

Presentation to OLT

This presentation is an update and is about 10 minutes long. Then I hope we can have some discussion including what OLT sees as the next steps and what additional info you require to make a decision on these recommendations in July. Please feel free to jot down your questions during the presentation.

First of all, I'd like to thank you for this opportunity to provide an update on the woodlot efm project before the conclusion of my temporary assignment on June 30. I would have preferred to do this in person with some visual aids; however, I greatly appreciate the generous amount of time allotted to me on this conference call. It's been quite an experience and journey over the past 6 months.

The members of the team started out with some very clear and distinct perceptions of each other – for instance, the Federation was blaming the systems for all of their troubles, Information Management Group felt the Federation was simply whining without cause, districts believed Victoria staff never communicated and worked completely within silos, and Branches believed districts simply weren't following their direction – as set out in legislation, regulation, policy, etc.

What we discovered along the way was that these were all mental models that I believe we have now successfully broken among the team members. We all now realize and have documented

1. that the business rules dictate the systems' requirements
2. that a huge amount of information is required and from the client's perspective (staff and licensees), the systems are very individualized and could be more audience-friendly despite the communication, coordination and documentation efforts that do go on between the branches and IMG, and finally
3. that there are gross inconsistencies between parts of legislation, regulations, policy, CP templates, and systems causing frustration and probably some of the variation across districts

(side note – no mention of Regions as there were no reps on the team)

The one item that all team members agreed upon at the beginning and still do today is that there has been inadequate training for woodlot licensees, woodlot district staff, and service providers on efm in general and specifically in the different applications including FTA, ECAS, RESULTS, CRS, WASTE.

In addition to generating a better understanding and developing more cooperative relationships, we also raised awareness with the various branches of the differences that exist between woodlots and other tenures, including the fact that some woodlots will be operating under an FDP for up to another 10 years while others will be operating under a WLP which is very different from an FSP. The lack of distinction is a major stumbling block when woodlot licensees are trying to enter their information into RESULTS.

Our greatest accomplishment has been the production of 14 detailed business process maps including an overview of the woodlot holder's requirements throughout the lifecycle of the tenure. This overview not only shows the steps and 88 separate processes involved (both MFR and licensees), it also identifies the legislation, regulation, legislated manual, or policy associated with each requirement. We see these maps as the foundation for all future woodlot streamlining initiatives including the current Regulatory Review. In fact, we've been told that Minister Coleman is in possession of a copy.

In the meantime, the overview flowchart can be used by woodlot licensees as a road map through our jungle of rules while the other 13 can serve as user's guides for submission of information to us electronically.

However, one of the biggest obstacles still facing the licensees when they try to submit information to our systems is the inaccurate or lack of data within our systems. Unfortunately in the past, woodlots were always viewed as low priority and their information often did not get properly entered into our systems. During the past data clean up efforts, many if not most woodlots were put to the bottom of the list. When data clean up money ran out, they were left untouched. Additionally, many woodlot boundaries are either incorrectly

positioned, overlap others, or were inadvertently changed. If we truly want to be the stewards of the land, our data needs to be complete and accurate, especially given our culture shift to a learning organization supposedly managing by data to continuously improve our processes and client services.

It became apparent that MFR is on the path to a learning organization when we discovered there were 16 other committees or initiatives happening at the same time, with seemingly similar overlapping purposes. Unfortunately, there appeared to be a lack of coordination or communication among them as our main source of information came from our Federation rep. In order to avoid duplicating efforts, we strongly focused on the current reality of system requirements and how to assist woodlot holders with electronic submissions. In addition to creating the flowcharts and cheat sheets, supplying Ezlink to the Federation like we do the Woodlot AAC software appears to be the preferred short term solution.

Although we didn't specifically outline a streamlined vision, we did record suggested improvements, perceived duplications, as well as, issues and inconsistencies. We feel that true streamlining can only occur if all parties are at the table. Hence, the recommendations for dedicated time from specialists to participate on a cross-functional working group team to review all of our recommendations and hopefully reduce the amount of information required by looking at their individual data from a big picture lens and rationalizing it's importance (in other words, what exactly is it used for and is it still relevant).

Based on the experiences of these team members and my experience on the SIRST, a successful and highly productive team requires a strong, full time leader or champion. In order to keep the momentum going, we are requesting that a temporary assignment or auxiliary position be made available and filled immediately until a regular, full time position can be created and filled.

We feel strongly that this be a dedicated woodlot position to serve as a liaison between programs and systems, as well as, the numerous other initiatives that are suggesting changes to ensure woodlot differences are incorporated in the future, and to ensure all related information (flowcharts, web portal, training, etc) are updated accordingly.

Many of the recommendations put forward by this team have incorporated or built upon recommendations from several other past initiatives, including the Streamlining and Forest Info Mall lead by Greg Goss, WARRT vision and goals, the Forsite Report, and the Woodlot efm User's Group Needs document. Of great concern to this team is that our work will be shelved alongside these others. A great deal of effort and time, including a lot of unpaid time, was put in by all members of the team. We really hope our vision of improved data management can be realized so that district staff save time and can get to the field more often, Branch staff have meaningful data for presentations or reports and fewer complaints to deal with, and that woodlot licensees have a reduced cost burden and a useful and safe record-keeping system. However, we realize that "Vision without Implementation is Hallucination". So we sincerely hope you will take all of this information into consideration during your budget discussions next week.

Thank you once again for your time and attention. Looking forward to the discussions and please feel free to ask questions.