

Incident Based Automation, IBA, System  
Business Process Modeling, Interview  
National Business Practices  
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Interview Notes by Smith Young, IBM Senior Architect

Question: What is your role with an incident?

Answer: Coordinating, responsible for Forest Service policy for Incident Business Practices.

Question: What best describes the majority of your activity during an incident?

Answer. Exceptions (to policy) generate the most calls.

1. Cost accounting exceptions
2. Time accounting exceptions
3. Cost Sharing
  - a. Setup parameters for Forest Service and States
    - i. I-Suite was never designed for cost share management
    - ii. Document Cost Sharing agreement (narrative included in Finance package) after defining parameters
    - iii. IAP used as primary source of information for what went to a division. Some costs may be divided between multiple agencies based on incident divisions.

Question: Can you describe Cost Share auditing?

Answer.

1. Regional auditing is first level
  - a. Can be done quarterly (negotiated) for all incidents
    - i. Auditing consists of screening and validating
    - ii. Can involve negotiation
2. Finance in Albuquerque is second level of audit
  - a. Either billing or payments for Forest Service
    - i. Issue billing
    - ii. Owe and process payment
  - b. Have daily accruals previously provided from incident
  - c. IBDB (Incident Business Database) ASC workflow processing
3. Potential for third level of audit
  - a. Incidents are randomly selected for audit
  - b. KPMG performs Forest Service audits

Questions: How are incident payments made?

Answer. Albuquerque processes periodic payment data. This year payment data will be submitted electronically from I-Suite.

1. Invoice
  - a. Final payment
  - b. Partial payments
2. use IBDB
  - a. workflow system for audit and approval
  - b. supports making payments from Albuquerque
  - c. National Finance Center and then Treasury will actually cut the check.

Questions: How do Incident personnel know when to call you?

Answer. Know when to call based on experience and training, but first go to Regional Incident Business Coordinator

Question: What are some of the impacts, issues and examples associated with creating and interpreting policy?

1. Field questions, such as “Got manual here and don’t know ...”
2. Questions about when to clarify policy
3. BLM involvement with most expenses
4. changes in Policy effect I-Suite application
5. National Business Center, NBC, DOI – casual pay for ADs

Question: What types of backup documentation is the incident responsible for managing and providing?

1. Vendor signatures on paper copy (paper copies represent proof of incurred expense)
2. invoice waits in Albuquerque and payment is not made until signed document is received
3. A copy of the invoice is made and fedex'd from the incident
4. Different for DOI
5. 30 day payment policy based on Federal Law
6. FAX is primarily used for Federal employees

Question: What is the current and future business life cycle, cradle-to-grave, procurement flow for an incident?

1. Acquisition Management
  - a. Component parts of acquisition management consist of: Contract, ROSS, I-Suite, and Payment
  - b. Includes VIPR Enterprise Service Bus, ESB, in KC provides annual cost analysis

- i. FFIS, Foundation Financial Information System
  - ii. I-Suite instances
2. I-Suite Requirements
  - a. Jeff Park, Incident Finance requirements for I-Suite
  - b. Health & Safety also has requirements for I-Suite
  - c. Logistics Supply has requirements for I-Suite (currently working teams)

#### Issues, Recommendations and Suggestions

1. Storage and availability of I-Suite info from Data Warehouse, currently info for auditing must be acquired from archived database. Need info for analysis of incidents with cost greater than 10M.
2. Safety people want hours worked

#### Questions based on write-up of Interview Notes:

1. Is the reference that “I-Suite was never designed for accruals and cost reports” an I-Suite recommendation? (This comment was made during the Cost Sharing discussion.)

Answer: I don't think you captured it correctly; I suite was never designed for managing cost share information; it has had accruals for several years and cost reports from the inception. I don't know if it is the appropriate tool for managing cost share data or not, but some people in the field are trying to utilize it that way. I am not suggesting it as a recommendation.

2. Are your calls primarily from Finance and is it normally the Finance Section Chief or the Cost or Time Unit Leaders? Are the majority of your calls about Cost Sharing?

Answer: majority of my calls are from the Finance group (usually Finance Chiefs, sometimes Cost Unit Leaders), dispatch, IBAs. It is only rarely about Cost Share; primarily process / procedure questions or policy interpretation.

3. What is the regional office or contact to call for guidance before calling national?

Answer: Each Region has an Incident Business Specialist