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*Office of Trust Services  
Geospatial Support*  
2012 GIS Training Program

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OFFICE OF TRUST SERVICES GEOSPATIAL SUPPORT  
2012 GIS TRAINING POLICY

1 Overview

The Bureau of Indian Affairs (BIA) responsibility is the administration and management of 55.7 million acres of land held in trust by the United States of America Indians, Indian tribes, and Alaska Natives. There are 565 federal recognized tribal governments in the United States. Developing forestlands, leasing assets on these lands, directing agricultural programs, protecting water and land rights, developing and maintaining infrastructure and economic development are all part of the agency's responsibility. Management responsibility of these areas includes range, forest, water, fish, wildlife, minerals, agriculture, real estate, and archaeological resources. In addition, management emphasis is placed upon the development of economic opportunities, which can assist Indian self-determination efforts; the Bureau of Indian Affairs provides education services to approximately 48,000 Indian students.

There are approximately 275 Indian land areas in the U.S. administered as Indian reservations (reservations, pueblos, Rancherias, native allotment communities, etc.) The largest is the Navajo reserve of some 16-million acres of land in Arizona, New Mexico, and Utah. Many of the smaller reservations are less than 1,000 acres with the smallest less than 100 acres. On each reservation, the local governing authority is the tribal government.

Although a significant number of tribes reside in Alaska (227), the remaining tribes are located within the boundaries of 36 states.

BIA and Indian tribes require information about land status and the activities, which impact this status. This information must be accurate and easily accessed. In addition, it must provide both historical as well as current status, and must be interpretable for projection analysis.

Furthermore, this information must be updated on a regular basis. Thus, a considerable amount of data handling is required. To reduce costs, improve efficiencies, and make management decisions in a more timely fashion BIA has adopted a "systems" approach to resource management. This approach utilizes geographic information system (GIS) technology, remote sensing, global positioning system (GPS), computer systems, and other such geographic data processing and analysis capabilities.

The BIA manages and directs its entire program in geographic data technology through its Office of Trust Services Geospatial Support program (OTSGS), which is located in Lakewood, CO. This office is the focus of all such activities within BIA and establishes organizational policies and standards for the use of geographic data technology. The OTSGS supports a national user community consisting of BIA and tribal personnel. The office shall provide technical, on-site and off-site support to continue the implementation of geospatial technology in BIA.

The BIA workforce is approximately 10,665 employees. Most of these employees are American Indians. Many individuals are seasonal employees (e.g. fire fighters and school teachers), part time employees, or term employees. Contractors are not included in this total.

## 2 Statement of Purpose

The training program shall support government training efforts in geographic information systems and geodesy. Due to the large number of BIA offices and Tribes acquiring GIS software the need for training is immense. The goal is to make individuals effective users of the software and to promote proper data gathering and collection techniques. Training efforts will be encompassed by one of the foregoing broad categories. Training in applications software, and a variety of geographic data collection, analysis and processing systems will be required. Training may be required at (or within proximity of) any of the BIA Regional or Agency offices or Tribal locations.

## 3 Scope

The OTSGS provides Geographic Information System (GIS) training to BIA employees and employees of federally recognized Tribes and works to coordinate all aspects of GIS training offered in the field and at the Office of Trust Services Geospatial Support Lakewood Training Facility. There is no tuition cost for this GIS training. The OTSGS will provide training materials and necessary software for all courses and hardware will be provided for all field tribal training, to include laptop computers, a projector, and portable printer. Expenses for transportation, hotel accommodations and meals are the responsibility of the participant. The courses will be held at the OTSGS Lakewood Training Facility and various field locations hosted by the BIA or federally-recognized Tribes.

### 3.1 Program Objectives

Provide ESRI ArcGIS training to BIA employees and employees of federally recognized Tribes. All the ArcGIS courses will be taught by an ESRI Certified Training Professional (CTP). The ArcGIS instructors will follow all the CTP policies and procedures set forth by ESRI.

### 3.2 Program Deliverables

- Conduct GIS training courses at the OTSGS Lakewood Training Facility and various field locations
- Course reports at the end of every course
- Quarterly Reports
- Final report submitted as part of the End of Year Review

## 4 Program Team

### 4.1 Program team members and their roles

- Senior Management (Program Sponsor): Fred Allgaier, BIA
- Management: Shane Willard and Justin Riggs
- Instructor: RJ Kern
- OTSGS Lakewood Training Facility Registrar: Katie Lewers
- Stakeholders: Training Host, other BIA offices and Tribal contacts, Regional Coordinators, Sponsors, team members, and ESRI Certified Training Program (where applicable).

## 4.2 Expected contributions and scope of authority

- Senior Management (Program Sponsor): Provide funding and support for the program. Make high-level decisions concerning the training program. Communicate to stakeholders as necessary. Assist with allocation of resources. Formally accepts the product of the program scope verification and administrative closure. Provides key event and milestones. Resolve conflicts that extend beyond the program manager's control.
- Management: Assist with allocation of resources and corresponding with the program sponsor. Provide tactical decision-making within the overall guidance of the Program Sponsor. Resolve immediate conflicts that extend beyond the program sponsor's consideration.
- Registrar: Completes the day to day activity of registration including but not limited to, course confirmations, reminders, suspensions, student status, and coordination with the team. Communicate with the functional manager and the program sponsor. Communicate with stakeholders concerning courses. Make decisions concerning the training registration with the final approval of the program sponsor. Communicate needs and progress to functional manager and program sponsor.
- Team: The team is comprised of two entities: the Registrar and the Trainer.
  - Registrar and Help Desk: Input all the registration requests, answers questions and support OTSGS training policy.
  - Trainer: Conduct the courses assigned. All instructors will provide the program manager the course roster, course report, copy of all documents submitted to ESRI and all technical issues concerning the course/equipment. Trainers complete book order forms and work with the BIA to purchase books. Trainers ship equipment to field host as necessary.
- Stakeholders: Provide assistance in obtaining a facility to train in the field. Provide adequate electrical outlets, desks and seats for the students. Inform upper management of all training scheduled for that location. Provide guidance and support to OTSGS policies.

## 5 Assumptions and Constraints

### 5.1 Assumptions

All courses will be generally held Monday through Friday, 8:00 am to 4:30 pm either at the OTSGS Lakewood Training Facility or designated field location, however, check the Training Schedule for exact dates as these can fluctuate from course to course. Changes occurring to the training schedule non-course related can be made by the program manager. All other decisions need to be approved by the Program Sponsor. Should conflict resolution be required beyond the tactical level between the program manager, functional manager, registrars, or stakeholders, final decision-making authority is deferred to the Program Sponsor.

### 5.2 Constraints

Changes with equipment, funding, and instructors could significantly impact the program. All changes to the training course schedule must be approved by the Program Sponsor and communicated to the OTSGS Lakewood Training Facility Registrar and applicable stakeholders.

# GIS Training Communications Plan

## 6 Statement of Purpose

The Communications Plan was created by the Office of Trust Services Geospatial Support (OTSGS) to manage the Geographic Information System (GIS) Training program and to define an approach for communicating internally among the program team and externally to stakeholders and students.

The plan is proactive and consistent among program team members; stakeholders are critical to program success. A vast number of documents will be produced during the life of the program and numerous meetings and conversations will take place. Communication requirements are based on inputs from senior management, program team members, stakeholders and BIA policies. Requirements such as what is communicated, who receives it, how information is transmitted, how to collect, where to store and file information, and frequency of reports and meetings are all captured in the communications plan. The program manager recognizes that effective assessment and management of communications is vital to delivering a successful program.

## 7 Scope

The OTSGS GIS Training Communications Plan is not intended to be all-inclusive, but rather to provide a guideline for consistent communication processes and will be maintained and distributed throughout the life of the program.

### Collection and Distribution of Information

#### 7.1 Collection and Filing Methods (Internal)

This section is intended to describe how program information will be collected and stored within OTSGS internal processes. The program has various forms of communication that take place throughout the program life.

- Compiling the GIS Training schedule:
  - Begin to work on the schedule during the release of the prior year's schedule. All notes and emails are filed. Look at historical information concerning attendance, cancellation, waitlist, number of courses taught each year in a region and gather input from stakeholders. Training surveys offer input to demand and availability of field training hosts.
- Received Registration Forms
  - Faxed Registration Forms: Filed by course number after information has been entered into the database (where applicable).
  - Online Registration Forms: Downloaded PDF is printed, and then filed by course number after information has been entered into the database (where applicable).

#### 8.2 External Communication

- Publishing Training brochure: available as an Adobe PDF document found on the BIA Intranet, [www.ngrc.bia.gov](http://www.ngrc.bia.gov): The training brochure can be found online (intranet) for BIA employees to access. In addition, the training brochure is published at <http://ngrc/> or

- <http://www.bia.gov/WhatWeDo/ServiceOverview/Geospatial/index.htm> for Tribal employees to access.
- Fax/Email: Faxed or emailed versions of the training brochure are available to anyone who requests it. The original version is created in MS Word and saved on the production server in the Training folder, organized by program year.
  - Distribution of Information: changes to the training brochure are distributed through mass fax and information postings on the websites.
  - Confirmation of Registration Email: Document describing the details of the class and notifying the student that they are confirmed to attend the class.
  - Wait List Email: Document describing the details of the class and notifying the student that they are on the wait list.
  - Suspension Email: Original document created and organized by program year. Trainer communicates to registrar during end of course reporting who receives a suspension email. This document is not student specific.
- OTSGS database Course Rosters: A course roster generated by the Registrar that lists the students registered for the course. It is given to the trainer, if held at a field location, then also given to the field host, and printed and filed by course number. These need to be distributed at least one (1) business day prior to class start date.
  - ESRI Certified Training Program (CTP) Requirements:
    - ESRI Student Certificates, give to students who complete a minimum of 90% of the course. The certificates are ordered from ESRI and signed by the ESRI Authorized Training Professional conducting the course.
    - ESRI Book Orders: Trainers complete ESRI Book Order forms and give to BIA Program Sponsor to sign and submit. Must follow ESRI policies.
    - ESRI Authorized Partner Education Center APEC Class Information Sheet (*If applicable*): Original sent to ESRI as required by CTP policies and procedures. A copy is filed by course number.
    - ESRI Course Rosters: Completed by the trainers at the beginning of a course. Original copy is sent to ESRI as required by CTP policies and procedures. A copy is filed with the course registration forms.
    - ESRI Course Evaluations: Completed by each student at the end of the ArcGIS course. ESRI requires the online submission of the forms. Due to the lack on internet connectivity, they are allowing the OTSGS to submit paper copies of the evaluations. Each evaluation is copied and filed with the instructor. The original is sent to ESRI.
    - Renew instructor's CTP authorization. Each ESRI Certified Training Professional must renew their authorization on a yearly basis and must teach the minimum required number of students to maintain authorization (varies by course). Anniversary dates are as follows: R. J. Kern on May 9 (of each year).
  - Reporting:
    - Course Roster: Trainers give registrars a copy of course roster to reconcile with training registration database. Registrar will confirm with trainer on students who did not complete the course, no-shows, policy violations, etc within 7 days after course conclusion.

- Training Report for OTSGS Lakewood Training Facility classes: A digital version is delivered to the Program Sponsor.
- Training Report to BIA: A digital version is saved on the network. The training report is printed and filed by course number. A copy is given to the BIA.
- Quarterly Reports: Completed at the end of each quarter by the Functional Manager and included in the comprehensive OTSGS Quarterly Report.
- End of Year Reports and Presentation: Completed at the end of the year by the Functional Manager as required by the OTSGS contract requirements.
- IT Communication:
  - Team will document all training computer issues in the Training Report.
  - Team will complete the computer checklist prior to teaching. The checklist will then be returned to the functional manager. The checklist will be copied and given to the IT manager and program manager.
  - Program manager will follow up with a verbal conversation.
- Verbal Communication:
  - Meeting Minutes and Agenda: Digital version stored on the server according to program fiscal year.
  - Phone Calls: Entered in the OTSGS Help Desk system and/or refer to Registrar or Trainer as applicable

### 8.3 Distribution Structure and Methods

This section is intended to describe how program information will be distributed and the methods to do so. The program has various forms of communication that take place throughout the program life.

- Training Brochure:
  - Distributed through the OTSGS BIA Intranet, <http://ngrc/>. On the Intranet site BIA employees can download a PDF version or look at the courses online. Updated as necessary.
  - Distributed through ESRI's hosted website for the BIA and can be accessed at <http://www.bia.gov/WhatWeDo/ServiceOverview/Geospatial/index.htm>. Updated as necessary.
  - Distribution of Information: Distributed via fax/email initially and when significant changes to the training schedule occurs.
- Registration of Students:
  - To register for a course, students must fax a completed registration form to 303-231-5229 or email to [otsts@bia.gov](mailto:otsts@bia.gov). One registration form must be completed for each course of interests.
  - Received Faxed or Emailed Registration Forms: Entered into a spreadsheet on a daily basis.
  - Students enrolling in training sessions offered in a workshop format (2 or more classes offered back-to-back within the same week) are required to complete both training classes and may not need to meet the pre-requisite policy. Exceptions to this will be considered on a case-by-case basis by the Program Manager, Functional Manager, and Trainer.

- Registration is closed 6 weeks out, then screened by the OTSGS management and attendees selected.
- Confirmations are sent by the OTSGS Lakewood Training Facility registrar approximately 4 weeks before the start of the course. Students are encouraged not to make travel arrangements until enrollment confirmation is received.
- Confirmation of Registration Email: Send immediately upon receiving the selection of attendees.
- Confirmation of Courses:
  - Acceptance Letter: Courses are confirmed 4 weeks prior to the start of a course. For courses requiring a pre-requisite all students registered for the course are checked to determine eligibility. If they do not have the pre-requisite then they remain on the waitlist.
  - To fulfill a course prerequisite, the student must have completed either instructor-led ESRI authorized “ArcGIS Desktop I: Getting Started with GIS, v10” or the Virtual Campus course, “Learning GIS with ArcGIS Desktop v10,” prior to registering in the courses.
  - If the prerequisite is completed through venues other than the OTSGS or Virtual Campus, a certificate of completion is required. The certificate of completion must be faxed or emailed to the OTSGS no later than 4 weeks prior to the start of the course.
  - Failure to submit in the pre-requisite certificate of completion will result in an incomplete registration and the student will not be allowed to enroll in the course.
  - All students confirmed for training must be in good standing with the Registrar and have not previously enrolled in the course within 2 years. Students wishing to retake training within 2 years will be considered on a case-by-case basis after all other criteria have been applied. The courses hosted by the OTSGS Lakewood Training Facility fill on a first come, first served basis with no preference given to region or agency affiliation. Field training preference is given to:
    - 1. Tribal affiliation within region; then BIA affiliation within region
    - 2. Tribal affiliation out of region; then BIA affiliation out of region
    - 3. Students in good standing with the Registrar and have not previously enrolled in the course within 2 years.
  - The OTSGS management will review the students on the waitlist before assigning the confirmations; selections will be provided to the registrars for distribution of the confirmation letters. The remaining students will be retained on the wait list.