

National Wildland Fire and Aviation System Coordination Group (SCG)

Meeting Minutes

Boise, Idaho

14-Feb-2008

Attendees:

Members:	Name	Agency	e-Mail	Telephone
	Andrea Olson	FWS	Andrea_Olson@fws.gov	(208) 387-5597
X	Carol Saras	NWCG PMO	Carol_Saras@blm.gov	(208) 387-5266
X	David Potter	BIA - Chair	David_Potter@nifc.gov	(208) 387-5237
X	Erik Torres	NPS - Vice-Chair	Erik_Torres@nps.gov	(208) 387-5213
X	John Lutzow	BLM	John_Lutzow@nifc.blm.gov	(208) 387-5703
X	Keith Smith	NASF	Keith_Smith@blm.gov	(208) 947-3735
X	Kristine Lee	USFS - Research	kristinelee@fs.fed.us	(406) 829-6977
	Mike Barrowcliff	USFS	mbarrowcliff@fs.fed.us	(208) 387-5280
Guests:				
	Al Borup	NWCG PMO	Al_Borup@nifc.blm.gov	(208) 387-5263
	Andy Gray	ICBS-R	agray@fs.fed.us	(303) 907-3781
X	Bill Rush	USFS	brush@fs.fed.us	(208) 387-5294
	Bruce Jeske	LANDFIRE	bjeske@fs.fed.us	(406) 829-6702
	Cindy Schafer	IQCS	Cindy_Schafer@nifc.blm.gov	(208) 947-3737
	Dan Keller	FPA/LANDFIRE	dkeller@fs.fed.us	(303) 236-0635
	Dorothy Albright	IBA	dpalbright@fs.fed.us	(541) 750-7403
	Frank Peters	NWFEA	Franklin_Peters@nifc.blm.gov	(208) 387-5262
	Gladys Crabtree	NPS	Gladys_Crabtree@nps.gov	(208) 387-5214
	Greg Jensen	BLM	Greg_Jensen@nifc.blm.gov	(208) 387-5438
	John Noneman	FireCode	John_Noneman@blm.gov	(208) 947-3775
X	Jon Skeels	ROSS	jskeels@fs.fed.us	(303) 236-0630
	Rick Mills	DOI Aviation	Rick_Mills@nbc.gov	(208) 433-5050
	Shari Shetler	IRMWT	Shari_Shetler@nifc.blm.gov	(208) 387-5700

DOI Wireless: (Carol Saras)

- Denver is running an assortment of wireless network prototypes.
- Interesting possibilities may be coming to DOI.
- Jon Skeels:
 - The ICBS project has been working with the people in Denver on the wireless topic; provided a solid business case in favor of wireless.
 - ICBS has installed wireless networks in half of the national caches.
 - Rocky Mountain cache is going live next week (week of January 7th).
 - There is positive support by all involved with wireless topic; Jon specifically noted assistance from Don Lee (BLM-NIFC) and John Noneman (BLM-NIFC).
 - BLM test lab in Denver providing great assistance to ICBS project.
 - ICBS project is not on schedule, but making continued progress toward completion.

Remote Control Web-based Solution: (John Lutzow)

- Nancy DeLong has asked the SCG to help identify and champion the deployment of a tool that will allow remote access to users' PCs by help desk personnel. Although some bureaus may have this capability in some form (BLM does), interagency applications like ROSS need the ability to reach across network boundaries to assist users (Ms. DeLong's request is appended to the end of these minutes).
- There are numerous network security and configuration management issues involved.
- John will work with Carol and Nancy to clarify the request and perhaps identify possible solutions.

BIA - NIFC North 2: (David Potter)

- Everything is still on hold while hoping for FY2008 funding; currently delayed by continuing resolutions.

SLA for Systems in O&M: (Erik Torres)

- Discussion revolved around terminology ("template" versus "checklist" versus "guide" and "SLA" versus "IAA" versus "MOU"). IAAs (Inter Agency Agreements) focus on relationships where funds are transferred. MOUs (Memorandums of Understanding) are rather weak and do not have enforcement capabilities.
- We agreed we need something to aid projects with the topic and do not want to get overwhelmed with the terminology at this stage. Our goal is to help projects develop documents that define the roles between system's managing partners and the associated partners.
- Bill Rush suggested Erik and Carol should check to see if the PMO will take this topic forward (the PMO has a proven track record of delivering solid templates/guides for these types of issues.) Erik and Carol agreed.

I-COOP:

- General discussion about if this is still a valid topic for the SCG. David proposed tabling the topic for one meeting and he will check with Shari Shetler to see if the IRMWT Chairperson feels this is worth pursuing.

System/Project Status Reporting: (David Potter)

- Mike Barrowcliff provided a December 2007 system/project status report to the SCG Chairperson on 13-Dec-2007. The report has been distributed to the SCG, IRMWT, and to the NWCG webmaster for posting on the SCG's web page.

Helpdesk Interoperability Study: (Mike Barrowcliff & John Gebhard)

- Delayed due to possible early-out opportunities in USFS.
- Hope is to better integrate BLM, USFS, and ROSS help desks.
- A Thin Client program may look for interagency help desk opportunities.

Template for Plan for Transitioning Projects to O&M: (David Potter)

- No update.

SCG Charter and Elected Positions: (David Potter)

- The voting members of the SCG unanimously support the changes to the SCG's charter, the election of David Potter as chairperson, and the election of Carol Saras as vice-chairperson.
- The IRMWT Chairperson concurs with the changes to the SCG's charter, the election of David Potter as chairperson, and the election of Carol Saras as vice-chairperson.

Round Robin:

Jon Skeels (USFS Project Manager):

- Security is consuming vast resources.
- ICBS is moving forward.
- ROSS is settling into its NESS environment (somewhat more complicated than it may first appear).

Bill Rush (USFS):

- USFS advertised five Resource Information Manager positions (one in Boise). The closing date was 7-Jan-2007.
- Pending retirements are putting the Help Desk Interoperability topic on hold.

Kristine Lee (Fire Research): Nothing

John Lutzow (BLM): Nothing

Carol Saras (NWCG PMO):

- Final draft of NWFEA's Blueprint is about to be sent out to NWFEA's Steering Group.
- PMO/NWFEA is reassessing roles within the NWFEA structure.

Erik Torres (NPS):

- NPS is also focusing upon security. They are evaluating the impact OMB's standardized WindowsXP STIG will have on network; most parameters are not a problem.
- The Thin Client project is still going forward.
 - Jon Skeels - Is Gina Bald in touch with the project?
 - Erik - Yes.
- NPS has a CCMB that is finalizing an approved software list for NPS's PCs. Erik is ensuring all fire applications are on the list.
- NPS is adding a new STEP intern to its IT support staff.

David Potter (BIA): Nothing.

Future SCG Meetings (David Potter):

- Tentative dates for future SCG meetings are:
 - 14-Feb-2008 (delayed one week due to IRMWT meeting during 1st week)
 - 6-Mar-2008
 - 3-Apr-2008
 - 1-May-2008
 - 12-Jun-2008 (delayed one week due to IRMWT meeting during 1st week)

Appendix A - Letter from Nancy DeLong to John Lutzow:

Not sure this will help but following is a response that I got from the Interagency Systems Helpdesk (contractor) regarding the web conferencing issue that you will bring up at the SCG meeting today:

My opinion is that this is worth whatever time and efforts are necessary to try and get this (or something similar) approved. If we are not going to get access to applications that we support for various security reasons, we need something in order to be able to provide customers with timely support.

We need to begin thinking about something that will provide the helpdesk the ability to see what the customer is seeing. I can tell you that trying to support EaTIS, ABS, and I-Suite with limited to no access to what the customer base sees is beyond difficult and is extremely time consuming and frustrating. If we had to support ROSS in the same fashion it could be crippling to our ability to support ROSS customers.

Our limited access to supported applications impacts everything. This approach increases call times, decreases service levels, and requires more helpdesk staff in order to handle the longer call times. Trying to provide quality service via screen shots and by walking the customer through the same process countless times, because they are not doing what we are telling them to do, or they are not telling us what they are really seeing, is a very labor intensive process for the Helpdesk staff and a very frustrating process for both the customer base and Helpdesk staff.

Nancy F. DeLong
Deputy Project Manager
NWCG ROSS Project
3833 S. Development Avenue
Boise, ID 83705
208-947-3710 (office)
208-866-7061 (cell)