



GIO's IT Help Desk Tiger Team

**ITAC Meeting
January, 2002**

Tom Wood, Acting Chief, DIS Program Office

**U.S. Department of the Interior
U.S. Geological Survey**

Charge

- **Develop bureau strategies for effective help desk and desktop support staffing, deployment and operation**
- **Review best practices of IT help desk operations within other Federal agencies and the private sector**
- **Recommend actions the USGS might take to adopt best practices**

Charge (cont.)

- **Account for FAIR Act implications (i.e., what is appropriately outsourced regarding help desk support and operation)**
- **Recommendations regarding an organizational structure for help desk operations within bureau regions, headquarters, and field sites**

Product and Timeframe

- **Product** - Recommendation Report regarding an IT help desk structure for the USGS, including best practices that might be adopted by the bureau, and an optimum organizational structure (i.e., number of FTE needed to support and level of contractor support).
- **Timeframe** – Report to GIO by May 31st

Proposed Schedule

- **Jan. 23-24: First Meeting in Reston**
- **Jan-Mar: Define current state, review best practices, FAIR Act**
- **April: Develop and vet recommended actions**
- **May: Complete and deliver Report**

Team Members

- **Tony Frank, ER, Biology**
- **K. Lea Ginnodo, CR, Geography**
- **Richard Hollway, WR, Water**
- **Doreen Lucas, HQ, Water**
- **Bill Lukas, WR, OWRS**
- **Kip McCarty, CR, BIS**
- **Cindy Myers, ER, Geography**
- **Fred Riggle, ER, Geology**
- **Terry Sutton, HQ, OIS**
- **Jennifer Willems, CR, Geography**
- **Tom Wood, Co-Chair, HQ, Water**