

Incident Based Automation, IBA, System
Business Process Modeling, Interview
Regional Incident Business Coordinator
February 1, 2007

Interview Notes by Craig Tanner, Senior Data Architect
Edited by Smith Young

Interviewee is a Regional Incident Business Coordinator.

Question: When do you get involved at a particular incident?

Answer:

1. Before the fire season - assure that all of the policies, procedures, and standards are in place and coordinate with all involved agencies.
 - a. Conduct training on new policies and procedures
 - b. Oversee the interagency, regional operation center and ensure effective coordination, mobilization and demobilization of emergency management resources.
2. During the Fire Season - Large Fire Cost Review.
 - a. Make sure that the Incident Business Advisor is on site, and that they are trained.
 - b. Conduct a regional review of fires exceeding \$5 million. The following items are reviewed during an incident and onsite visit is made for incidents, when necessary, to see if they can get this back on track
 - i. Review the WFSA to see if the team followed the plan
 - ii. Review costs to see if they are somehow out of range in any area
 - c. Perform National Review for fires that exceed \$10 million (however, this is usually done after a fire).
 - d. Providing information to the incidents such as finding information – when a resource shows up at an incident without a contract/agreement, etc.
 - e. Agreements – for example with the National Guard to help with roads
 - f. Monthly calls with nine other regional coordinators.
 - g. Coordinate policies between multiple agencies
 - h. Coordinates with other agency coordinators in cases of national issues
 - i. Attend incident close out.

Question: Do you monitor the accrual reports as they come in?

Answer:

1. They are monitored from the incident—this basically comes from the cost unit leader

Question: What does the ASC do with the payment package?

Answer:

1. Starting March 12, they will start getting the payment package electronically. The accruals are currently faxed. With electronic transfer, whenever a piece of equipment is demobed or a casual 288 or an EERA (Emergency Equipment Rental Agreement), this causes an electronic upload of the payment package. However, the paper form is still required due to the signature requirement and it must still be faxed. The EERA must still be mailed.
2. The IBDB workflow system will already have the payment information that was entered from I-Suite.
3. A physical package is received from the incident by mail. They then match-up hard-copy payment package with what has been entered into IBDB from I-Suite. The workflow system prints the package label.
4. 2 audits are performed and a final signature is required for approval.
 - a. The audits ensure that the validity of the paperwork they received matches the information in the system.
 - b. They also match up the information with the contract to see that the payment data is in conformance with the vendor's contract.
 - c. The new contracting system (VIPR) will be used to help ensure contract consistency throughout the entire process.
 - d. Contractors must be registered in the CCR (Contract Registry) with DUNS number in order to receive payments from the government on fires.
5. This then gets posted to the financial system (FFIS).

Question: What is the Fire Code?

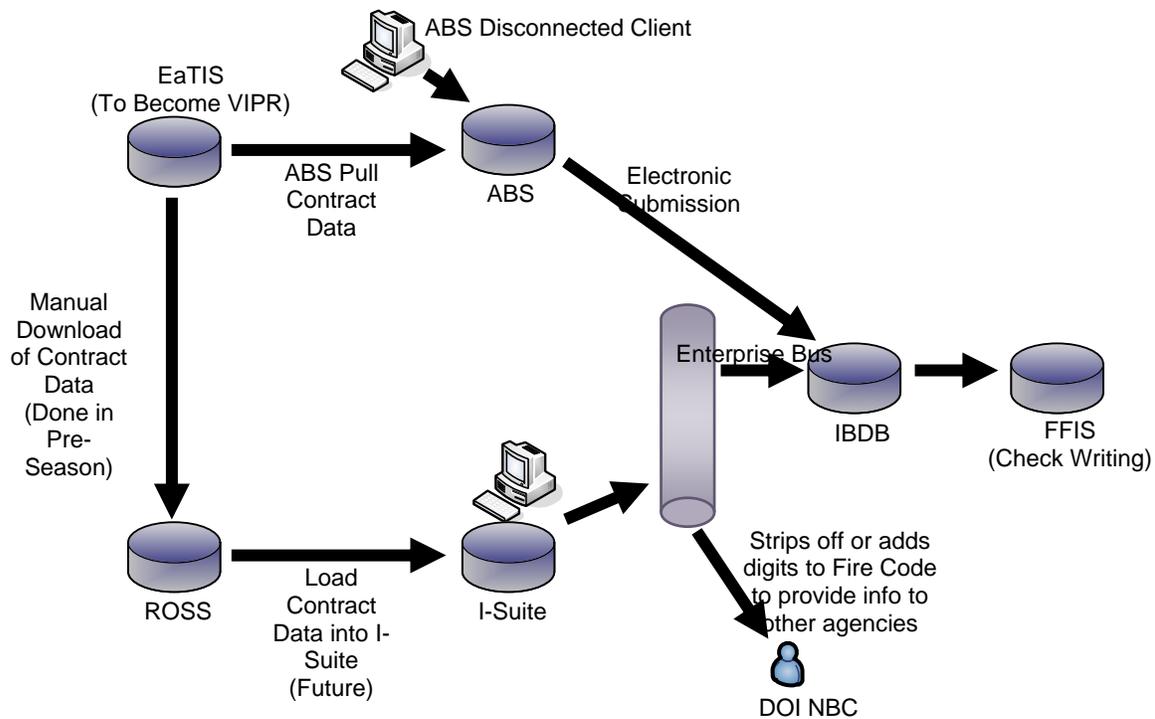
Answer:

1. An identifying charge code for tracking the costs of all incidents.
2. The basic fire code is a 4 digit code that all agencies use to identify an incident for cost purposes.
3. Agencies use a system called FireCode to generate this random code for all incidents.
4. Agencies typically add additional digits for unique agency requirements. For example, the Forest Service adds 4 digits, BLM adds 19 digits.

Question: What is the coordination of this information between the various systems?

Answer:

1. Diagram:



Recommendations /Issues:

1. Issues include:

- a. Lack of consistency in vendor contracts. This causes problems in how the equipment time keeper reports the time for each resource.
- b. Issue is with standard methods of hiring contract equipment and standard contracts. Without national, interagency standardization you cannot program in an electronic environment.

2. Recommendations:

- a. Electronic Signatures for all payments. Use an electronic signature pad.
- b. VIPR download to ROSS and then download into I-Suite (contract data). And then place this data under control in I-Suite to prevent the manipulation of that data.

Interviewer Questions (by Smith Young)

1. Question: When do you get involved at a particular incident?

- a. Training - Who is the primary audience for pre-season training? Answer: Incident Management Teams, Dispatchers and Finance personnel including, Finance Section Chiefs and Incident Business Advisors.
- b. IBA – What is unique about training for the IBA since they work for the Agency Administrators and are not part of the Incident Management

- Teams? Answer: IBAs do work for the AA however their role is to ensure all the incident business procedures are followed/coordinated, etc.
- c. Do you also look at the IAP's and how well does the WFSa facilitate management and decision making by the IC and Agency Administrators over the life cycle of the incident? Answer: Most definitely. More look at the IAPs to see if they are following direction as outlined in the WFSa. Also utilize IAPs to estimate costs for specific items like structure protection.
2. Do you monitor the accrual reports as they come in?
 - a. The Cost Unit Leaders create the daily Accrual Reports and the ASC is the primary consumer using the data for workflow and making payments. Who are the other significant consumers and are the accruals used to support monitoring with regard to metrics and key performance indicators? Answer: Yes the COST submit to ASC and ASC posts to our financial system which is monitored weekly (sometimes daily) by the WO and OMB. WO Budget and OMB are the primary consumers for this information. The accruals provide current information on how much \$ we are spending. This information is critical at our fiscal year end, especially when we are out of money and have to request more \$ or borrow from other programs. This is really a critical process for us nationally.
 3. Question: What does the ASC do with the payment package?
 - a. Would introducing electronic signatures further expedite the electronic payment with the ASC? Answer: Yes
 - b. Is there any electronic payment to the contractor or is the USPS used exclusively? Answer: Most all payments (checks) are electronic. The vendor specifies their banking information when they register in CCR.
 - c. What's done with the printed label printed from the workflow system? Answer: Probably not applicable to this process – electronic information and paper documents are received at ASC and the IBDB system prints a label for the file of the hard copy documents.
 4. Issues
 - a. Has any progress been made since February with regard to “Policies and procedures on how resources accrue billable expenses”? Answer: See comment above.
 5. Recommendations
 - a. VIPR download to ROSS and then download into I-Suite – What would be the triggering event? Would it be based on a ROSS resource request, when the contractor goes through status check-in, or based on interacting with “eISuite”, effectively invoking a transaction? Answer: Trigger would be when the resource is ordered in ROSS. In ROSS they pick a piece of equipment and when they do the contract and contractor information should be connected to that resource.