



Special Cost Allocation Methodology Edition!

A CAM II Team Report

By John Christian and Janice Whitney

Over the past few weeks IT professionals in the FWS have been asked to “drop everything” and fill out a Cost Allocation Methodology (CAM) II workload analysis table to identify how much time they spend on various IT activities. There are two reasons for this: 1) The Service is going through a review of its administrative funding to determine what costs should be paid from this account, and 2) The Service’s common administrative responsibilities and IT needs have increased at a much faster rate than administrative funding makes available. The result is that increased costs are allocated to programs other than Administration. The Service has recently decided to transfer all space costs (paid by administration funding) to the programs. Common administrative functions such as IT would be funded in the future primarily by administrative sub accounts.

One goal of the CAM II exercise is to develop a fair and equitable distribution of available administrative funding for common administrative IT services. Regions will be able to supplement administrative funding with program funds to meet specific program IT needs. By collecting the best time estimates on central administrative IT services the CAM II team can analyze current administrative funding and suggest a fair and equitable (and transparent) allocation of administrative funding to each Regional Office (RO) and the Washington office (WO) to support IT services. The data collected will be provided to the Directorate for an analysis and a review of ROs’ and the WO’s administrative funding allocations for IT activities and will assist in the review of current administrative funding allocations.

The Service’s contractor, Grant Thornton Company, will also review the data: 1) To identify efficient IT activity areas for each RO and 2) To interview the regional Chief Technology Officers (CTOs) to determine the unique processes that ROs use to increase overall efficiency. These processes will be recommended as “best practices” for all regions to consider.

What can the IRTM Division employees expect from CAM II? Many Service managers’ will see the diversity of IT activities that are required by our IT programs and that IRTM does much more than “fix computers”! The CAM II effort will clearly demonstrate to all managers the need for a well funded and well supported IT effort. There is no intent in this exercise to limit the number of IT professionals within a region. Personnel decisions remain the responsibility of the Regional Directors and Washington Program Managers.

The CAM II Team thanks everyone who filled out the CAM II IT survey forms! Contact the CAM II team members to ask questions or to provide input. The CAM II team members are: John Christian (R3), Marshall Gray (WO IRTM), Janice Whitney (R3), Doug Robertson (R1), Daniel Greeley (R5), Stephen Hanson (R7), Warren Jernigan (BCT), Barbara Milne (R3).

John Christian is the Region 3 Assistant Regional Director- Migratory Birds and State Programs and Janice Whitney is the Region 3 Chief Technology Officer.

Meet Chief Technology Officer Carolyn Hust



When people find out that Carolyn works for the FWS and begin to ask questions she tells them, “I do computers, I don’t do critters.” Carolyn began her career with the FWS 20 years ago as the first computer specialist in the Southeast Region using Radio Shack computers with eight inch floppies.

Carolyn has worked to change the R4 office’s ‘rebel’ reputation by presenting different perspectives when a one-solution-fits-all doesn’t work. She also provides guidance and policy interpretation according to the audience’s level of understanding.

R4 was the first region to complete the Lotus Notes conversion with 1700 employees. Ms. Hust’s staff performs e-mail administration, GIS, networking, telecommunications and IT support for the Regional Director, Administration, and External Affairs offices. IT is decentralized and each program office (6) has IT support staff. The R4 office is the back-up help desk for approximately 250 field offices.

The R4 office provided invaluable assistance during this year’s hurricane season. Two new IT tools provided continuous communications. The first tool was a mail-in database for field offices to report their status. IRTM also developed a database to track telephone calls and field station status which aided management to construct the big picture. The second tool was satellite telephones.

Customers realized the importance of the IRTM Division from the Service-wide Internet shutdown earlier this year. Carolyn finds the challenge of doing more with less a roller coaster ride of good and bad times. She says, “The 360 degree loops are fun. . . We must be doing something right -- many people want to work in our office.”