

Dispatch Computer Management and Support and FireNet Briefing Webinar

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Hello.

[Music]

Please stand by for real-time captions.

Ladies and gentlemen thank you for standing by. Welcome to the dispatch computer management and support and FireNet briefing, IDIP conference call. At this time all participants are in a listen only mode, and later we'll conduct a question and answer session and instructions will be given at that time. Should you require assistance during the call please press star then zero. And, as a reminder this conference is being recorded. I would now like to turn the conference over to our host Miss Kolleen Beesley. Go ahead please.

Good morning everyone and thank you for taking time to join us for this call. I'm going to give it a couple more minutes as people are logging on. Making sure that we have everybody on board that wants to be here. A couple of things we sent out some pre-reading for you. If you haven't had a chance to look at that the links out there. Please go ahead and take the time, I'll give you just a couple of minutes to review. It was one of the efforts that IDIP did and I'll explain how that occurred in just a little bit. So again, we will start in about two minutes to make sure that everybody has the time to dial in. Operator, how many folks are out there on the line? Currently there are 30 on this conference call and the phone lines.

Alright, I suspect some are in groups. Do we still have folks waiting on to be dialed in? Can you tell? Are more coming in?

Currently we have just had about 10 dial in here at the last minute.

Okay, I figured, give it a couple of minutes, make sure we include everybody. Maybe you can let me know when that stops or calms down.

Certainly.

Alright and we are going to go.

Alright, again thank you everybody for joining us. I am Kolleen Beesley. I am the project lead for the interagency dispatch implementation project. This series of virtual roadshows will be around specific topics around that the IDIP team has been working on. And it's not an IDIP briefing. It's around specific problems that we are trying to help resolve. Again, this meeting is being recorded. If you have any objection to that please feel free to disconnect but right now we are the only ones in record mode until you open up your phone to ask a question and we will give you those instructions later. I have some other folks who will be speaking to you about this because I am not the person that invented this, I'm not the one. These folks are far smarter

in this technology and they can give you a lot of information that I think you will be glad to have. They are Erik Torres-Jacquez. And I probably said that wrong Eric, I apologize, he's from the National Park Service and Chris Buzo from the Forest Service. We'll go into a little bit more of an introduction here. Eric, did I say your name correctly?

That was close enough. [Laughter] Jaquez.

I'm sorry. Alright. Good. Let's go ahead and move on. First of all, what is IDIP and why are we doing it? I hope most of you heard of it. For those of you who haven't, interagency dispatch implementation project. We were given a charter signed by Tom Harbour and Jim Douglas; Tom Harbour director Forest Service fire and aviation, Jim Douglas director of office of wildland fire for Department of Interior and they said take all the stuff that has been studied. We have studied dispatch. Now implement these recommendations. And so they give us three key deliverables, and we had to figure out what all went around those. One was computer aid dispatch standardization and we did a virtual road show a few weeks ago about that. I think most of you had the opportunity to get up to date, if not we can also give you more information on another opportunity. Then they gave us create and interagency dispatch operations guide, an IDOG. Like the IHOG and all the other OGS out there. And so we will be working with the dispatch efficiency working group on that. We've already begun some starter parts that we need to do some more work on that. We'll brief you about that in another presentation. And then they gave us this other piece. The governance and staffing. And we divided that workload into the three technical working groups. The workload group, the governance TWG and the facilities and information technology group. Just to divide it up because there is so many topics out there. And we validated what we intended to do against past studies to make sure these concerns are still right, valid, it's not old, and they were spot on, frankly. So back in the day, the interagency interoperability oversight group, some of you have probably heard about it, started working on a project called access and authentication. And it was meant to solve some of the problems that you all experienced out there in the field with sharing documents between Forest Service, BLM, Park Service, and the states. And it's a nightmare. And the Gmail account issues that you have. And just a lot of that sort of issue. IIOG went away, and it went into this project called wildland fire and information technology group, somewhat of a replacement for IIOG. And then this charter that came along for IDIP and said hey, help us figure this out. Tell us what's really important, that kind of thing. And that is kind of how this all ties together. Last summer there was an interagency OICO tour. OICO, office of chief information officer, and those were executives from Washington. The OICO for the USDA and for the Department of Interior and the Forest Service and several of their top specialists, like their security folks, and just people who would understand the issue and help us to break down the barriers to being able to make this become a reality. And get the horsepower and support behind us to fix these problems. Because it's challenging when you cross departmental boundaries and different interpretations of regulations, and it's just a challenge that's why it has taken so long. So as a result of this tour, one of the things we took them to tier 1. We give them to see Susie's shop, the national interagency coordination center, gave them a tour of that. And then we took them

over Boise dispatch and we let them see what that was like. You know, the main initial attack desk and how many computers are maintained there. And how you have to, you know, the fleet of BLM network printers and the Forest Service printers in the same room and all of that stuff that was going on. And Expanded was going, set up at the same time. They got to see what expanded was like. And guess what, we do have not federal, not state, we have ADs even accessing our network and how those managed profiles work, and just all of that. They got to see it for themselves. And then we got them out to fire camp and they got to see a whole other world. So they got a firsthand look. We offered them opportunities to talk to the people who were doing the work. To understand what those challenges really are and why. And so that really helped to get the passion from them about trying to help us. So as a result of all of that, they said give us a briefing paper that explains the challenges to this computer support. You know you've got to get all of the computers out of here and make sure their updated and you're patching them. And you're making sure that your dispatch center they are ready to go. You got those ones in the cupboard set aside for expanded and you get them out of the closet and they need updates and all of those hassles that go with it. And you're not IT people. And that's a workload and just all the challenges. And I said boy have I got a deal for you because it was one of the main topics addressed by these TWGS, these technical working groups of IDIP. And they said this is a huge problem. So we already had it on the shelf, ready. We wrote it up, handed it over to them. They forwarded it on to Erik Torres and Chris Buzo. And they're going to talk to you about the work that is being done to solve it, which is huge news for us. They also did this group that Eric's going to will share with you. They are working on IT capability at fire camp and some other issues. We're not going to go into those. It is more about dispatch right now. And then of course access authentication Chris is going to tell you about FireNet and the progress that's happening there. Now the thing you've got to do here is we have to manage expectations. It's coming, it has been coming for 20 years and I know you've heard that. It really is this time. But it is not coming tomorrow. It needs to be done right. We are rolling out some testing. And we're going to give you more information about that. You're not have it this fire season. But you're probably going to have it next fire season. So a lot of progress is starting to happen. And Eric and Chris will go on to that and let you know what those timelines are. I gave you this briefing paper. It's just that one. I want to make sure you've read it. This is the briefing paper that the IDIP team put together and handed to the ICIOs. Which is now resulting in what you're going to learn about today. Before I go on any further, I'm going to introduce these two guys. Erik Torres-Jacquez. He's the acting chief of division of fire and aviation in information technology and that is for the Park Service at the fire center. And you can contact him after this with that contact information, if you choose to or have further questions. And then Chris Buzo who is client liaison to Forest Service fire and aviation and law enforcement investigations for the chief information office, Forest Service CIO. He is also at the fire center. These two guys are right in the middle of fixing these problems. They are going to be able to tell you a lot. I'm going to open it up now just briefly, do we have any quick questions before we move on? Operator could you check?

Ladies and gentlemen, if you'd like to ask a question please press star then one on your touchtone phone to place yourself in queue. You will hear a tone indicating that you have been placed in queue. And you may remove yourself from the queue at any time by pressing the pound key. We do ask if you are using a speaker phone please pick up the handset before pressing the numbers. And once again, if you have a question please press star one at this time. And no questions are queuing up at this time.

Okay, good enough. I'm going to let Erik takeover. And talk to you about WFIT and talk to you about where we are going. So Erik, the floor is yours.

Alright, thank you Kolleen. Good morning or good afternoon everyone. First I want to thank Kolleen, the IDIP project group and also the dispatch community for inviting myself and Chris out here to talk to you guys on this virtual road show. I really appreciate the opportunity to highlight some of the advancements and some of the projects that we are working on in WFIT. And also talk to you about what WFIT is and what are we doing to try to solve and mitigate some of the issues that we have seen over the years. So like the IDIP project, what we call WFIT or in terms of wildland fire information and technology project was also a champion by leadership. Kolleen talked about Jim Douglas and the Department of Interior and Forest Service, the same thing happened with WFIT. As Kolleen mentioned earlier, the idea or the concepts around WFIT are not new. We had a gentleman retire here who'd been in the fire center for 30 years earlier this year. He had seen the same type of issues early in his career. Just with different technology and different policies. But a lot of these concepts are not new. However, this new iteration of WFIT is definitely much more different than previous iterations that we try to accomplish in the past to meet and manage some of these issues. I think the biggest difference is now with WFIT than other endeavors in the past is really twofold. It's one, the engagement of the CIOs, the chief information officers. Both from the DOI and USDA Forest Service side. There is been some huge engagement from that community. They are participating daily basis on these different projects and discussions. They have also taken their time to come out here to Boise and other locations on numerous times to continue discussing these topics and trying to find issues collaborative and coordinated solutions for our concerns. And then second one is really the engagement by the business community. It has been very different in the past and I'll talk about that in a little bit in the next couple of slides. But it's been very different in how the business has engaged in IT. And IT more than ever is a huge component of how we do business. It's very difficult nowadays to business without an IT component. Specifically at the dispatch level, and also the incident management team level. There is a lot more engagement from the business community. But the one thing WFIT is looking to do and that's what the mission statement states, that you are looking at right now, is we really want to fundamentally change how we do business in information technology. We don't want to use the same silo system that we used from the past, where the Forest Service would do one thing, the Park Service would do another and the BLM would do a totally different thing. We want to develop this collaborative coordinated effort to bring the necessary tools and resources to the community. And make sure that they have them in a timely and

efficient manner. One of the things I definitely need to underscore is this is a very complex issue. What we are trying to do in WFIT is provide a solution that meets multiple lines of business. And this type is one of them. We are trying to make sure like Kolleen said we do this in an iterative way and in a responsive way to make sure we do it right. We then take the time to find the right solution and implement the right solution for everyone's needs. The actual WFIT process or the concept of WFMI actually started back in early 2011. With some reports back to the CIO on some of the concerns we have from the interagency community. But it wasn't until March 23, 2012 that things got moving and started going forward by the CIOs and the senior leadership actually took initiative and signed an agreement to start looking at some of these issues and start developing a new paradigm of how we view IT in wildland fire. That consisted of multiple things like governance and technology. And business processes. So that's really where this all got started. One of the biggest reasons for implementing something like WFIT has been the change in the technology sector within the federal government as far as presidential initiative. We have new presidential initiative regarding information technology. And information technology security. And also other initiatives around record management. How we handle personal identifiable information or sensitive data. That is really some of the bigger factors into why we need to do something like WFIT. We are having a lot of these external policies and mandates that we have to comply with. We have to ensure that at the same time we are providing the resources and the technology and tools necessary for the field to accomplish their job. That is really a very broad overview of WFIT. But like I said, the mission statement hits the nail on the head as to exactly what we are trying to do. Next slide please.

What is this WFIT thing? What is information technology? This slide here actually came out of the March 23 report that was done and that was signed by the leadership both on the USDA level and the DOI level. These are the fundamental ways that we want to conduct, the different ways we want to conduct business moving forward. Previously every agency, even within the Department of Interior, had a different business process on how to implement information technology. A lot of times that hampered how we did business in the interagency community here within wildland fire. A lot of times we were not able to collaborate because of those differences. I'll go through these five very quickly, you guys can read them as well. The main difference was we want to have one vision for information technology, and one strategy for information technology. And how we manage all of our investments, our IT portfolio. That was the one thing, everyone had a different vision and a different strategy on how to implement information technology and applications before WFIT. Now we are moving towards a single vision and a single path and how we manage those resources and those investments. To do that we definitely need agreement from both departments to have a common direction or guidance on how we implement information technology. And how we approved these investments. Without that common direction from the departments, it makes it very difficult for the agencies and the different lines of business to move forward in that one single vision. That is where the departments really need to get engaged. And more importantly, we need to have a plan for how to execute that vision. We have been working on and what we completed a couple of months ago is developing what we call a five-year rolling investment plan. That investment plan

really sets up the next steps on how we prioritize our investments. And how we execute that investments in information technology. And that's crucial, because now we are all in agreement with this one document about what the vision actually looks like. How do we execute and implement that vision? That's where that comes from. Of course like everything else we want to make sure we are able to support that vision. We want to have this ongoing lifecycle management strategy to support all of these software and investments. Whether they are software, hardware, IT security or whatever they are. We need to provide the resources to support them. And be able to manage them into the future. It is one thing to develop and implement one single project but it's totally a different thing to support it over the years so the community continues to have the latest and greatest tools and capabilities without falling back in technology. At the very end, how do we manage this entire portfolio together? What does that management structure look like? Right now, the WFIT process is looking to develop a virtual organization within. What we call the information technology realm. What we are trying to do in that process is figure out how do we manage these investments together? Not individually, not how does Forest Service manage ROSS or how does BLM manage IQCS. How do we do that together so we can maximize and be more efficient of how we use our internal resources? But really at the end of the day, what does this all mean to me? It means that business is driving IT. And not IT driving business. It is about looking at the business requirements and saying this is what business wants, this is what business needs and this is what IT can do to provide those. It is about IT being forward facing and being responsive to the needs of the user or the customer. That is what I think WFIT is all about. Next slide please. I talked about the business components. And again, the business component is huge in WFIT. Now any meeting we have, any investment we look at or any position we have with information technology we do not move unless the business tells us to move. That is where we want to get to. Business is driving those requirements. Business is driving the vision and the management of information technology. But in order for us to do that from a technical position we had to develop a couple of principles or concepts for us to do so. These are really high level. But the main intent here is to have all of the IT community within the wildland fire approach or develop the same concept of how we implement and how do we service. How do we support these different investments that are geared towards the business community toward your requirements? The first one is mission requirements drive integrated modular-based applications and tools. What this really means is you have new technology that is coming out and web-based, mobile-enabled. You do not have the desktop applications anymore. You have the web-based applications like e-ISuite that are coming out. Our goal is to move towards that new technology. To try to invest where it makes sense. To try to get those resources or those tools in the hands of those firefighters or dispatch centers as quickly as possible, efficient as possible, and in whatever format is possible whether it is a laptop or a phone, or in iPad. That is what we are looking at. The next one is to make sure we are using authoritative data. That data is available for everyone. It's one of those things where you write the data once and you read it many times. What do I mean by that? Right now we have multiple systems that sometimes contradict as far as what type of data they have. More importantly, sometimes it is confusing

about who is the authoritative data source for a certain type of data element. Where you're talking about unit ID or you're talking about the location of the primary ignition location or whatever you are talking about. There are some application that are currently conflicting in who actually owns and who is the data owner and the authoritative data for that element. We want to try to minimize and standardize of where the authoritative data comes from. So all applications can get to the same data and have the same information, and hopefully come out with the same report at the end of the day. The next one is interconnection accessibility regardless of the affiliation or the agency affiliation. This is a huge one. We have been working on this one for many, many, many years. Right now, if you go out on a fire and you are a Park Service employee and you're going to a Forest Service unit on assignment sometimes some of those individuals have a very difficult time connecting to a Forest Service network. And that's all based on agency centric policy. The question is how do we get away from that? We know that is still the agency mission at the end of the day. Fire is only a small component of the agency business. We are told that time and time again by the different agencies, not only the Park Service, but BLM, Forest Service. We are told fire is a small component and although it's a critical component, the CIOs and their leadership have to contend with the rest of the business. How do we do that? Right now, we are developing a set of tools that will allow us to interconnect and have access to our data from wherever we are at. Chris will talk more about it, exactly what that tool looks like. I will follow up on how we implement it. That's really the main goal. Regardless of where you are at, anywhere in the globe, you can get to either your data or and you can get to your contents. That is what you do right now in the consumer side. If you want to get to your Gmail or your Yahoo account you can login from anywhere. We are striving to meet those requirements by the business. I think we have a great idea on how to move forward with that. The last one is we want to make sure that whatever we apply, whatever these tools and requirement are, this technology, we want to make sure that research and innovation is driving that push or driving the implementation of those tools. We want to look to our lessons learned from other organizations, we want to look to other corporations and how they are doing business. And also to look to other agencies, sister agencies, that also deal with emergency management and how are they implementing their tools and their technology to meet the requirements of the community. That's what we are talking about. We want to make sure that this is a pseudo-scientifically base process where we are looking at lessons learned. And we are looking at other implementation strategies following up with the best practices and guides to implement our technology. A great way that we have done that is we have gone out to this other organizations like Microsoft and Google and Alaskan Airlines and HP. We have gone to these companies and talked to them about how they implement technology in their organizations. We are trying to take those lessons learned from those organizations and apply them to the wildland fire community. That's a really important concept there. Next slide please. I talked about these, about this five-year plan and the reason we highlighted it or I wanted to highlight it in its own slide is because it's a huge component of how we do business. You can talk about the vision, you can talk about the goals, and you can talk about these concepts. In a sense they are all written down but they are nebulous in nature. You have to

operationalize those concepts. You have to make them come true somehow. You have to actually put them into a project or facilitate the way to derive these business practices from them. The way we do that is by developing that five-year rolling plan. Right now the five-year plan is set from 2016-2021. I talked about the five-year plan and how that plan sets the tone. And provides the way to operationalize that mission and vision that we have within the WFIT process. The three major principles or first five-year plan are around having mission-based capabilities. That means that whatever you are building that those requirements come directly from the customer. They are derived from talking to the customer. They are derived by looking at how businesses are currently conducting and trying to reflect that. Making sure that we do that in a better way. That is what mission-based business requirements mean. It is all about the mission, it's all about the customer, it's all about the requirements. It is not about getting the latest and greatest technology. But it's about getting the technology that makes sense for the customer and that maximizes the customer's efforts to get their mission done. The next one is enterprise-based investment actions. This one gets to the root of some of the problems that we have had in the past. Every agency was doing their own implementation. And that implementation sometimes didn't jive very well to how the enterprise could do business. For example we were doing multiple contracts for the procurement of IT hardware. Or we were all implementing different types of technology that didn't really talk to each other. The enterprise based investment actions are really meant to try to bring some consistency in how we execute those investments. Not only from a business perspective but also from a technological perspective. Making sure we take into account the business, the entire community, the wildland fire community, and how do we best implement that technology across the board. That is where working with the CIOs comes in handy. Now we are looking at how does the Department of Interior manage their enterprise investments? How does the USDA Forest Service manage their enterprise investments? How can we leverage those as best as we can to meet the requirements of the wildland fire community? Because the CIOs have their own responsibility of how they implement technology within their respective department. We have to leverage that and we have to ask for their guidance on how we do that. But at the same time we've got to make sure we are still meeting the requirements of the customer. If those requirements are not met then everything we do is for not. That's the key point there. The next one which really goes along with the other two is the workforce enablement. Any tool that we are developing, any technology that we are providing has to enable the mission of the workforce, somehow, or however that's going to be. Whether that's having a new web app or an app for your iPad or for your iPhone or whatever it might be. It has to enable that mission. If it doesn't enable the workforce to do their job faster, better and more precisely, then we don't want to go in that direction. That is probably the biggest one there. Again, it is all about those business requirements. It's about what you guys need on the ground. It is about listening to what the community needs, and being able to take that in turn those into tools. And systems and applications that meet those requirements. That is the big one with WFIT. Next slide. From here on I talk to guys quite a bit about WFIT. What it means at some of the very high-level information within WFIT. The next step is Chris and I will talk about what does that mean.

Again, I talked about this pie in the sky. I talked about the vision, this mission we have out there. How are we operationalizing those concepts? How are we meeting your guys' needs out there? When Kolleen sent me the IDIP document, the dispatch computer management and support document, all those key issues that you guys highlighted those are the same key issues that we have in other lines of business. They might be a little bit different because of the context. But they were very similar. How do we take all these different key issues that are very common across the entire wildland fire lines of business, and then how do we meet those solutions or how do we meet those requirements for that business? What we are going to do next is talk about two projects that we are working on that will definitely resolve a lot of the key issues that you guys have. But again, I want to just emphasize this is a very extremely complex process. We have to do things in a very subtle way, a very prescriptive way to make sure that we get it right. That's why we have the CIOs on board. Both from the DOI and the Forest Service to make sure that they help us through this process. That we have and are meeting the all the federal mandates. That's one of the big ones. If you are not meeting the federal IT security requirements or some other one like records management, then we can definitely get in trouble and we don't want to do that. But I think the technology we're looking to implement are definitely driving us in that direction. And then before I turn this over to Chris, the website you guys see there on the screen will get you a lot more information about WFIT. If you want to know about the governing structure, if you want to know about the history of WFIT, more than you probably want to know about, you can go to that website and currently get a lot of content on WFIT and what is going on there. Okay Kolleen, do we want to take questions or do we just want to turn it over to Chris?

Let's take questions.

Ladies and gentlemen if you'd like to ask a question please press star and the one on your touchtone phone. Again, if you have a question please press star one and we do ask that if you are using a speaker phone please pick up the handset before pressing the numbers. We do have a question from Paul Glaser. Paul your line is open.

Thanks you. Hello everyone. I may have missed this, but is this presentation going to be available for download?

Yes it is. We are recording it. And we are going to post it to the IDIP website as soon as it takes a couple days for them to process it. But the intention is that those who couldn't attend can watch.

Fantastic. Thank you.

You're welcome.

And if there any additional questions please press star and then one at this time. No questions are queuing up at this time. I will turn it back over to you.

Thank you. Chris are you ready?

Yes. I work with the Forest Service CIO. I have been involved with the FireNet project for almost 2 years now. If we can go to the next slide? FireNet is the end run around and to access authentication. In the years I have been working on this access authentication was endorsed by both the fire community, leadership, and CIO. How can we make this work? Take a team and put together options. Options were put together and brought forward. And basically the access authentication way forward was in a sense opening the door for the Forest Service and for DOI. As a respective network to allow for access by other communities. If I can put this in an analogy, I have a group of best friend guys whom my wife has never met. I am inviting my friends over to play poker in the garage. But unfortunately I do not have a garage door. The only way they can get in is through the front door. Now, if I let them in through the front door they have access to the entire house. Wife is probably not going to like that too much. Because she has never met them, she has never vetted them. In that analogy, short of opening the house to everyone, who other leadership folks, if you will, have not met, we have to work around to either build a garage door or build an environment where me and my best friends or my best friends and I to be properly grammatic can play poker together. What are we looking for? We are looking for that centralized single site for data access. How we are doing that now is after the August meeting and in preparation for the August meeting we looked at ways and opportunities for creating an environment for which we could work through. That environment has settled upon Google apps for Government, and actually right now we are looking at the Google unlimited environment which allows us to have both drive and vault. Those are important not only for the use of email, calendar, and the availability of chat and document development, but driving vault also allow us to meet the federal records act requirements. So we can have information that is federally developed, maintained, stored and archived in a federal environment for you should we be audited or law requirements need to pull the information. Basically this FireNet environment will be a shared use, shared environment to allow dispatch centers and fire camps to have a single access, single environment for which they can share information regardless of their affiliation and agency. Next slide. Touching on the Google unlimited security, of course we want to make sure it has been approved through all of the federal requirements so we can maintain and store the access. CIOs for both DOI and Forest Service are in the process of working through that to ensure that the authority to operate is in place for that. The account access, granting access through appropriate leadership, and agencies such as FAM IT or the office of wildland fire. Individuals who are overseeing the environment can grant access to those who have already have Google access. Such as DOI or state and local agencies who are using Google as their enterprise active directory. Or to provide licenses to Forest Service or other federal, state, local, tribal agencies who do not use Google as their active directory. So really we are providing an environment, a credentialed environment to allow dispatchers and fire camp folks to be able to access this environment. Which would be then secured, and able to have information accessible regardless of what network you are logging in from. Just as you would login from your home Google account with properly credential access you can log into your Google FireNet.Gov account and share with the rest of the community. Management, we are working on centrally managed account development as well as help desk support should

you need FireNet access or support issues during fire season. Next slide. You should be seeing a project at a glance. We have broken this up into three phases. Each phase roughly aligned to fiscal years and to fire seasons. We are well into the first phase of this project for about 1000 users. 500 of which being licensed, the other 500 being DOI or respective Google enterprise domain environment folks. To be able to basically have the pilot focus of the sharing environment, focus is on dispatch, we have identified several dispatches, dispatch centers geographic coordination centers, and the national leadership focus to be able to pilot this environment out for the first year. The foundational issues being, looking at how to work email, how to work calendar, document sharing, it's basically an expansion of the FireNet environment that is already out there. We're just expanding it to be able to use it on more of a consistent and monitored environment space. The second phase of this project would move into FY 2017. Double the amount of users. And expand to fire camps. Also looking at the two factor authentication to allow us to be able to use our PIV cards for those of us that do have PIV cards. But also the two factor authentication for other routes for those who do not have PIV cards. By PIV cards, I mean the link pass cards for Forest Service, and the equivalent for DOI folks. Phase 3, moving towards a more fully expanded and operational environment by which we are able to have full operational capability. Folks in the fire camps can use this out in the field using their mobile devices. Can develop applications within and for this environment. And, most notably, developing the access dashboard which would allow you to use FireNet as the single sign-on for your other respected dispatch center and fire applications. Essentially the access dashboard through FireNet through your accredited FireNet environment will allow you for the single sign-on capability that we have been trying to pursue through the access authentication project. That is just a little note there. But really as I mentioned in the beginning that is the end run around to get to the access authentication for single sign-on. Then of course, we are also working on the O&M program for the long-term sustainment and development of this effort. Also of note DOI, even though I'm Forest Service, DOI is the lead agency working this project. And has the oversight moving forward as this is based on development and the fundamentals of the bison connect effort that DOI has. Next slide. In summary, phase 1, we are looking at the focus on dispatch operations and then moving forward from there. The next slide is the currently in development I believe.

Chris is at a disadvantage. He doesn't see the same slides. We couldn't get him through the firewall. The currently development is up there. I had to backup. Go for it.

Okay, perfect. Excellent. Basically this is where we are working on right now. We are working on the security and access controls. Developing the policies for access, logging, compliance, and the email hygiene. Looking at developing the help desk, and then coordinating with the dispatch centers, geographic coordination centers, and senior and national level leadership to start moving forward with this environment for the fire season. With that I will open up to questions.

Ladies and gentlemen as a reminder if you have a question or comment please press star and then one on your touchtone phone. And we have a question from the line of Ray Crowe. Your line is open.

Hello. I would like to find out how do we go about issuing out the FireNet accounts?

Right now that is in development through the FAM IT folks and the OWF. Right now, the initial, the FireNet environment that has been around for the last few years is worked through FAM IT. It is envisioned that it will be somewhere similar in FAM IT but also through the help desk, an expansion of the help desk we already have in place for fire.

But I think the point is, maybe that you wanted to get signed on right now, and I don't think we are ready for that. Is that right Chris?

If the question is how you would gain access to FireNet in general, then as the dispatch center manager, if you had a new person coming in, you would work through the similar reading through the security agreements, reading through the access requirements to make sure you are not using the network inappropriately. And then calling in a request for access to the FireNet for that individual.

If someone were to call today would they be able to get access?

This site is not, for this pilot site we are working on, we are specifically focused on several dispatch centers that we have already started working with. So not this pilot phase, unless you are a part of the pilot group. No, not yet.

Okay. Thank you very much.

Again ladies and gentlemen, if you would like to ask a question please press star and then one on your phone. And no questions are queuing up at this time. I will turn it back over to you.

Okay. I think this goes to Erik now. Erik, Interagency Incident Technology Support.

That is a mouthful. I should have picked a different acronym. [Laughter] Actually Kolleen let's go back one slide real quick and I will cover one subset of FireNet that we are working on as well that I think we have gotten a lot of questions about. And I just I wanted to highlight it really quickly, it won't take that long. Chris, you are at a disadvantage because you are not looking at how we modify the slides. But the last portion of that slides says develop a website for WFIT what really is FireNet.gov. This is really a subcomponent or subproject under the overall broader FireNet project that Chris and DOI and Forest Service are working on. This one is really just a way, right now if you go to www.FireNet.gov you will see basically a black page. FireNet is not only a service but it is also a domain. It's a URL, a website. And one of the subcomponents of the FireNet project is to bring some content to that webpage. And make it the central or focal point of anything going on within WFIT. Right now I pointed you to the forest and rangelands website. That is just one website where we have information. There is a huge, a large amount of projects that are out there that have either been worked for WFIT or previous endeavors for IDIP is a good one under the IIOG. Those projects have information scattered

through other websites and they are all over the place. The intent is to bring some or develop a central focal point for a lot of this information. Initially the intent in phase 1 of the development in the FireNet.gov project is to bring some information about what WFIT is. Some of the major components, the organization, the groups, the projects, and also processes. Someone asked about how you log on to FireNet or how do you get an account. That is the type of information that would be publicly accessible on the front end of the FireNet webpage. FYI, the proposal for that got approved two weeks ago. We are still working on the funding structure. And then we will start moving forward with the contracting. And then moving forward with the development and implementation of that site. Again, this will be the focal point for any information that the people have about WFIT. And some of these different projects that we are working on. Just to highlight the process as well. Let's move on to the next portion of the presentation. What is the interagency incident technology support thing? We actually caught a Tiger team. It's the way we developed the project. The way I see, my vision or my perspective about FireNet, the one that Chris is working on with DOI and Forest Service and others, is that is the magic that happens behind the curtain. These are other services and collaboration services, and email, calendaring, all that. For those of you that are on DOI it is bison connect. It's really what it is. But there is a lot of magic happening in the background. How do you bring that magic to the consumer? That is what IITS is about. It is about leveraging FireNet. And being able to use and consume those services in a very standardized way. Let's talk more about that. The two main reasons for the IITS project and again, I have to caveat that this project is looking to solve a much broader set of issues that are around the information technology community at large. What I am presenting to you today is one component that looks at -- that will help to answer and mitigate the concerns of the dispatch community. But there is actually four or five different components that are out there that make this a very broad group or a very broad project, so just FYI on that. But the two main purposes for the IITS is to provide some type of interagency technology support or capability and security framework. Right now if you go out to the incident you have what used to be called computer technical specialist. Now they are called incident technology and support specialist. You have these individuals, these IT individuals that provide support at the incident level. At the dispatch office or the extended dispatch. These individuals provide that support. Or at least try to provide you the tools and services that you have. But a lot of times they are at a disadvantage because either don't have the right policies in place, we don't have the right framework for providing hardware support. Or they are from different agencies and they are trying to support personnel from a different agency. So for whatever the issues, sometimes they are at a disadvantage. What we're trying to do is standardize how these individuals provide support and how they secure the data or the content, the information that are on those devices. And I'll talk about how we do that. The other one is we need to provide standards around how we support this technology. Not only from an IT security side but also from the hardware side. What type of laptop are we providing? Is a consistent laptop across the board or is it a mismatch of different things. Right now, if you go out to an incident management team on a fire and an incident, if you go out and look at their equipment it is going to vary drastically from one incident to the other. Some folks have

equipment that they borrowed and stole from the agency. And it ends up that is five or 10 years old the technology that they have, the old laptops that they can't support. To the other teams are carrying the latest technology and they have these servers on board in these trailers that they go around the country and they do a great job in supporting people. We need to bring some standards to have that support occurs. So everyone has at least the same minimum configuration and has the capacity to support the stakeholder, the dispatcher that is out there. They have the tools to do that. Why do the IITS project, Tiger team get developed? Just like the IDIP and like FireNet it also came as a request from the executives. This one and FireNet came through the WFIT process. These are issues we have been dealing with for the last 30 years. They are not new. The only thing that is new is the technology that we have to deal with. Leadership wanted us to take a hard look at how we are implementing this technology now. What are the gaps that we have in the implement technology, and what are the solutions that we can bring to the table to facilitate and mitigate these issues? The two problem statements we have out there is, one, we have tried this numerous ways. We have had numerous attempts in the past to solve this issue. We used the other projects like what we call the mobile incident management information technology kit, the MIMITs. You guys might have heard of those. They are basically a trailer with a whole bunch of IT equipment on it that you take out on an incident. And you have all the necessary technology on that trailer to facilitate that incident from a technology perspective. To other solutions, the building a standardized image or building a set of guidelines for the community. We have a lot of different attempts to solve this issue. But we have never had a coordinated effort like we have now with WFIT. That is the biggest thing with WFIT. One we have the DOI, CIO involvement. And the other one is business is getting really involved in excited about it. We have the executives are on board and they're developing committees and groups to get this moving. Chris and I they have put our feet to the fire to hold us accountable for these projects. We have to report back on them on a consistent basis and make sure that we are moving forward with them. The last problem statement is we have had these different attempts, but none of them have been consistent or have been applied consistent on an interagency level. If the Forest Service was doing one thing, they would apply their methodology to their teams. And then BLM would do something totally different and apply that methodology to how they manage their teams. A good example is when we developed the MIMITs for incident management Forest Service had their own that they used. And BLM had their own as well. Those are the challenges we are dealing with. That is why the IITS was stood up. Was to try to bring some coordinated efforts on how we solve and mitigate these issues, concerns. Next slide please. What does that mean to the dispatch community? We have great team that were working on a variety of concepts and issues. We have a lot of things going on around WFIT to solve a myriad of problems. The dispatch community, this one line of business that we are having to, trying to solve this issue for us. It's really important that we take that perspective. With that being said, anything we do within WFIT, any of the initiatives, any of the projects, any of the meetings, business process, whatever we are working on, they are all geared to meeting that technical requirement of the fire community. What are the needs of the fire community and those lines of business? What is

the need of the dispatch centers, and how can we support them? That's really what WFIT is all about. It's about taking a hard look at your requirements. Take a look at your needs. And providing answers and solutions that meet your intent that are timely and that are there when you want them to be. That's what WFIT is about. That is what all these initiatives are about. That's the one common thread amongst all the meetings that we have, every single time, is that we are always looking at your requirements and looking at your needs, and how do we solve those needs. That's really what the intent is. In both FireNet and IITS project although they are both very broad in nature, they are going to meet a lot of the requirements. Looking at the dispatch computer management and support, IDIP paper that Kolleen sent me. These two projects are going to help in meeting and facilitating those key issues that were presented in that document. I'm looking at things like the dispatch staff is not trained to provide IT support. We can help with the IITS project and talk to you guys about how we are doing that. We are having multiple or multi-agency personnel available. And not being able to connect to one network or another because of security concerns. Or each agency having their own way of managing their IT resources. BLM having one set of procedures and the Forest Service having another set of procedures and the chaos that creates. Also the inconsistent lifecycle management for your computers. Some agencies might provide you computers every three years, if you are lucky, or every 5 to 10 years. It just depends on the agency and sometimes even the local resources that you have. Next slide. Let's talk about this one component. The ITSS has five different components we are dealing with. This one is the one that will meet the needs and mitigate some of the issues that are presented in the IDIP paper, those key issues that you guys talked about. The component here or this topic is the standardization of hardware, software, and IT security. This talks about how do we get that magic that is FireNet into the hands of the stakeholder of the dispatch center. Of the incident management team. How do we get that magic into your hands, the tools, and resources into your hands in a consistent -- with a consistent type of hardware, software and meeting all of the IT security requirements that are provided by the departments and provided by homeland security and presidential directives? How do we do that? That is what the IITS is about, specifically this concept. Our goal is to provide the community and the stakeholders with a standardized set of hardware computers that we can maintain and support throughout the lifecycle of the incident. And throughout the lifecycle of your business practice. Just because you don't have an incident on your forest or your unit does not mean you will not be using those resources. How do we provide technology and a standardized method so you can do your job? Without having to worry about updating systems, without having to worry about the security, without having to worry about all the other IT stuff that you don't have the resources to maintain at the local level. The last thing I want is for the dispatcher to worry about maintaining an IT system and not worrying about what is going on the ground. We need to protect those resources on the ground, those fire fighters on the ground, and that's what you guys do that best. That's what we need you guys focused on. All the IT security all the IT equipment, everything on the back end, we should be able to provide you a very standard set of solutions that you guys can use without too much hassle. How do we do that? A lot of these are still in concepts. We stood up

the team a couple months ago from our last executive board meeting that we had, so a lot of these are in development. They're going to take time to flush out and to provide recommendations to the executive board for approval. It is all about money. That is the one constraint that we all have is money. Funding resources. The executive board gets to make those decisions. What is the priority for the executive board? And I think that is where you as a community needs to speak up and say here's our concerns. Here's what's going on, here's the help we need. So that those concerns make it up to the executives. And say this is important. This is where we are going to put our money and funding and resources into and this is what is going to happen. Just like FireNet, the IITS is a competing project. There is only so much money that we have within wildland fire, specifically under preparedness and without going into the other budgetary frameworks. How do we do that? It is up to the business. That is where it is great to see the business so engaged in this process and so vocal about it. Because you guys data tell us where the priorities lie. We have to execute on those requirements. As far as the IITS, the one way we are looking at it and just one way. To bring the solution, this magic to you, is thing called Chromebooks. For those of you have use Chromebooks they are based on the Google browser, the Chrome browser. The Chromebooks is just a piece of hardware. It usually looks like a laptop. It has a chrome browser as the operating system. The great thing about the Chromebooks itself is if we leverage the resources of FireNet, we can actually log in from that Chromebooks to FireNet directly. So you have already a FireNet account, all you do is log into that Chromebooks with your FireNet account. It will give you your resources. Chris talked about the email, calendar, the chat, the drive, all that content. The beautiful thing about Chromebooks is they are not like a Windows device, where you have to install an antivirus, you have to maintain the patching, and you have to reload the operating system every once in a while. These Chromebooks are self-managed. They are inexpensive, you do not have to worry on the user side about maintenance. A lot of the updates happen in the background. Every time Google releases a new patch, when the Chromebooks gets connected to the network, it automatically pulls a new patch and gets it installed. Without you having to do anything as a user, it automatically does it in the background. Imagine if you had a set of, and that gets into the next concept, the preposition, and the next topic. Imagine you had a set of 15 Chromebooks in your dispatch office, for extended dispatch let's say. And you have them in the closet for six months. Now it is time to pull those out and get them updated. All you have to do as a dispatcher or in employee is take those Chromebooks and connect them to the network. Once they are connected to the Internet they will actually auto update all by themselves. You don't have to worry about anything else. All you have to do is connect them and everything else happens automatically. This is how Google developed the technology. The preposition concept is, this is one of the ideas that we have. We want to have a caching model. We want to have different models for this technology. It works a little bit differently for dispatch centers than it does for IMT's. For IMT is that might have a dispatch model or a cache model where the order up so many laptops or Chromebooks for that incident and those get delivered to the incident when they arrive. Or they might contract them out and the contractor delivers them to the incident when they need them. For the dispatch that does not work as well. The preposition

concept would be you would have a set number of Chromebooks at the dispatch provided by the WFIT environment that you can use as needed. That's how that technology would work and how that model and framework would work. This is extremely important. The work that Chris is doing and DOI and Forest Service is doing is paramount to what we are doing within the IITS concept or project. The only way we can make this work is if we leverage FireNet. Chris and I and some other members we actually communicate on a regular basis. I am on a lot of other email lists. I look at their status updates and what is going on with their groups. I talked to them about this vision that we have and this framework or methodology we are developing. Without FireNet a lot of the stuff we are talking about is not going to be possible. We are definitely leveraging the concept of FireNet quite a bit in our project. The last one is just a caveat to everyone. We are trying to me or develop a set of solutions that work across the board within wildland fire. We're talking about your IMT's, the dispatch centers, federal and nonfederal stakeholders. Chris talked about getting people access into FireNet that are not federal employees. They do not have a PIV card or they don't have a linc pass card. How do you get them access? Very complex set of issues. We are trying to resolve them all as best as we can. We are also taking our time to make sure we do it correctly. That is why it has been great to have the support of Department of Interior and USDA Forest Service OCIO office in this process. They are the key components along with business and your requirements to make them successful. Just as a way to wrap up, I want to have you guys read the mission statement again for WFIT. It's really about fundamentally changing and improving the way we do business. That is what we are all driving towards. I probably spent 70% of my time on WFIT projects. A couple years ago it was less than 10%. And that is because our leadership has told us the emphasis is on WFIT. And the emphasis is getting WFIT moving forward. Now we have a lot of resources within the department and resources that we have brought to this WFIT process to get this moving and making sure that it is successful. That is with the IITS project is all about. Kolleen, do we want to take questions?

We sure do. Could we see if there are any questions out there please?

Again, ladies and gentlemen if you'd like to ask a question please press star then one on your touchtone phone. You will hear a tone indicating you have been placed in queue. And if you need to remove yourself from queue you can do so at any time by pressing the pound key. That is star one if you have a question. And we do have a question from the line of Andy Solvie. Please go ahead

Hi this isn't actually Andy Solvie this is Sheri Fox. Erik, I have a question on the Tiger team and the FireNet. I know there is a group that dispatchers that have been selected to work on the FireNet, are those the same folks that are working on the Tiger team or is it different?

There are two different sets of folks that are working on the Tiger team and the FireNet project. That is because both of them are very complex projects. But there is a nexus, Chris and I talk, and the DOI lead we talk on a regular basis and we share information. As far as personnel for the most part they're all different individuals.

The second part of that question are that dispatchers on the Tiger team?

No. There are no dispatchers on the Tiger team. That is one of the things -- the portion I'm giving you for the IITS was really focused on dispatch. There is a very broad set of recommendations we are creating. The goal for this group is to send those recommendations to the executive board. Once those recommendations are approved, then there will be different groups that will take on every single one of those components. At that time they will engage with the stakeholders like the dispatch community to bring the solutions to fruition.

Eventually the stakeholders, the dispatch community, the IMTs, etc. will be able to give input.

Exactly, most definitely. That's the only way we do business now. Is if you don't have input and requirements from the business, we don't touch anything. [Laughter]

Sounds good.

If there are any additional questions please press star one at this time. You have a question from a Debra Hein. Your line is open.

Hi. Can you hear me?

I can.

This is actually Jill Mora. My question is the radio infrastructure being considered and evaluated by this program?

Not specifically by the IITS. Although, I talked about multiple components. One of our other components is communications. How do we bring communications or improve communications to the incident? From a technology perspective we are considering mostly internet-based communication. We're talking about satellite communications, your dial-up, well, not your dial-up any more. Your DSL communications and any of those technologies, the Verizon technology that are out there and AT&T technologies. But not from a radio perspective. That was not part of our requirement for this project.

I can maybe answer some of that. The issues around radio are fairly well-known. And the IDIP team itself, we have four different issue papers that we wrote and handed up to senior leadership about those concerns. Just as we elevated some of this, we are trying to elevate and get some traction behind, we need some help here. Radio is expensive, there are only so many frequencies within the bandwidth, there's only so much you can do that way. But there is some technology out there that may be able to help. We have from an IDIP perspective done a bit of work on elevating and even coming forth with some ideas on how they might solve some of the issues from a dispatcher standpoint. Does that help?

Yes.

We will do other webinars about these kinds of things, this is a series. Anybody else? Anything else?

Any additional questions. That is star one on your phone please. No questions are queueing up at this time.

I want to thank Erik and Chris for helping us to understand what is going on out there. To try to resolve some of the issues that are been going on for as long as I can remember. This FireNet and the access stuff has been, I know I have been working on it since about 2006. And I know it was going on for 10 years before that. It's a long time in coming. If it were easy it would already be solved. It is a focus. We are finally having some breakthroughs. That is huge news. To improve things out there. I appreciate very much Chris and Erik and the teams that they work with. These Chromebooks, the potential to have Chromebooks that you do not have to do a bunch of work to make them ready to go for expanded. They are newer technology because they are cached. The pre-positioning model needs to be looked at. Pre-position based on fire season, based on what your fire danger is looking like. That could be huge. And then we don't have a closet full of old laptops we are trying to limp along. We don't have challenges with access networks. Those things are, that is a tremendous step in the right direction, in my opinion. Thank you both. And thank your teams. Again I want to open it up one more time. If anyone has questions or comments before I move on to the next little part of this.

That is star one ladies and gentlemen. No questions are queueing up at this time.

Erik and Chris, and the efforts that you are undertaking, anytime, I think I can speak for the dispatchers, anytime you want some tier 3, especially, level dispatchers, the business where the rubber hits road out there. Anytime you want some of those folks to test the technology would help more volunteers then you would have opportunity for. Reach out because they need this. I am feeling very safe to speak for you and if I am wrong, you can reach out and slap me, but I think they would like to do anything they can to help make this happen. Offer those opportunities and I think they will come.

The other thing is, as a part of IDIP we are continuing to help you to understand what IDIP has been up to. It is an 18 month project. It's very difficult to cross the country back and forth and keep everybody up to date. I could have made several trips and not reached all of you. Continuing to attend these virtual webinars, these road shows, I hope you will find them helpful. The next one is coming is the strengthening of continuity of operations, strengthening your COOP plans. We're going to do that on May 19 from 1100 to 1300 mountain. There is the IDIP website and questions, comments, and feedback, this IDIP@fs.fed.us address. Please communicate with us. If you have questions or you do not have the invitation for this next webinar, ask we will send it. This is how we are going to share with you what IDIP has done, what is going on with IDIP, what we are working on, what we can solve, what we can't solve, what is for future solving. And how we will integrate with the national coordination system committee as IDIP phases out at the end of September. I want to thank each of you for taking your time today. I know you are very busy, for coming to this meeting. I hope that you found it useful time. I hope you will join us for this next one. We will continued to try to hold one or so through out every month until as long as we can. We will record them and post them on the

site. If you are unable because you are fighting fire or on vacation or in another training session, you should be able to watch it later. One last shot for any questions out there or comments.

We actually have a question from the line of Mac Heller.

Hi Mac.

Hello, my question would be on the Chromebook. Should we start procuring those if that is the direction? Some of my expanded equipment I do need to increase the level of my computers. Should we go out there? With a hook into the Forest Service network? Would I need a procuring, what is it...?

A technical approval?

Right, technical approval.

Mac, this is still under development. Do not go out and purchase.

Okay.

We are not there yet. We will let you know. I have a funny feeling it won't be you go purchase. They will be purchased so that we can cache them and make them available.

Alright.

Be a little bit different business model than you are used to but it should work. And they are working out those details. But do not go out and purchase them. And you won't get a technical approval. The CIO will not approve it yet.

Okay, alright. Great, thank you.

You bet Mac, that's a great question.

Any other questions?

That is star one ladies and gentlemen. No questions are queuing up at this time.

Like I always say it is better to end a meeting a little bit early than to go on and drone on for hours. If there is nothing else for the good of the order, I thank you again. We will conclude the meeting. Thank you everyone.

Ladies and gentlemen that does conclude our conference today. We would like to thank you for your participation and for using AT&T teleconference. You may now disconnect.

[Event concluded]