

Incident Based Automation, IBA, System
Business Process Modeling, Interview
Cost Unit Leader
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Interview Notes by Smith Young, IBM Senior Architect

NOTE: See interviewer questions at bottom based on interview write-up. Answer to be provided for finalization of interview notes.

Question: How are you first notified about an incident and what are your initial actions?

Answer:

1. Usually receive a call from Finance Chief (before RMAC)
2. Have a "Kit for Cost" ready for making daily cost estimates
 - a. Manual with supplements
 - b. Manual forms (optional when electronic forms not available)
 - c. Used to estimate cost for each day with 24 to 48 hour projections
 - d. Form 209, "Instant Status Summary"

Question: What information are you seeking when first arriving onsite?

Answer:

1. May be collecting partial time and for multiple incidents
2. If 1st team arriving
 - a. Locate contact for "purchasing agent" to present expenditures
 - b. Determine whether dispatch is local or expanded (LDI or GACC)
 - c. Determine if the incident has been assigned an Incident Business Advisor and make contact
 - d. If no computer during first few days then impact on "Equipment Time Recorder" and cost reports
 - e. CTSP puts team in (iSuite)
3. If Transitioning
 - a. Shadow
 - b. CTSP puts team in (iSuite)
 - c. Determine what's being tracked
 - i. Parent and child records for crew
 - ii. Require daily adjustment in iSuite

Question: What are your steady state tasks?

Answer:

1. Database
 - a. Capture teams travel costs for both Incoming and Outgoing (mobilization and tran is one of most significant incident costs)
2. Aircraft costs acquired via Database lookup

Question: Where is the Cost Unit Leader normally located and what physical resources do you keep there?

Answer:

1. Location is close to Planning
2. Maintain an accordion file
 - a. IAP, file in morning
 - b. 209 form, provide to Planning by 0400
 - c. any required daily reports (e.g., 3)
 - d. aircraft sheets (hardcopy)
 - i. hours
 - ii. retardant (pounds, no of loads, no of passengers, cargo)
 - e. daily amount from buying team (local purchasing agent if no local buying team)

Question: What kind of queries?

1. initiate "The Run"
 - a. performs rollover for current day
 - b. creates "Daily Cost Summary" report
2. Three reports (morning and afternoon)
3. Ad Hoc queries
 - a. Standard – aircraft guys want costs
 - b. Custom reports (SQL can be a problem)
4. Verifying cost data and looking for abnormalities and if found trigger reconciliation

What kind of updates:

1. aircraft
2. mobilization and demobilization
3. national caterer, shower, etc
4. buying team supplies
5. cash van supplies
6. rental cars
7. all other costs (except do not update time and equipment)

Question: What are your Transitioning out activities?

Answer:

1. Refer to Transition Plan for check list
2. Support Shadowing
3. Pass off daily file

Question: What are your Demobilization activities?

1. Close Out or Final Package - Last "Daily Summary Report"

2. Optionally do projection report derived from “daily obligations” if requested by local unit. This report is usually requested and provided if the incident might be going on for another 2 to 3 days and will be operated by the local team.

Recommendations:

1. Make custom reports currently requiring knowledge of SQL easier to create
2. Require a list of people and their location from in-briefing when for first arriving team
3. Internet access
 - a. e-mailing reports to Albuquerque (to resolve fax queue problem when, for example, voice line competes for connectivity)
 - b. links on iSuite home page to Excel spreadsheet files for supplements from regional and national AD rates and average cost information)

Questions based upon write-up of Interview Notes:

1. Who are the downstream, offsite consumers of reports and how is this information used, e.g., for subsequent accounting and (Treasury) payment and for future incidents?
2. How do you manage files when collecting time and cost data for multiple incidents and how do you deliver back to originating incident?