IQCS CHANGE MANAGEMENT BOARD MEETING
October 5-6, 2011
Boise, Idaho

ATTENDEES:

Russ Babiak - USFWS	Jill McCurdy USFS
Guy Coldwell - IQCS	Craig Cook - BIA
Janis Reimers – BLM IRM	Mark Koontz - NPS
Mike Ellsworth BLM	Rhonda Toronto FEMA Project
Tony Doty DOI	

ACTION ITEMS

MEETING DATES SUMMARY

IQCS Change Management Board Meeting, October 5-6, 2011

EXHIBITS ATTACHED
A.   Agenda

MEETING CONTENT:
Meeting started at 8:30 a.m. Agenda (Exhibit A) distributed.

1. **DOI All Hazard – Agreement/Implementation**

Discussion: Janis Reimers provided information regarding the current progress working with the DOI Office of Emergency Management for the implementation of the DOI All Hazards positions in IQCS. The necessary funds needed to support this effort have been received into the FBMS budget system. IQCS will proceed in securing the authorization to increase authorized records by 6500 responders. The IQCS staff spent considerable time and energy analyzing the direct and indirect effects of workload increases when additional groups are added to the system resulting in a process to determine funding needed to support similar efforts. This process was designed to provide the IQCS staff with a fair share cost estimate which can be utilized when and if additional groups request the use of the IQCS. Currently there is a five-year agreement funded with DOI to support the All Hazard program. The Board fully supports the development to the IQCS process for determining fair share cost estimates which helps support the goal of ensuring the limited effects to our current users.

2. **IQCS Upgrade from 8.8 to 9.0**

Discussion: Janis Reimers reported the PeopleSoft upgrades remain on schedule. IQCS is in the process of upgrading to HCM9.0 and PTools 8.49 which ensures extended support until 2014. The second phase of the upgrade is at least a year out and will ultimately culminate in an upgrade to HCM9.1 and PTools 8.50 which includes extended support until 2017. Currently the training data base has been upgraded and is available to instructors for their review prior to commencement of training season. If an instructor desires access to the training data base they can contact Cindy Schafer to schedule access. The target date for the revision of the training course materials is November 15, 2011. Below are listed important milestones for the board and users' reference.

Completed:
- Initial upgrade processes   March1- June 1 2010
- Apply application customizations   June 1 2010 – February 15, 2011
- Code Freeze   July 1, 2011 – December 5, 2011
- Complete Upgrade processes   February 15, 2011 – August 15, 2011
- Test and fix issues   August 15, 2011 – October 1, 2011
- Apply Upgrade to Training Environment   September 24, 2011 – October 1, 2011

In progress:
- Update Training Materials   August 15, 2011 – November 15, 2011
- Production IQCS is unavailable at 5 pm   November 30, 2011
- Training Classes can begin   December 5, 2011

3. **Alternate Processing Location Test – Date TBD**

Discussion: Janis Reimers updated the board on the upcoming Alternate Processing Location Test. The Alternate Processing procedures allow the IQCS to continue to operate in the event that there is a failure related to the servers located at NIFC. The system is designed to fail over to the servers located in Denver Colorado. The IQCS staff is planning to test this system in November 2011 and would result in IQCS being offline for a few hours.

Decision: **The Board endorsed the Alternate Processing testing but requests that the agency leads are notified prior to the test to ensure we can identify possible port issues if they occur.**
4. **IQCS Re-Certification and Accreditation-Dec 12, 2012.**

Discussion: Janis Reimers provided the board with information regarding the upcoming Certification and Accreditation for the IQCS which is due in December 2012. Janis does not see any major impediments to attaining a renewal of IQCS Certification and Accreditation. The C and A will be conducted remotely. Some of the requirements to recertify the system include; the security plan, monitoring strategy, and standard operating procedures. One suggestion offered was to explore the feasibility of making IQCS part of a NIFC suite of applications. This accreditation is required every three years. Janis is confident that IQCS should be able to recertify the system.

5   Feedback from the biannual user survey conducted June 1, -30 2011

Discussion: Every other year IQCS conducts a user survey to gather data regarding the effectiveness of the system from the point of view of its users. This information becomes part of the Office of Management and Budgets reports for performance reporting. Some of the major topics include; customer benefit, messages to ROSS, required reporting in timely manner, reliability, and amount of unplanned down time. If users of the system logged into the system, they were prompted to complete the optional survey. Of the 1392 users that logged in during that period 92 users completed the survey representing 7% of those users. The primary take away from the process was the issue regarding the written comments. When respondents used the comment field to leave written comments if they did not include their email address the staff was unable to respond directly to their question/comments. In some instances, comments were left asking for functionality that already exists in the system. In the future we need to look for ways to remind the users to include their email if they would like to receive a response. The most common comment received in the comments field revolved around processing/refresh speed. As we continue to upgrade and move to new hardware, IQCS speed will improve, however, there isn't anything IQCS can do about network speed issues.

6.   FEMA IQCS Proof of Concept-Project Update.
Discussion: Rhonda Toronto, Project Manager for the FEMA Pilot Project, provided an update to the Board regarding the results of the Proof of Concept project completed August 2011. User acceptance testing was conducted in July 2011 here a NIFC with selected representatives of FEMA. The User Acceptance Testing was successful in demonstrating that IQCS could handle the management of FEMA's business rules contained in their FEMA Qualifications Guide. IQCS is waiting to hear what decision will be made by FEMA regarding how they might want to proceed.

7.   Operations and Workforce Development Committee

Discussion: Mark Koontz member of the OWDC provided updates to the board regarding their recent meeting. Of note the new 310-1 is scheduled to be released in October 2011. The OWDC approved additional flexibility in regard to the management of position task books. The change to the task book administration, however, will not result in any functional changes to task books within the IQCS rather these are manual changes that a certifying official can accomplish outside the system. The IMOST task group has completed its work examining the succession challenges of incident management team configurations and procedures and is moving toward implementation of its recommendations over the course of the next five years. Implementation of the recommendations of the IMOST task group has been assigned to the OWDC. Since the IQCS reports to the OWDC this implementation may result in changes, modifications, etc to the existing system. The IMOST final report was not available at the time of the meeting so it is unknown at this time what work this may entail for the board.

8.   Review IQCS Charter, consider modifications in terms of membership.

Discussion: There is a need to update the existing IQCS CMB charter to meet the new framework established with the recent reorganization to the NWCG working team. The existing charter was handed

out to each agency lead for review and discussion. It was proposed that we include Tony Doty as a member of the board to represent the DOI All Hazards group. The DOI has provided the needed funding for the inclusion of the all-hazard positions and this would establish essentially an agency lead to be the point of contact to establish and maintain the business rules surrounding the management of these positions in the IQCS. Tony Doty agreed that he would be willing to fill this role as the lead for the DOI All Hazards program.

Decision: The Board agreed to seek approval for the inclusion of Tony Doty as a member of the CMB and include him in the updated CMB Charter.

Action Item No 260   Review IQCS CMB Charter Work with Tim Blake to update charter, provide draft for Board approval, in addition seek approval from NWCG Preparedness Branch Coordinator Tim Blake regarding the addition of Tony Doty as member of CMB.
>   **Lead:** Craig Cook with Mark Koontz
>   **Target Completion Date:** February 2012

9.   DOI All-Hazards Positions in IQCS Implementation

Discussion: The DOI has tasked the IQCS Board with the implementation of DOI All-Hazards Positions in the IQCS. To date IQCS has created 49 positions under the new set ID, AH000, representing the business rules governing the All-Hazard positions. In addition, the Agency Leads met on October 6 to review an additional 39 positions that were approved for creation pending approval by the Position Naming Board to ensure the mnemonics are sound. These positions are scheduled to be built in the coming months with an approximate due date by January 1, 2012. Tony Doty has been scheduled to receive IQCS training so he will be able to assist in the management of the positions under the All-Hazards category.

10.   Proposed Modification to Task Book (allowing reactivation)

Discussion: Guy Colwell, application programmer presented a proposal for modification of the task book functions in IQCS. The task books have been tightly managed since the application was originally developed. The result of the current functions of the task book component is an inordinate amount of requests from users to alter the task books to meet the needs of the field. For example, if an experience record is not entered in time the task book will expire in the system prompting the user to request the task book be reactivated temporarily so they can enter the experiences and certify the task book. This occurs often because the task book is a hard copy system that often does not get turned in to account managers until it has been completed. In other cases, simple date entry errors like inaccurate initiation dates need to be corrected and must be requested and fixed by the IQCS programmer. These edits to task book account for approximately 50% of the programmer's time.
Recently the IQCS staff has included task books in the audit function which documents keystrokes and user ids to ensure integrity of the system regarding the legitimacy of task books transactions. The audit function for task books however is not fully functioning yet and will need some trouble shooting before being confident of its reliability.

The proposal before the board was to allow the task book function to be opened to the account managers to make these needed changes on their own. The process would involve activating an edit feature check box or similar feature that would allow temporary access to reopen book to edit, enter experiences etc. Using the feature would require a justification be entered along with an authorizing official similar to the manual award of competencies or administrative actions at the qualification card. Further, the task book would only remain open temporarily to allow the edits and would again close when the nightly batch process runs.

Decision: The Board concurred that the task book edit feature can be developed but not implemented until the audit feature is fully functioning.

Action Item No XXX <u>Proposed Modification to Task Book (allowing reactivation</u>) Develop edit task book function to allow account managers to temporarily reactivate task books for common edits, ensure justification and authorizing officials are required to complete process. Do not implement until audit feature is functioning properly.
> **Lead:** Guy Colwell
> **Target Completion Date:** April 2012

Action Item No XXX <u>Proposed Modification to Task Book (allowing reactivation</u>) Develop FAQ for posting on the web site to describe the intent, and functions of the task book edit feature.

> **Lead:** Michael Morgen/Craig Cook
> **Target Completion Date:** April 2012

11.   <u>Demonstration of additional qualification card functions supporting All-Hazard implementation</u>

Discussion: Heidi Noack, contract programmer, provided a demonstration of the features added to the qualification card that allow individual agencies to manage the position requirement checking by mapping Set ID priorities in the system. For example, it is now possible for an agency to tell the system in what order to seek qualification criteria for all their responders. When this set up is complete the system will apply qualification requirements per the direction given. For example, if an BIA employee is a RESL and the BIA is mapped to look at rule set NWCG first and All-Hazards second if it finds criteria under NWCG for RESL it will apply those criteria. If activated by an agency representative the red card will also allow the user to choose between the two rule sets. Using the example above if an agency wants to allow responders to be able to choose between All-Hazard requirements and NWCG requirements this feature will allow the set ID, i.e., rule set, to be changed at the qualification card. To document this change the qualification card now displays the Set ID, i.e., (rule set) applied to each position on the responder qualification card.

➔ **Decision: The Board reviewed and endorsed the new set ID processing map and edit feature on the red card. Allowing the selection of the alternate Set ID modification at the qualification card is an individual Agency decision.**

12.   <u>Bin Items: Edit checking in Session Administration</u>
Discussion: Guy Colwell presented an issue received from a user concerning the way the Session Management works in IQCS. When two or more sessions occur on the same day the session management in IQCS will not allow a student to be enrolled in both courses due to the delivered checking that operates to ensure students are not scheduled to be in two places at the same time. Some of our NWCG courses however are short and it is appropriate that they be enrolled in two sessions in the same day such as L-180 and I-100. There is a way to manage this with the delivered functionality utilizing cut session, but the process is rather cumbersome. Guy proposed that he simply turn of the edit checking function in IQCS which would allow students to be enrolled in multiple sessions on the same day. This would be easy to accomplish if approved by the Board.

➔ **Decision: The Board endorsed modification to the session management function by turning off the edit checking in session management to allow students to be enrolled in more than one session in a day.**

Action Item No XXX Bin Items: Edit checking in Session Administration   Remove edit checking feature in session management to allow students to be enrolled in more than one session on the same day.   **Lead:** Guy Colwell
　　　　Target Completion Date: April 2012

13.　　Review action Log

Discussion: Craig has developed a query in IQCS that will list open action items.

Action Item No XXX Review Action Log   Craig will run query for each agency lead and send email results so they can review and ensure actions items are updated, completed etc.

　　　　Lead: Craig Cook
　　　　Target Completion Date: December 1, 2011

➔ **Decision: Next IQCS CMB Meeting – Board concurred that the next IQCS CMB Meeting would be held on April 24- 25 2011 in Boise Idaho**

Draft Notes October 2011 for review.

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IQCS
Change Management Board
Agenda

October 5 – 6, 2011
Meeting Begins at 0830

NIFC Shopai Building
Raleigh Atkins Room

☐	**Roll Call**	
	Agency Leads **IQCS Staff** ☐ BIA **Craig Cook** ☐ **Mike Morgen** ☐ NPS **Mark Koontz** ☐ **Cindy Schafer** ☐ USFS **Jill McCurdy** ☐ **Guy Colwell** ☐ FWS **Russ Babiak** ☐ **Doug Freeman** ☐ BLM **Mike Ellsworth** **BLM OF&A IRM** **Guests;** ☐ **ITC David Potter** ☐ **John Gebhard** ☐ **Janis Reimers** ☐ ***Rhonda Toronto*** ☐ **Greg Jensen** ☐ **Tony Doty**	
☐	**Agenda Items**	
	Introductions	**0830**
1	☐ **DOI-All Hazard – Agreement/Implementation** **Information**	**Janis Reimers**
2	☐ **IQCS Upgrade from 8.8 to 9.0** **Information**	***Janis Reimers***
3	☐ **Alternate Processing Location Test – Date TBD** **Discussion/Information Sharing**	**Janis Reimers**
4	☐ **IQCS Re-Certification & Accreditation – Dec 12, 2012** **Discussion/Information Sharing**	**Janis Reimers**
5	☐ **Feedback from the biannual user survey conducted June 1 – June 30, 2011** **Discussion/Information Sharing**	**Janis Reimers**

6	☐ **FEMA IQCS Proof of Concept - Project Update** **Discussion/Information Sharing**	**Rhonda Toronto**
7	☐ **Operations and Workforce Development Committee Updates/issues** **Discuss/Plan**	**Morgen/Koontz**
8	☐ **Review IQCS Charter, consider modifications in terms of membership.** **Discussion/Decision**	**Team**
9	☐ **DOI All-Hazards Positions in IQCS Implementation Plan** **Discussion/Decision**	**Team**
10	☐ **Proposed modification to Task Book records allowing reactivation with justification and documentation.**	**Colwell**
11	☐ **Demonstration of additional functionality at the qualification card which supports All-Hazard implementation**	**Noak/Colwell**
12	☐ **Bin Items**	*Cook*
13	☐ **Review Action Log** **Review**	**Cook**
14	☐ **Round Robin**	*Team*

☐ BLM
☐ BIA
☐ NPS
☐ USFS
☐ FWS
☐ OF&A

☐ IQCS Project Manager	
☐ Mike Morgen	
☐ John Gebhard	
☐ Janis Reimers	
☐ Cindy Schafer	
☐ Guy Colwell	
☐ Doug Freeman	
☐ **Close out**	