Interagency Dispatch Implementation Project (IDIP)

Dispatch Computer Management and Support
and
FireNet

This briefing will begin momentarily.

NOTE: If you have not read the briefing paper included in the invitation, please do so as you are waiting.

It is available here:
https://www.forestsandrangelands.gov/WFIT/applications/IDIP/documents/IDIP-ComputerManagementSupport20150928.pdf

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Interagency Dispatch Implementation Project (IDIP)

Dispatch Computer Management and Support
and
FireNet

April 28, 2016

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IDIP

- What is IDIP and Why are We Doing This?
    1. Computer Aided Dispatch Standardization
    2. Interagency Dispatch Operations Guide
    3. Governance and Staffing
        - Workload Technical Working Group (TWG)
        - Governance TWG
        - Facilities and Information Technology (IT) TWG

- Interagency Interoperability Oversight Group (IIOG)
    - Access Authentication

- Interagency OCIO Tour – Summer 2015
    - Dispatch Computer Management and Support
    - IT Capabilities at Fire Camp
    - Access Authentication – FireNet

- Wildland Fire Information and Technology (WFIT)

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Caring for the land and serving people
Department of the Interior
NATIONAL ASSOCIATION OF STATE FORESTERS

IDIP Briefing Paper & Handoff

Interagency Dispatch Implementation Project (IDIP)
Dispatch Computer Management and Support IDIP IT Team Response to Joint CIO Inquiry
September 28, 2015

IDIP IT Team Problem Statement

Dispatchers on average spend 20 percent or more of their time providing information technology (IT) support in local and geographical dispatch and coordination centers (FS or BLM, NPS, BIA, FWS, States and Local Government).

The IT support role (by non-CIO personnel) performed include routine and non-routine PC operational and maintenance duties across multiple agency IT infrastructures, computer systems and fire applications; and numerous user account management systems. While this is sometimes manageable during non-peak incident activity this non-core workload detracts from the primary dispatch mission of supporting wildland fire activities during periods of high activity and increases risk exposure to field operations.

When IT problems do arise, it is reported by the users that it is not unusual to wait up to four days for a response to a helpdesk request. Work-arounds (such as sharing passwords) while inappropriate, are a common business practice as a result of the delays in receiving timely IT support to keep the Centers operational. The IDIP Team determined that the inability to be functional during initial and extended attack impacted the field operations which may potentially contribute to larger fire sizes, endanger firefighters and be a risk to civilian life and property.

Key Issues

- Dispatch staff are not trained in IT support creating potential (serious) security and hardware compromises.
  - Minimum hardware standards for optimal performance (such as memory requirements for Windows 7 upgrade) are often left to dispatch staff to figure out.
- Each dispatch center is unique and often has a combination of agency computers and networks (DOI and FS or DOI / State / FS) that need to be used by multiple users. Often, multiple agency personnel share a single computer. Users are often transient and can be Federal, State, contract or short-term employees.
- When centers fall behind on managed account administration and application/system maintenance (due to lack of dedicated IT support), getting caught up can take days or weeks while working with various agency IT support methods. Application and system updates can require daily, weekly and monthly user interaction on each computer in the dispatch pool. This amount of time is unacceptable when computers must be available year round on short (two hours or less) notice to support incident activity.
- Inconsistent computer life-cycle management affects the reliability and performance of this pool of computers and has led to catastrophic failure at critical points (usually during the periods of heavy incident activity).
- If agency computers are not available, additional computers must be leased to support expanded dispatch. This often requires using non-agency internet connectivity which may or may not exist within the expanded dispatch facility.

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Potential Alternatives

The combination of solutions below resolves the problems identified in the background and problem statement above. No one solution alone provides comprehensive resolution.

1. Using appropriate Service First agreements address IT support processes, security protocol issues and human resource management (HRM) concerns between and within federal agencies at department levels:
   a. Allow qualified technicians to reciprocally work on either agency computers.
   b. Allow for inter-departmental IT personnel in supporting incident management and dispatch operations.
2. Agree upon a DOI and USDA protocol to exchange help desk problem request ticket information between agencies and to create access to a shared knowledge management (KM) database of fire & dispatch problems and resolutions. NOTE: This has been initiated by Daniel Ialenti of the BLM National Operations Center (NOC) at request of IDIP team but has not been vetted through Leadership.
3. **Pre-season Support** – Establish a team of DOI and USDA IT support personnel to travel to Tier 2 and Tier 3 dispatch centers to prepare initial attack and expanded dispatch computers for upcoming season operations for each geographic area (GACC) as part of pre-season preparation. NOTE: this model has been used in the large helicopter inspection process for the last decade, has been highly successful though interagency cooperation.
4. **Fire Season Support** – Utilize existing interagency IT support personnel to support initial attack and expanded dispatch operations during high activity and incident management teams as needed. Mobilize according to preparedness levels and/or incident activity in each geographic area as is currently done with incident management teams and other fire resources.
5. Using the existing pool of cached computers at local dispatch offices throughout the nation, establish IT support "kits" of laptops, printers, routers and networking/wireless infrastructure which are pre-configured with managed user accounts/profiles and fire applications.
   - Once established the IDIP team will work with Dispatch Efficiency Working Group (DEW) to develop standard operating procedures for prepositioning according to national/regional and local preparedness levels as is currently done with cache vans, smokejumpers, radio kits and large air tankers. This methodology will be incorporated into the Redbook / Interagency Dispatch Operations Guide (IDOG).

Benefits

This combined set of solutions will:

- Save significant funds though interagency cooperation and joint cost aversion.
- Reduce IT workload on dispatch center staff allowing dispatchers to focus on primary mission core duties.
- Reduce numbers of priority calls to agency helpdesks.
- Ensure adherence to agency IT standards and security policies.
- Reduce costs to agencies through shared interagency IT support processes.
- Increase efficiencies and reducing hardware failures and system downtime.
- Improve overall lifecycle management agency-wide.

Additional Information

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Introductions

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Wildland Fire Information & Technology (WFIT)

Mission Statement

"We will fundamentally improve the way we conduct information and technology business, not just refine existing silos."

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Wildland Fire Information & Technology (WFIT)

- Five Fundamentally Different Ways to Conduct Business
  1. Shared interagency vision and strategy that guides all investments.
  2. Agreement from both Departments to give single, common direction, guidance and approval to investment decisions
  3. Development of five-year rolling investment plan to ensure that investments support the business with best value
  4. Ensure on-going life-cycle management of all software
  5. A management structure that efficiently manages work/software

Business Drives IT instead of the Other Way Around

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WFIT – I&T Strategy

- I&T Strategy is Built on Four Principal Concepts
    1. Mission requirements drive integrated modular based applications and tools
    2. Authoritative data are readily available for all uses and users
    3. Interconnection and accessibility regardless of organization affiliation or user location
    4. Technology, research, and innovation enable and enhance mission accomplishment

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Wildland Fire Information & Technology (WFIT)

- Five-Year Plan (2016-2021)
  - Three Major Principles
    1. Mission-based business capabilities
    2. Enterprise-based investment actions
    3. Workforce enablement

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Wildland Fire Information & Technology (WFIT)

- Current Major WFIT Projects
  - FireNet Services & FireNet Website Development
  - Interagency Incident Technology Support "Tiger Team"

  https://www.forestsandrangelands.gov/WFIT/index.shtml

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FireNet

FireNet.gov – What are we Looking For?

- Centralized, Single Site for Data Access
- Core Google Apps for Government (GAFG) environment provides cornerstone of collaboration and communication.
  - E-mail
  - Calendar
  - Docs   Sheets   Slides
  - Drive   Vault

- All tools for shared information and communication can be available on any desktop, mobile device, browsers, with office capability for each.
- Addition of Drive and Vault meet Records Act Requirements

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FireNet.gov through Google Unlimited

- Security
  - Integrate Secure Applications, both Internally Built and 3rd Party
  - Ensure Personally Identifiable Information (PII) and Sensitive Data Security
- Account Access
  - Any Wildland Fire Stakeholder will Have Ability to Access FireNet
  - Dispatch Community will have First Access
- Management
  - Centrally Managed Account Development
  - Helpdesk Support

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Project at a Glance

Phase I
1 Jan 2016 – 1 Oct 2016

- 1,000 users (500 licenses)
- Foundation of Site:
  - E-mail
  - Calendar
  - Chat
  - Document Sharing
  - Document Storage
  - Data Archiving
  - Security Controls
  - Website "Frontpage"
- Focus on Dispatch

Phase II
1 Oct 2016 – 1 Oct 2017

- 2,000 users (1,000 licenses)
- Expanded Use:
  - Application Access
  - 2-factor Authentication (i.e. E-Auth)
- Provide access to Incident Management Teams

Phase III
1 Oct 2017 – 1 Oct 2018

- 10,000 users (5,000 licenses)
- Expanded Use Towards Full Operational Capability
  - Mobile Use
  - Application Development
  - Access Dashboard (i.e. single sign-on similar to NAP)
- Develop O&M Policies

DOI is Lead Agency under WFIT

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Currently In Development

- FireNet.gov Administration
  - Development of Key Administrative Components
    - Application Security
    - Access and Control (E-Auth and PIV)
    - E-mail
    - Reporting and Logging
  - Support and Control Components
    - Helpdesk
    - Pilot Phase Oversight and Management
- Pilot Phase Test Coordination
  - Multiple Dispatch Centers and Senior Fire Leadership to Test Capabilities
  - Develop Website for WFIT (FireNet.gov)

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Interagency Incident Technology Support (IITS)

- Purpose
  - Provide Interagency Technology Support and a Security Framework
  - Provide for NWCG Standards for Incident Technology Support Specialist (ITSS)
- Problem Statement
  - There have been numerous attempts to develop a common automated system used by Wildland Fire partnering agencies.
  - To date, none of these have been accepted as an interagency platform to support emergency response.

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Interagency Incident Technology Support (IITS)

- IITS Project and the Dispatch Community

  - All WFIT initiatives and projects serve to meet the business and technical requirements and needs of the Wildland Fire community.

  - Both the FireNet and IITS Projects support the concerns addressed in the "Dispatch Computer Management and Support Briefing Paper and Handoff".

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Interagency Incident Technology Support (IITS)

- Standardization of Hardware, Software and IT Security
  - Provide a Standardized Hardware (Computers) Supported and Maintained by WFIT.
    - ➢ *Potentially* ChromeBooks
      - Inexpensive
      - No Maintenance
      - Updates Happen in Background
      - Independent of Agency Network
    - ➢ Preposition Concept
  - Leverage and use the FireNet Service Offerings
  - Develop a solution to meet the needs of the entire community (dispatch, IMTs, Fed and non-Fed's)

"We will fundamentally improve the way we conduct information and technology business, not just refine existing silos."

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Questions?

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Interagency Dispatch Implementation Project

- Virtual Road Shows
  - NEXT: Strengthening Continuity of Operations (COOP)
    - May 19, 2016 – 1100 – 1300 MDT
- IDIP Website
  - https://www.forestsandrangelands.gov/WFIT/applications/IDIP/index.shtml
- Questions / Comments / Feedback:
  - IDIP@fs.fed.us

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