



Interagency Interoperability Oversight Group



Interagency Helpdesk Escalation Procedure Project Project Closeout Proposal and Summary April 27, 2011

Propose: Project Closure

Project Overview (As stated in the Charter signed September 14, 2010)

The IIOG has seen several examples where helpdesk tickets are left unresolved indefinitely. These examples occur when the source of the problem crosses agency boundaries between Bureau of Land Management and Forest Service. IIOG direction is that there needs to be clear understanding and policy in both the FS and BLM that tickets are not closed until the problem is resolved; even if the knowledge documentation does not include instructions on resolution.

Project History

The project team established weekly meetings. The team developed the charter and project plan between BLM and FS. Agency representation changed from time to time which lead to some delays in completing the project. However, under the leadership of Dana Watts (Forest Service CIO Helpdesk Manager), Steven Zelczack (BLM Helpdesk Manager) and Nichole Owen (NIFC-BLM) the ultimate deliverables have been completed.

Project Deliverables (Please see charter for more details)

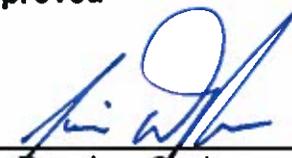
- Project Charter – (major): Complete
- Security Review – No longer needed.
- Final MOU – Complete (cited NWCG Information Systems Interconnection MOU - <http://www.iio.gov/NWCG/NWCGMOU.PDF>)
- Helpdesk Agent training – Complete
- Support Documentation – Complete
 - Knowledge documentation has been published at both helpdesks.
 - Escalation procedures have been defined.

Project Close-Out Justification and Summary

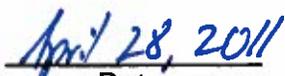
Both the BLM and FS have made major changes in their helpdesk support systems for IT and Radio that have resulted in vast improvements. Consensus is that end users of both agencies have a clear understanding of their support environments and how and when to contact the other if necessary. Knowledge documentation was reviewed, and additional documentation has been published related to helpdesk contact and escalation information. Most importantly, BLM and FS helpdesk leads have formed a relationship and are committed to prioritizing interagency issues as soon as they arise.

Project deliverables were met within the defined scope of this project. Future work should include clearly defined objectives and required outcomes, and should be accomplished through a separate and distinct project plan.

Approved



Jim Douglas, Chair
Interagency Interoperability Oversight Group



Date