

Agenda Item No: 7
Title: Primary Issue 0 – Decision Support System Update
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SUMMARY

The development of the Decision Support System (DSS) for the Board and the Department is progressing well. The current Phase 2 effort, which focuses on the Board's work, will be completed for use at the March 4, 2009 Board meeting, and will provide the information repository framework and initial capabilities for work plan organization, meeting management, issue scan development and information search. Phase 2 progress, and an overview of the subsequent Phase 3 work, will be reviewed with the Board at the January 7, 2009 meeting.

CONTEXT

A Decision Support System is a system-based information management toolset that brings the important policy, technical and performance information together with timelines and project management functions in a way that helps decision-makers like the Board of Forestry or agency managers make timely, effective and well-documented decisions. From a system perspective, this is a new approach as a management tool, and our development is intended to serve both the Board and the agency's needs. It is our intention that our system will utilize electronic, web-based technology built around the overall "Plan-Do-Check" management model we have adopted, and incorporate much of the current planning system used by the Board for its work (i.e. *Forestry Program for Oregon* strategies and actions, issue scans, work plans, staff reports, forest sustainability indicators, performance measures, etc.) and the Department's efforts as well (i.e. strategic planning model, management framework, Leadership Team initiatives, performance measures, etc.).

BACKGROUND AND ANALYSIS

The Decision Support System development project is part of the broader Forestry Business Improvement Initiative (FBII) that was initiated in the 2003-05 biennium. Phase 1 of the DSS was the initial scoping and assessment of need effort, and was completed with the help of a consulting firm, Ascentium Corporation, in November of 2005. This scoping and assessment included an examination of the Board's initial planning framework that was instituted as a result of the December 2004 McMinnville planning retreat. Following the completion of Phase 1 in November 2005, the project had to be put on hold for lack of budget resources. With the approval of the FBII budget package for the current biennium (2007-09), the project was able to

be restarted with the system development effort in two phases – current Phase 2 (initial development) and the soon-to-be-started Phase 3 (final development).

The Phase 2 effort, working again with Ascentium Corp., is designed to (1) validate the findings of Phase 1, (2) design/develop/implement the DSS content framework (also known as the "content repository") and (3) design/develop/implement the initial information, work plan, issues and meeting management functionality of the system and the basic usage tools. This phase will also migrate initial document content and establish the initial system governance, work flows and training to properly manage the system. This Phase 2 effort is relatively short-duration, taking us just over five months into the early part of 2009 in preparation for the March 4, 2009 Board meeting. Phase 2 will include the initial document management effort to include the migration and "cataloging" of approximately 1,000 Board documents going back to 2003. This initial work will span 59 Board meetings and approximately 478 agenda items. For reference, the project plan for Phase 2 is included as Attachment 1.

Phase 3 will be the final phase of the project and include the full records/document manager, a more robust tool set for issue scan/work plan/task management, progress and performance management tools, linkages with the sustainable forest management indicators, a public access portal, and additional training. This phase will also broaden the scope of DSS to include the Department decision-making efforts as well as the Board's. This phase will also be built with an external consultant, and will be bid and awarded based on a separate request for proposal process. It is within this third phase that staff will fully implement the DSS and finalize the system governance.

To put the project elements in some familiar context, if we use a city library analogy, in Phase 1, we determined the need for a library and the general location, size and conceptual architecture of the building, and the book management systems that we require. In Phase 2, we'll design and build the building, determine the shelving layout, build the front desk and library patron traffic flow, begin to stock the shelves, and establish the initial library policies and procedures. In Phase 3, we'll build the card catalog, book search and check-out systems, link the library's system to other partner libraries, install the library performance system, continue to stock the shelves and finalize the library governance board.

NEXT STEPS

Current project timelines include first use of the system for the March 4, 2009 meeting. In the meantime, final development and system testing will occur, along with installation and/or deployment of the Board members' computers. Also, initial system orientation and training will be provided to Board members in early February 2009 on an individual or small group basis to provide opportunities for system understanding. Other training and support opportunities will be developed with Department help and staff involvement to address needs over time.

ATTACHMENT

(1) Decision Support System Phase 2 Project Plan