

Lou's email message on the Correspondence Management System (CMS) to the districts:

The Office of the Regional Director, Eastern Region, is in the process of implementing a correspondence tracking system throughout the Eastern Region. This system is called the Correspondence Management System (CMS), and runs in Lotus Notes. This management tool will enable correspondence requiring an action to be efficiently routed to other offices within the Eastern Region. For instance, if the Regional (fill in your bosses' title) has a data call and needs input from all of the *(districts, teams, or science centers)*, we will generate the action item in the CMS and disseminate it simultaneously to every office. The responses would come back to the Regional _____ efficiently to one mailbox. Once the Eastern Region CMS is up and running, and after everyone has been trained and becomes proficient, actions items that have previously been routed via e-mail or fax can be handled electronically. The CMS will be thoroughly beta tested in Reston before it will be utilized in the field.

The Eastern Region CMS will allow each individual CMS user to communicate with one another, including the offices of the Regional Executives and the Regional Director's office.

The CMS will be installed on one computer in all Eastern Region REX offices, the ER Director's office, and each Science Centers. Your data managers will have the following responsibilities:

- Have the CMS software installed on their computer (Computer must have Windows 2000 or Windows XP installed and have Lotus Notes version 5.8 or higher)
- Attend a 1-day training session on the use of the CMS at a nearby location (more on training dates and site location later)
- Dedicate time to becoming proficient with the CMS system using the training manual, practicing with members of the organizational group, and communicating with the REX lead

After training and implementation of the CMS, the data manager will be responsible for the following on a routine basis:

- Checking the CMS on a daily basis for action items that have been tasked to their office
- Making sure that the action item is tasked to the appropriate individual within their office
- Ensuring that the response is formatted and edited, using USGS and Government Printing Office (GPO) correspondence guidelines and procedures
- Forwarding, through the CMS, to the appropriate Regional Executive's office.

In the near future, the individual who you have delegated the responsibilities of data manager, will be receiving an e-mail from Jennifer Nigriny, from TechWizard. She will be asking for a convenient time for her to call and walk your data manager through the steps to put the CMS software on their computer and checking to see if they have proper access rights.