

OVERVIEW: INITIATIVES & STRATEGIES

January 2011



BACKGROUND

- Concerns over the clerical burden on the field office technical staff from the expanded FA roles.
- Lack of time in field planning with customers (20-40%?).
- CASPeR effort (2007) described opportunities for a new model.
- IT tools complex, time consuming, not integrated.
- Stove-piped processes, policies, data and tools.
- Potential loss of technical expertise.



PURPOSE AND OBJECTIVES

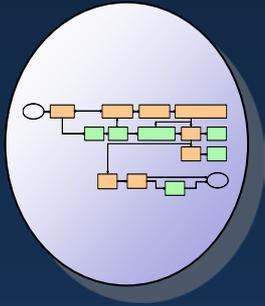
● In early 2009, NRCS initiated an Agency-wide effort to define and implement a sustainable business model for delivering conservation assistance that will:

1. Simplify Conservation Delivery – Easier for customers and employees.
2. Streamline Business Processes – Increased efficiency and integrated across business lines.
3. Ensure Science-based Assistance - Continued delivery of technically-sound products and services.

PURPOSE AND OBJECTIVES (continued)

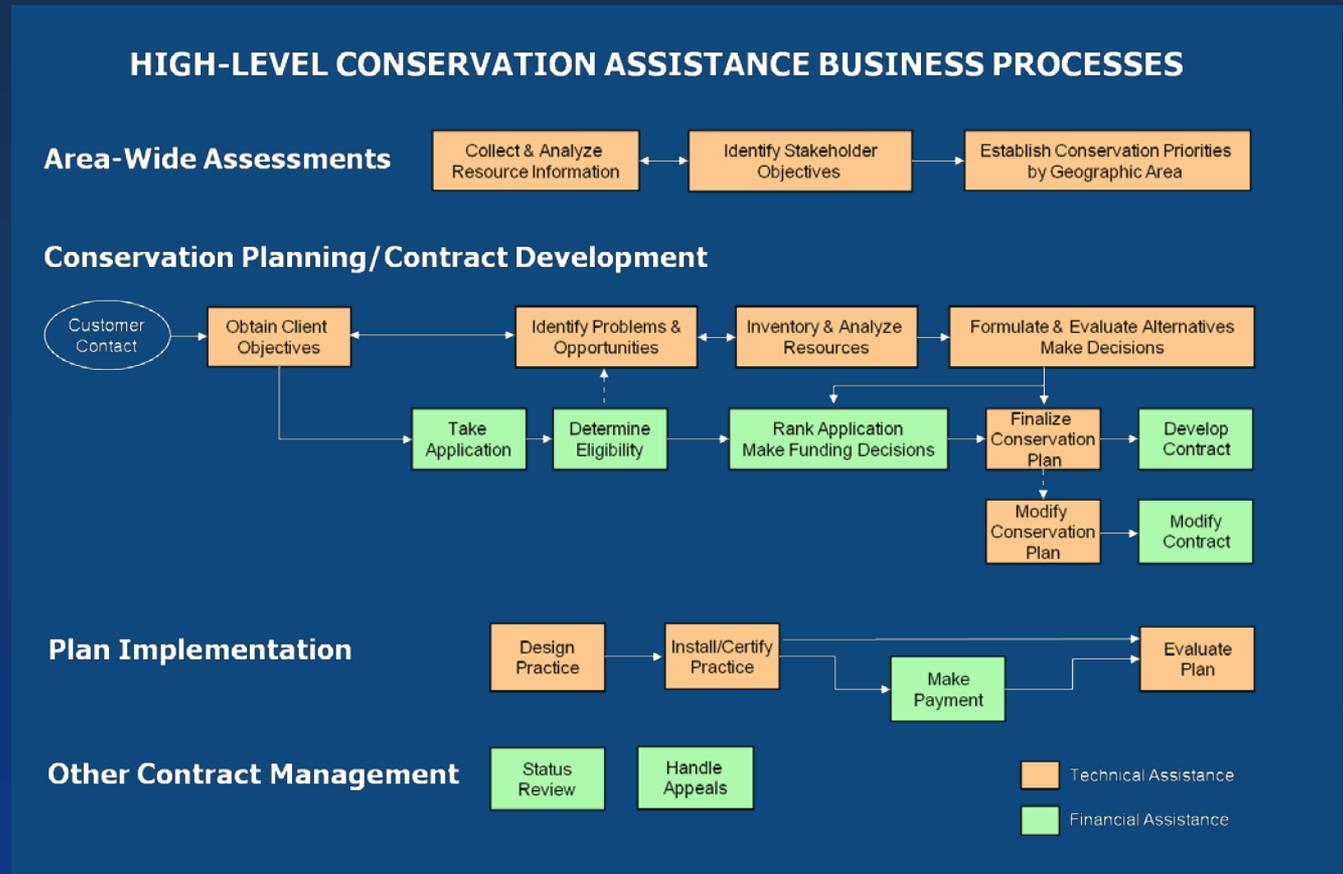
● Examples of success criteria:

- ✓ Field staff will spend as much as 75% of their time in the field.
- ✓ Clearly defined business processes used in decision-making.
- ✓ Over 80% of FA clerical time eliminated, automated, or reassigned.
- ✓ Tools guide employees through conservation assistance steps.
- ✓ Tools and data are accessible to staff when and where needed.
- ✓ The “admin” time from application to funding is 2 weeks or less.
- ✓ Resource concerns document all TA service and FA obligations.
- ✓ FA business processes are standardized nationwide.



INITIATIVE 1. Define, streamline, and integrate formalized conservation assistance processes across Agency business lines.

Strategy 1.1
Clearly defined
business
process models
 that span
 organizational
 areas will be
 formalized for
 all programs
 and activities.





INITIATIVE 2. Prioritize and deploy information technology that effectively supports and aligns with the delivery of conservation assistance.

Strategy 2.1 Geospatial data and services will be fully integrated into NRCS' business processes, IT systems and tools.

Strategy 2.2 A Conservation Desktop concept will be implemented nationwide to serve as a single portal for staff to manage workflow and access data and tools.

The screenshot displays the 'Conservation Desktop' application. It features a sidebar with navigation options like 'My Work', 'Customers', and 'Technical Assistance'. The main area shows a list of activities with columns for 'Activity Type', 'Subject', 'Priority', 'Start Date', and 'Due Date'. Below this, there are several overlapping windows: a map view, a 'Field Border' document, and a data table.

TaxID	Land Unit	Practice	Narrative	Planned Area	Units	Month	Year	Applied Area	Applied Date	Program
900	10	328	00N	1.3	ac	09	2007	1.3	05/30/2007	CRP
900	10	329	00N	1.3	ac	09	2007	1.3	05/30/2007	CRP
900	10	403	00N	1	no	09	2007	1	05/30/2007	CRP
900	10	412	00N	1.3	ac	09	2007	1.3	05/30/2007	CRP
900	10	606	00N	515	ft	09	2007	515	05/30/2007	CRP
900	10	620	00N	850	ft	09	2007	850	05/30/2007	CRP



INITIATIVE 2 - Continued

Strategy 2.3 *The use of mobile computing will be institutionalized for conducting the resource inventory, analysis, and decision support steps of planning, as well as other selected field-based processes.*





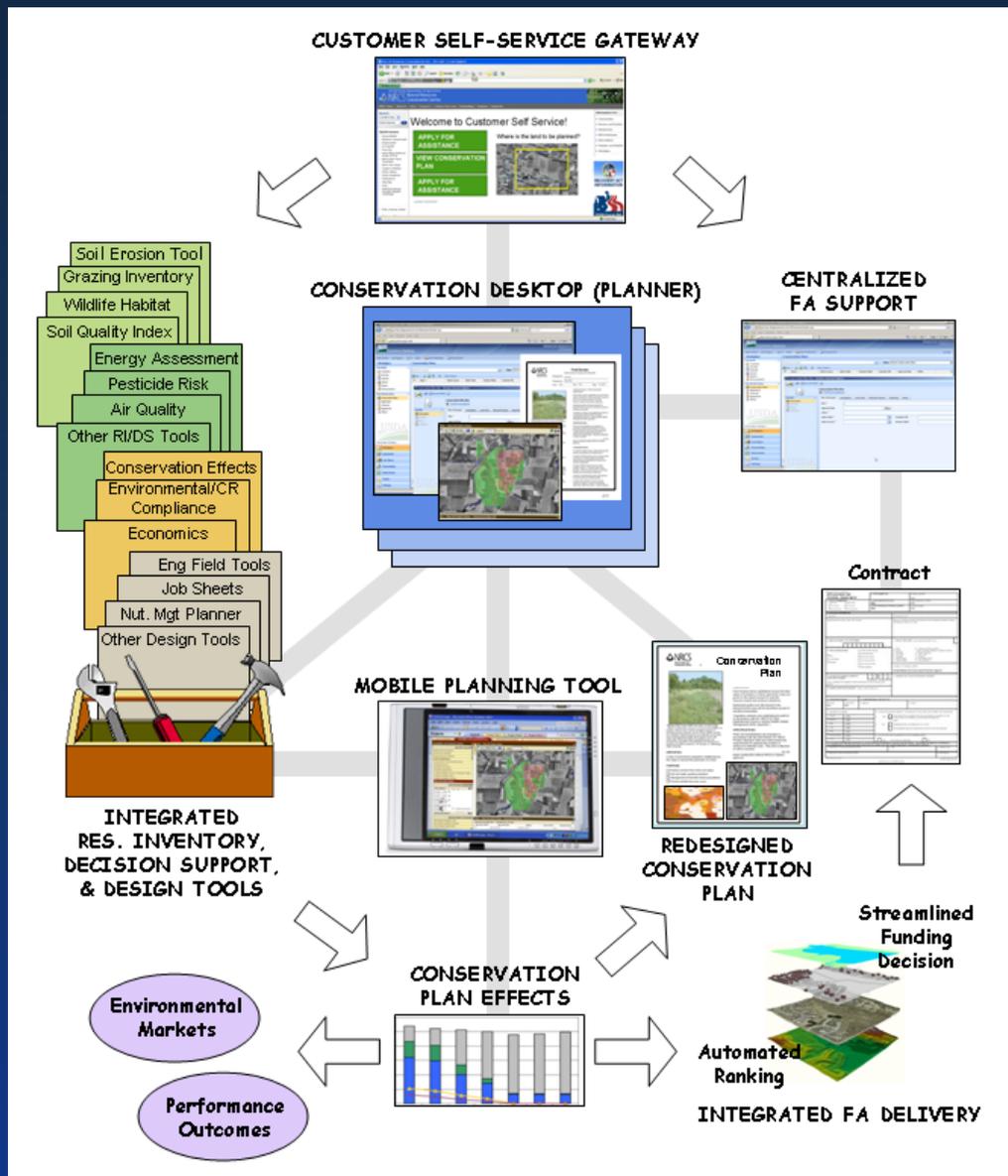
INITIATIVE 2 - Continued

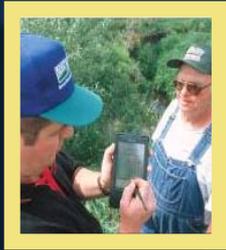
Strategy 2.4 NRCS' resource inventory, decision support, & design tools used by field staff will be restructured to align with conservation assistance processes.

Strategy 2.5 Implement an enterprise architecture that facilitates the sharing of services and data.

Strategy 2.6 Develop a formal strategy for encouraging, guiding, documenting, & sharing business process and IT innovations from the state, area, and field levels.

BUSINESS SYSTEMS PERSPECTIVE



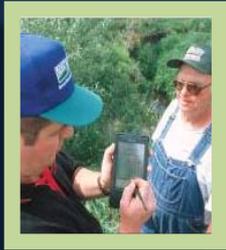


INITIATIVE 3. *Provide field technical staff with natural resource science and technology focused to support conservation planning and application.*

Strategy 3.1 Establish Resource Concerns and Planning Criteria that are clear, repeatable, scalable, & science-based.

Strategy 3.2 Integrate area-wide assessments in the conservation assistance business process.

Strategy 3.3 Conservation effects will be integrated into NRCS planning tools.



INITIATIVE 4. Implement programs through alternative staffing and delivery approaches designed around efficient business processes.

Strategy 4.1 Establish a more centralized FA clerical support structure and supporting information system to minimize non-technical workload on field staff.

Strategy 4.2 Evaluate and implement alternative business processes that streamline FA delivery.

INITIATIVE 5. Establish tools and processes for interacting with clients that are resource-centric, enhance customer service, and increase efficiency.



Strategy 5.1 Implement a Client Service Gateway concept that utilizes a variety of technologies and approaches.

Strategy 5.2 Redesign NRCS' Conservation Assistance product line to more effectively communicate NRCS' critical information.



STREAMLINING INITIATIVE ROADMAP

