



Proposed Joint Issue Resolution

23 Mar 2009

LtCol "Mo" DeMorat
NORAD and USNORTHCOM J75
Lessons Learned and
Assessments



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Joint Issue Resolution

- JLLIS has proven successful for *sharing observations and recommendations* throughout the joint lessons learned community
- Gap exists for resolution of O&Rs *resulting in issues requiring corrective action from multiple services, COCOMs, CSAs*
- Recent events, including *2008 Hurricane Season* and *2009 Inauguration*, have numerous action items assigned to OPRs in different COCOMs, CSAs, others
 - Assigned via spreadsheet distributed by JS
 - Each COCOM, CSA, other employ different resolution systems
 - No effective and transparent tracking capability
 - Inadequate collaboration
 - Questionable use as knowledge provider for future events
 - No automatic linkage with Observation collection tool (JLLIS) to review source documents during resolution

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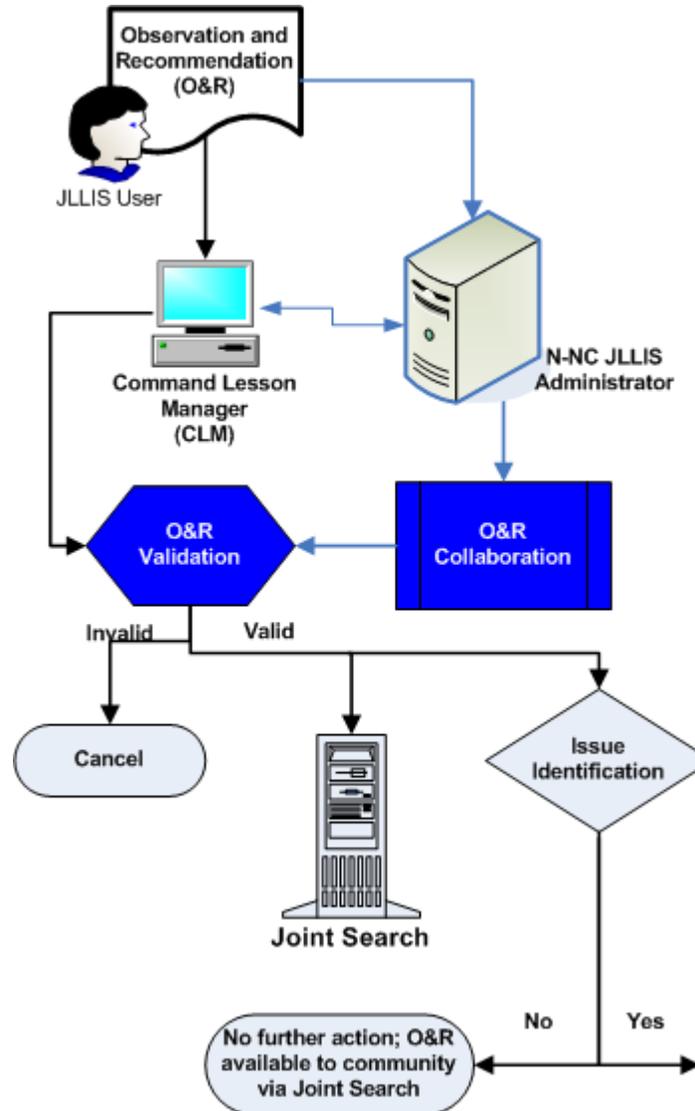


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JLLIS O&R Collection

O&R Collection and Management

- 1) Receipt
- 2) Validation
- 3) Activation
- 4) Issue Identification



Issue Resolution System

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Joint Resolution System

- Requirements
 - ***Support a well-define joint process***
 - Universally accepted and employed
 - Linked with JLLIS (if not a function of JLLIS)
 - Available at lowest levels (action officers)
 - Automatic elevation to higher echelons
 - Flexible: add/subtract “voting members” and decision points
 - Transparent/accessible
 - Available for future use (archive, searchable)
 - Attach documents
 - Integrated into JCIDS, DAS, JRAC, UON, JROC, JCB, FCB

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Joint Issue Resolution

NORAD AND USNORTHCOM LESSONS LEARNED powered by JLLIS

Hawaii 03/09 06:14 Pacific 03/09 08:14 Eastern 03/09 11:14 Zulu 03/09 16:14 Stuttgart 03/09 17:14 Baghdad 03/09 19:14 Afghanistan 03/09 20:04 Hawaii 03/09 06:14 Tokyo, Japan 03/09 03:14

JLLIS - NORAD AND USNORTHCOM

SEND AAR/SDPA FEEDBACK SUBMIT RFE ADMIN ENROLL

LOGOUT MYPROFILE MYBINDERS MYOBSERVATIONS MYAARS TEAM TOOLS

ISSUE MANAGEMENT SYSTEM

INTERAGENCY HOME
NORTHCOM HOME
ISSUES
MY AUDIENCES

SETUP SECTION

STATUS: Pending CLASSIFICATION: Unclassified
BINDER ID: OIR ID:
BATTLE BOARD ID: COLLABORATION TEMPLATE: CAB

ISSUE COLLABORATION OFFICER

Title: LtCol LAST NAME: DeMoral
FIRST NAME: David PHONE: 719-474-8337
EMAIL COMMENTS TO: david.demoral@northcom

ISSUE IDENTIFICATION SECTION

ISSUE TITLE:
IDENTIFIED REQUIREMENT: (Identify the Requirement found in the supporting information.)
Size: Source:

SUMMARY OF SUPPORTIVE INFORMATION: (Include a summary of the supporting information.)

JLLIS Issue Management System (IMS)

Capabilities

- Easy Access by all Stakeholders (with CAC)
- Joint Collaboration
- Tracking Capability
- Flexibility (templates)
- Decision Points

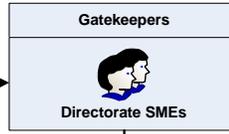
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O&R



CLM Template



Resolution Internal to Tier 2
(Directorate, Subordinate/Component Command, Special Staff Section)

Managed by CLM

Approval Authority: Director or Subordinate/Component Commander

Directorate 0-6 Level

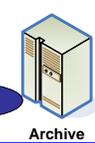


CAB

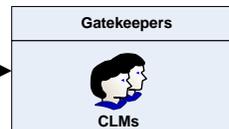
Open

Verify

Close



CAB Level Template



Corrective Action Board (CAB) Resolution

Managed by N-NC/J75

Approval Authority: N-NC/J7D

Corrective Action Board Working Group (CAB WG)

CAB Slides

N-NC/J7D

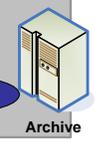


ECAB

Open

Verify

Close



ECAB Level Template



Executive Corrective Action Board (ECAB) Resolution

Managed by N-NC/J7

Approval Authority: N-NC/CS

Executive Corrective Action Board (ECAB)

ECAB Slides

N-NC/CS

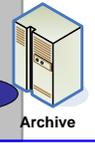


External

Open

Verify

Close



Suggested Process

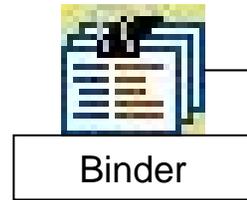
Joint Template



Joint Planning Group(JPG), General Officer Steering Committee (GOSC)

Anticipated Issue Resolution

- 1) Definition
- 2) Collaboration
- 3) Elevation
- 4) Decision Point



Binder



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Concept of Operations

- **O&Rs** are *source documents* (data) -- populate searchable data base
- **IMS** provides *work space* -- manage collaboration and issue resolution
 - CLMs create/define/manage issues
- Each **Tier 2** will create their own *IMS templates*
- NORAD and USNORTHCOM JLLIS administrators will create Corrective Action Board (CAB) IMS template (**Tier 1**)
 - multiple directorates/commands and associated Gatekeepers and Decision Points
- Issues can be elevated to CAB-level (**Tier 1**) (or higher) by applying new template
 - All work completed in previous templates remains
- N-NC/J75, at the decision of Executive CAB, can *externally route issues to Joint Resolution Program*
 - Possibly “assign” to USJFCOM, who could apply a new Joint template

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Concept of Operations

- IMS should be used at ***all*** levels to manage and record all corrective action
- IMS should/could be used prior to CAB (GOSC/JPG) to allow collaboration and gathering of necessary information
 - Issue OPRs will prepare CAB (GOSC/JPG) slides from information gathered in IMS
- Slide will be briefed at CAB (GOSC/JPG) with recommended corrective action plan
- Closed issues will be archived and made available to joint search for future reference

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Issue Setup

David, The ID For This IMS IS: **109** Created By: 462

SETUP SECTION

STATUS: Active

CLASSIFICATION: Unclassified

BINDER ID: 335

[?](#) [2-CAB WG 26 Jan 09](#)

O&R ID: 10569

[?](#) [\(U\): Lessons Learned Procedures \[closed\]](#)

BATTLE BOARD ID:

[?](#)

UPDATE THE TEMPLATE FOR THIS ISSUE

COLLABORATION TEMPLATE: J7

REMOVE ORGANIZATIONS THAT AREN'T IN THE SELECTED TEMPLATE

ADD NEW ORGANIZATIONS WITHOUT CHANGING THE PREEXISTING ONES

ACTION OFFICER

TITLE: LtCol

FIRST NAME: David

LAST NAME: DeMorat

EMAIL COMMENTS TO: david.demorat@northcom.

PHONE: 719-474-8337

Save

ISSUE IDENTIFICATION SECTION

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ISSUE IDENTIFICATION SECTION

Issue Title:

Mo Test

Identified Requirement: (Identify the Requirement found in the supporting information?)

Size **B** *I* **ab** **A** Source

This test IMS issue was created to demonstrate how IMS works and the process of elevating an issue from a Tier 2 to the CAB WG while retaining all work completed.

Summary of Supporting Information: (Provide a summary of the supporting information.)

Size **B** *I* **ab** **A** Source

Normally, an issue would result from an O&R or a collection of similar O&Rs placed into a binder. The single O&R or binder can be linked to this issue by providing the O&R or binder ID numbers in the set-up section above. The corrective action plan determined by the issue OPR would be included in either this paragraph or the following paragraph, or added as an attachment.

Implications: (What happens if the issue is not resolved?)

Size **B** *I* **ab** **A** Source

By using IMS, CLMs have a separate workspace to work outstanding issues vice working in the "View Observations" page. The O&Rs are merely source documents that are validated and activated as required. O&Rs resulting in work requirements can be transferred to IMS where all work is captured and retained. CLMs can effectively and efficiently elevate an issue from the Tier 2 to the CAB by applying a new template (CAB template vice their own Tier 2 template). All work done at the Tier 2 level can be retained and viewed by the gatekeepers in the new template selected. IMS provides a collaboration capability to work an issue at all levels. For CAB level issues, collaboration should be commenced prior to the CAB using IMS so that the issue OPR can use the information provided to create an accurate slide to be presented at the CAB. Eventually, we will try to do away with slide requirements by using the live IMS to brief each issue and record the decision.

Tier 2 Template

[Click here to Launch Notification Email To Gatekeepers](#)

COLLABORATION SECTION ADD ORGANIZATION

<input type="checkbox"/> J71	<input type="checkbox"/> Mr Ron Hessdoerfer, , N-NC/J71 719-556-0356 - ronald.hessdoerfer@northcom.mil <hr/> ADD GATEKEEPER	
<input type="checkbox"/> J72	<input type="checkbox"/> Randle Moon, , N-NC/J72 719-474-8320 - Randle.Moon.ca@norad.mil <hr/> ADD GATEKEEPER	
<input type="checkbox"/> J75 *** DECISION POINT ***	<input type="checkbox"/> LtCol David DeMorat, , NORAD-NORTHCOM J75 719-474-8337 - david.demorat@northcom.mil <hr/> ADD GATEKEEPER	

[Click Here To Assign SME\(s\) To This Issue](#)
[Click Here To Post/Edit Your Position On This Issue](#)
[Click Here To Attach a File For This Issue](#)

This is how each gatekeeper will provide the necessary information. The gatekeeper will also use the stoplight graphic as voting buttons: green signifies concurrence, yellow concurrence with qualifiers, and red signifies non-concurrence. The decision point will use this information to develop the recommended corrective action plan. Each gatekeeper will also have the ability to assign Subject Matter Experts to the issue. These SMEs can provide further comments, but do not have the voting authority.

07 Jan 2009 13:05:29 Added SME

Mr. Ken Jorgensen
kenneth.jorgensen@northcom.mil

07 Jan 2009 13:10:37

Copy...this is an OBE O&R and should be closed.

Mr. Ken Jorgensen
kenneth.jorgensen@northcom.mil



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Elevating - Applying New Template

David, The ID For This IMS IS: **109** Created By: 462

SETUP SECTION

STATUS: Active

CLASSIFICATION: Unclassified

BINDER ID: 335

[2-CAB WG 26 Jan 09](#)

O&R ID: 10569

[\(U\): Lessons Learned Procedures \[closed\]](#)

BATTLE BOARD ID:

UPDATE THE TEMPLATE FOR THIS ISSUE

COLLABORATION TEMPLATE: CAB

REMOVE ORGANIZATIONS THAT AREN'T IN THE SELECTED TEMPLATE

ADD NEW ORGANIZATIONS WITHOUT CHANGING THE PREEXISTING ONES

Select new Template;
choose option to remove
organizations from
previous template or add
new organizations to
previous organizations

ACTION OFFICER

TITLE: LtCol

FIRST NAME: David

LAST NAME: DeMorat

EMAIL COMMENTS TO: david.demorat@northcom.

PHONE: 719-474-8337

Save

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COLLABORATION SECTION
ADD ORGANIZATION

<input checked="" type="checkbox"/> J71	<input checked="" type="checkbox"/> Mr Ron Hessdoerfer, , N-NC/J71 719-556-0356 - ronald.hessdoerfer@northcom.mil <hr/> ADD GATEKEEPER	
<input checked="" type="checkbox"/> J72	<input checked="" type="checkbox"/> Randle Moon, , N-NC/J72 719-474-8320 - Randle.Moon.ca@norad.mil <hr/> ADD GATEKEEPER	
<input checked="" type="checkbox"/> J75 *** DECISION POINT ***	<input checked="" type="checkbox"/> LtCol David DeMorat, , NORAD-NORTHCOM J75 719-474-8337 - david.demorat@northcom.mil <hr/> ADD GATEKEEPER	

[Click Here To Assign SME\(s\) To This Issue](#)
[Click Here To Post/Edit Your Position On This Issue](#)
[Click Here To Attach a File For This Issue](#)

Gatekeepers of
New Template

ISSUE RESOLUTION PATH

[NO FURTHER ACTION REQUIRED](#) [EXPORT ISSUE](#)

<input checked="" type="checkbox"/> AFNORTH	<input checked="" type="checkbox"/> Mr Tony Senterfitt, , 1 AF (AFNORTH) 850-283-8956 - tony.senterfitt@tyndall.af.mil <hr/> ADD GATEKEEPER	
<input checked="" type="checkbox"/> ARNORTH	<input checked="" type="checkbox"/> Mr. Ruben Perales, , U.S. Army North - ruben.perales@us.army.mil <hr/> ADD GATEKEEPER	
<input checked="" type="checkbox"/> J71	<input checked="" type="checkbox"/> Ms Kathy Bannick, , N-NC/J1 7195545936 - kathy.bannick@northcom.mil <hr/> ADD GATEKEEPER	



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Requirements

- IMS available at Tier 2 level **(CMT #: 4471)**
 - IMS currently a Team Tool
 - Link Team Members and Team Tools to Tier 2 **(CMT #: 5083)**
 - Make IMS a CLM Tool
- Make User privileges cumulative or be able to dual-designate
 - CLMs do not have access to Team Tools
 - CLM privileges should include all Team Member privileges, or
 - Administrators should be able to dual designate users as CLMs and Team Members

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Working Group

- Develop charter
- Recommended participation
- Schedule
- Means (DCO, VTC)
- Goals
 - Identify Joint Issue Resolution process
 - Identify Joint Issue Resolution tool
 - Develop Joint Issue Resolution tool configuration to meet process requirements
- Output
 - Joint Issue Resolution tool configured to support joint resolution process

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Questions?