



Service First Update

Joan Guilfoyle, Service First National Coordinator

November 8, 2010

joan.guilfoyle@blm.gov --- 202-912-7206

jguilfoyle@fs.fed.us --- 202-205-1750

<http://www.fs.fed.us/servicefirst/>

Those darn Service First Agreements

Your voices (mostly complaints) about the laborious nature of doing Service First agreements have been heard! Within ten months, we should have one, simplified agreements process usable by all four agencies, and a cadre of SMEs (subject matter experts) for you to call on to boot. Check the website under [National Activities/Interagency Activities](#) to see the Memo and Charter, signed 11/5/10.

What We Learned in Oregon

A team of folks from Colorado and I visited three Service First offices in Oregon in late September. This “Learning Journey” took us to Portland, Lakeview and Medford. Read what we heard, what we observed and the lessons we took away. All in all, we saw an expressive commitment to the interagency approach. A list of recommendations for State, Regional and National leadership is included. Go to [National Activities/Interagency Activities](#) OR [Resources/Evaluations and Reports](#)

Next SFLT meeting

On December 3, 2010, our last Service First Leadership Team meeting with Deputy Director Dan Wenk takes place before he becomes Superintendent of Yellowstone NP. Our agenda includes discussing the Oregon Report’s recommendations (above) and topics for the “All Agencies- All Executives” meeting. Our objective is to bring together the executive level leadership of the four agencies to focus on Service First, on an “overlap day” during each agency’s normal national leadership meeting. Same city, same week; probably just outside DC.

IT/Security Credential Cross-Recognition

As of today, an MOU between USDA and DOI to recognize each other’s IT/Security credentials has only one signature left to get. The MOU will greatly enable access between the four Service First agencies’ computer systems and facilities. This has presented a long-standing challenge, particularly for collocated, cross-delegated and fire offices, and for shared positions. See [National Activities/IIOG](#). Guidance on “what this means to the field” will be part of the roll out package.

And remember...

...if you feel inspired, curious or doubtful about Service First, or want to share an idea or thought, please get in touch with me. *Merry holidays to all, and to all a good year. /s/ Joan Guilfoyle*