafer will modify agency lead access profile).
Target Completion Date: May 3, 2005

3. IQCS Performance

Issue: Status on Performance?

Discussion: Guy stated that we are getting to a more stable state. Merrie suggested a Q/A on the websites to answer the question why the system is slow and state the standard response time.

➔ **Action Item No. 5: IQCS Performance –** Develop Q&A about a slow system and the standard response time.
Lead: Blair Young
Target Completion Date: May 2005

➔ **Action Item No. 6: IQCS Performance –** Ciber (the Contractor) to evaluate performance of the system (slowness).
Lead: George Conley (see No. 14 for discussion with Peter Kine)
Target Completion Date: May 2005

Joette stated that we should be looking at the other government systems and compare our performance with theirs. Guy stated that it is a performance issue due to development, training, and production residing in one box. The long-term goal is to acquire additional hardware (servers).

➔ **Action Item No.7: IQCS Performance –** Evaluate the server configuration. Evaluation to include Certification and Accreditation impact.
Lead: George Conley
Target Completion Date: To be determined with contractor.

4. Position Codes and Competencies Request

Issue: Review Documents.

Discussion: Handouts distributed (Exhibit B: Sharon Allen-Brick's E-Mail, dated 3/21/05, and Work Capacity Test Procedures for 2005 Field Season). Sharon stated that Enterprise Learning should be set as an instructor instead of creating a new NWCG Job Code. Merrie suggested that the WO use "IQCS", not "red card system" in their memos when referring to the application. This was generally discussed, but no action needed. Use Region 3 as the example so that others can follow their lead.

Note: An action item might result from Sharon's telephone call tomorrow.

➔ **Action Item No. 8: Position Codes –** Develop a generic Q&A for identifying work capacity test administrators.
Lead: Blair Young
Target Completion Date: Blair to provide completion date.

5. (C5) Responder Taskbook Report - Redesign

Issue: Review Documents.

Discussion: Handouts distributed (Exhibit C: Guy Colwell's E-Mail, dated 3/18/05, with attached New C5 Report). Guy stated that we have a couple of useful tools for user's to check task books with competencies, and the qualification card with the competencies to make sure that they are in sync. Should we provide the users any other reports for reviewing their data? Merrie stated that we have one for just training and then one for all things. Craig demonstrated on the easel (name of person, requirements, and then what person has completed). Guy stated that the report shows all positions. It can also be done for an entire unit. Report shows the user all the data listed for them. Anything under 16 hours, Blair or George can authorize and then schedule with Guy. Guy suggests that the training report be done first. Competencies should be compared to the source tables. If we could design a report that compares the competencies to the source tables, it would be helpful.

➔ **Action Item No. 9: C5 Report –** Develop a SCR for a Master Competency Troubleshooter.
Lead: Guy Colwell
Target Completion Date: April 19, 2005

6. Intelligence Support (INTS) Position and Training

Issue: Review Documents.

Discussion: Handout distributed (Exhibit D: Merrie Johnson's E-Mail, dated 3/22/05). Merrie stated that some time needs to be spent on discussion on parameters of the training courses. People are putting in external entries. Same course could have several different names. FS is using Plateau System and DOI is using Geo to keep all the training records for their employees, and then we have the records on IQCS. Get with DOI and AG to see about potential link between systems.

➔ **Action Item No. 10: GeoLearn and AG Learn –** Continue to monitor progress of GeoLearn and AG Learn and proactively participate in any discussions concerning interfaces with these systems and IQCS. (GeoLearn for DOI and AG Learn for FS.)
Lead: George Conley
Target Completion Date: On-going

Merrie stated that any agency can put in a Tech Specialist. She suggested that the position be put on a memo and have all 5 agencies sign off on it. INTS is not in IQCS right now because it would set a national standard. Right now, they are in NWCG. Each agency needs to look at their Technical Specialist and evaluate the qualification requirements.

➔ **Action Item No. 11: Training –** Add Intel Training Course to IQCS. Respond to Jay Ellington's e-mail.
Lead: Donna Kreiensieck
Target Completion Date: As soon as practical.

➔ **Action Item No. 12: Position –** Add Tech Specialist to NWCG Tech Specialist INTS and INTL, with no specific criteria entered.
Lead: Blair Young
Target Completion Date: As soon as practical.

➔ **Action Item No. 13: Position –** Validate with Chuck Wamack at NICC the two positions (Tech Specialist INTS and Tech Specialist INTL) and any changes after the IOS Working Team Meeting.
Lead: Blair Young
Target Completion Date: As soon as practical.

7. ICT3 Criteria for FS000

Issue: Review Documents.

Discussion: Handout distributed (Exhibit E: Blair Young's E-Mail, dated 3/25/05). The group discussed this item. No action taken. Blair will look at writing an FAQ if more inquiries start coming in.

➔ **Action Item No. 14: FS00 –** Change wording on error message regarding position complexity and management level.
Lead: Craig Cook
Target Completion Date: As soon as practical.

Lunch Break at 11:30 a.m. Resume at 12:30 p.m.

8. Adding "Approved" Positions and Training Course to IQCS

Issue: Review Documents.

Discussion: Handouts distributed (Exhibit F: George Conley's E-Mail, dated 3/23/05, and Exhibit G: How To Add a Position Code). Merrie stated that the Memo is at NWCG to be signed. Blair would like a more formal way for it to be passed to him. Merrie stated that Blair needs to sit down and list what needs to be captured and create a form with two signature lines. Position Code must be validated.

➔ **Action Item No. 15: Adding "Approved" Positions and Training Course –** Develop a step-by-step process for adding position and training course.
Lead: Blair Young
Target Completion Date: As soon as practical.

➔ **Action Item No. 16: Positions –** Develop a form for position approval. Copy to Merrie Johnson.
Lead: Blair Young
Target Completion Date: June 1, 2005

➔ **Action Item No. 17: Training Course –** Mail the Training Course form and instructions to the Board.
Lead: Blair Young
Target Completion Date: After form has been developed.

Group discussed the list that BlairYoung sent (see Exhibit F):
1. FUM1/FUM2 – Waiting for NWCG written/official position to be released.
2. CRN: Completed in system.
3. HRSP: Final now. Craig will activate Friday.
4. PETL/PETM: Position codes only. Needs to be finalized by June 1st. No qualification criteria at this time.
5. INTS/INTL: Position is in with no qualifications. They can enter experience, but no criteria for the position.
6. FLOP: Position is in with no qualifications. They can enter experience, but no criteria for the position.
7. INLO: Position is in with no qualifications. They can enter experience, but no criteria for the position.
8. CS99: Convert records from CS50 to CS99.
9. HELM: – Conversion of HCWN positions (new position code).

Merrie stated that she has forms filled out for some new positions: helicopter non-fire and four firefighter positions for structure fires. Merrie and Blair are trying to get the new position codes on the website and have been trying to get this done since January. This is their No. 1 priority. Suggestion was made to run the report as a PDF and put it on the website monthly.

➔ **Action Item No. 18: C66 Report –** Fix this report and post it once a month on the web.
Lead: Guy Colwell
Target Completion Date: April 29, 2005 on the website.

9. IQCS Change Management Procedures

Issue: Review Documents.

Discussion: Handouts distributed (Exhibit H: George Conley's E-Mail, dated 3/27/05, Visio Flow Chart, and Change Management Procedures). Rick discussed the e-mail and the Visio Chart. Every Help Desk request is documented in the Tracking System. If the Management Board resolves the issue, they will advise the Help Desk.

➔ **Decision: IQCS Change Management Procedures – Board concurred that on e-mail bugs, if whoever is assigned the problem wants the agency lead's help, they will e-mail them. The agency lead will not take any action otherwise.**

- ➔ **Action Item No. 19: Bug Report –** Remove language from "Review" to the end of the page to save paper.
  Lead: George Conley
  Target Completion Date: As soon as practical.

- ➔ **Action Item No. 20: IQCS Change Management Flow Chart –** Board to review Flow Chart and forward comments to Rick Jensen.
  Lead: Board
  Target Completion Date: April 22, 2005

➔ **Decision: Change Management Procedures – Board concurred with the change levels listed in George Conley's e-mail, dated 3/27/05.**

- ➔ **Action Item No. 21: IQCS Change Management Procedures –** Board to review Change Management Procedures and forward comments to Rick Jensen.
  Lead: Board
  Target Completion Date: April 22, 2005

10. <u>IQCS Discussion Thread Website</u>

Issue: Discussion.

Discussion: Guy stated that we need a wau to allow the users to help each other. One solution is to provide a web site that promotes questions and answers via discussion threads. It will be a separate website. However, he is having some reservations about it now. Do we have to monitor this website? There maybe Privacy Act issues? No one in the field has requested this. Merrie asked Sharon if she could monitor the website and talk with the GATRs
(Geographic Area Training Representative).

➔ **Decision: Thread Website – Board concurred not to act on this matter.**

- ➔ **Action Item No. 22: IQCS Website –** Create "Lessons Learned" on the website and give credit to the person submitting the lesson.
  Lead: Blair Young
  Target Completion Date: As soon as practical.

- ➔ **Action Item No. 23: Standards Supplements –** Submit an agenda item at the GATR Meeting on Standards Supplements to the IQCS Website.
  Lead: Sharon Allen-Brick
  Target Completion Date: May 2005

- ➔ **Action Item No. 24: IQCS Goals –** Goals to be discussed at GATR Meeting. GAs websites should have link to IQCS to provide FAQs access for users. If GAs have any concerns or issues, contact IQCS.
  Lead: Blair Young
  Target Completion Date: To be discussed at GATR meeting, May 5.

11. <u>Demographic Fields in IQCS</u>

Issue: Job Data Folder.

Discussion: Rick discussed this matter. Most important fields are employee kind (temp, permanent, etc.), full/part time, and job code. These are in the application, but are not required. This could be put on the website or done by mass e-mail.

- ➔ **Action Item No. 25: Demographic Information –** Develop some demographic information for fields that will include all possible employee kinds.
  Lead: Rick Jensen
  Target Completion Date: October 1, 2005

- ➔ **Action Item No. 26: Demographic Information –** OPM Job Code Tables to be reviewed to make sure the information is accurate.
  Lead: Blair Young
  Target Completion Date: June 15, 2005

- ➔ **Action Item No. 27: Demographic Information –** Add generic job code for OPM Job Table for ADs.
  Lead: Craig Cook
  Target Completion Date: As soon as practical.

- ➔ **Action Item No. 28: Demographic Information –** Add District Ranger for 340.
  Lead: Craig Cook
  Target Completion Date: As soon as practical.

The field can be told that to move the project forward, the demographic fields will now be required. General message can be written in September that mandatory data entry will be required by December 1st.

- ➔ **Action Item No. 29: Demographic Information –** Add workforce data fields to the IQCS EZ. Send out mass e-mail to add workforce analytics to the IQCS EZ form. Mandatory data entry date will be December 1st.
  Lead: Blair Young
  Target Completion Date: September 1, 2005

- ➔ **Action Item No. 30: Demographic Information –** Discuss the addition of workforce data fields to the IQCS EZ at the GATR Meeting.
  Lead: Blair Young
  Target Completion Date: During GATR meeting.

Timelines that were looked at:

Due Date	Item
June 15	Review and changes of job tables/all tables
June 15	Incorporate changes of job tables into IQCS
June 15	Modify EZ Form and other forms applicable; post to Website
Sept. 15	Inform users of plan to go on board with workforce analytics nationally
Dec. 1st	Switch optical fields to mandatory and inform users

- ➔ **Action Item No. 31: Job Tables –** Send job tables to Board for their review and comments.
  Lead: Blair Young and Guy Colwell
  Target Completion Date: May 20, 2005

➔ **Action Item No. 32: Demographic Information –** Add demographic information for fields that will include employee kind (temp, permanent, etc.), full/part time, job code, salary plan, and grade to the EZ Form.
Lead: Donna Kreiensieck
Target Completion Date: June 15, 2005

➔ **Action Item No. 33: Strategic Planning –** Next Board Meeting discuss the possibility of putting together a small group to develop additional workforce analytics functionality for IQCS..
Lead: Rick Jensen
Target Completion Date: June 22, 2005

12. <u>Review and Prioritize SCR</u>

Issue: Review.

Discussion: Handout distributed (Exhibit I: SCR List). SCR List was reviewed and prioritized as high, medium, or low.

Number	Action
005	Priority: High
510	Priority: High
606	Priority: Medium
1026	Priority: Low – Modify header to say "Position Status:, Unqualified Position Status:, and Qualified Position Status:"
1048	Priority: High
1124	Same as 1048. Close.
1054	Priority: High. Get a user from the field to do this. Names suggested were Annie Larsen and Nina Dutton, Merrie Johnson will check with both of them.
1098	Priority: Medium. Hours should be changed to 24 for BLM. At top of the page, say "Hit save before exiting this page."

➔ **Action Item No. 34: SCR #1054 –** Check with Annie Larsen and Nina Dutton for help with this SAR.
Lead: Merrie Johnson
Target Completion Date: As soon as practical.

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Number	Action
1102	Priority: Medium
1109	Close
1158	Priority: Medium, but will be worked on.
1156	Priority: High. Merrie will check Medata System on Employee Kind and report to Guy.
1165	Priority: High. Associated with Nomination Workflow.
1168	Priority: High. Associated with 510.
1400	Priority: High. Check Security.
1514/1565	Priority: High
2468	Priority: High. This requires Raja's attention.

➔ **Decision: SCR – Board concurred that SCR's rated HIGH should be done in this fiscal year (76 hours).**

➔ **Action Item No. 35: SCR#1156 –** Check with Medata System on employee kind and discuss with Guy Colwell.
Lead: Merrie Johnson
Target Completion Date: As soon as practical.

➔ **Action Item No. 36: SCR –** Develop Nomination Workflow Process. This is No. 1 priority and Raja will be tasked.
Lead: Raja - Contractor
Target Completion Date: May 1, 2005

➔ **Action Item No. 37: SCR –** Fix C50 Report to not return value of zero.
Lead: Guy Colwell
Target Completion Date: May 20, 2005

13. IQCS Work Flow

Issue: Review.

Discussion: Group discussed work flow.

➔ **Action Item No. 38: Work Flow Functionality –** Assessment of workflow status.
Lead: Peter Kine
Target Completion Date: May 1, 2005

Peter will contact Raja and find out his availability and advise Rick Jensen by April 22nd.

➔ **Action Item No. 39: Work Flow Testing –** Discuss internal testing at GATR Meeting. Goal is completion by end of June. In September, Great Basin brought on as a test site.
Lead: Blair Young
Target Completion Date: May 1, 2005

14. The Future of IQCS

Issue: Review Documents.

Discussion: Peter stated that a lot of different factors are involved. Looking to the future, is it time to look at more hardware to make it a more robust system? Possible option would be to buy another data box to just run reports so the system is not overloaded. Guy recommended that we split out certain areas, such as Reporting, Development, etc. Peter stated that this can be done incrementally. Hardware will address this issue. A cost analysis should be done to find out the $$ involved. Merrie stated that for the future, we need to make our system available to other systems so that our data can be used.

15. PeopleSoft – Oracle Merger and Possible Impacts to IQCS

Issue: Merger and Impact.

Discussion: Handouts distributed:

Exhibit J – Highlights from Larry Ellison's and John Wookey's Presentations
Exhibit K – Larry Ellison's PowerPoint Presentation (CEO of Oracle Corporation)
Exhibit L – John Wookey's PowerPoint Presentation (Senior Vice President of Oracle Corporation)
Exhibit M – GCN – The Great PeopleSoft Migration Newsletter

Handout #1 (Exhibit J) reviewed. Oracle and PeopleSoft's goal is to merge products by 2008. Currently customers will be supported until 2013. Merrie recommended that a FAQ should be put on the website to inform users of this. PeopleSoft Version 8.9 is due out in 2005 and Version 9 is due out in 2006.

➔ **Action Item No. 40: PeopleSoft and Oracle Merger –** Develop a FAQ for the website to inform users of Oracle and PeopleSoft Merger, support, and versions update.
Lead: Blair Young
Target Completion Date: May 31, 2005

Handout #2 (Exhibit K) reviewed briefly.

Handout #3 (Exhibit L) reviewed briefly. Roadmap as far as timelines is on the last page of the presentation.

Handout #4 (Exhibit M) reviewed briefly.

Merrie suggested that maybe we should negotiate the licensing and maintenance separately.

➔ **Action Item No. 41: Licensing and Maintenance –** Evaluate options for licensing and maintenance with PeopleSoft.
Lead: George Conley
Target Completion Date: May 31, 2005

16. IQCS MOU (Memorandum of Understanding)

Issue: Draft Review

Discussion: Handout distributed (Exhibit N – Memorandum of Understanding for IQCS). Rick is working with Sherry Garey on this. Rick wants comments by this Friday. Directors will have to sign it. Merrie stated that the DOI has to have its own signature line. First paragraph needs to be changed to "DOI and its bureaus", which will cover all the other bureaus that are not in the fire community.

➔ **Action Item No. 42: MOU –** Give edits to MOU to Rick Jensen.
Lead: Rick Jensen
Target Completion Date: April 29, 2005

17. Track Exit Exam from Medical Standards in IQCS

Issue: Review.

Discussion: Rick discussed this item. Merrie suggested that we add the type of exam and the date.

➔ **Action Item No. 43: Exit Medical Exam –** Add the type of exam and the date completed.
Lead: Blair Young
Target Completion Date: By the end of FY 2005

18. Entering Incident Number in IQCS

Issue: Review.

Discussion: IQCS will not develop standards or put in incident numbers. When incident numbers are discussed, advise Rick so that IQCS can be involved in the discussion.

19. IFPM (Interagency Fire Program Management)

Issue: Review.

Discussion: Handouts distributed:

Exhibit O – IQCS - IFPM Project
Exhibit P – IFPM – Job Work Estimates for the User
Exhibit Q – IFPM – Positions (spreadsheet)
Exhibit R – IFPM – Modification Analysis

Mark stated that there are 14 positions that are tracked in IQCS. Five pieces are being considered, two of which already exist on the call side – minimum qualification standards and competencies. The others being considered are: identify the job, OPM Standards, and specialized experience. Keep it simple for the field. Guy stated that the time estimate for implementation is 260 to 300 hours, which includes Guy's time for design, implementation, etc. and also Mark's time. The Job Data page was discussed. IQCS will initialize and finalize the task book type system. Guy stated that a separate menu item can be set up for IFPM and separate access can be given to it. Benefit is that it is at one location. It would not be called a task book or competency – it is more a career checklist. Name will be decided later. Guy stated that this is a separate duty for him, and his workload will have to be reviewed. Alternative is to bring in someone else to accomplish the work. Budget will have to be reviewed. Raja might be a possibility.

➔ Decision: IFPM – Board concurred that the IFPM criteria needs to be implemented and tracked in IQCS.

- ➔ **Action Item No. 44: IFPM –** Develop cost estimate for IFPM, as well as strategy and alternatives.
  Lead: George Conley, Blair Young, Guy Colwell, and Mark Koontz
  Target Completion Date: May 16, 2005

- ➔ **Action Item No. 45: IFPM –** Arrange for Mark Koontz to do training sessions.
  Lead: Merrie Johnson
  Target Completion Date: To be determined as project develops

- ➔ **Action Item No. 46: IFPM –** Schedule September 1st for testing and October lst for program activation.
  Lead: Blair Young
  Target Completion Date: Follow agreed upon schedule listed above.

20. Help Desk

Issue: Update/Status.

Discussion: Blair reported the tracking numbers in IQCS: Help Desk – 2138, Data Cleanup – 785, System Issues – 250, Reports – 180, System Change Requests – 150, Business Issues – 120, Security – 20. Timeframe on these numbers was last three months. Merrie suggested that if people are having password issues, a message should be put on the system "Call if you are having password problems."

- ➔ **Action Item No. 47: Help Desk –** Change system to state, "For best service, call the Help Desk if you are having password problems."
  Lead: Blair Young
  Target Completion Date: May 13, 2005

- ➔ **Action Item No. 48: Help Desk –** Create a script to evaluate Help Desk phone calls by agency and categories, and send out monthly to Agency Leads.
  Lead: Guy Colwell
  Target Completion Date: May 20, 2005

Rick stated that someone is raising the issue about one phone number for the Help Desk. Merrie stated that IQCS cannot blend into other help desks because there is more technical knowledge needed. We could be in a system where pressing a number would patch the caller to the IQCS Help Desk.

Group discussed coverage when Jake takes leave.

- ➔ **Action Item No. 49: Help Desk –** Discuss with Lonny Brown back-up person for Help Desk, located here at IQCS.
  Lead: Blair Young
  Target Completion Date: June 15, 2005

21. <u>External Course Entry</u>

Issue: Complete information is not given on courses taken.

Discussion: Guy Colwell stated that information is being accepted because it is being entered in the external course category. Merrie suggested that we turn off this option since the course table is being evaluated. When it is opened again, put strict parameters on this option.

22. <u>Meetings Schedule</u>

Conference Call on May 4th at 10:00
Conference Call on June 1st at 10:00
June Meeting on June 22-23, 2005

- ➔ **Action Item No. 50: Meeting –** Set up June 22-23 Meeting with IQCS Leads. Put Training Table and External Course Entries on the Agenda.
  Lead: Rick Jensen
  Target Completion Date: May 31, 2005

<u>Round Robin:</u>

23. <u>Roles</u>
Merrie Johnson stated that we need to look at roles again. Put on June 22nd Meeting Agenda. Blair will bring existing roles.

➔ **Action Item No. 51: Roles –** Put on June 22nd Meeting Agenda and bring copies of existing roles.
Lead: Rick Jensen (Agenda) and Blair Young (Copies)
Target Completion Date: June 22, 2005

George Conley Status: George now works for BLM IRM FA260 – Senior Project Manager. He will provide general management support and oversight to IQCS. Greg Jensen is responsible for implementing IQCS, Change Management, Help Desk, and managing the project on a day-to-day basis.

IQCS Status: IQCS transition to BLM provided Operations and Maintenance will be complete when incident qualification cards are issued for this field season.

➔ **Decision: IQCS Transition – Board concurred that final transition will take place when BLM IRM accepts role for providing Operations and Maintenance after incident qualification cards are issued for the 2005 field season.**

Joette stated that she would like a closeout meeting with George to talk about budget, contract negotiations, etc.

➔ **Action Item No. 52: Closeout Meeting with George Conley –** Gather the following information for meeting: Current A11 300B and 2006 and 2007 Budget Requests, 10 Year Life Cycle Request, future plans of IQCS (including maintenance fee and licensing), costing estimates for IQCS per file, and any other information that is important for the Board to know.
Lead: George Conley
Target Completion Date: June 22nd Meeting, 2005

➔ **Action Item No. 53: Lessons Learned Document for IQCS Project –** Update the document, and put on the June 22nd Meeting Agenda.
Lead: Merrie Johnson (update) and Rick Jensen (agenda)
Target Completion Date: June 22nd Meeting, 2005

24. <u>IQCS Staffing</u>

Craig Cook will visit with Dave Koch about his percentage of time to be spent on IQCS. His PD says 50%. Donna has another year on her term position. This project provides other systems with vital information. Merrie proposed that a full-time position is needed for 2007.
User base will continue to rise.

➔ **Action Item No. 54: Full-Time Position for 2007 –** Consider Merrie Johnson's proposal for a full-time position in 2007. Have a discussion with Greg Jensen.
Lead: Blair Young
Target Completion Date: June 30, 2005

25. <u>User Questionnaire</u>

The User Questionnaire was discussed. Consider using the questionnaire or questionnaire format that was used for SACS users. Sharon Blair will send the questionnaire to Rick for him to come up with current questionnaire. This questionnaire will then be put on the web. Guy suggested that it be done in IQCS on a page.

➔ **Action Item No. 55: User Questionnaire –** Develop User Questionnaire for IQCS for online delivery.

Lead: Blair Young
Target Completion Date: June 15, 2005

26. FWS Prescribed Fire Crew Member Position

Joette discussed the FWS Prescribed Fire Crew Member (RXCM) position. She is looking to use the same standards as FS for disposition.

➔ **Action Item No. 56: FWS Prescribed Fire Crew Member (RXCM) –** Create this position. Work with Joette Borzik.
Lead: Blair Young
Target Completion Date: As soon as practical.

27. IQCS White Paper on General Operations

Merrie asked if we have a white paper describing the IQCS general operations, business leads, help desk, trouble report, and support information (one page).

➔ **Action Item No. 57: IQCS General Operations White Paper –** Create a one-page white paper describing the general operations of IQCS.
Lead: Rick Jensen
Target Completion Date: June 22nd Meeting, 2005

28. ERDs (Entity Relationship Diagrams)

ERDs were discussed. Blair met with Carol Jolley of CDF in California. She is interested in seeing our system.

➔ **Action Item No. 58: ERDs –** Investigate whether IQCS's ERDs can be released to other entities.
Lead: Blair Young
Target Completion Date: June 30, 2005

➔ **Action Item No. 59: ERDs –** Finalize ERDs with Project Management Office.
Lead: George Conley
Target Completion Date: Delivery date to be negotiated and set by George and Judy Crosby.

29. Position Codes

Position codes were discussed. Merrie and Blair are getting new position code list.

➔ **Action Item No. 60: Position Codes –** Develop a new position code list.
Lead: Merrie Johnson and Blair Young
Target Completion Date: Update will be provided at June 22 IQCS meeting.

Appendix A
IQCS CHANGE MANAGEMENT BOARD
Action Tracking Table

Action Item Number	Date Assigned	Action Item	Target Completion Date	Lead	Actions Taken	Date Completed
1	04/19/05	Training - Develop document showing training schedule (locations, dates, course coordinators, telephone numbers, and deadline for nominations) and post it on the web.	05/03/05	Blair Young		
2	04/19/05	Training - Develop letter to Gas and send to Board members to sent out with Bureau protocol at the top of the Memo. Training schedule will be attached to the letter. Input back from Gas by end of May.	05/03/05	Blair Young		
3	04/19/05	Training - Develop IQCS Instructors mailing list to be sent out with letter and training schedule.	05/03/05	Blair Young (Cindy Schafer will provide instructor list)		
4	04/19/05	File Access - Agency Leads will have access to all other agencies' files.	05/03/05	Blair Young (Cindy Schafer will modify agency lead access profile)		
5	04/19/05	IQCS Performance - Develop Q&A about a slow system and the standard response time.	05/31/05	Blair Young		
6	04/19/05	IQCS Performance - Ciber (the contractor) to evaluate performance of the system (slowness).	05/31/05	George Conley		
7	04/19/05	IQCS Performance - Evaluate the server configuration. Evaluation to include Certification and Accreditation impact.	To be determined with contractor	George Conley		
8	04/19/05	Position Codes - Develop a generic Q&A for identifying work capacity test administrators.	TBD by Blair	Blair Young		

9	04/19/05	C5 Report - Develop a SCR for a Master Competency Troubleshooter.	04/19/05	Guy Colwell		
10	04/19/05	GeoLearn and AG Learn - Continue to monitor progress of GeoLearn and AG Learn and proactively participate in any discussions concerning interfaces with these systems and IQCS	Ongoing	George Conley		
11	04/19/05	Training - Add Intel Training Course to IQCS. Respond to Jay Ellington's e-mail.	As soon as practical	Donna Kreiensieck		
12	04/19/05	Position - Add Tech Specialist to NWCG Tech Specialist INTS and INTL, with no specific criteria entered.	As soon as practical	Blair Young		
13	04/19/05	Position - Validate with Chuck Wamack at NICC the two positions (Tech Specialist INTS and Tech Specialist INTL) and any changes after the IOS Working Team Meeting.	As soon as practical	Blair Young		
14	04/19/05	FS00 - Change wording on error message regarding position complexity and management level.	As soon as practical	Craig Cook		
15	04/19/05	Adding "Approved" Positions and Training Course - Develop a step-by-step process for adding position and training course.	As soon as practical	Blair Young		
16	04/19/05	Positions - Develop a form for position approval. Copy to Merrie Johnson.	06/01/05	Blair Young		
17	04/19/05	Training Course - Mail the Training Course form and instructions to the Board.	After form has been developed	Blair Young		
18	04/19/05	C66 Report - Fix this report and post it once a month on the web.	4/29/05 on website	Guy Colwell		
19	04/19/05	Bug Report - Remove language from "Review" to the end of the page to save paper.	As soon as practical	George Conley		
20	04/19/05	IQCS Change Management Flow Chart - Board to review Flow Chart and forward comments to Rick Jensen.	04/22/05	Board		

21	04/19/05	IQCS Change Management Flow Chart - Board to review Change Management Procedures and forward comments to Rick Jensen.	04/22/05	Board		
22	04/19/05	IQCS Website - Create "Lessons Learned" on the website and give credit to the person submitting the lesson.	As soon as practical	Blair Young		
23	04/19/05	Standards Supplements - Submit an agenda item at the GATR Meeting on Standards Supplements to the IQCS Website.	05/31/05	Sharon Allen-Brick		
24	04/19/05	IQCS Goals - Goals to be discussed at GATR Meeting. GAs websites should have link to IQCS to provide FAQs access for users. If GAs have concerns or issues, contact IQCS.	To be discussed at GATR Meeting, May 5, 2005	Blair Young		
25	04/19/05	Demographic Information - Develop some demographic information for fields that will include all possible employee kinds.	10/01/05	Rick Jensen		
26	04/19/05	Demographic Information - OPM Job Code Tables to be reviewed to make sure the information is accurate.	06/15/05	Blair Young		
27	04/19/05	Demographic Information - Add generic job code for OPM Job Table for ADs.	As soon as practical	Craig Cook		
28	04/19/05	Demographic Information - Add District Ranger for 340.	As soon as practical	Craig Cook		
29	04/19/05	Demographic Information - Add workforce data fields to the IQCS EZ. Send out mass e-mail to add workforce analytics to the IQCS EZ form. Mandatory data entry date will be December 1st.	09/01/05	Blair Young		
30	04/19/05	Demographic Information - Discuss the addition of workforce data fields to the IQCS EZ at the GATR Meeting.	During GATR Meeting	Blair Young		

31	04/19/05	Job Tables - Send job tables to Board for their review and comments.	05/20/05	Blair Young & Guy Colwell		
32	04/19/05	Demographic Information - Add demographic information for fields that will include employee kind (temp, permanent, etc.), full/part time, job code, salary plan, and grade to the EZ Form.	06/15/05	Donna Kreiensieck		
33	04/19/05	Strategic Planning - Next Board Meeting discuss the possibility of putting together a small group to develop additional workforce analytics functionality for IQCS.	06/22/05	Rick Jensen		
34	04/19/05	SCR #1054 - Check with Annie Larsen and Nina Dutton for help with this SAR.	As soon as practical	Merrie Johnson		
35	04/20/05	SCR #1156 - Check with Medata System on employee kind and discuss with Guy Colwell.	As soon as practical	Merrie Johnson		
36	04/20/05	SCR - Develop Nomination Workflow Process. This is No. 1 priority and Raja will be tasked.	05/01/05	Raja (contractor)		
37	04/20/05	SCR - Fix C50 Report to not return value of zero.	05/20/05	Guy Colwell		
38	04/20/05	Work Flow Functionality - Assessment of workflow status.	05/02/05	Peter Kine		
39	04/20/05	Work Flow Testing - Discuss internal testing at GATR Meeting. Goal is completion by end of June. In September, Great Basin brought on as a test site.	05/01/05	Blair Young		
40	04/20/05	PeopleSoft and Oracle Merger - Develop a FAQ for the website to inform users of Oracle and PeopleSoft Merger, support, and version update.	05/31/05	Blair Young		
41	04/20/05	Licensing and Maintenance - Evaluate options for licensing and maintenance with PeopleSoft.	05/31/05	George Conley		
42	04/20/05	MOU - Give edits to MOU to Rick Jensen.	04/29/05	Rick Jensen		

43	04/20/05	Exit Medical Exam - Add the type of exam and the date completed.	By the end of FY 2005	Blair Young		
44	04/20/05	IFPM - Develop cost estimate for IFPM, as well as strategy and alternatives.	05/16/05	George Conley, Blair Young, Guy Colwell, & Mark Koontz		
45	04/20/05	IFPM - Arrange for Mark Koontz to do training sessions.	TBD as project develops	Merrie Johnson		
46	04/20/05	IFPM - Schedule September 1st testing and October 1st for program activation.	Follow agreed upon schedule	Blair Young		
47	04/20/05	Help Desk - Change system to state, "For best service, call the Help Desk if you are having password problems."	05/13/05	Blair Young		
48	04/20/05	Help Desk - Create a script to evaluate Help Desk phone calls by agency and categories, and send out monthly to Agency Leads.	05/20/05	Guy Colwell		
49	04/20/05	Help Desk - Discuss with Lonny Brown back-up person for Help Desk, located here at IQCS.	06/15/05	Blair Young		
50	04/20/05	Meeting - Set up June 23 - 24Meeting with IQCS Leads. Put Training Table and External Course Entries on the Agenda.	05/31/05	Rick Jensen		
51	04/20/05	Roles - Put on June 23nd Agenda and bring copies of existing roles.	06/22/05	Rick Jensen (Agenda) & Blair Young (copies)		
52	04/20/05	Closeout Meeting with George Conley - Gather the following information for meeting: Current A11 300B and 2006 and 2007 budget requests, 10 Year Life Cycle Request, future plans of IQCS (including maintenance fee and licensing), costing estimates for IQCS per file, and any other information that is important for the Board to know.	06/22/05	George Conley		

53	04/20/05	Lessons Learned Document for IQCS Project - Update the document, and put on the June 23nd Meeting Agenda.	06/22/05	Merrie Johnson (update) & Rick Jensen (agenda)		
54	04/20/05	Full-Time Position for 2007 - Consider Merrie Johnson's proposal for a full-time position in 2007. Discuss with Greg Jensen.	06/30/05	Blair Young		
55	04/20/05	User Questionnaire: Develop User Questionnaire for IQCS for online delivery.	06/15/05	Blair Young		
56	04/20/05	FWS Prescribed Fire Crew Member (RXCM) - Create this position. Work with Joette Borzik.	As soon as practical	Blair Young		
57	04/20/05	IQCS General Operations White Paper - Create a one-page white paper describing the general operations of IQCS.	06/22/05	Rick Jensen		
58	04/20/05	ERDs - Investigate whether IQCS's ERDs can be released to other entities.	06/30/05	Blair Young		
59	04/20/05	ERDs - Finalize ERD's with Project Management Office.	Delivery date to be negotiated and set by George & Judy Crosby	George Conley		
60	04/20/05	Position Codes - Develop a news position code list.	Update will be provided at June 22 IQCS Meeting	Merry Johnson & Blair Young		

EXHIBIT A

IQCS Change Management Board Meeting
April 19 – 20, 2005
Idaho State Office
Omega Room 2nd Floor

Agenda

When	Topic	Time	Who	Decision Yes/No
	Local IQCS Training Protocol What steps to reserve training data base for local training sessions		Cindy Schafer	
	Access to all files by Agency Leads Should all agency leads have access to all other agency files to assist users; transfers, employee location determination		Rick Jensen	
	IQCS Performance Page loading, report processing, search time		George Conley	
	Position Codes and Competencies Request (WCT Admin.) - Blair Young 3/18/05 See attached WCT Admin. documents		Blair Young	
	(C5) Responder Taskbook Report - Redesign See attached (C5) documents		Guy Colwell	
	Intelligence Support (INTS) Position and Training – Jay Ellington email request 3/9/05 See attached INTS documents		Merrie Johnson	
	ICT3 Criteria for FS000 – Blair Young email 3/25/05 See attached ICT3 – FS000		Blair Young	
	Adding 'approved' positions to IQCS – Blair Young email 3/23/05 See attached Approved Positions documents		Blair Young	
	IQCS Change Management Procedures – George Conley email 3/27/05 See attached Change Management documents		George Conley	

	IQCS Discussion Thread Website For the next CMB board, can we add the "IQCS Discussion Thread Website" as a discussion item. I feel that this is a topic that not only needs more discussion, but action. We need to allow the users to help each other, and providing a site that promotes questions and answers via discussion threads is a great way to do this!		Guy Colwell	
	IQCS MOU See attached MOU document		Rick Jensen	
	The Future of IQCS		All	
	Demographic fields in IQCS Job Data Folder: job code, employee kind, full/part time, salary plan and grade, and how this impact terminate qualifications end date and org. entry date.			
	Review and prioritize SCR Blair will provide briefing on his list		Blair Young	
	People Soft – Oracle merger and potential impact to IQCS		George Conley	
	Track Exit Exam from Medical Standards in IQCS Proposed by Michelle Ryerson, Federal Medical Standards		Rick Jensen	
	Entering Incident Number in IQCS Discussion: Review topic any change needed?		Rick Jensen	
	Help Desk Update/Status		Blair Young	

EXHIBIT B

Sharon D AllenBrick/WO/USDAFS@FSNOTES

03/21/2005 10:28 AM

To Blair Young/AFS/AK/BLM/DOI@BLM

cc: Blair Young/AFS/AK/BLM/DOI@BLM, Cindy Schafer/NIFC/BLM/DOI@BLM, Craig Cook/NIFC/BLM/DOI@BLM, Dave Koch/BIAFIRE/NIFC/DOI@DOI, Donna Kreiensieck/NIFC/BLM/DOI@BLM, George Conley/NIFC/BLM/DOI@BLM, Greg Jensen/NIFC/BLM/DOI@BLM, Guy Colwell/IDSO/ID/BLM/DOI@BLM, joette_borzik@fws.gov, John Gebhard/NIFC/BLM/DOI@BLM, John Lutzow/NIFC/BLM/DOI@BLM, Merrie Johnson/NIFC/NPS@NPS, Rick Jensen/NIFC/BLM/DOI@BLM, Stephen Jones/USRD/ID/BLM/DOI@BLM, James Barnett/WO/USDAFS@FSNOTES, Jerome P Macdonald/R3/USDAFS@FSNOTES, Mindy Stevenson/R3/USDAFS@FSNOTES

Re: Fw: IQCS SCR/Bug Form for Tracy Reyes

Here's the letter, issued by the Region 3 Regional Forester. If you'll scroll down to the Forest FMO responsibility, you'll see the instruction to "Ensure that certified Test Administrators are included in the red card system".

A suggestion I'd have is that the FS instruct the Region 3 Account Managers to enter this under Enterprise Learning, as an instructor for Phys-fit, rather then creating a new NWCG Position Job Code, since it's Forest Service specific and not necessarily a qualification we would want to see show-up on an Incident Qualifications Card. I'm thinking it's more like an instructor qualification. Jim and I can work with the Region 3 Training/Safety Officer, Jerome MacDonald, to get the letter written ASAP and out to his IQCS Account Managers. Let me know what you think of that idea?

IQCS_Region_3_Work_Capacity_Test_Administrator_doc.doc

Sharon Allen-Brick
Training Specialist
USDA Forest Service
Washington Office, Fire and Aviation

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Cell: (971) 219-8623
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sallenbrick@fs.fed.us

Blair Young/AFS/AK/BLM/DOI@BLM

03/18/2005 08:46 AM

To: George Conley/NIFC/BLM/DOI@BLM, Craig Cook/NIFC/BLM/DOI@BLM, Merrie Johnson/NIFC/NPS@NPS, Dave Koch/BIAFIRE/NIFC/DOI@DOI, Rick Jensen/NIFC/BLM/DOI@BLM, joette_borzik@fws.gov, Sharon D AllenBrick/WO/USDAFS@FSNOTES, Greg Jensen/NIFC/BLM/DOI@BLM

cc. John Gebhard/NIFC/BLM/DOI@BLM, John Lutzow/NIFC/BLM/DOI@BLM, Blair Young/AFS/AK/BLM/DOI@BLM, Cindy Schafer/NIFC/BLM/DOI@BLM, Craig Cook/NIFC/BLM/DOI@BLM, Donna Kreiensieck/NIFC/BLM/DOI@BLM, George Conley/NIFC/BLM/DOI@BLM, Guy Colwell/IDSO/ID/BLM/DOI@BLM, Stephen Jones/USRD/ID/BLM/DOI@BLM

Fw: IQCS SCR/Bug Form for Tracy Reyes

Not sure what the best response is to requests like this... my uncertainty being that sending out instructions to every single user how to request position codes and competencies, on a case-by-case basis, is impractical and inefficient. (And referring them to a FAQ on the website is no more efficient.)

The larger problem is that the persons in Agency "Washington Offices" who are making these decisions apparently think the best way to make IQCS work is to have the users ask us to do something that really should be coming down through NWCG to IQCS from the top. Case in point: the "letter" Tracy is referencing below. While I had heard inklings of this a few weeks ago, I don't believe I've been given a copy of such a letter.

I think the communications breakdown between policy-makers and the CMB needs to be addressed. It probably starts with the Fire Directors understanding the CMB process. I don't have the authority to even contact people at 'that level'. You folks do.

Do we need to discuss this at the late-April CMB meeting? Let me know what I can do to help.

Blair Young
IQCS Business Steward (BLM)
Boise: (208) 947-3736; Fax: (208) 947-3712
Cell: (208) 340-1212

----- Forwarded by Blair Young/AFS/AK/BLM/DOI on 03/18/2005 09:24 AM -----

Tracy Reyes <tracyreyes@fs.fed.us>

03/17/2005 07:32 PM

To: <iqcscmb@nwcg.gov>

IQCS SCR/Bug Form for Tracy Reyes

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Subject: IQCS SCR/Bug Form for Tracy Reyes

Written By: Tracy Reyes <tracyreyes@fs.fed.us>

Phone Number: (520) 388-8470
```

Priority: high

Comments: I work for the FS in Region 3, and a letter was just issued stating that Work Capacity Test Administrators must be tracked in the Redcard system. There is not a competency in the IQCS system for this qualification that I could find. Individuals with this qualification are also required to complete a 4 hour training course, which is also not found within the IQCS system.

I am currently communicating with our Regional folks on this issue, and they are aware of the problem. I am not sure if this is going to end up being National direction, however, I would suspect so.

Is there a way for me to create these competencies myself? If not, what can we do to add these competencies to the IQCS system? I am hoping to start printing Redcards within the next few weeks.

If you need to call to talk to me, I work evenings 1500-2100 Tue - Fri. And all day Sat and Sun. Otherwise, email is the best way to communicate.

Thanks!!!

File Code: 5100/6100 **Date:** March 16, 2005
Route To:

Subject: Work Capacity Test Procedures for 2005 Field Season

To: Forest Supervisors

REPLY DUE APRIL 18, 2005

This letter provides regional direction and guidance for administering the Work Capacity Test (WCT) program for the 2005 field season. No substantial changes have been made to the national policy that was implemented in 2004, which can be found at the following website: http://www.fs.fed.us/fire/fire_new/safety.

It is recognized that the changes implemented the past few seasons continue to have a significant impact on the servicing human resources offices (SHRO) and test administrators as their respective roles and responsibilities have increased considerably. This is particularly apparent in the level of coordination and communication that is now required between the SHRO and the supervisors, employees, and test administrators. Fire and Aviation Management in conjunction with Human Resources and Information Resources Management in the Regional Office have been collectively working on the development of a database intended to facilitate the coordination and communication between the respective parties. The implementation of this database was initially planned for January 2005, in order to provide a collection point for data. At this point, it doesn't appear that the database will be operational for 2005; therefore, all documentation should still be maintained by the Forest as in the past. The Region will be required to provide an annual WCT summary to the Washington Office in December 2005.

For the past two years, there continue to be instances of physical examinations given that seem to go beyond the standard and customary examination. This continues to result in exorbitant costs being incurred with no supporting documentation as to the reason for the additional tests done on the individual. Please refer to the 2004 WCT Implementation Guide which provides direction on what is covered during medical exams. It is highly recommended that a blanket purchase agreement be set up with specific medical providers in the community in order to establish a rapport and the provider has a clear understanding of the work involved in fire fighting activities. It is also recommended that the WCT Test Administrator from each unit continue to visit the medical providers and explain the process and importance of the tests. This will provide a better understanding and help to alleviate any concerns that the medical provider might have and help to ensure better results and communication regarding potential medical problems. Based upon 2004 regional information, it appears the average cost for physical exams has been ranging between $150.00 and $350.00 depending on medical services locally available.

In regards to guidance for casual employees, AD employees must meet HSQ requirements prior to taking the WCT, or present a release from a Physician or a qualified medical provider. The Forest Service is not **normally** responsible for AD medical exam costs. If the Forest Fire Management Officer determines and documents that a position is of ***a critical nature and is in the best interests of the agency*****, Medical examinations may be paid for if** ***the Forest Service determines to proceed with the hiring. This should not be a common situation or occurrence. AD hires with questionable medical history as indicated by the FS-5100-31 should be carefully considered as to "critical nature" before proceeding to potentially obligate the government or jeopardize the health of the AD.*** Paying for medical exams is consistent with direction in the Regional Administratively Determined Pay Plan. However, the AD should not be in a hired status during the exam. The examination cost should be charged to the P-code for AD training assigned to your Region by the National Fire Finance Office in Boise.

The roles and responsibilities of those involved in the administration of the WCT program has not changed and it is very important that they are understood and complied with closely. It is particularly important that the medical information of those individuals who take the test be protected and kept confidential at all times. As such, it is critical that this information be restricted to the SHRO and must not be shared with anyone outside of the SHRO. All HSQs and SF-78s, Certificates of Medical Examinations, should be returned to and maintained by the SHRO. This is to ensure compliance with the provisions of the Privacy Act and agreements with the National Federation of Federal Employees (NFFE).

The following reiterates and clarifies the roles and responsibilities of the parties involved in administering the WCT:

Regional Office (RO):

- ✓ Will provide oversight of the Work Capacity Test administration throughout the Region.
- ✓ Will continue to provide guidance and support to the Forests by answering questions regarding the Work Capacity Test.
- ✓ Will provide a Regional summary by end of December 2005 through information obtained by each Forest.

Servicing Human Resource Office (SHRO)

- ✓ Provides WCT information to individuals in a timely manner.
- ✓ Reviews ALL HSQ's (FS-5100-31) upon completion by the employee and determines the need for further medical evaluation.
- ✓ Advises the employee of HSQ results and if further evaluation is needed and notifies supervisor. Provides the employee with the appropriate SF-78 and instructions as to where to go for further medical evaluation.
- ✓ Reviews the completed SF-78 for any limiting conditions as documented by the physician and an employment officer signs Part E of the SF-78 indicating the action taken.
- ✓ Collects and files Informed Consent (FS-5100-30), HSQ and SF-78 in the Employee Medical Folder.
- ✓ Provides information in the Forest's Database regarding the clearance status of all individuals for each unit.

Employee Supervisor

- ✓ Checks Forest database to ensure that all unit employees are entered in the database and are cleared to participate in the WCT.
- ✓ Communicates with employees to provide WCT information and answers.
- ✓ Communicates with Test Administrator regarding employees taking WCT.
- ✓ Maintains general records on the unit for employee's training/WCT results.

Forest FMO

- ✓ *Certifies WCT Test Administrators with four (4) hours training and letter of certification at Forest level signed by Forest Supervisor.*
- ✓ Communicates with SHRO for consistent implementation of the WCT.
- ✓ Re-certifies Test Administrators every three (3) years or when the rules change.

- ✓ Ensures that Certified Test Administrators are included in the Red-Card system.
- ✓ Maintains records of Certified Test Administration at Forest level.
- ✓ Ensures that test results are entered into the database and provide an annual Forest report of WCT implementation to Regional Ground Safety Officer by December 15, 2005.

Test Administrator

- ✓ Schedules and conducts WCT administration on the units in a timely manner.
- ✓ Develops Job Hazard Analysis (JHA) and Medical Plans for WCT implementation on the units.
- ✓ Communicates with Human Resources to ensure that individuals are cleared to start training for and taking the WCT.
- ✓ Be aware of their personal responsibility and the importance of the Test Administrator position.
- ✓ Completes Test Administrator's Report and sends to Forest FMO.
- ✓ Ensures that JHA and medical plan are in compliance prior to test administration.
- ✓ Provides safety briefing prior to each test administration.
- ✓ Keeps records of test administration and provide copies for Forest FMO, and Employee Supervisors.

It is also encouraged that Human Resources on each Forest designates a WCT representative that is responsible for providing current information regarding the WCT in the Forest's database and maintains good communication with the Test Administrators and FMO's on each unit.

In regards to WCT Test Administrator certification or re-certification, the following materials are to be used:

- Work Capacity Test – Administrators Guide, April 2003
- Work Capacity Test – Administrators Guide CD

The CD contains an excellent PowerPoint that is to be used for certification and recertification purposes. It also contains all forms that are pertinent to the Work Capacity Test implementation. Those individuals that are currently certified WCT Test Administrators can administer the training.

For questions regarding the WCT, please contact Jerome Macdonald, jpmacdonald@fs.fed.us, (505) 842-3140, or Bequi Livingston, blivingston@fs.fed.us, (505) 842-3459. For Human Resources-related questions, please contact Mary Woodward, mwoodward@fs.fed.us, (505) 842-3407.

/s/ Abel M. Camarena (for)
HARV FORSGREN
Regional Forester

cc: pdl r3 fam_FFMO, pdl r3 hr personnel officers, DFMO's, AFMO's Helicopter Managers, IHC Supts, Forest Admin. Officers, RO Staff Directors

EXHIBIT C

Guy_Colwell@blm.gov

03/18/2005 02:28 PM

To
Cindy_Schafer@nifc.blm.gov, Craig_Cook@nifc.blm.gov, Donna_Kreiensieck@nifc.blm.gov, Blair_Young@ak.blm.gov

cc
iqcscmb@nwcg.gov

Subject
Redesign of the C5..

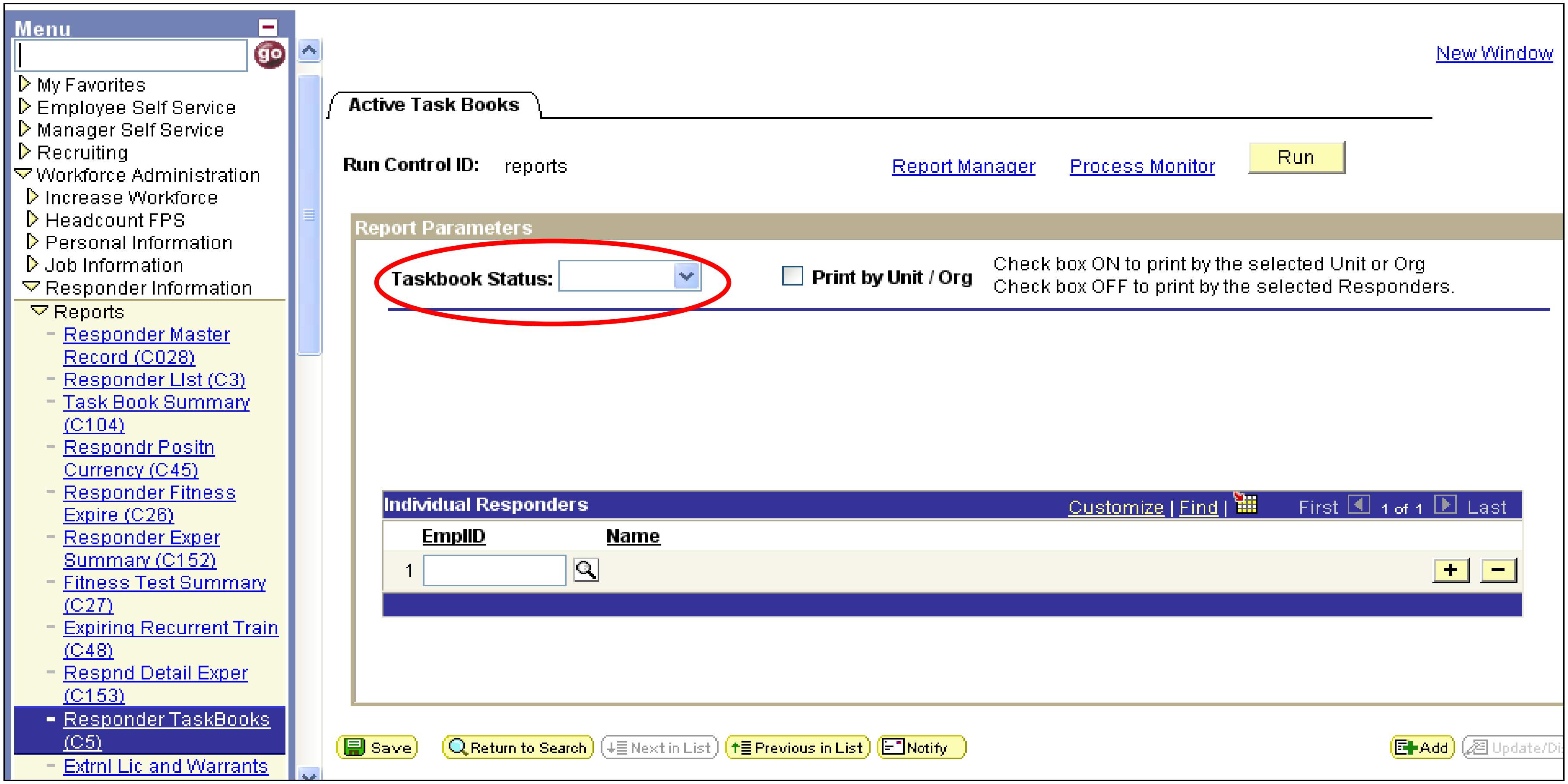
.The C5 Open Taskbooks report was not working. So I started working on it to get it operational. During this time, via a conversation with Blair, Craig and a user from Montana, it was decided to redesign the C5 report to be more user friendly.

The new C5 report is not only a useful tool for reporting Taskbook data (and now for all status' - not just Active), but it is an extremely useful tool to the users to research data descrepencies between Taskbook data and the related Taskbook Competency data. I am including a document that fully explains the new report. Please review.

Another suggested report....
As you know, the responder Competencies record is the record that should be insync with all other records. Qual Card to Competencies, Taskbook to Competencies and Training to Competencies. The C302 report is a useful tool for researching the Qual Card to Competencies data relationship for responders. The newly redesigned C5 report is useful in researching the Taskbook to Competencies data relationship. It has been suggested that we also develop a couple more reports - one that can be used to show Training to Competencies data relationship, and another that shows ALL to Competencies. Thoughts and comments would be appreciated on these additional reports.

Guy Colwell
IQCS System Administrator
208-947-3750

(See attached file: New C5 Report.doc) New C5 Report.doc

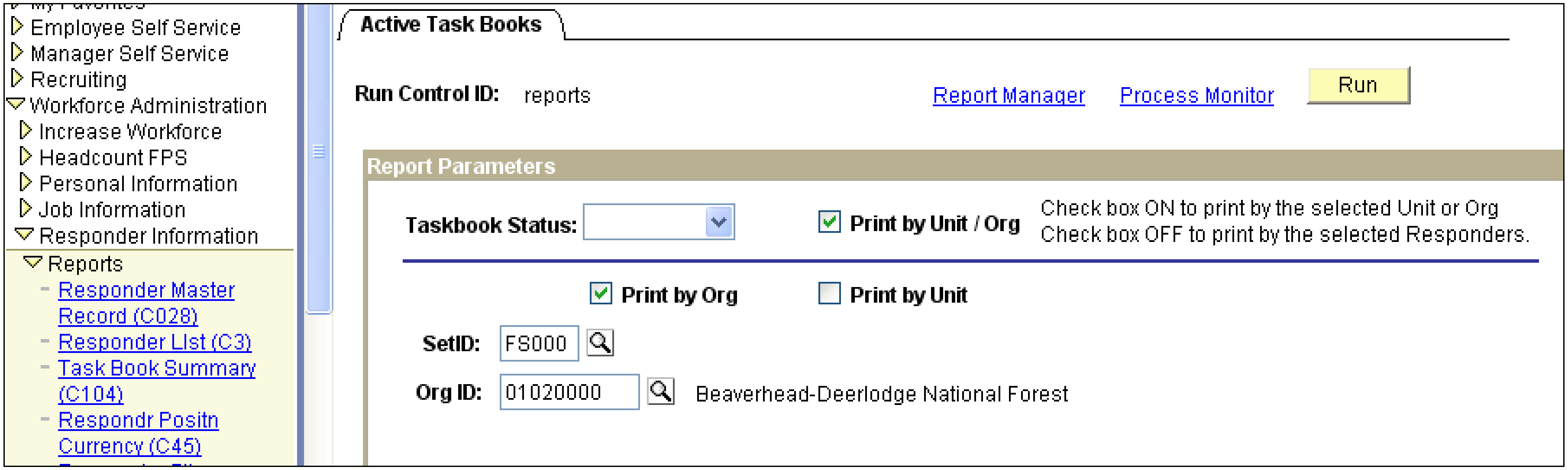


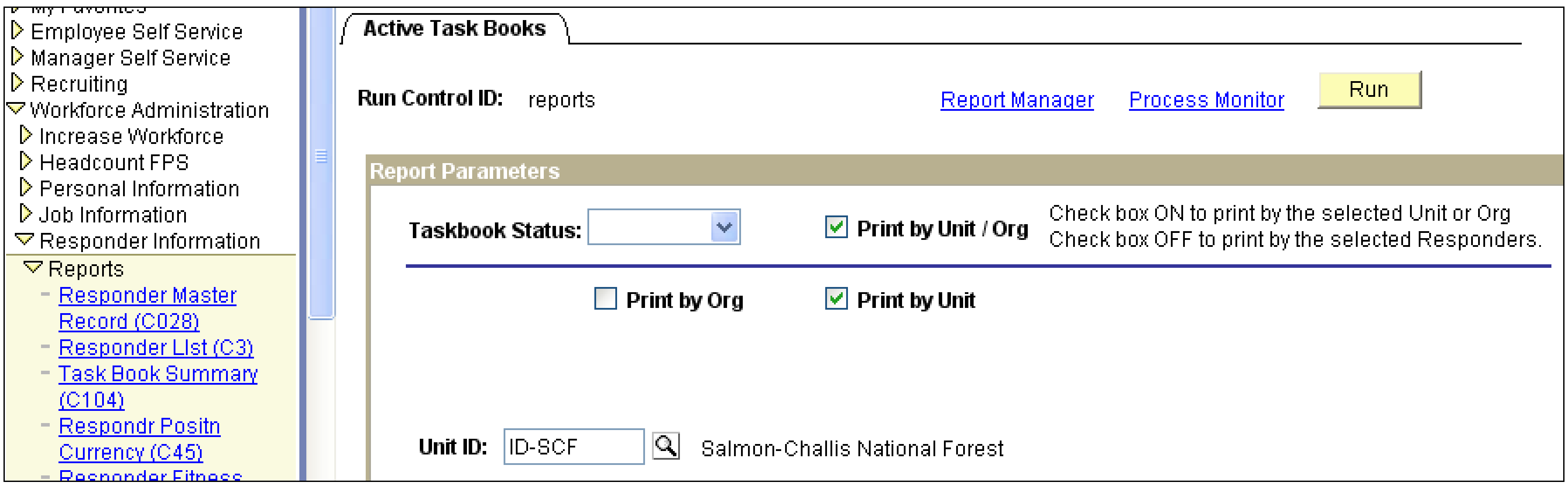
Responder Taskbooks (C5) report run control page.

When the run control page is first opened up, it opens with the Individual Responders list showing. This report can be run for as many responders as the user cares to list out separately. It can also be run for all the responders in an Org Id, or a Unit Id – as shown below.

Note that the report can also be run for a specific set of Taskbooks – such as all "Active" taskbooks – as indicated by the Taskbook Status drop down list.

Following the C5 report page snapshots, is a sample of the report itself with explanations of the data and functionality.


Employee Self Service
Manager Self Service
Recruiting
Workforce Administration
Increase Workforce
Headcount FPS
Personal Information
Job Information
Responder Information
Reports
Responder Master Record (C028)
Responder LIst (C3)
Task Book Summary (C104)
Respondr Positn Currency (C45)
Active Task Books
Run Control ID: reports
Report Manager
Process Monitor
Run
Report Parameters
Taskbook Status:
Print by Unit / Org
Check box ON to print by the selected Unit or Org
Check box OFF to print by the selected Responders.
Print by Org
Print by Unit
SetID: FS000
Org ID: 01020000
Beaverhead-Deerlodge National Forest


Employee Self Service
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Active Task Books
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Taskbook Status:
Print by Unit / Org
Check box ON to print by the selected Unit or Org
Check box OFF to print by the selected Responders.
Print by Org
Print by Unit
Unit ID: ID-SCF
Salmon-Challis National Forest

Incident Qualification and Certification System
Task Books

ID-SCF, Salmon-Challis National Forest

Emplid	Name	Tskbk	Stat	Init Dt	Cert Dt	Exp Dt	TB Comp	Prof	Flg
00002001126	Andrews,Alicia	FFT1	Exp	01-JUL-2001		01-JUL-2004	FFT1TB	Exp	
		HECM	Cert	18-JUN-2001	14-SEP-2001		HECMTB	Cert	
00002001212	Andrews,Barbara	EDRC	Actv	28-APR-2003		28-APR-2006	EDRCTB	Actv	
00002001380	Anglin,Chris	HECM	Adm	13-JUL-2004			HECMTB	Cert	XX
00002002757	Angster,Robert	FFT1	Cert	23-JUL-2003	24-FEB-2005				XX
		HECM	Actv	13-JUL-2004		13-JUL-2007	HECMTB	Actv	
00002001808	Baer,Gail	IOF3	Exp	01-JUL-2000		01-NOV-2003	IOF3TB	Exp	
00002002782	Barningham,Robert	FFT1	Cert	01-JUL-1999	01-JUN-2000		FFT1TB	Cert	
		HECM	Exp	01-JUN-2001		01-JUN-2004	HECMTB	Exp	
		ICT5	Exp	06-JUL-2001		06-JUL-2004	ICT5TB	Exp	
00002001092	Bartel,Daniel	CRWB	Cert	01-JUN-1998	01-JUL-2000		CRWBTB	Cert	
		ENGB	Cert	01-JUL-2000	01-JUL-2000		ENGBTB	Cert	
		RXI2	Cert	10-OCT-2002	02-APR-2004		RXI2TB	Actv	XX
		ICT4	Cert	11-MAR-2001	07-OCT-2002		ICT4TB	Cert	
		STEN	Actv	01-SEP-2004		01-SEP-2007	STENTB	Actv	
		STCR	Actv	01-SEP-2004		01-SEP-2007	STCRTB	Actv	
		TFLD	Actv	03-JUN-2003		03-JUN-2006			XX
00001044890	Basford,Nathan	FFT1	Cert	01-JUN-1998	01-AUG-2000		FFT1TB	Cert	
		FFT1	Cert	01-JUL-2000	01-AUG-2000		FFT1TB	Cert	
		CRWB	Actv	04-JUN-2003		04-JUN-2006			XX

Column Explanations…

- Emplid Emplid of the responder.
- Name Name of the responder.
- Tskbk The taskbook that the responder has on his taskbook pages.
  All taskbooks will be listed for the individual on separate lines.
- Stat The status of that particular taskbook.
  Actv = Active, Exp = Expired, Cert = Certified, Conv = Converted, Adm = Admin Action.
  Note: Report can be run for all taskbooks, or can be run for just taskbooks of a particular status.
- Init Dt The date on which the taskbook was initiated.
- Cert Dt The date on which the taskbook was certified (if it has been).
- Exp Dt The date on which the taskbook will (or has) expired.

- TB Comp The related taskbook competency on the responders competencies page.
- Prof The proficiency of that related taskbook competency.
  Actv = Active, Exp = Expired, Cert = Certified, Conv = Converted, Adm = Admin Action
- Flg Flag field (represented by "XX")
  This indicates that the Taskbook Competency data and the Taskbook data are out-of sync.

Note: The first red circle indicates a row for which Taskbook data exists – but the Taskbook Competency does not. This is a problem since the Taskbook and Competency data should be in sync with each other. In this example, the responder would never be "Naturally Qualified" for the position because of the lack of the Taskbook Competency.

Note: The second row (having two red circles) indicates a situation where both the Taskbook and Taskbook Competency exists, but they each show a different status. Again, since they should be in sync, this is a row that warrants review by the account manager (or his/her representative) to determine what the data really should be. … During this review, if it is determined that the Taskbook Competency data is wrong, it can be fixed by the user. If it is determined that the Taskbook data is wrong, this fix must be completed by the IQCS help desk.

Note: Stat or Prof columns – Active, Expired and Certified Taskbooks (and Taskbook Competencies) are self-explanatory.

- Conv = Converted taskbooks are ones that were imported from the legacy system with NO certification data – but were indicated as having been certified. So the implementation team decided to use the status of Conv rather than Cert, but a Conv Taskbook has the same effect on the qualification of that Position's status on the Qual Card as a taskbook with Cert.
- Adm = Admin Action taskbooks are taskbooks that were active, but the user has override Qualified the position at the Qual Card. In-other-words, when a position on the Qual Card is a "T" due to an active taskbook, and the position is changed to a "Q" via an override, the status of the taskbook and taskbook competency are changed to "Admin Action". For qualification purposes, an "Adm" taskbook has the same effect on the Qual Card Position Status as a "Cert" taskbook.
  Note: For about 6 days last August, a bug that existed in the Qualification process caused the status of some taskbooks to be changed to "Adm". If the status of a taskbook shows "Adm" and the user knows this is not correct, the IQCS helpdesk should be notified so that the data can be corrected.

EXHIBIT D

Merrie Johnson/NIFC/NPS@NPS

03/22/2005 04:13 PM

To: Jay Ellington <jayellington@fs.fed.us>

cc: Blair Young/AFS/AK/BLM/DOI@BLM, Vince Mazzier/NIFC/BLM/DOI@BLM, Doug Shinn/NIFC/BLM/DOI@BLM, Rick Jensen/NIFC/BLM/DOI@BLM, Joette Borzik/NCTC/R9/FWS/DOI@FWS, Craig Cook/NIFC/BLM/DOI@BLM, Donna Kreiensieck/NIFC/BLM/DOI@BLM

Re: IQCS SCR/Bug Form for Jay Ellington

The training course can be set up in IQCS (as approved by the Change Mgmt Board) without a position being established. The position code/title is done through the Position Naming Board chartered by the IOSWT. This subject was discussed with Chuck Wamack (representing the Dispatch Subgroup of the TWT) last week.

- We will put the training course on the next agenda for the IQCS Change Mgmt Board.
- The Position Naming Board will await a request from the Dispatch/Coordinators Group before taking any action on the position code....

Merrie M Johnson
Fire Mgmt Spec - Training, Qualifications, Incident Business Mgmt
NPS - National Interagency Fire Center
208.387.5224 work / 208.387.5250 fax / 208.866.4207 cell

Jay Ellington <jayellington@fs.fed.us>

03/09/2005 04:31 PM MST

To: <iqcscmb@nwcg.gov>
cc: (bcc: Merrie Johnson/NIFC/NPS)
Subject: IQCS SCR/Bug Form for Jay Ellington

Subject: IQCS SCR/Bug Form for Jay Ellington

Written By: Jay Ellington <jayellington@fs.fed.us>

Phone Number: 505-842-3874

Priority: high

Comments: I\'m a member of the National Intelligence Working Group. Over the past 4 years or so, our Working Group has developed an Intelligence Support (INTS) training course based on the needs of the dispatch community. The course is nationally sponsored by the National Dispatch Training Committee and is listed as a legitimate position code in ROSS and D-310-1. Just last week we put on our 4th training session, but we were unable to set it up in IQCS. We figure there\'s no position code (INTS) established in IQCS.

Therefore, we request the following:

(1) Establishment of the position code INTS-Intelligence Support in IQCS so after one completes the training the individual can attain an INTS (Trainee) qual, which can be exported into ROSS.

(2) Establishment of the training course INTS-Intelligence Support be also set up. This way we can set up a course session in IQCS, enroll folks attending, and properly document those that successfully complete the course as a whole. In addition, as it stands right now, since there is no current established INTS training course in IQCS, the attendee\'s IQCS Admistrator cannot go into the attendees training record and manually give the proper credit for completion of the course.

Any assistance you can give us on this is greatly appreciated. If you have additional questions, please contact me.
Thanks much. Jay Ellington, Southwest Coordination Center

Help Desk Use Only:

Do not forward this SCR - Help Request until you have created an entry in the IQCS Change Management System and
assigned it to a team member. Once you have created the IQCS CMS entry fill in the Submission information below
before sending this email to avoid confusion on assignments.

Everything after the Submission section is a review of the SCR/Change process

Submission

1. Record change request or bug in the IQCS Change Management System (CMS).

2. If there is insufficient information to complete the entry, contact the initiator for clarification.

3. Assign the SCR in the CMS to the IQCS Business Steward (BS) for Level 1 Review.

Date Initiated:

Initiator:

Person Entering Data:

Change Number generated by CMS:

Change Description:

Priority:

Name of Files associated with Change:

Review and Log - Perform Level 1 Review.

1. Ensure that all information has been entered into the IQCS CMS and or create CMS entry as needed.

2. Review the need, justification, and the statement of change for duplication, necessity, and priority.

3. Approve or disapprove the change for estimation based on prior review.

4. If disapproved, indicate the reason for disapproval, record entry into the IQCS CMS as not approved.

5. If approved, assign change in IQCS CMS to IQCS Programmer, DBA, or SME as appropriate for estimation.

Estimation - Perform Impact and Workload Estimates

1. Review business need and statement of change, as well as any other functional and-or technical requirements documented on the SCR form.

2. Identify and assess potential integration impact

3. List high level work products required to make the change

4. Revise or create a Development Specification.

5. Estimate level of effort (hrs).

6. Identify any impacts on schedule and-or budget.

7. Re-assign in IQCS CMS to IQCS BS for final review.

Final Review - Approval

1. Assess impact of workload estimates on schedule and budget

2. If the change is needed and falls within 16 hours of effort the IQCS BS may approve change, IQCS CMB will be notified on the Change Status Report.

3. If the change falls outside of 16 hours effort the IQCS CMB must be used for final review and approval.

4. Actions from IQCS CMB are Approve, Disapprove, and Bin until funding is available.

5. If disapproved or binned, record in IQCS Change Management System (CMS).

6. If approved, record and assign ownership in CMS, and if necessary update Contract Task Order to authorize work.

Screen Shot(s):

EXHIBIT E

Blair Young/AFS/AK/BLM/DOI

03/25/2005 12:55 PM

To: Merrie Johnson/NIFC/NPS@NPS, Dave Koch/BIAFIRE/NIFC/DOI@DOI, Rick Jensen/NIFC/BLM/DOI@BLM, joette_borzik@fws.gov, Sharon D AllenBrick/WO/USDAFS@FSNOTES, Blair Young/AFS/AK/BLM/DOI@BLM, Cindy Schafer/NIFC/BLM/DOI@BLM, Craig Cook/NIFC/BLM/DOI@BLM, Donna Kreiensieck/NIFC/BLM/DOI@BLM, George Conley/NIFC/BLM/DOI@BLM, Guy Colwell/IDSO/ID/BLM/DOI@BLM, Stephen Jones/USRD/ID/BLM/DOI@BLM

CC: alkramer@fs.fed.us

Re: ICT3 criteria in FS000 SetID

Andy Kramer (USFS R5) pointed out our position criteria for ICT3 in the FS000 setID is technically wrong; we used the NWCG ICT3 Cluster to build the FS requirements and NWCG agencies require S-390 for ICT3. In the Forest Service, S-390 is required below ICT3, at the Task Force Leader and Strike Team Leader jobs. However, in the Forest Service, one cannot become ICT3 without qualified experience as TFLD or one of the Strike Team Leader positions.

So while we're technically inaccurate, we're factually correct: a Forest Service ICT3 must have S-390 to be qualified, only through the lower, required position(s), which we correctly show as requiring S-390 in FS000.

If this is a problem, we should rewrite the ICT3 position (role) in FS000 and not use the NWCG cluster.

Is there any reason I should NOT fix the position criteria for ICT3? We do need to be factually and technically correct, as IQCS is the system of record. It wouldn't take too long, and should not have negative affects on any quals so far. But it IS true that a FS ICT3 cannot be one without S-390. So its not so much an error in this case as it is a repetition of a requirement.

Blair Young
IQCS Business Steward (BLM)
Boise: (208) 947-3736; Fax: (208) 947-3712
Cell: (208) 340-1212

EXHIBIT F

George Conley/NIFC/BLM/DOI

03/23/2005 08:45 PM

To: "Rick Jensen" <rick.jensen@blm.gov>

Re: Adding 'approved' positions to IQCS

George Q. Conley, PMP
Senior Project Manager
Bureau of Land Management
208-841-8947

From: Blair Young
Sent: 03/23/2005 07:40 PM
To: George Conley/NIFC/BLM/DOI@BLM
Cc: Merrie Johnson/NIFC/NPS@NPS; Blair Young/AFS/AK/BLM/DOI@BLM; Craig Cook/NIFC/BLM/DOI@BLM
Subject: Adding 'approved' positions to IQCS

The list of positions users are demanding to get added to IQCS is growing and I still don't have NWCG confirmation that the positions are official, and what (if any) criteria to build for them. I'm going to try to pick through the list below and see if I can get away with making them into IQCS role competencies, but people keep asking for them to be available and I want to do it all at once. Please respond to my comments beside each position listed as to whether I should add it as a 'blank' competency and worry about criteria later, or really hold off until NWCG sends me a letter giving me the 'go ahead'. This may not be the entire list... I'm still searching for other jobs that may have slipped through the cracks.

Here's the list:

FUM1: (last I remember from Merrie is to hold off until I see the whites of their eyes, er, official memo)

FUM2: (ditto) (These two are already included as competencies in the FS set ID. The requestors are in DOI agencies.)

ACDP: (ditto?)

CRNW: (though a regional position, will be interagency--that is, in setID NWCG--... I can't find the approval that I believe I just got verbally or emailed to me in the past week saying to build it) So, I'm gonna build it and hope for the best.

HRSP (need to wait til Craig gets back as he was working on this one and I have questions for him, but the "official" letter from NWCG on this one gives "Interim qualification standards". Are those to be taken as the law, or are those tentative?)

PETL: did someone have a list of criteria for these prevention team jobs, or should I just build 'blank' competencies?

PETM: (Merrie replied to one of the questions on this in January 05 with "the positions are official and NICC knows it, move forward with what you're doing...) so I plan to make competencies out of them, but if there are criteria and I add them later folks who get the blank jobs will possibly lose qual right away.

INTS: job codes are in and competencies are there with no criteria. Besides, the latest discussion was that there may be serious issue with "Intelligence" in a position title if HSA and/or it's sub-agencies hear about it or adopt IQCS?

INTL: my only notes are to change the position title to Intelligence Lead from Intelligence Officer. Anything else to do with the job?

FLOP: presumably no criteria, so can I make it a competency?

INLO: same thing as FLOP

CS99: same (replacing CS50)

HELM: does anybody but us know about this one? It's in the Position Code table, like all the others above, just not yet a competency.

Craig has been working on the FALA, FALB, and FALC criteria so I'm not worried about them.

Blair Young
IQCS Business Steward (BLM)
Boise: (208) 947-3736; Fax: (208) 947-3712
Cell: (208) 340-1212

EXHIBIT G

FREQUENTLY ASKED QUESTIONS

How to Add a Position Code

Question

I want to have a new job/position code added to IQCS. How do I go about requesting it?

Answer

In order to add a position to IQCS (and therefore the incident lexicon for national standardized usage), you will have to submit a request through your Geographic Area Coordination Center (GACC) Manager, the National Interagency Coordination Center Manager (NICC), or through a member of a relevant National Wildland Fire Coordinating Group (NWCG) Working Team. The entity through which you submit the request will determine if the position warrants further consideration, and then forward the request to the Position Naming Board (PNB) via the appropriate authorizing entity (see below).

Proposals must include the following information:

1. Name of requestor/initiator
2. Date of request
3. Phone number of requestor
4. Email address of requestor
5. Office (Agency and Organization Code)
6. Data Standard Name (what you propose to call the position)
7. Description of the proposed change (narrative of duties, for example)
8. Reason for wanting the change

Authorizing Entities:

If the position is recommended for national interagency use and inclusion in PMS 310-1, the request should be submitted to the IOSWT (by the requesting GACC or Coordination Center manager).

If the position is recommended as a Technical Specialist position, the request should come through a GACC or an NWCG Working Team member.

If the position is to be an Agency-specific job, the Agency's representative to NWCG, or Agency Fire Director, needs to forward the request to the IOSWT (who forwards it to the PNB).

All positions submitted for consideration should adhere to the Standardized Data Values of the Position (Mnemonic) Data List, which include:

- Name and mnemonic should be in the order: Job Subject + Rank + Complexity Level/Specialty (ex: Prescribed Fire Burn Boss, Type 1; Infrared Coordinator, National)
- A mnemonic of 4 alpha-numeric characters (ex: ICT3)
- A position title not to exceed 30 characters (Incident Commander Type 3)
- A distinct Position Category (ex: WF for Wildfire position, TS for Tech Specialist, UN for Universal positions, FU for RX or Fire Use jobs, ED for Expanded Dispatch, etc.)
- If the position is specific to a particular incident complexity level, the appropriate numeric level must be the last character of the mnemonic and title.
- Mnemonic must imply the position title (ex: ICT3 fits Incident Commander Type 3 well).

If the proposal recommends certification requirements (position qualification criteria), they should be included in the proposal. It is suggested that the criteria be displayed in the same format as the Wildland and Prescribed Fire

Qualification System Guide. The IOSWT or appropriate NWCG Working Team will evaluate and determine the final criteria for qualification.

There is no form for this at the present time. The PNB will evaluate all submissions for adherence to the data standards, uniqueness, relevance, and to prevent duplication of mnemonics, titles, duties, or positions within the system. The PNB may modify requested mnemonics or position titles to meet standards, and the PNB may reject requests with reason.

Notification of acceptance of a request will be through addition of the position to IQCS and/or appropriate Agency or NWCG publications.

When and if a standard form is developed for this procedure, it will be available on the Incident Qualifications and Certification System (IQCS) web site.

EXHIBIT H

George Conley/NIFC/BLM/DOI

03/27/2005 06:15 PM

To: sallenbrick@fs.fed.us@FSNOTES, Rick Jensen/NIFC/BLM/DOI@BLM, Merrie.Johnson@nps.gov@NPS, Joette.Borzik@fws.gov@FWS, dave_koch@nifc.gov, Dave Koch/BIAFIRE/NIFC/DOI@DOI

cc: Blair.Young@blm.gov@BLM, Cindy Schafer/NIFC/BLM/DOI@BLM, Craig Cook/NIFC/BLM/DOI@BLM, Stephen_Jones@blm.gov@BLM, guy.colwell@blm.gov@BLM, DONNA K KREIENSIECK@NPS, Greg Jensen/NIFC/BLM/DOI@BLM

Re: Change Management Visio

Attached is the Change Management Vision that outlines the high level processes that all changes, bugs, helpdesk calls will use. This process was developed based on previous CMB calls, talks with the IRM System Manager, and the staff.

Please review and provide feedback. Categories I/II/III in the document need to be fully defined in the next change management meeting. These should not be an all inclusive list but they should be easily measurable bullets that can be incorporated into a process check-off list.

Tentatively they are-

Level I changes :

- Less than 16 man hours effort
- Can be approved by the Business Steward/Team without requesting CMB permission
- Typically GUI, look-up tables, query, and report changes
- Does not affect Business Process of Agency or Agencies

Level II changes:

- Greater than 16 man hours effort but less than the FY budget
- Affects business processes of Agency or Agencies
- Requires CMB approval

Level III changes:

- Greater than FY budget
- Require CMB approval
- May require A11-300b

We will develop procedures and policy for each one of the process boxes. To get us moving we need to at least approve and adopt a process though.

If you do not have Visio here is a blind link to the website to view the document:
http://iqcs.nwcg.gov/documents/change%20management/

George Q. Conley, PMP
Senior Project Manager
National Wildfire Coordinating Group

Bureau of Land Management,
National Interagency Fire Center
1387 South Vinnell Way
Boise, Idaho 83709

Office: (208) 947-3731
Cell: (208) 841-8947
e-Mail: george_conley@blm.gov

IQCS Change Management v-1.vsd

George Conley/NIFC/BLM/DOI

03/28/2005 10:48 AM

To: sallenbrick@fs.fed.us@FSNOTES, Rick Jensen/NIFC/BLM/DOI@BLM, Merrie.Johnson@nps.gov@NPS, Joette.Borzik@fws.gov@FWS, dave_koch@nifc.gov, Dave Koch/BIAFIRE/NIFC/DOI@DOI, Greg Jensen/NIFC/BLM/DOI@BLM

cc: Blair.Young@blm.gov@BLM

Re: IQCS Change Management Procedures

To all:

Attached is the latest version of the IQCS Change Management Procedures. I have incorporated most previous changes and added the three categories of change.

To maintain a record of all changes/bugs/help all requests will be entered at the Helpdesk. If there is an Agency specific process that requires that change requests be filtered by the Agency first that is transparent to this process; when the filtering is done it will still be entered into the IQCS Change Management system.

Please review and provide feedback, this document and the process model will be discussed at the next CMB.

George Q. Conley, PMP
Senior Project Manager
National Wildfire Coordinating Group

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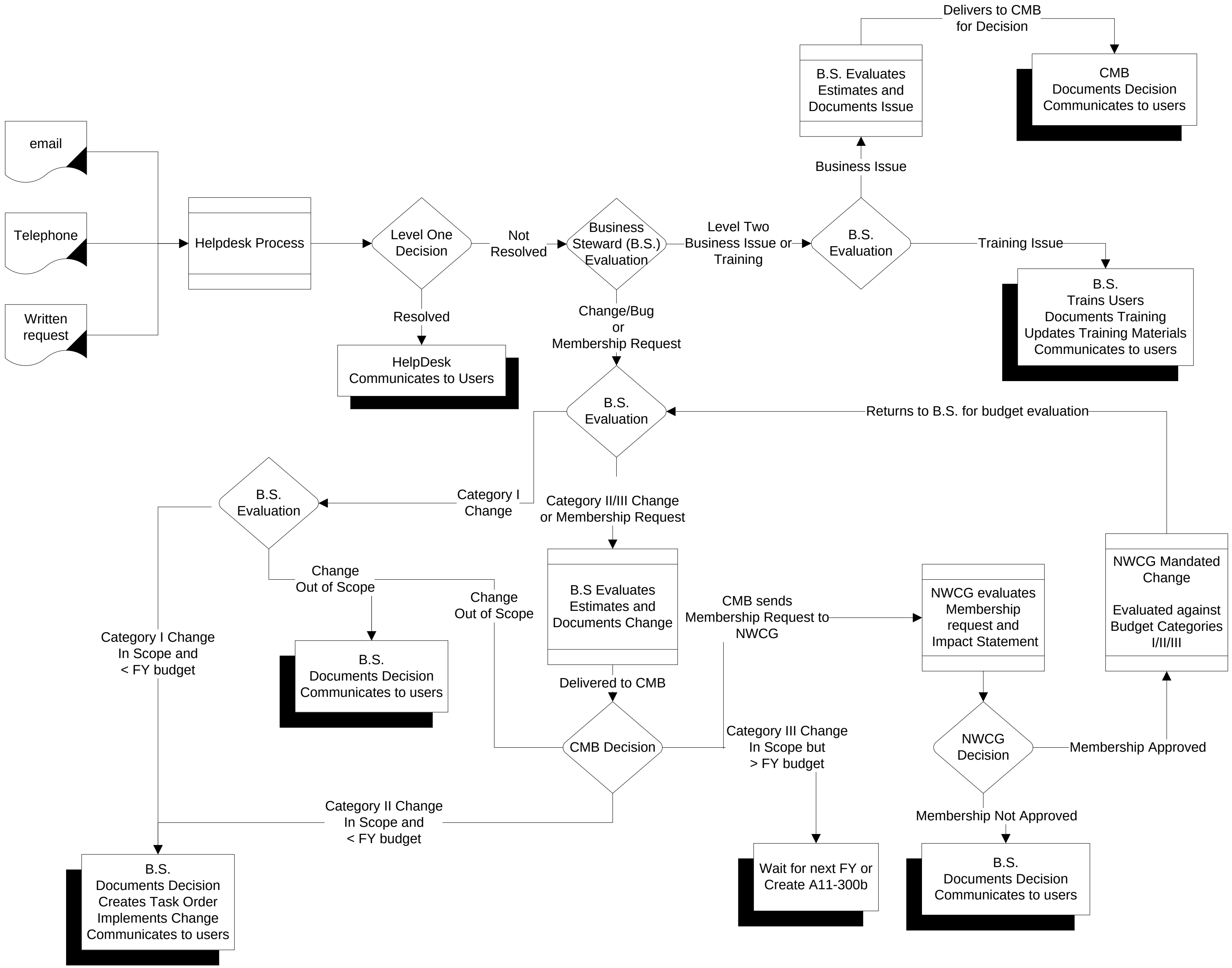
IQCS Change Mgmt Process v-1 March 28 2005 .doc IQCS Change Management v-1.vsd


email
Telephone
Written request
Helpdesk Process
Level One Decision
Not Resolved
Resolved
HelpDesk Communicates to Users
Business Steward (B.S.) Evaluation
Level Two Business Issue or Training
B.S. Evaluation
Business Issue
B.S. Evaluates Estimates and Documents Issue
Delivers to CMB for Decision
CMB Documents Decision Communicates to users
Training Issue
B.S. Trains Users Documents Training Updates Training Materials Communicates to users
Change/Bug or Membership Request
B.S. Evaluation
Returns to B.S. for budget evaluation
Category I Change
B.S. Evaluation
Category II/III Change or Membership Request
Change Out of Scope
B.S. Documents Decision Communicates to users
Change Out of Scope
B.S Evaluates Estimates and Documents Change
CMB sends Membership Request to NWCG
NWCG evaluates Membership request and Impact Statement
NWCG Mandated Change
Evaluated against Budget Categories I/II/III
Category I Change In Scope and < FY budget
Delivered to CMB
CMB Decision
Category III Change In Scope but > FY budget
NWCG Decision
Membership Approved
Membership Not Approved
Category II Change In Scope and < FY budget
B.S. Documents Decision Creates Task Order Implements Change Communicates to users
Wait for next FY or Create A11-300b
B.S. Documents Decision Communicates to users

Incident Qualifications and Certification System (IQCS)

Change Management Procedures

1. Introduction

The National Wildland Fire Coordination Group (NWCG) sanctioned the development, implementation, and maintenance of the Incident Qualifications and Certification System (IQCS). This system was developed in order to certify and manage individual qualifications as defined by the NWCG Wildland and Prescribed Fire Qualification Subsystem Guide PMS 310-1.

IQCS is an interagency computer application which addresses:

1. Wildland and Prescribed Fire, and technical specialist position standards
2. Individual Qualification and Certification for personnel
3. Tracking of individual training and identification of training needs
4. Provides a system for employee development and work force planning.

In order to provide consistency, oversight, and continued management of IQCS, this management board, under the auspices of the Incident Operations Standards Working Team (IOSWT), is established as defined by the charter.

This document identifies certain principles, guidelines, and standards to be used in the maintenance of IQCS. This document is not all-inclusive and will be used in conjunction with current advice from the NWCG's Information Resource Management Working Team (IRMWT), NWCG's Program Management Office (IRM-PMO), and the decisions of the IOSWT.

2. Purpose

The procedures, roles, and responsibilities for administering and controlling changes to IQCS are described in this document. IQCS is business-related and customer-driven. All changes to IQCS shall be based on demonstrated business needs related to the mission and vision of the NWCG .

3. Change Management Board Description and Roles

The IOSWT has established the IQCS Change Management Board (IQCSCMB). The term IQCSCMB will be used throughout this document. The role of the IQCSCMB is to develop and maintain change prioritization criteria, to advise and provide direction to the system's IQCS Business Steward and IQCS Application Programmer, and to participate in briefings and presentations. The IQCSCMB shall consult with Change Management Advisors (see below) about review items as required and/or necessary to assist with evaluation and prioritization. The IQCSCMB consults the IRMWT to ensure that resulting system/application changes are in alignment with NWCG Application and Data Standards and the National Wildland Fire Enterprise Architecture. The IQCSCMB shall involve appropriate advisors in decisions that affect business outside the business area of the system.

The board is comprised of:

- IQCSCMB Chair
- IQCS Business Steward (Permanent Member),
- IQCS Application Programmer (Permanent Member),
- IQCS Agency Leads (Multiple representatives as appropriate),

The operation of the IQCSCMB will be conducted in accordance with the charter as signed by the IOSWT chair.

Sub-groups, if any, within the Board will meet at the direction of the Board Chair.

The Agency Leads shall determine the appropriate number of representatives necessary for the Business Area Team, appoint all members of the IQCSCMB, and designate the Chair of the IQCSCMB. The IOSWT and the NWCG Information Resources Management Working Team (IRMWT) shall be notified when changes occur.

4. Change Management Advisors

Advisors to the IQCS Business Steward, IQCS Application Programmer, and IQCSCMB will vary according to the emphasis area. The following listing displays emphasis areas and suggests advising entities to be used:

4.1. Training Curriculum

- NWCG Training Working Team (NWCG Course curriculum)
- Federal Fire Training Task Group (non-NWCG curriculum)
- Stakeholder NWCG Working Teams (Business Processes)
- National and Geographic Area Training Representatives

4.2. Application Software and Associated Data

- Incident Operations Standards Working Team
- Contracting Officer
- NWCG Data Administration Working Group
- System Coordination Group
- NWCG Information Resource Management-Program Management Office
- Operations and Maintenance Contractors

4.3. Infrastructure (Hardware, Network, Security)

- System Coordination Group
- NWCG Information Resource Management Working Team
- NWCG Information Resource Management-Program Management Office
- National Wildland Fire Enterprise Architecture Program
- Hosting Facility
- BLM Office of Fire and Aviation, Information Resource Management Staff
- Operations & Maintenance Contractors
- Contracting Officer

4.4. System and Client Software (non application)

- Systems Coordination Group
- NWCG Information Resource Management Working Team
- NWCG Information Resource Management-Program Management Office
- National Wildland Fire Enterprise Architecture Program
- Hosting Facility
- BLM Office of Fire and Aviation, Information Resource Management Staff
- Operations & Management Contractors
- Contracting Officer

4.5. Implementation Scope

- NWCG – Incident Operations Standards Working Team
Other Stakeholder NWCG Working Teams
- National Wildfire Coordinating Group (parent group)

4.6. Administration

- Bureau of Land Management, Office of Fire and Aviation, Information Resource Management Group
- Contracting Officer

4.7. Policy

- NWCG Member Agencies
- Affected Organizations/Agencies

4.8. Documentation

- Stakeholder NWCG Working Teams
- NWCG – Information Resource Management Working Team
- NWCG Information Resource Management-Program Management Officer

4.9. Support (User Support)

- Stakeholder NWCG Working Teams
- System Coordination Group (SCG)

5. Change Procedure Description

5.1. Procedure for Change Request Submission

Reference the IQCS Change Management Process flow diagram for section 5.

The IQCS Helpdesk shall serve as the receiving unit/collection point for all Change Requests. Input may be received by email, telephone, automated help systems, notes from formal or informal meetings, or formal letters. All submissions shall be assigned a Helpdesk Ticket Number.

Change Requests shall be logged into the Helpdesk tracking system and tagged as a Change Request. Information to be included with each submission shall include: submission date; initiator's name, email address, phone number, and agency, and detailed description of the change, suggestion, or idea.

5.2. Idea/Change Request Screening

5.2.1 After being entered into the system Change Requests (CR) will be sent to the Business Steward for review and evaluation. After review the CR will be included in the next IQCSCMB agenda for discussion. The IQCSCMB The IQCSCMB will review the change and determine next actions, prioritize, and direct the IQCS Business Steward to implement the change or present to the NQWCG for management approval. The IQCS Business Steward will work within BLM IRM established O&M guidelines to implement the change.

The following situations must be forwarded to the IQCSCMB for action:

- Any changes that impact an Agency/Agencies business processes
- Requests that result in changes to lookup tables or pick-lists
- Predictable system downtime outside regularly scheduled maintenance
- IQCS Agency/Entity membership requests

5.2.2. User Support

The IQCS Help Desk will resolve level one user problems in accordance with the following established procedures:

- Track requests using the established tracking system
- Document system change requests
- Provide user assistance for:
  - Login access/password reset
  - System navigation
  - Process for activating an account
  - Report selection/printing
  - Elevate level two user problems to the IQCSBS

Level two user problems involving business clarification will be processed through the same procedure involving the expertise of the IQCS Business Steward in resolving business issues.

5.3. Category I Changes and Bugs

Category I Changes are changes within the system that can be approved without IQCSCMB intervention using available funding and labor sources.
Work completed in this category focuses on operations and maintenance of the established system using resources that are <u>within the scope of the established system baseline</u>, within the established FY budget, and less than sixteen man-hours of effort.

Category I List

The following criteria used to determine the Category and priority:

a. Level of effort is less than sixteen man-hours
b. Change does not impact the business process of Agency/Agencies
c. Additions/modifications/deletions to System tables
d. Bug fixes critical to maintaining system stability
e. Bug fixes critical to maintaining application business process operation
f. Bug fixes critical to proper screen operation without utilizing work around procedures
g. Minor changes that maintain system stability
h. Minor changes that maintain business process operation
i. Minor changes to correct problems where a known work-around has been documented or widely known

The IQCS Application Programmer in consultation with the IQCS Business Steward shall recommend the best course of action to execute work tasks in this category. These changes can be performed without IQCSCMB authorization but must be communicated to the IQCSCMB when complete.

A variety of means may be used to carry out work in this category ranging from internal labor provided by government agencies or operations & maintenance contract labor.

5.4. Category II Changes and Bugs

Work completed in this category focuses on operations and maintenance within the scope of the established system baseline, within the established FY budget, but greater than sixteen man-hours of effort.

Category II List

The following criteria used to determine the Category and priority:

a. All items in Category I where level of effort is greater than sixteen man-hours
b. Change impacts the business process of Agency/Agencies
c. IQCS membership request by Agency/Entity

Submitted items will be reviewed and prioritized by the IQCS Business Steward any duplicate requests will be filtered. All remaining items, including documentation, will be presented to the IQCSCMB. The IQCSCMB will review each item and develop a recommended action. Items rejected by the IQCSCMB shall be returned to the IQCS Business Steward for development of a response to the Change Request submitter and the closing of the ticket. The IQCS Business Steward will work within BLM IRM established O&M guidelines to implement approved changes.

Deliverables from the IQCSCMB shall include:

- Complete description of the recommended change. This description may include example screens, high-level business process flowcharts, and business level requirements.
- Resource requirements (team, contractor, business community).
- Estimated schedule to complete.
- Estimated cost to design/build/test/implementation of the recommended change.
- Rationale for priority (why this change is rated more important than others that currently are under consideration).
- Briefing materials for discussions with the IOSWT, BLM Information Resource Management, NWCG IRM Working Team, and other agency officials to be involved in the decision.

The IQCS Application Programmer, in consultation with the IQCS Business Steward, shall determine the best course of action to execute work tasks in this category. A variety of means may be used to carry out work in this category ranging from internal labor provided by government agencies or operations & maintenance contract labor.

5.5. Category III Changes and Bugs

Procedures for handling new functionality that is outside the established system baseline.

Category III focuses on developing new system functionality that is outside the scope of the established system baseline and outside of the FY budget.

Submitted items will be reviewed and prioritized by the IQCS Business Steward any duplicate requests will be filtered. All remaining items, including documentation, will be presented to the IQCSCMB. The IQCSCMB will review each item and develop a recommended action. Items rejected by the IQCSCMB shall be returned to the IQCS Business Steward for development of a response to the Change Request submitter and closing of the ticket.

Recommended approval items will either be placed on hold for out year funding or will be presented to the NWCG parent group, through the IOSWT and the Bureau of Land Management (as system owner), as an additional Capital Planning and Investment Control (CPIC) funding segment along with a funding recommendation from the IQCSCMB.

Deliverables from the IQCSCMB shall include:

- Complete description and business reason for the recommended change. (A11-300b). This description may include example screens, high-level business process flowcharts, and business level requirements.
- Estimated resource requirements (team, contractor, business community).
- Estimated schedule to complete.
- Estimated cost to design/build/test/implement the recommended change.
- Proposed scope change to system baseline.
- Rationale for priority (why this change is rated more important then others that currently are under consideration).
- Briefing materials for discussions with the IOSWT, NWCG, BLM (as system owner) and other agency officials to be involved in the decision.

Work to complete tasks shall be completed using sources identified and shall follow standard project management processes.

6. Responsibilities

6.1 IQCSCMB

The IQCSCMB is responsible for ensuring the application is representative of the needs of the interagency wildland and prescribed fire community and affected parties. The IQCSCMB Chair and members represent the application, make presentations, and provide information to NWCG Working Teams and Task Groups.

The Board reviews, recommends, prioritizes, and defends submitted changes for potential inclusion into the System. For more detailed information, see Section 3, “Change Control Board Description and Roles,” and Section 5, “Change Procedure Description.”

6.2 IQCS Business Steward

The IQCS Business Steward has the overall responsibility of overseeing the Change Management Process and working with the IQCS Application Programmer to ensure the Change Management Procedures are followed.

6.3 IQCS Application Programmer

The IQCS Application Programmer has the overall responsibility and accountability for the System. The IQCS Application Programmer administers the Change Management Process.

6.4 IQCSCMB

The Board reviews, recommends, prioritizes, and defends submitted changes for potential inclusion into the System. Fore more detailed information, see Section 3, “Change Control Board Description and Roles,” and Section 5, “Change Procedure Description.”

6.5 System Owner

The System Owner is the BLM Office of Fire and Aviation Information Resource Management (OF&AIRM) and represents the interests of the other participating agencies for the Operations and Maintenance of the System. The OF&AIRM manages the financing for System O&M.

6.6 IOSWT

The Incident Operations Standards Working Team is the chartering Working Team for this System. All recommendations for System changes are reviewed and endorsed by the IOSWT prior to being presented to the National Wildfire Coordinating Group for final approval for implementation. The IOSWT consults with other Working Teams (particularly the Training Working Team) for additional input or for providing information to the team.

6.7 National Wildfire Coordinating Group

The NWCG is the chartering organization for the System. The NWCG provides approval for all changes that are outside the established system baseline and/or require funding beyond that allocated for the System's O&M.

7. Communications

Throughout the change process, communication will be ongoing with the person(s) or organizations submitting or involved in a request. Communication shall occur <u>anytime</u> an action is taken on a request. All communications shall reference the Helpdesk Ticket Number.

Status reports on requests will be provided to the IQCSCMB on a standard basis in order to monitor progress/status of System changes.

Overall System status reports will be provided to the IOSWT/NWCG as requested through the IOSWT Qualifications Subject Matter Expert.

Ad Hoc reports will be provided to agency management concerning specific numbers and types of responders in System and compilations of information.

An annual report of IQCS activities will be compiled by the IQCS Business Steward and Programmer. This will be reviewed by the IQCSMB and forwarded to the IOSWT chair.

8. Modifications to the Plan

Requests for updates or modifications to this plan shall be submitted to the IQCS Business Steward who, along with the IQCS Application Programmer, will draft and present proposed changes to the IQCSCMB. All changes shall be reviewed and approved by the NWCG through the IRMWT.

EXHIBIT I

	SCR Id	BLM Est Hrs	Ciber Est Hrs	Short Description	Long Description	Developer Notes
X	00000000005	16	24	Course Session Security	With the upcoming test of the nomination process, and implementation of the geoghaphic training centers creating their session in IQCS, there is nervousness in regards to the security of the training sessions. For example the northern rockies have built all there 2004/2005 training session in IQCS but now are considering deleteing them all to avoid the possiblity that someone an acct. mgr or training officer some where will mistakenly use, alter, or complete there session. In response to this problem the IQCS SMES have developed some possible solutions that may help the training offficers. 1. lock down the session table so only the course coordinator of record can edit, complete or close. a. allow edit access but lock only the ability to complete, or cancel 2. Make this security acti	**HIGH Priority**
X	00000000140	32	none	Incident Setup Search	Letty has a couple of requests at the Incident Setup pages. 1. Some kind of warning that the user has entered the incident twice. This should key on the Incident number field. If the user has used the fire code once then types the same code again, the system should say that this incident number already exists and give the Incident ID. 2. Add the Begin Date criteria to the Incident setup search capability. Texas has more than 300 incidents a year and wants to be able to search within a month range or a date range. GUY: take a look at this request and see if an SCR is required, please (from Blair). Note: I submitted an SCR a long time ago to add State to the incident search page(s) on the Experience by ... pages when someone is searching for an incident from there, as the page only has	

	00000000304	24	60	Fire Codes SCR	Cindy, I've assigned this to you initially. Can you please assign it too who ever it belongs too. Cindy French is essentially requesting an SCR according to her comments below. Comments: I believe that there should be a way to connect Fire Codes program to the IQCS program that allows an incident code to be created when a fire code is requested. This will benifit all users. Agency personnel with passwords to Fire Codes have the ability to view all inicidents created throughout the nation, they would also be able to view the IQCS Incident at the same time. Although this will not give all information needed for IQCS it will provide enough to create an inicident number.	
	00000000350	4	4	Dispatch Order Number	In experience by incident, IQCS doesn't allow for the subordinate resource order numbers that ROSS has for team members, ie. a team may be O-25 and the ICT1 may be O-25.01 need to expand this field, need to talk to ROSS about this.	
X	00000000508	16	40	Entroll by Group	This request is consolidated from the individuals at the Durango Training session. I have already placed a call to Craig Cook on this subject, but wanted to enter an \\"official\\" request. Apparently Enroll by Group is not operational. The consensus of the group is that this would be a very useful function. Examples include: Refresher courses, group pack tests, IHCs, etc. CSUsers are looking for something that is not the same as the "Group" functionality provided by Peoplesoft. They are looking for a means to identify a group of responders by some "Group Id" on a group identification page, then use this "Group Id" to provide speedier transactions across the system - such as printing redcards by the Group Id, or Enrolling the identified group into a course, etc.	Users are looking for something that is not the same as the "Group" functionality provided by Peoplesoft. They are looking for a means to identify a group of responders by some "Group Id" on a group identification page, then use this "Group Id" to provide speedier transactions across the system - such as printing redcards by the Group Id, or Enrolling the identified group into a course, etc.
X	00000000510	16	none	Search criteria for Instructors	Enterprise Learning\\\\Define Course Cost Details\\\\Course Sessions\\\\Location,Instructor Tab...there needs to be an EmplID Input area for the instructors instead of that \\"Select Instructor\\" link. You have to manually scroll through 700 people to find your instructor and needless to say, that takes forever. Guy: I've reassigned this to you. See my note on Bug Resolution page. (Blair) George: This should be an SCR. (Guy)	Users want the same lookup search functionality that is provided by all Emplid fields (such as Certifier Id), only for Instructors qualified to teach the course. **HIGH Priority**

00000000528	none	none	Workflow	Please do not require our email address to be used on the training evaluation form, or any other feedback forms because it overloads our email boxes with messages saying that individuals are out of the office. Yesterday for the training we filled out two evaluation forms and I had eight messages in my inbox from the people who got the feedback saying they were all out of the office. Thanks! CS Note: This is a change to the Web page, not IQCS.	
00000000606	8	8	Add Event Code/Type	Need to add Event code/type to the Master History Report and to the Responder Summary History so that we know what type of experience a responder had, i.e. RX, WF, etc. At this time there is no column for the Event Code, this is critical information.	**Medium Priority**
00000000608	16	32	Autowrite Training to Competency	With the present program, when a person receives training that was NOT initiated or tracked by IQCS, the administrator must enter training information twice; once in training and again in competency. Why not make course completion that is entered on the training page automatically enter on the competency page just like an IQCS managed course would do. The will save the user from having to do it twice and possibly miss putting that info on one page or the other. Pat Note: This is a good SCR to implement! Guy	When a course is completed through session management, Peoplecode awards the related course competencies. Users want the same type of auto-award process attached to the Training page when users manually award training to a responder. **COMPLETE.**
00000000692	none	none	Revise Account Request Form	Comments: I would like to suggest that we change the account request form to replace the employee\'s supervisor information with the unit/local IQCS coordinator\'s information and signature. The reason is that each attendee for the IQCS training, at least in California, must submit the NWCG nomination form to the course coordinator. This form requires the employee\'s supervisors approval. The account request form is then submitted directly to the course coordinator for approval prior to be sent to Cindy, for the creation of the account. Currently the unit/local IQCS coordinator may not be involved in this process. I feel that it is very important that I, as my Forest\'s IQCS coordinator, be involve in who gets accessand what roles they should have in my data base. Normally the NWCG nomin	This is a change to the Account Request from found on the IQCS home web page. This is not an SCR for the IQCS system.

00000000806	8	8	Enterprise Learning User Friendliness	Guy, a few issues in Enterprise Learning 1. in Result Tracking/Review Training Summary - is there a reason this takes so long? Also, could you please add a column for Unit Id for each individual. this would be very helpful. 2. In looking up the course that I want to print certificates for, unless I know the session number it's difficult to determine which session to choose. Again, the sponser unit id would be useful on the search screen on the Certificate Report. There was one more but I can't remember it right now.		**COMPLETED**
00000000809	5	4	Enterprise Learning User Friendliness	In Rapid Session Administration it would be very helpful if the student's Unit ID was displayed on this page. Thanks		**COMPLETED**
00000000817	6	8	Check ON Check OFF on reports	On the reports where you have to check on and off the box for Print by Unit or Print by Employee, the directions should be more specific that you have to check the box on and off again to print by employee. The check box at the print function does not guide the user to check it on and then off again. Most often the user prints by individual NOT by unit or org. Will suggests having 2 boxes one for Print by Individual and one for print by Unit.		
00000000883	4	4	UID search at Training	On the Training Search Screen, you can not search by Unit like the other search screens. This is niice to have and would maintain consistency within the program.		**COMPLETED**
00000001026	3	4	Changes to C028	C028: Will wants to change the header on the section for "Unqualified jobs on RedCard". It is too confusing to the responder. He wants it moved to the 2nd page after the Trainee positions and call it 'Unqualified positions' He gets a lot of comments about the'unqualified jobs' showing up on Qual card even though he knows that unqualified positions do not print on the qual card. He says it's the firefighter mentality (his words).	**Low Priority…** Change Header on each section to read "Position Status: Qualified", "Position Status: Trainee", "Position Status: Unqualified". Also change the wording on the Run Control page to match this.	
00000001045	none	none	Night qualification run	The batch process that runs nightly needs to be modified to add a new override row that indicates the user has or has not lost fitness. Further explination... During the Qual Process, if someone loses Fit or Refresher, an override row is added stating what has happened. When the Fit or Refresher is regained, one of two things should happen... 1) another override row should be added stating that it has been regained, or 2) remove the original override row.		**COMPLETED**

	00000001046	none	4	Account manager should rerun the qualification process.	When entering the qualifcations card page for a responder, there is an online qual process that checks through all of the positions on the qual card for the correct status. This routine needs to run as the user exits the screen as well. No. There has been two SCR's submitted concerning the online qual process. 1) Autosave after qual process is run when entering page and 2) Add "Re-Qual Responder" button to the page that will re-run the qual process. This is not a good SCR and I do not recommend doing it. I'll leave open for now (22 Dec 2004 - Guy).		
	00000001047	8	8	Auto-Save Online Qual Process	When changes are made to the individuals quals at the incident qual card screen. the change is not reflected in the individuals account until the system runs the quals processing. Curren design runs the qual process every time a user enters the incident quals card component. Add an Auto-save at the end of the Qual Process.		**COMPLETED**
	00000001048	8	8	The List of Positions does not function correctly	The run control criteria in limited to 'event kind'. It was thought that each position would be idetnifiied by the kinds of events that it could respond to. There are very few positions that have any event kind associated with them, therefore one cannot get a complete list of positions out of IQCS using this report. .... Note: Which report??? Guy.	**C-66…**	**HIGH Priority**
	00000001050	none	none	Desire for a SACS troubleshooter in IQCS	Supervisors and employees need to be able to see what specific training or experience the employee is missing in order to attain qualification in a specific position. Note: Is this an online page? There is a report that already does exactly this. Also there is an online page that already does this!!! Do not do this SCR.		**Disapproved**
X	00000001051	16	24	Request for proficiency level in Role cluster and Role comp.	The qualfication criteria is stored and accessible in IQCS at the Role Cluster and Role Competency tables. At these tables a list of requirements are displayed for example FIT CAT , for fitness exam, but the proficiency level is not included in this display. Therefore the user does not know what level of fitness is required. Note: Proficiency required for a prereq comp on a role is viewable at other locations. This SCR is ok, but I would recommend very low priority.		

X	00000001054	2	4	Position prerequisites critera process.	When a user navigates to view competencies assigned to a position the user is presented with a version of the advanced search view that is missing any way to search by a key word in a position name. Note: Question is... Remove all non-related fields from the search page? (ie: Position Number, Job Family, and Job Task?). Note: Component and Search view are... ROLE_COMPETENCY & CM_ROLEALL_SRCH.	**HIGH Priority**
X	00000001055	8	8	User wants flat file of fire experiences	Create a report that will provide a flat file for the data set required of a study group of firefighters. The data set will need to be defined by Kevin Jensen. Note: This was done as a one off. I still have the data set and I believe it was done using a single query (not sure I still have the SQL script). It was not developed into a report - though it can be. Workload to develop into a full-blown report with psoft objects and everything is 8 hours.	
	00000001082	4	12	Complex prerequisites	Complex prerequisites are the basis for determining if a responder has satisfied a given group of requirements for a given role. Currently these are set up only as a group of position competencies. Complex competencies needs to be modified so that all competencies can be selected as a part of a prerequisite group.	
X	00000001093	8	8	Fitness Expire Date	Barry says that he removes the FITCAT comp when a responder no longer needs a pack test then the fitness expire date does NOT show up on the printed qual card. I don't know if this is the best fix. Maybe we should make the system NOT print the Fitness when no positions printed on the qual card require fitness. Tho this seems like it might be ALOT of coding. Note: Removing data to accomodate someones desire for a cosmetic look of the qual card is definitely not the way to go (personal opinion). Note: This could be accomplished by modifying the code in the SQR - IQMGC012 (which gathers the redcard data for printing). But this is a business decision that needs to be made by George and Blair on whether or not it should be done. Workload estimate ~ 8 hrs. Guy.	

	00000001098	24	8	Saving a buffer to the database	Currently when the qual card page is opened up and the online qual process is run, the data that is the result of that process only exists within the buffer. It is not saved to the database. This presents a problem when users are going to the qual card to review data and compare data against reports. When the reports are run, they only report the data that exists on the database without running the qual process first. So it is possible for the data that is shown on the qual card page to be different from the data that is shown on reports. To help resolve this, two items are proposed. First, perform a save function at the end of the online qual process. This way the data would not reside only in the buffer. Second, modifty the offline batch qual process so that it will process all responder	**See SCR # 1047** **Medium Priority -** Add an online sreen message informing the user to "Save" on exit.
X	00000001102	24	48	Role to person matching	On the role to person matching pages, as well as the person to role pages, where an account manager can find out if a person is qualified for a given position, I believe it would be very beneficial to the account manager if the page indicated whether or not this person has the given role on his qual card, what status it's in and whether or not is overridden. The given data would have to be added to all 4 pages ain the group of pages. It should be located at the top right of each page and should be easily discernable.	**Medium Priority -** Add in a view screen showing the Complex Prereq Comps.
X	00000001109	16	16	The search for instructors needs to be a true search.	The search for instructors at the session setup needs to be modified to a true search capability. As users add instrucotrs to the instructor table there could be possibly hundreds of qualified instructors for one course. At this time, IQCS returns a list of instructors with no search capabilities.	**See SCR # 510**
	00000001121	8	8	Incident responder development plan	: The IRDP will be required to display selected positions as short term, and long term position goals and all the training associated with the selected positions. It will not be required to include the fitness test, medical exam, and task book as part of the plan because these represent common recurring criteria for many positions. (see updated FDD B-43)	Not sure what kind of change this request is asking for!

	00000001122	none	none	The nightly quals run	If a position is override Qualified, and the responder loses Fitness or Refresher Training, the position is set to Unqualified and an override row is added to the OVRD table to indicate that the person has lost Fitness or RFSR. When the Fitness or RFSR is regained, the process does not add a new override row indicating that. So even though the position showÆs a ôQö status, on the override page, the last row seen by the user is the ôUö status with the ôà lost Fitness or Refresher Trainingö justification. The process, when a position is overridden and regains Fitness or RFSR, needs to add a new override row indicating this - or remove the previous override row.	**COMPLETED**
	00000001124	8	8	List of Positions, doesnÆt function correctly.	Report C-66, List of Positions, doesnÆt function correctly. The Run Control criterion is limited to ôEvent Kindö, per the original design. At that time it was thought each position would be identified by the specific kinds of events/incidents it could respond to. That function became unnecessary as the application was constructed. There are very few positions that have any event kind associated with them; therefore, one cannot get a complete list of positions out of IQCS using this report.	**COMPLETED**
X	00000001137	28	40	Online Qual Process	The online qual process currently does not mirror the offline process. I am recommending that the peoplecode be modified (by Raja) to mirror that process. It will greatly improve the transition speed from the qual card search page to the page itself. It will also get rid of a problem in the code that is causing some technical specialist positions not to get checked at all and to be changed to a "U" when they should be a "Q"!!!	
	00000001148	8	12	modify search criterea for course session.	Need and Justification: Potential nominees from various units across the country will be viewing the Training Schedules and Training Catalogs Reports. Some of the courses listed will be available to only individuals within the area. Therefore, this needs to be noted in the course session in order that it may be displayed in the Training Schedule and Training Catalogs. This is a High Priority Change for completing prior to full implementation, but a Medium Priority Change for completing at this time. Statement of Change: Add a check box and the wording, ôOnly Within Area Nominations Accepted,ö to the Course Session Info page in Course Session and add this field to the Training Schedules and Training Catalogs Reports.	

X	00000001153	20	32	Summary component to combine exper, training and quals	Need and Justification: One-stop-shopping. The system delivers many ways to view individualsÆ data, but to see an entire record of an employeeÆs fire qualifications history the only convenient way is to print out the Master Record report, C-028. Developers have added summary views of an employeeÆs training history and experience history, and the Qualification Card component shows all the qualified and trainee jobs for an individual, but these are all located in different components and menus, and navigating from one to another can require searching for the employee multiple times. Also, the view of a personÆs qualified and trainee jobs on the Incident Qualification Card component is right for that purpose, but not as useful as a summary page of those qualifications. I have included sam	
	00000001156	2	2	modify employee kind.	Need and Justification: Merrie Johnson has requested that we change the values in the table in Empl Kind. This data field will provide workforce information that is agency requirements to track positions according to the National Fire Plan. All that is required here is to change the values. We may need to make the field longer. Statement of Change: Change Empl Kind Values to: Preparedness - Temporary, Preparedness - Permanent Career Seasonal, Preparedness - Permanent Full Time, Fuels - Temporary, Fuels - Permanent Career Seasonal, Fuels - Permanent Full Time, Non Fire - Temporary, Non Fire - Permanent Career Seasonal, Non Fire - Permanent Full Time, Permanent Part time, Emergency Worker û Casual/AD, Volunteer	**HIGH Priority -** Merrie to review values for accuracy and then report to Guy.
	00000001157	4	4	Add tribal check box.	Need and Justification: Dave Koch sent in the following request: A data field that would be REALLY handy for us would be "Tribal". In the BIA we have regular government employees that are represented by the four standard employee classifications (Temporary, Casual Hire, Career, and Career-Seasonal). However, we have Tribal Fire Management programs that are "self-determination" programs. The ability for the BIA to prepare reports that make this distinction would be very valuable. Is this something we could include as a "BIA-only" feature? I envision it being a simple "check the box if Tribal" field. Statement of Change: Create a check box call Tribal. This could reside on the Work Location tab or on the Job Information Tab. If possible, have this box appear only after the	

	00000001158	8	40	return only nomination process course sessions empl selfserv	Need and Justification: Limit employee self service to return only those course sessions that will be managed through the nomination process, whether the nominations are on line or paper. George Sevelle suggested that I write this up. First we need to define how students will find when and where the local courses are being put on. Statement of Change: Do not list all local course sessions in employee self service, list only those that will be using a nomination process. Define how students will find when and where the local courses are being put on.	**HIGH Priority -** Do at the same time as Nomination Workflow.
	00000001159	2	2	reformat employee maste record report	Need and Justification: When an employee has completed a course IQCS and is enrolled in that course again, IQCS returns a message stating ôWarning û employee has already completed this courseö. Users during the Great Basin Implementation identified that this message will become very tiresome for annual refresher training and annual physical fitness tests that are handled as training. Statement of Change: For courses that are recurring, do not have this message fire every time an employee is enrolled.	**COMPLETED**
X	00000001165	2	none	Change Nom summary listing	Need and Justification: During UAT, the Geographic Area Training Coordinators did not like the title ôDenyö on the Summary Listing Page. The Nomination Coordinators do not have the authority to ôDenyö attendance. The GATRÆs also requested the ability to track reasons for non-approval of enrollment. They requested that the values of; Lacks Prereqs; Prewrk Score; Withdrawn; and Audited; be added to the Enrollment/Attendance translate values. Statement of Change: On the Summary Listing Page where the Nomination coordinator records the final priorities, change the Deny Column to Non-Approve. Add the values of; Lacks Prereqs; Prewrk Score; Withdrawn; and Audited; to the Enrollment/Attendance translate values. Add the translate values from the Student Enrollment page to the Sum	**Medium Priority -** Do at the same time as Nomination Workflow.

X	00000001168	8	8	Search	Need and Justification: All search criteria for employees should include Setid, unit id, org id. The SetID search should only return IQCS SetID. Some places it returns PS delivered SetID. When searching for employees in Enterprise Learning, IQCS will often return a list of all employees. The search fields need to be expanded so that a search can be narrowed to return a select group. Certifying Official: the lookup of Certifying official will also return all employees. This is another place where the search criteria need to be broad enough to narrow the search to a reasonable return. I believe that Craig put in an SCR to add Unit ID to all employee search criteria. This is actually a problem through out the system and needs to be addressed at every lookup. However, when an accoun	**HIGH Priority -** Simialr to # 510.
	00000001169	4	40	310-1/5109.17 reports	Need and Justification: B-67, Position Prerequisite Criteria Process, activity 4, Request Qualifications Catalog, outlines a requirement to link to the most current version of two qualification documents, the 310-1 for the Interior agencies, and the 5109.17 for the US Forest Service. These two documents exist on the web and linking to them would not be difficult. However, in reality, the most current record of qualification criteria for these agencies will exist in the control tables within IQCS. Since the qualification criteria exist in IQCS it would be desirable to make this information available and useable for IQCS users and non-users that have a need to access this information. Statement of Change: Instead of simply linking to existing static documents, develop reports that rep	
X	00000001170	20	32	personal info. for all my employees.	I have looked but unable to find away to print personal information for all of the employee's in my OrgId. I believe that this would be a valuable report that not only myself but also acc. man. could benifit from. I would use this information as a tool to view all employees personal information in one continuious format to ensure continuity and completness. It would also afford me a relatively efficent way to pinpoint vital information that is missing or needs updating. Notes: This is a brand new report. It may be able to be done in a simple query, with a workload of approximately 6-8 hours. But I would need to know more information about the type of data that is requested.	

00000001173	4	4	Position standards 410-1 vs ICS position manuals	Need and Justification: This requirement outlines the need for IQCS to either, hold and report out, or hyperlink to the ôPositions Standardsö contained in one of two Interagency documents, the 410-1 and the ICS Position Manuals. These documents are under the purview of the Incident Operations Standards Working Team. Development of this requirement requires the decision of the IOSWT regarding which of these documents will represent the source for the development team to reference. Statement of Change: It is recommended that development of this functionality be delayed until the implementation phase to allow time for the Incident Operations Standards Working Team to meet and decide on this issue.
00000001196	5	40	Master record report	3. Would be helpful if the Responder Master Record (RPTC028) had information that explained why a position was showing up in the Unqualified Jobs on Redcard section. There are various reasons as to why a job may show up there and the only way that you can figure out why they are showing in that section is by going into the IQCS electronic system and looking. ò Loss of fitness ò Missing a required refresher for the position ò Missing annual fire refresher ò Task book expire (never completed) and a new one was not issued ò Migrated date that may need cleaning up (bad data) ò Position that may have never been approve by a red card committee (bad data). When we review a persons record during a red card review the committee is usually looking at that report and at this time there is kn
00000001240	none	none	Rapid	Wants ability to add experience by employee rapidly for one position code.
00000001241	none	80	Interface	Wants data entered into Ross to populate back to IQCS for experience. Once employee is sent to incident in ROSS, that data should go to the employee's experience record in IQCS. If not 100 percent correct, Accnt manger can edit later. Would speed up entering experience and reduce mutiple system data entry.

X	00000001400	none	4	Should change Pswd Automatically	An automatic password reset button or a \"Forgot Password\" option on the Log-In page because no one answers the Help Desk when some of us are working late or early in the system past Help Desk working hours. You can leave a voice mail but there\'s no quick response and you may not get one for another day. And I\'ve been calling there all morning and no one answers just a machine who tells you to leave a message with no guarantee someone will call you back right a way. Some of us need to get information done and cannot wait for a whole day to get an answer.	**HIGH Priority -** Look into delivered functionality for remembering forgotten password.
	00000001514	24	none	Print Qual Card by Org	The Forest Service and some other agencies would like the option to print the Qual card by Org Code. This allows an FMO to print just the qual cards for thier Ranger District. ..... I feel this is a high priority change, the match role report also needs this capability. Thanks	**HIGH Priority -** Also include lower level.
	00000001528			Search Screen for Rapid enroll	Need to add the ability to search by sponsor unit ID and show sponsor unit id in the search results. This is high priority	**COMPLETED**
	00000001565	none	none	Change to C302	I really like the new 302 report. I would like to be able to run the report by organization ID instead of Unit ID. Example OR-DEF has 400 records, and I would like to be able to run just the district for about 100 folks. I know that I can enter them individually, and I will, just a suggestion. The Master Record report can be run using the org ID. Thanks for listening, Valerie	**HIGH Priority -** Also include lower level.
	00000001610	none	40	Training Plans	We need create a report that tells what traininig is targeted for responders by org, geo area, and national associated with the IRDP.	
	00000001661	none	40	New Report	need a report where I can choose a course and search my org for who has NOT taken the course.	
	00000001683	none	2	Report C-162	On Report C162 need more for the name to print out, move the column over.	
	00000001748	none	none	Migrate databases to Oracle 9.2	A training database was migrated to Oracle 9.2 and was tested. The test was successful and now the remaining databases need to be mirgrated to the 9.2 release. The hour estimates are man hours and some activities can be done concurrently.	**COMPLETED**

	00000001854	none	none	FUS Job Family	(Hopefully this is a problem and not just user error.) Re: Qualified Master List (C50) When running a report for a RX job code(RXB1), the report returns this position within two separate job families CMD and FUS. The CMD family is available as a selection so that I could choose to run the report by that family. The FUS family is not available as a selection. This is actually the data I need. I am hoping that this family would include all fire use and prescribed fire positions. If this is a somewhat simple fix, it would be great to have.	This is setup data an not an system change.
X	00000001855	none	80	Experience by Incident SCR	Would like to see experience by incident improved. I would suggest a unit ID button that would access personnel instead of manually inputing personnel ID numbers. Within the unit id link I would also create check boxes near personnels names that would be check if they were on the incident. After checking these people I would then populate them into the incident This would benefit all users because it would take a lot less time to input all your personnel. 20 person crews are a real pain because on a 14 day tour they could IA many fires.	
	00000001986	none	none	C302 Responder to Role	Kristi requests the ability to run this report by org code NOT just unit id. This should also include the ability to "include lower levels"	**See SCR # 1565**
	00000001994	none	8	Times performed count on C028	On the report, C028, there is a column for "Times Performed" in the Employee Qualified Jobs Section. This section counts the lines of experience for that jobcode. For the FS, data was converted from Redcard as 1 line of many operational periods. It may show Times performed as '1' because in the Experience section there is 1 line of 99 operational periods. Redcard just posted a summary count. Unfortunately, that 99 in the experience section is as high as it goes because the report is limited to field length of 2. My proposal would increase that number to length = 3.	
	00000002051	none	2	Complexity warning	When entering resources for an incident, in this case a prescribed burn, you get an error message when you enter the job code for each resource. This is very annoying, it gives you the message that the complexity of position and incident do not match. This is not true as it gives that message regardless if you are entering an FFT2 or an RXB2 it just pops that message up there and it adds more time and buttons that have to be pushed in an otherwise already lengthy program.	

	00000002074	none	2	IRDP Report	Request to add an asterick next to the courses that are required on the IRDP report.	
	00000002094	none	2	Universal Run Control	I would like the run control IDs that I have created to work in all the report screens. For example, I have created an ID# 081204 for my hotshots. When I go to print the employee list report or the fitness expire report, IQCS will only allow me to print my entire unit.	
	00000002189	2	not evaluated	Modify email addresses to include angle brackets	In order to use the Notify or Nomintation processes that send out emails, the email addresses need to have angle brackets around them. This is a requirement by the SMTP server blackhole.nwcg.gov.	**COMPLETED**
	00000002221	4	not evaluated	Oracle patch update 9.2.0.6 and critical patch updates	Install patch update 9.2.0.6 and the critical patch updates. This will bring the Oracle environment up to the latest 9.2 environment and will install the latest security updates.	Assigned to Steve Jones - do not evaluate.
	00000002281	none	none	TRAINING INFORMATION IT DOES NOT POPULATE THE COMPETENCY RAT	CRITICAL! WHY IS THAT WHEN YOU ENTER TRAINING INFORMATION IT DOES NOT POPULATE THE COMPETENCY RATING SECTION? THIS IS TWICE THE WORK TO DO, ESPECIALLY WHEN YOU ARE PRESSED FOR TIME. THIS IS SOMETHING THAT NEEDS TO BE RECTIFIED. AGAIN, YOUR TALKING EXTRA KEYSTROKES.	**See SCR # 608 - COMPLETED**
	00000002341	none	not evaluated	Performance issues	This SCR can serve as an offical request for furhter evaluation of \"performance\" issues in IQCS. Note Shelly Barry SCR of the same day stating that IQCS is running very slow. I had the same issues this am, now the application \"performance\" is GOOD. If today\'s issues are intermitent, lets try to isolate and mitigate. If today\'s issues are a bigger/different problem, I recommend investiging and come up with some options for improving performance. Speed of the application returning pages is a one syptom I had today. An answer I have heard in the past is that it is the number/type of reports running. I do not think that this answer is acceptable to the field.	
	00000002433	none	not evaluated	Congressional request for FF data	Bill Breedlove is requesting data on how many permanent and temporary FF in the Forest Service.	**See SCR # 1156**
X	00000002468	none	not evaluated	Training Letters NOT working	I have had a number of users ask for the ability to run the training letters. I have followed Raja's directions on running these and have gotten errors. I believe Guy has looked into this also. We need the training letters to work for the training officers in the field who would like to use these.	I've researched this briefly and it appears that some setup parameters is not working correctly during the Wordmerge. Raja set this up and he may be aware of what is not working.

00000002483	none	not evaluated	Consolidated RFSR and FITNESS	Is there a report by unit, that indicates who in the unit is current in both the Fire Refresher and WCT. I found two reports that give either refresher or fitnes. It would be conveient to have the information in one place for a quick reference in dispatch to check a persons eligibility to work on a fire.	
00000002487	none	not evaluated	Qualified Master List	Run a report for one Please make this so that the account manager can run the report for more than one unit / org at one time	
00000002518	none	not evaluated	reports printing on every page	it would be nice for the reports to break after each employee,	
00000002544	none	none	Data Inconsistent Error	We are getting many calls from the field that are describing the same situation: When the account manager goes in to complete a session, an error is received that states that there is inconsistent data and will not save or complete the session.	**COMPLETED**
00000002602	2	not evaluated	C050 not showing unqualified	If you select Unqualified in the status field (job family: OPS) org code: 08360000 you get 0 people. (see my report c050 that I ran today) There should be Curtis Shell, 00002103892 and Jarvis Brown, 00002300398, because they have expired Fitness. If you do not select any status, you do not get the unqualified or blocked. You only get Q and T. See wtolman report ran 2 days ago.	C50 is the "Qualified" Master List. Unqualified positions should NOT show up on this report. The fix for this is removing the Unqualified value from the drop down list.
00000002757	none	not evaluated	system needs to have a crosswalk by social security.	as the system continues to get bigger and everyone comes on line , as employee's transfers or become INAC for a while, managers should have the ability to enter a S.S.# and retieve an employee into that units list. The current system of just using the employee number or trying to look up names will become more difficult when there are numerous Joe Smiths out there. By having the S.S.# cross-walk, we can at least look up the Joe Smith which would br the correct one. SENT IN 4/15/2004 by e-mail.	

EXHIBIT J

Oracle and PeopleSoft - Better Together: Highlights from Larry Ellison's and John Wookey's Presentations

Highlights from Ellison's Presentation:

- Speaking to a worldwide audience of customers and partners on January 18th in Redwood Shores, Oracle CEO Larry Ellison outlined the companies' product strategy and vision. At an event at its headquarters with more than 17,000 joining by Webcast and phone, Oracle's executive management team discussed how the nearly 50,000-strong combined workforce of Oracle and PeopleSoft will provide unparalleled innovation and support to 23,000 applications customers throughout the world.

- Development of current products will continue as planned until 2006, after which all the company's 8,000 developers will focus on **Project Fusion**. This will be the foundation for all future Oracle applications. Project Fusion will merge all three companies' product lines.
- Project Fusion aims to merge the best elements of the Oracle, PeopleSoft and JD Edward products into a single application suite scheduled for a 2008 launch, with individual elements released at earlier staqges.
- The suite will be a modularized, Java-based service oriented architecture, enabling users to build customizations using industry standard Java development tools. This will make the new software easier to manage and easier to connect to other, standards-based programs.
- Larry Ellison said that moving to the merged product from one of the existing application suites will be an automated update and not a conversion.
- Larry Ellison promised to continue support for the Oracle Ebusiness Suite, Peoplesoft Enterprise, JD Edwards Enterprise One and JDE World products until 2013. Larry said 'some time short of 2013, at a time that is convenient for your organization, you will upgrade to the mergede product".
- Oracle has 23,000 applications customers globally.
- "Nothing is really going to change," Ellison. "Keep doing what you are doing. We'll continue to support these products for many years to come."

* To view the streaming video, go to www.oracle.com and click on "Oracle and Peoplesoft Launch"

Highlights from John Wookey's Presentation:

John Wookey is Oracle's Senior Vice President of Applications Development

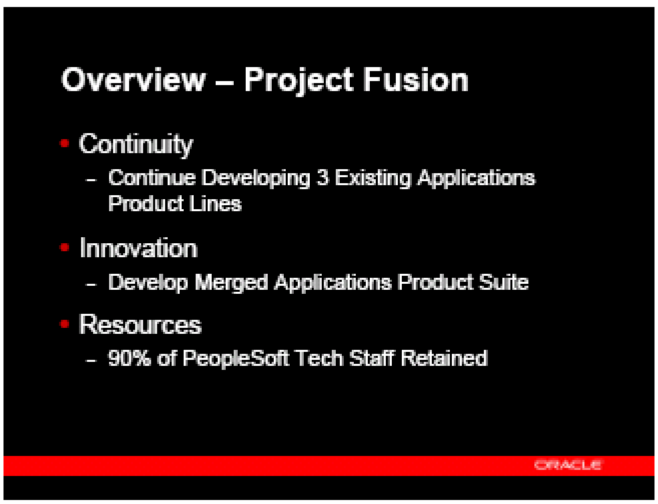
* **"Project Fusion": Revolutionary Technology, Evolutionary Path**
  The new "Project Fusion" is a new information age architecture based on industry standards that will be modularized for flexible deployment, optimal performance and easy maintenance. New information-driven applications will incorporate key strengths of all product lines and focus on business process automation, industry-specific capabilities, superior usability, real-time information access and reporting, and a shared data model to provide customers with a single source of truth. The "Project Fusion" architecture will leverage the latest Oracle technology for scalability, availability, security and performance. "The new architecture and the results companies will achieve will be truly revolutionary, but the path to the new successor product line will be evolutionary," added Wookey.
* **Continuity, Innovation and Resources**
  Wookey reiterated Oracle's plan to further enhance and support future versions of PeopleSoft and JD Edwards products. He also provided an estimated release timeline:
  * PeopleSoft Enterprise 8.9 (2005)
  * Oracle E-Business Suite 12 (2006)
  * PeopleSoft Enterprise 9 (2006)
  * JD Edwards EnterpriseOne 8.12 (2006)
  * Ongoing JD Edwards World enhancements planned to be delivered continuously
  * First Project Fusion components, specifically data hubs and transaction bases, (beginning in 2006)
  * Initial "Project Fusion" applications (2007)
  * "Project Fusion" applications (2008)
* **Support milestones include**:
  * Oracle will provide support for the PeopleSoft Enterprise, JD Edwards EnterpriseOne and JD Edwards World product lines through at least 2013
  * Oracle is extending JD Edwards EnterpriseOne XE and 8.0 support to February 2007
  * For PeopleSoft's other products and versions, including JD Edwards World, Oracle

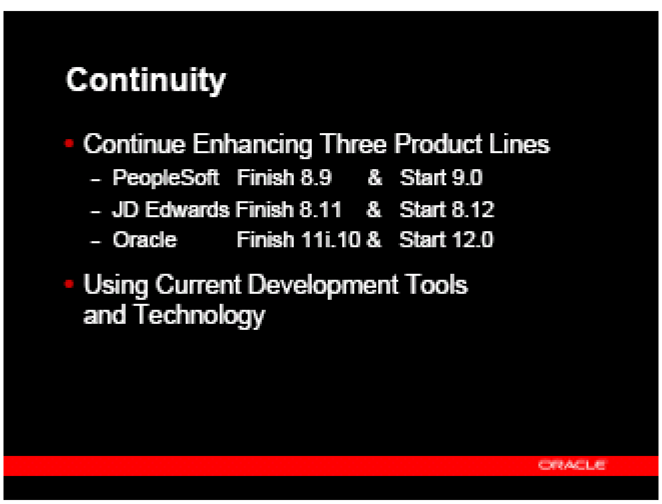
has adopted PeopleSoft's current retirement policies
* Oracle will also continue to maintain currently supported hardware platforms, databases and operating systems.

- Additional comments from customers and partners regarding the combined companies can be found at the following links: http://www.oracle.com/peoplesoft/customer.html and http://www.oracle.com/peoplesoft/ptr_quote.html For more information about the combined companies and capabilities, visit http://www.oracle.com/peoplesoft/launch_18jan05.html

EXHIBIT K

PowerPoint of Larry Ellison





Continuity

- Support PeopleSoft Product Lines until 2013
- Support IBM and
  Microsoft Database Technology
- Support IBM and BEA Middleware

Innovation

- Develop Successor Product Suite
  - Standards-Based Tools and Technology
  - HTML UI, Java Development Environment

Innovation

- Information Oriented Applications
- Process Automation Applications

Resources

- Development Team of 8,000+
  - 90% of PeopleSoft's Applications Developers
    - 3,000+ People
  - Plus Oracle's Applications Developers
    - 5,000+ People
  - Plus Database and Applications Server Teams

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Resources

- 90% of PeopleSoft's Applications Support Staff
- Plus Oracle's Applications Support Staff

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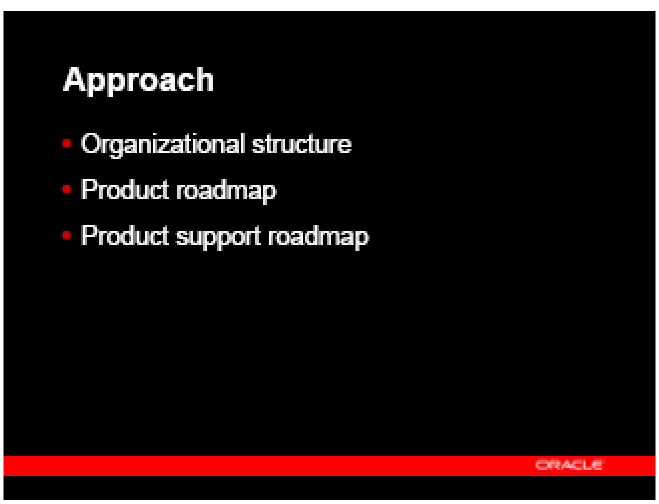
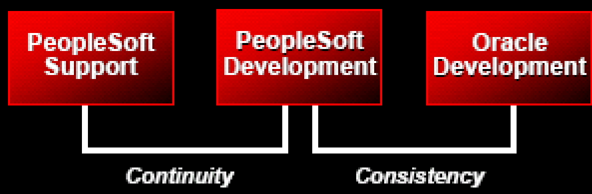
EXHIBIT L

PowerPoint of John Wookey



Organizational Structure



PeopleSoft Development & Support

- Retaining over 90% of employees
  - Includes management, support, engineering, QA, documentation, etc.
- Continued focus on PeopleSoft product lines
  - PeopleSoft Enterprise
  - JD Edwards EnterpriseOne
  - JD Edwards World
- Senior leadership for PeopleSoft team: Joel Summers

Oracle Development

- Making organizational changes to drive consistency with PeopleSoft
- Continuing to build next release of Oracle E-Business Suite

Spanning the Bay
Applications Strategy Team

- Focusing on the combined business
  - Maintaining consistency in pursuit of current plans
  - Ensuring convergence in path to successor product
- Comprised of both PeopleSoft and Oracle employees
- Senior leadership for team: Jesper Andersen

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Spanning the Bay
Tools and Technology

- Focus on next generation applications platform
- Leveraging latest Oracle technology for scalability, availability, security and performance
- Combining productivity of PeopleSoft tools with open, standards-based Oracle architecture
- Senior leadership for team: Cliff Godwin

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Product Roadmap

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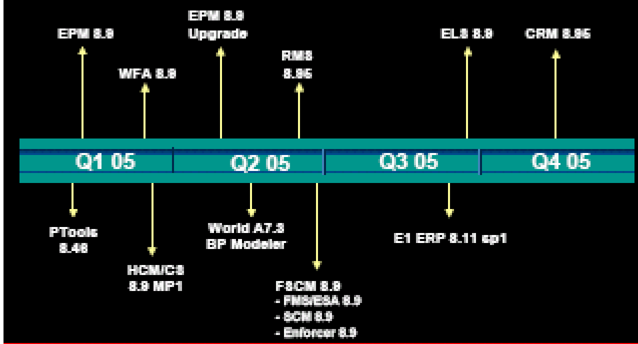
CY 2005 Release Plan



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CY 2006 Release Plan
Continue Enhancing Products

- New versions of PeopleSoft Enterprise, JD Edwards EnterpriseOne, and Oracle E-Business Suite
- Ongoing maintenance and regularly scheduled enhancements for JD Edwards World

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Project Fusion

A winning combination –
Next generation platform supporting the best features, flows and usability traits of all products

- Deliver Information Age Architecture for applications this year
- Deliver Data Hubs and Transaction Bases on new architecture beginning in 2006
- Make upgrades seamless from existing Oracle, PeopleSoft and JD Edwards applications

ORACLE

Project Fusion Architecture

Impact: ***Immediate and revolutionary***
Migration: ***Gradual and evolutionary***

- Java-based, service-oriented development platform
- Modularized for flexible deployment, optimal performance and easy maintenance
- Data Hubs and Transaction Bases provide early examples
- Absolute focus and commitment of Oracle's Database and Application Server development teams

ORACLE

Project Fusion Applications

Path to clear applications leadership:
Incorporate key strengths of all product lines

- Robust, configurable business process automation
- Strong industry-specific capabilities (engineering, service and manufacturing origins)
- Superior usability
- Real-time information access and reporting
- Shared data model providing single source of truth

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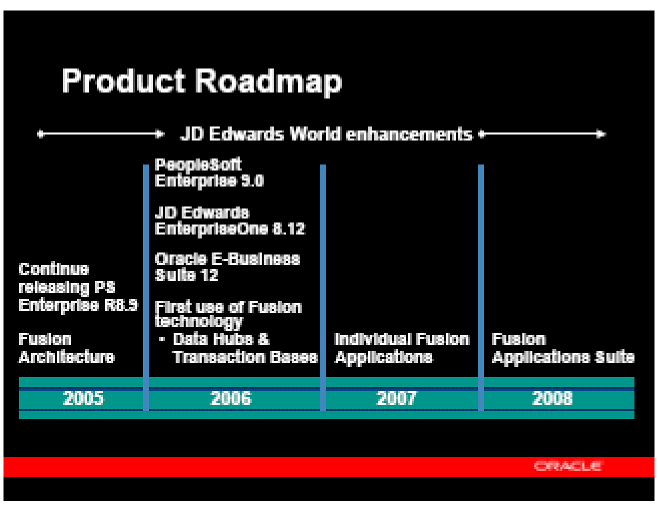

Product Support Roadmap

- Providing support through at least 2013 for:
  - PeopleSoft Enterprise
  - JD Edwards EnterpriseOne
  - JD Edwards World
- Extending EnterpriseOne support to February 2007 for versions XE and 8.0
- Otherwise, adopting PeopleSoft's release retirement policies
- Continuing to maintain currently supported hardware platforms, databases and operating systems

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EXHIBIT M

EXHIBIT N

Memorandum of Understanding for Incident Qualifications and Certification System (IQCS)

This exhibit was purposely left out as it was being revised.

EXHIBIT O

IQCS – IFPM Project

Project Requirements

While IQCS is used to track a responder's fire-line jobs (such as FFT1 or CRWB), IFPM (Interagency Fire Program Management) will be used within IQCS to track a responder's fire program job. This job is considered to be the responder's primary "day" job, but is in addition to the OPM job that is already being used in IQCS on the Job Data page.

IQCS must be able to…

- Provide the ability to uniquely identify and describe all IFPM Jobs.
- Provide the ability to identify the minimum requirements for each IFPM job. Minimum requirements include:
  - Technical or Professional Education.
  - Specialized Experience.
  - Specified Fire-line Job Qualifications.
  - Additional Required Training.
  - Formal Evaluation Checklist.
- Perform minimum requirement matching of the Job and the responder, for qualification purposes and/or gap analysis.
- Perform a qualification process against the responder's IFPM Job on a daily basis to verify the continued qualification status based on the minimum requirements and the currency of predefined fire-line jobs.
- Provide the necessary data entry pages to enter IFPM Job data for the responder.
- Provide summary pages to allow user review of IFPM Job requirements and whether or not those requirements have been met by the responder (different than the Role-to-Person matching associated with the Fire-line jobs).
- Produce identified reports for data review and analysis by the user community.
- Track responder history of IFPM Jobs as well as capture specific dates, such as when the responder was fully qualified for a particular IFPM Job.

Though this project builds on the previously developed IQCS system, it is itself a completely separate project. It will require all of the phases of a project: Analysis, Design, Construction, Testing, Documentation, Implementation, Training and Handover.

<u>EXHIBIT P</u>

IFPM Job Work Estimates for the User

These estimates are based upon my personal thoughts of how long it should take the average user to work on IFPM related data in the system. Notes are included at each step along the way to bring up points that may not be included in the estimate.

Minimum Requirements Related to IFPM

There are 5 basic minimum requirements related to any given IFPM Job. It is possible that not all 5 are required for a given job.

- Technical or Professional Education. 5 minutes in-system workload.

  This includes signing onto IQCS from scratch, navigating to the competencies page, finding the related competency within the list of competencies, assigning the competency to responder, and providing a justification for the competency.

  This does not include the amount of time taken by HR to analyze whether or not the responder has met the Technical or Professional Education requirements for the job, nor the handoff time from HR to the Account Manager to actually assign the related competency.

- Specialized Experience. 5 minutes in-system workload.

  This includes signing onto IQCS from scratch, navigating to the competencies page, finding the related competency within the list of competencies, assigning the competency to responder, and providing a justification for the competency.

  This does not include the amount of time taken by HR to analyze whether or not the responder has met the Specialized Experience requirements for the job, nor the handoff time from HR to the Account Manager to actually assign the related competency.

- Specified Fire-Line Job Qualifications. 10 minutes in-system workload.

  This includes signing onto IQCS from scratch, navigating to the competency pages, finding the related position competencies within the list of competencies, assigning the competencies to responder, and providing a justification for the competencies.

  Note: The workload estimate is based on the assumption that the responder is brand new to the system. But, Fire-Line Job Qualifications are maintained by IQCS normally, so it may be likely that the related position competencies required for a given IFPM Job are already in the system for a given responder. In this case, the workload estimate is zero.

- Additional Required Training. 10 minutes in-system workload.

  This includes signing onto IQCS from scratch, navigating to the competency pages, finding the related training competencies within the list of competencies, assigning the competencies to responder, and providing a justification for the competencies.

Note: The workload estimate is based on the assumption that the responder is brand new to the system. But, training is maintained by IQCS normally, so it may be likely that the related training competencies required for a given IFPM Job are already in the system for a given responder. In this case, the workload estimate is zero.

- Taskbook. 10 minutes in-system workload.

  This includes signing into IQCS from scratch, navigating to the taskbook pages, initiating the taskbook, entering an evaluation (if required), and certifying the taskbook.

  Note: The workload estimate is only related to the work done within IQCS. The taskbook is related to an evaluation form that has a considerable number (several hundred) of checkboxes that the Account Manager must review before signing off the taskbook. The workload estimate does not include the time spent in reviewing the evaluation form.

The total amount of time that an Account Manager can anticipate spending in IQCS to maintain – or award – a given IFPM Job to a responder, is between 20 and 40 minutes. This estimate does not include the amount of time that is required outside of IQCS in reviewing Educational requirements, Specialized Experience requirements, or the Evaluation Form related to the taskbook. Time estimates related to IFPM Jobs outside of IQCS will have to be estimated by someone who is familiar with that workload.

EXHIBIT Q

POSITION	NEUMONIC	COMPLEXITY	COMMAND	OPERATIONS	PRESCRIBED FIRE	TRAINING[3]
National Fire Program Manager	NFPM-P	--	[1]ICT3 and T2 C & G position	[1]TFLD	[1]RXB2	FPM or LFML or FML
Geographic Fire Program Manager	GFPM-P	--	[1]ICT3 and T2 C & G position	[1]TFLD	[1]RXB2	FPM or LFML or FML
Unit Fire Program Manager	UFPM-HP	HIGH	[1]ICT3	[1]DIVS	[1]RXM2	FPM
	UFPM-MP	MODERATE	[1]ICT3	[1]TFLD	[1]RXB2	FPM
	UFPM-LP	LOW	ICT4	CRWB or ENGB	RXB2	--
Wildland Fire Operations Specialist	WFOS-HP	HIGH	ICT3	DIVS	RXB2	--
	WFOS-MP	MODERATE	ICT3	TFLD	RXB2	--
	WFOS-MT	MODERATE	ICT3	TFLD	RXB2	--
	WFOS-LT	LOW	ICT4	CRWB or ENGB	RXI2	--
Prescribed Fire & Fuels Specialist	PFFS-HP	HIGH	ICT3	TFLD	RXB1 or FUMA	--
	PFFS-MP	MODERATE	ICT4	CRWB or ENGB	RXB2	--
	PFFS-MT	MODERATE	ICT4	CRWB or ENGB	RXB2	--
	PFFS-LT	LOW	ICT4	CRWB or ENGB	RXI2	--
Prevention & Education Specialist	PAES-HP	HIGH	[1]ICT5	[1]FFT1	--	P-301
	PAES-MP	MODERATE	[1]ICT5	[1]FFT1	--	P-301
	PAES-MT	MODERATE	[1]ICT5	[1]FFT1	--	P-301
	PAES-LT	LOW	[1]ICT5	[1]FFT1	--	--
Supervisory Engine Operator	SEOP-T	--	ICT5	ENOP	--	S-211 and S-216
Engine Module Supervisor	EML-T	--	ICT4	ENGB	--	--
IHC Superintendent	IHCS-T	--	ICT4	TFLD	RXI2	--
Helicopter Manager	HMGR-T	--	ICT4	HEB2	--	--
Senior Firefighter	SFF-T	--	ICT5	FFT1 or HECM	--	S-290
Center Manager	CMGR-HP	HIGH	[1]EDSD	--	--	[2]
	CMGR-MP	MODERATE	[1]EDSD	--	--	
	CMGR-MT	MODERATE	[1]EDSD	--		
Asst. Center Manager	ACMG-P	--	[1]EDSD		--	--
	ACMG-T	--	[1]EDSD	--	--	--
IA Lead Dispatcher	IALD-P	--	[1]EDSD	--	--	--
	IALD-T	--	[1]EDSD	--	--	--
IA Dispatcher	IASD-T	--	[1]EDRC	--	--	--

	IAFD-T	--	[1]EDRC	--	--	--

1 Currency in NWCG qualifications NOT required

2 S-491; 40-HR Supervisory Training; Basic dispatcher computer skills training; Training to provide intermediate computer skills and working knowledge of various fire management computer programs.

3 or Agency Equivalent

EXHIBIT R

Modification Analysis (Guy)

Roles

Roles will be used to uniquely identify each IFPM Job's minimum requirements. Some modifications will be required on the Roles setup table to include new fields used to track, or flag, data that is unique to IFPM.

Taskbook

The existing Taskbook pages will be used to track the initiation and completion of the Formal Evaluation Checklist. No modifications are required on the tables or pages, but Peoplecode modifications will be required to perform edit checks and some processing that is unique to IFPM.

Competencies

Possibly a whole new set of competencies and competency setup tables and pages will need to be developed – though these can be slightly modified clones of the originals. These tables will be used to track IFPM specific competencies. Peoplecode modifications will be required for edit checks and special processing.

IFPM Jobs

Job tables and Job Setup tables will require some modifications. Also, modifications will be necessary on the Job Setup tables developed for the IQCS system. These changes will be necessary to store or identify IFPM specific data.

New pages and components (and their related Peoplesoft objects) will be required to allow for data entry and data review. These pages will need to be attached to the already delivered Job Data set of pages.

Moderate to extensive Peoplecode will need to be developed for edit checks and specialized processing.

Batch Process

A daily batch process will have to be developed to perform qual checking on all IFPM Jobs. The code for this will be moderately difficult to develop. Also, related Peoplesoft objects will need to be developed in conjunction with the batch process.

Reports

Approximately 5-7 reports need to be developed for data tracking and analysis. These will be easy to moderate to develop. They will also require the development of their related Peoplesoft objects.

Workload Estimate

Workload estimate is 260 – 300 hours. This includes analysis, design, construction, testing, documentation and implementation.