IQCS CHANGE MANAGEMENT BOARD MEETING
November 8 & 9, 2005
FPA Conference Room
Boise, Idaho

ATTENDEES:

George Conley – IQCS PM	Rick Jensen - BLM	Cindy Schaffer - BLM
Mark Koontz – NPS	David Potter – BIA - IRMWT	Larry Sutton - BLM
Guy Coldwell - Contractor	Blair Young - BLM	Notetaker: Casey O'Connell
Kevin Conn - FWS	Donna Keinsieck - IQCS	Craig Cook - BIA
Sharon Allen Brick - FS	Judy Crosby - PMO	Al Borup - PMO
Peter Kine – Bearing Point	Raja – Bearing Point	

ACTION ITEMS:
See Appendix A: Action Items Spreadsheet.

MEETING DATES SUMMARY
- November 8, 0830-1700
- November 9, 0830-1630

TOPICS COVERED

1. Meeting Opened
2. IQCS Status
3. User Survey and Operational Analysis
4. SCR's Review and Status
5. Validate Training Schedule
6. IQCS Team Staffing Status
7. 310-1 Update
8. 5109.17 Update
9. USFA Credentialing Project
10. IQCS and National Response Plan
11. IQCS/ROSS Interface
12. Course Addition Requests
13. IQCS Demographic Fields & Agency Status on Data Collection
14. Operations & Maintenance Status
15. IQCS Certification & Accreditation
16. Train the Trainer Summary
17. Review Action Items from Previous Meetings
18. New Position Request Form
19. Position Code Match with ROSS
20. Blair Young Assignments: IOSWT Liaison & Position Naming Board Chair
21. IQCS and DOI/USDA Learning Management Systems
22. IQCS and DOD
23. IT Workshop: Las Vegas
24. Agency-Specific Technical Specialist Positions & Identifying Qualifications
25. Technical Specialist Review and Criteria Development
26. Employee Kind Data Field - Update
27. Employee Self-Service Functionality

28. Change Mangement—When to Make Modifications to the Application
29. Lead Instructor Criteria
30. IQCS and State IQS Status
31. TFM—Fire Ecology Course
32. Nomination Form in IQCS
33. Expiration Date on Qualification Card
34. Scheduling of Next Meeting

EXHIBITS ATTACHED
A.	Agenda

MEETING CONTENT:

**1.	Meeting started at 8:30 a.m.** Agenda (Exhibit A) distributed.

**2.	IQCS Status:**

Discussion (Application Performance):   After the go-live, some application performance degradation was noticed. Performance improvements were noted in July. All upgrades to the system should be in place prior to the next ramp up in February or March. The system was originally scoped to carry 60 users at one time, but during the peak season, the user numbers often doubled this figure. The changes now being made should be able to accommodate 120 concurrent users.

Discussion (Hardware Configuration): Upgrades should be complete by the end of this calendar year. Costs for a shared hardware service with the Forest Service that could redistribute memory according to application need would be shared according to the percentage of use between programs.

Discussion (NITC Status): Three years are left on the five year contract. There have been no issues with the quality of service to date. Another review will be conducted at the end of the contract period to be sure the best levels of service and price are being maintained.

➔ **Action Item No. 97:** Perform system load test.
      Lead: Blair Young
      Target Completion Date: 02/01/06

**3.	User Survey and Operational Analysis:**

Issue: OMB requires that IQCS collect and report operational/metric information through periodic performance monitoring scripts.

Discussion: The BLM network and IQCS currently have the tools available to do an online survey, which would allow up-front metric review. The survey could be customizable to reflect the different issues and needs within the system. It would take approximately 40 hours to develop the survey. The requirement for monitoring is on a quarterly schedule, and ensures that metric performance is monitored and provides user feedback on system satisfaction. IRMWT will review the survey before release. The results of the survey would contribute to the post-deployment review, and budget impact would be minimal, as this is a collateral duty for Jake Hawkes.

➔ **Decision: (Subject) – Board concurred that the survey tool presented is adequate for developing the user survey and for use in providing operational analysis for OMB.**

➡️ **Action Item No. 98:** Develop minimum types of criteria for online user survey.
  Lead: Blair Young & George Conley
  Target Completion Date: 12/15/05

➡️ **Action Item No. 99:** Submit questions for online survey.
  Lead: Agency Leads
  Target Completion Date: 12/15/05

➡️ **Action Item No. 100:** Create sideboards for online survey, distribute to Rick for review by Shari Shetler.
  Lead: Blair Young & George Conley
  Target Completion Date: 12/15/05

4. SCRs Review and Status:

Discussion: Review of System Change Requests accomplished to date.

SCR 4546 - Split Training Table to three tables: Tests are showing that millions of lines of records show up in the training table. One solution is to split this into three tables to separate the course information. This has been tested and worked well, and will now be implemented.

SCR 4605 – Nomination Workflow: This task has taken longer than anticipated, but all that remains to do is to add some items in the priority fields. Northern Rockies will test this when the hardware is in place. No further changes are planned at this time.

SCR 2468 – Fix Training Letters: This is now working and training letters are in production.

SCR 4472 - IFPM: Had two reviews, and is now at about 70% of completion. This has been the bulk of Raja's workload.

SCR 4219 – Revise Navigation: Done.

SCR 1168 – Make all responders search the same: No progress yet.

5. Validate Training Schedule:

Discussion: The training schedule was handed out as it currently appears on the web page. Course coordinators will determine how nominations are handled.

6. IQCS Team Staffing Status:

Discussion: Vacant Position requests were submitted for a database administrator, a system programmer, and applications-steward positions. The positions were opened, but were not filled due to technicalities and budget concerns. The current contract for these positions has been extended for six additional months. Funding has been allocated. It is expected to have these positions filled and staffed before the end of this fiscal year.

7.   310-1 Update:

Discussion: The IOS Working Team was met in Denver to finalize the 310-1, and some changes are expected to be issued as a result of this. IQCS has the draft version of the 310-1, and the final version will be out in January of 2006. Detailers will be needed to help with the application update.

8.   5109.17 Update:

Discussion: The draft of the 5109.17 should be out for consideration by December 2, and will hopefully be finalized at the same time as the 310-1. IQCS needs the 5109.17 prior to its release so that the system can be compliant with the changes.

9.   USFA Credentialing Project:

Discussion: The USFA is sponsoring a task group of structural firefighters who have developed the credentialing system business rules and the nineteen associated positions to deploy structural firefighters to national incidents, including hurricanes, terrorist acts, etc.

10.   IQCS and National Response Plan:

Discussion: The Homeland Security Presidential Directives (HSPDs) affect the functions of IQCS. We are in compliance with these directives through PeopleSoft/Smart Card functionality.

➔ **Action Item No. 101:** Develop and review draft briefing to Fire Directors re: HSPDs.
   Lead: Rick Jensen
   Target Completion Date: 12/15/05

11.   IQCS/ROSS Interface:

Discussion: Don Lee, BLM OF&A IT Security Manager, provided a presentation on the Interconnection Security Agreements (ISA). An ISA is an agreement established between two organizations that own and operate connected IT systems to document the technical (and IT security) requirements of the interconnection. The ISA is accompanied by a separate MOU between the parties to define their respective operation and security responsibilities.

➔ **Action Item No. 102:** Ensure that IQCS/ROSS Interface Team develops an ISA.
   Lead: Rick Jensen
   Target Completion Date: Ongoing

12.   Course Addition Requests:

Discussion: Course addition requests are available on the web site. Donna Kreiensieck distributed a proposed SOP for adding courses. Both departments are in the process of deploying learning management systems to record and track corporate training. It would be redundant to enter those course completions in IQCS.

➔ **Decision: The SOP for course addition, as presented by Donna, was accepted.**
➔ **Decision: Agency corporate training will not be entered in IQCS.**

➔ **Action Item No. 105:** Document training courses not added to IQCS and reasons why they were not added. Modify SOP to show requests denied and why.

Lead: Donna Kreiensieck
Target Completion Date: 12/15/05

13.   IQCS Demographic Fields & Agency Status on Data Collection:

Discussion: USDA Forest Service Human Resources has provided demographic information to the IQCS system administrator for download. The DOI continues to coordinate with the NIFC BLM records administrator and NIFC BLM Human Resources to seek authorization to obtain demographic information for DOI employees that are in IQCS.

➔ **Action Item No. 106:** Seek authorization to obtain demographic information for DOI employees. Coordinate this effort with the NIFC BLM Records Administrator.
   Lead: George Conley
   Target Completion Date: 12/15/05

14.   Operations & Maintenance Status:

Discussion: Implementation was completed in July 2004. The transition to Operations & Maintenance status was signed at that time. Blair Young is the IQCS Business Steward. Change management is planned throughout the life of the system.

Guy Colwell will send the IQCS data dictionary to Judy Crosby & Allen Deitz.

➔ **Action Item No. 103:** Obtain concurrence from NIFC-BLM IRM that IQCS is in Operations & Maintenance status
   Lead: George Conley
   Target Completion Date: 12/15/05

➔ **Action Item No. 104:** Provide list of areas where data is exchanged between IQCS and ROSS to David Potter.
   Lead: Guy Colwell
   Target Completion Date: 11/08/05

15.   IQCS Certification & Accreditation:

Discussion: Certification & Accreditation was signed off on September 15, 2005 by Kathleen Clark, Director of BLM, and Ronnie Levine, BLM CIO.

16.   Train the Trainer Summary:

Discussion: The recent Train the Trainer session went well, and a list of attendees was distributed. Adult learning techniques were discussed, evaluations held, and favorable reviews were given.

Account managers would like some kind of forum to discuss changes to the system and how to make business issues work, plus receive advanced IQCS functionality training. Guy Colwell raised the possibility of using a bulletin board on the web page. The item remained discussion only, and no action items were assigned specific to this point.

➔ **Action Item No. 108:** Coordinate with Shepherdstown training facility to see if they can accommodate a Train the Trainer session to be held in September.
   Lead: Kevin Conn

Target Completion Date: 12/15/05

➔ **Action Item No. 109:** Research alternate Eastern States area training facilities for a Train the Trainer course, provide information to Blair.
    Lead: Sharon Allen-Breck and Mark Koontz
    Target Completion Date: 12/15/05

17.   Review Action Items from Previous Meetings:

Discussion: Action Item Tracking Spreadsheet was reviewed. Mark Koontz has agreed to take on Merrie Johnson's action items.

➔ **Action Item No. 114:** Incorporate Action Tracking Spreadsheet into IQCS and call it "Change Management Tracking."
    Lead: Guy Colwell
    Target Completion Date: 01/15/06

18.   New Position Request Form:

Discussion: Blair sent out the position request form about a month ago to the CMB for review.

➔ **Action Item No. 115:** Review position request form and provide comments to Blair.
    Lead: Agency Leads
    Target Completion Date: 12/01/05

➔ **Action Item No. 116:** Check to see if position request form needs to become an official OPM form; check other associated IQCS forms for similar OPM designation needs.
    Lead: Cindy Schafer
    Target Completion Date: 01/01/06

19.   Position Code Match with ROSS:

Discussion: ROSS has discovered 16 position codes that are different from IQCS position codes. Blair Young has reviewed the list and has sent a response back to ROSS.

➔ **Action Item No. 117:** Send e-mail to Agency Leads listing additional duplicate position codes between ROSS and IQCS, and set reply date for agency leads to recommend elimination or routing to ROSS.
    Lead: Blair Young
    Target Completion Date: 12/15/05

20.   Blair Young Assignments: IOSWT Liaison and Position Naming Board Chair:

Discussion: Blair Young requested an increased level of participation with the IOS Working Team in order to keep currency between it and IQCS. Rick drafted a letter to the IOSWT and the unofficial response is that the IOSWT is in agreement with Blair serving as a liaison between the groups.

Blair Young is also being recommended as the chair of the Position Naming Board. The IOSWT will respond.

21.   IQCS and DOI/USDA Learning Management Systems:

Discussion: A letter was drafted within the Forest Service regarding getting a waiver from AgLearn so that IQCS can continue to manage all-risk courses. IQCS would track incident-related training; AgLearn would track corporate training. A similar situation exists on the DOI side with the new DOI Learn program. Rick Jensen is working on a White Paper to the fire directors requesting an exception from DOI Learn.

➔ **Action Item No. 111:** Provide a DOI Learn White Paper to DOI Agency leads suggesting IQCS have exception from DOI Learn to continue tracking incident related training.
   Lead: Rick Jensen
   Target Completion Date: 12/15/05

22.   IQCS and DOD:

Discussion: Rick Jensen has made contact with DOD personnel in Florida. The DOD has expressed an interest in IQCS. The MOB Guide has an overarching DOD agreement, but nothing specific to individual participation on incidents. IQCS would meet the needs of the DOD, but a cost for training and implementation needs to be established.

➔ **Action Item No. 112:** Provide cost estimates to create a DOD Set ID in IQCS and estimated training costs.
   Lead: George Conley
   Target Completion Date: 01/01/06

23.   IT Workshop, Las Vegas:

Discussion: George Conley is on the agenda for the upcoming IT Workshop in Las Vegas, NV. Rick Jensen, Peter Kine, Blair Young, and Cindy Schafer will attend and help staff the IQCS information booth.

➔ **Action Item No. 110:** Create an IQCS brochure for conference use.
   Lead: Blair Young, Peter Kine
   Target Completion Date: 11/23/05

24.   Agency Specific Technical Specialist Positions & Identifying Qualifications:

Discussion: Agency specific qualification information needs to be provided to the IQCS team by the agency reps.

➔ **Action Item No. 121:** Ensure that IQCS has appropriate qualification criteria for Agency Specific Positions.
   Lead: Agency Leads
   Target Completion Date: 01/15/06

25.   Technical Specialist Position Review and Criteria Development:

Discussion: The Federal Fire Training Task Group (FFTTG) has been tasked with Technical Specialist position standard development, so this item was bumped from the IQCS meeting agenda.

26.   Employee Kind Data Field Update:

Discussion: The group will continue to utilize the NWCG employment category list to reflect employment types.

➔ **Action Item No. 106:** Seek authorization to obtain demographic information for DOI employees. Coordinate this effort with the NIFC BLM Records Administrator.
   Lead: George Conley
   Target Completion Date: 12/15/05

27.   Employee Self-Service Functionality:

Discussion: PeopleSoft includes a functionality that allows all employees to access and update their personal information. This has never been implemented due to the level of effort required for training. This discussion was tabled for future review: it sounds like a desired objective, but it could be a long way off.

28.   Change Management—When to Make Modifications to the Application:

Discussion: During the course of the season, do we want to have a policy for change implementation? The work could continue on SCRs, but there would be consolidated implementation dates for roll-outs.

➔ **Action Item No. 113:** Develop a process paper to determine information, changes and timing for a schedule of change updates. Functional changes updated during September, process updates around January/February.
   Lead: Agency Leads
   Target Completion Date: 01/15/06

29.   Lead Instructor Criteria:

Discussion: Requirements for instructor criteria were narrowed down to three bullets shown in the handout from Donna (must have "proficient-to-expert level knowledge of IQCS, knowledge of Adult Learning Styles, maintains a current knowledge of IQCS functionality and stays abreast of changes).

➔ **Action Item No. 118:** Create a trainer's tool kit on the web with pertinent information from Lead Instructor Criteria handout. Present information to GATRs as a suggested job aid for training Lead Instructors.
   Lead: Donna Kreiensieck and Jake Hawkes
   Target Completion Date: 11/18/05

30.   IQCS and State IQS Status:

Discussion: States continue to use IQS and will not be moving to IQCS at this time. Kevin Smith remains the IQS contact.

31.   TFM-Fire Ecology Course:

Discussion: General discussion about TFM courses.

➜ **Action Item No. 119:** Run a report by agency of all personnel to see who has TFM courses showing up on their record, provide information to CMB for assessment of TFM record retention in IQCS.
   Lead: Guy Conley
   Target Completion Date: 04/06/06

32.   Nomination Form in IQCS:

Discussion: The nomination form currently in IQCS may have no practical purpose if the SF-182 becomes the required form for all types of training. The IQCS form will still work as a nomination form, but the billing page will have to be removed, and agencies will bill in their regular way (the SF-182 for the Forest Service).

➜ **Action Item No. 120:** Remove billing page from IQCS nomination form.
   Lead: Blair Young
   Target Completion Date: 01/15/06

33.   Expiration Dates on Qualification Card:

Discussion: Part of the design of IQCS required expiration dates on qualification card being tracked. The 5109.17 and the Red Book define the qualification card as being valid for one year from the date of issue. However, other dates on the card (WCT, refresher, individual qualifications) may conflict with the date of issue. Individual units need to monitor and manage qualifications appropriately.

34.   Next Scheduled Meeting:

Discussion: Conference calls will be held on an as-needed basis, with the next one scheduled for January 25, 2006 at 10:00 a.m. MST. The next CMB meeting will be held April 4 & 5, 2006 in Boise.

➜ **Action Item No. 122:** Send e-mail to CMB with number for conference call scheduled for 1/25/06 at 1000 MST.
   Lead: Blair Young
   Target Completion Date: 12/15/05

Appendix A

IQCS
Change Management Board Meeting
Agenda

Boise, Idaho
BLM State Office
November 8-9, 2005

☐ **Chair** **Rick Jensen** ☐ **BIA** **Craig Cook** ☐ **NPS** **Mark Koontz** ☐ **USFS** **Sharon AllenBrick** ☐ **FWS** **Kevin Conn** ☐ **OF&A** **Greg Jensen** ☐ **PMO** ☐ **BLM** **Larry Sutton**	**IQCS Project Manager** ☐ **George Conley** **IQCS Team Members:** ☐ **Blair Young** ☐ **Donna Kreinsieck** ☐ **Cindy Schafer** ☐ **Guy Colwell** ☐ **Stephen Jones** **Guests** ☐ **David Potter – IRMWT** ☐ **Don Lee – BLM Security** ☐	
☐ **Agenda Items**		**Rick Jensen**

1   ☐ **Open Meeting**
     1. **Introductions**
    Review meeting process and notes outline
		Rick Jensen
		10 minutes

2   ☐ **IQCS Status:**
   1. **Application Performance**
   2. **Hardware Configuration**
   3. **Status at NITC**
		George Conley
		30 minutes

3 ☐ **User Survey and Operational Analysis**		**Blair Young/George Conley** **15 minutes**
4 ☐ **SCR's Review and Status (handout)** **Wednesday 9:00am**		**Blair Young/Bearing Point**

		1.5 hours
5	☐ **Validate Training Schedule (handout)**	**Blair Young** **10 minutes**
6	☐ **IQCS Team Staffing Status**	**George Conley** **20 minutes**
7	☐ **310-1 Update**	**Rick Jensen** **10 minutes**
8	☐ **5109.17 Update (handout)**	**Sharon Allen-Brick** **10 minutes**
9	☐ **USFA Credentialing Project (handout)**	**Rick Jensen** **10 minutes**
10	☐ **IQCS and National Response Plan** 1. **HSPD V, VIII, and XII** 2. **Review and update current briefing paper (handout)**	**Rick Jensen** **10 minutes**
11	☐ **IQCS/ROSS Interface** 1. **Overview and schedule – George Conley** 2. **Interface requirements (handout) – Don Lee** **Tuesday 1:00 pm**	**George Conley/Don Lee** **45 minutes**
12	☐ **Course Addition Requests:** 1. **Specific Courses Submitted** 2. **New Request brought by Agency Leads**	**Donna Kreiensieck** **30 minutes**
13	☐ **IQCS Demographic fields and agency status on data collection (handout)**	**Rick Jensen** **20 minutes**
14	☐ **Operations and Maintenance Status (handout)** **Tuesday pm after number 11.**	**George Conley** **20 minutes**
15	☐ **IQCS Certification and Accreditation (handout)**	**Blair Young** **5 minutes**
16	☐ **Train-the-Trainer summary**	**Donna Kreiensieck** **5 minutes**
17	☐ **Review Action Items from Previous meetings (handout)**	**Blair Young** **1 hour**
18	☐ **New Position Request Form (handout)**	**Blair Young** **20 minutes**

19	☐ Position Code Match with ROSS (handout)	Blair Young 20 minutes
20	☐ Blair Young Assignments: IOSWT and Position Naming Board (handout)	Rick Jensen 10 minutes
21	☐ IQCS and DOI and USDA Learning Management Systems	Rick Jensen/ Blair Young 20 minutes
22	☐ IQCS and DOD	Rick Jensen 10 minutes
23	☐ IT Workshop: Las Vegas (handout)	Rick Jensen 10 minutes
24	☐ Agency Specific Technical Specialist Positions and identifying qualifications (handout)	Rick Jensen/ Blair Young 1 hour
25	☐ Technical Specialist Position Review and criteria development (handout)	Rick Jensen/ Blair Young 4 hours
26	☐ Employee Kind – Update	Cindy Schafer 15 minutes
27	☐ Employee Self-Service	Rick Jensen 10 minutes
28	☐ Change Management - When to make modifications to the application	Rick Jensen 10 minutes
29	☐ Lead Instructor Criteria (handout)	Donna Kreiensieck 10 minutes
30	☐ IQCS and State status	George Conley 10 minutes
31	☐ TFM-Fire Ecology Course	Blair Young 10 minutes