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# United States Department of the Interior

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*6 attachments*

## Managing For Excellence Decision Document Team 2

### MEMORANDUM

To: Deputy Commissioner, External and Intergovernmental Affairs  
Director, Office of Program and Policy Services  
Regional Directors, Attn: PN-1000, MP-100, LC-1000, UC-100,

From: William E. Rinne *William E. Rinne*  
Acting Commissioner

Subject: Decision Related to Managing For Excellence Team 2 Final Recommendations

You are hereby directed to implement the recommendations contained in the attached document, Managing for Excellence Team 2 – Final Recommendations. The Deputy Commissioner, External Affairs should implement Recommendations Two and Three. The Director, Office of Program and Policy Services should implement Recommendations One and Five. Regional Directors should implement Recommendation Four. Implementation of these recommendations should begin by COB May 31, 2006.

Attachment



## MANAGING FOR EXCELLENCE FINAL RECOMMENDATIONS – TEAM 2

### Making Reclamation Manual (RM) Policies and D&S Readily Available on the Internet

**Executive Sponsor:** Trudy Harlow

**Team Members:** Karl Stock, Miguel Rocha, Randy Feuerstein, Roseann Gonzales, Elizabeth Harrison.

**Key Organizational Function Interfaces:** Roseann Gonzales, Director OPPS; Shannon Kerstiens, Manager, Reclamation Manual; and Elizabeth Harrison, Director MSO.

**Action item statement from the Managing for Excellence Action Plan:**

Ensure that the Reclamation Manual Policies and Directives and Standards are readily available on the internet.

**Scope Statement from Managing for Excellence Project Management Plan:** The task is to ensure that the Reclamation Manual Policies and Directives and Standards are readily available on the internet. The key is 'readily available.' While the RM is, for the most part, currently on Reclamation's internet site, it is difficult to access from the home page, and it is unlikely that Reclamation's external customers find it readily available. Reclamation staff and management are also an audience to which the RM should be readily available. In addition to the improvements to be made to the accessibility and format, other regulatory requirements not currently included in the Reclamation Manual website will be considered for inclusion. It is also an objective of the team to make Reclamation's internal and external stakeholders aware of the RM's location and familiar with its use.

**Approach and Methodology:** The team's approach was to make a number of sensible, straightforward changes to the RM website initially, communicate with internal and external stakeholders regarding the existence, significance, and availability of the RM, and ensure a process for responding to feedback and suggestions on how to continually improve the accessibility and use of the manual.

**Deliverables:**

**Demo of Site Changes:** The team identified and, pending Commissioner approval, is ready to implement a number of initial changes to the online access path and organization of the RM website. These changes include direct links to the RM home page from both the internet and intranet home pages, and a complete reorganization of the RM website. The RM home page would now consist of brief descriptions of what the manual and each of its major components are, with direct links from these descriptions to the sub-page where the contents of that category are listed. Each document title on those pages links to a .pdf file of the document. Also included, at the bottom of the RM home page, and on its left-hand navigation bar, are links to a feedback/comments page encouraging the user to give us feedback on the RM and the website. The collection of these and responses to them will be handled by designated OPPS staff. With the exception of the Reclamation home page internet and intranet links, which are already live, the rest of the team's work described above has been set up on test space on the server that can be accessed by the following link: <http://d5t1www2.usbr.gov/recman/testRManual/>

**Communication Memos:** The team has also developed two communication memos providing very brief discussions of the existence, significance, and availability of the RM, directions to the new web links, and an advisory to the recipients that comments/feedback are encouraged and provided for by links on the site. The 1<sup>st</sup> memo would go to all Reclamation employees from the Commissioner. The 2<sup>nd</sup> would go to designated national stakeholders from the Commissioner, and from the Regional Directors to local customers and other stakeholders they identify in their regions. Both memos are attached.

**Recommendations:** The Commissioner should:

- 1). Direct that the new content/organization for the Reclamation Manual website contained on the test site linked to above 'go live' by May 31, or the date the decision memo is signed, whichever is later. (Director, OPPS)
- 2). Send the attached Memo to all Reclamation employees. (Deputy Commissioner, External Affairs)
- 3). Send the attached Letter to appropriate national stakeholder organizations, congressional committees, offices, and staff identified by the Deputy Commissioner, External Affairs. (Deputy Commissioner, External Affairs)
- 4). Direct that the attached Letter be sent by the Regional Directors to appropriate stakeholders they identify within their regions. (Regional Directors)
- 5). Direct that continuing improvements to the RM, including the products of M4E teams 5, 6 & 7, and appropriate stakeholder suggestions, be coordinated by OPPS' Reclamation Manual Manager. (Director, OPPS)

Submitted by:

  
Karl Stock, Team Leader

5/25/05  
Date

  
Tracy Harlow, Executive Sponsor

5/26/06  
Date

  
Larry Todd, Deputy Commissioner, PAB

5/26/06  
Date