

Service Manager Activity Update

TIPS Steering committee meeting

Santa Fe, New Mexico

May 2010

Service Manager (SM) Role

- Primary contact between TIPS and customer.
- Member of Service Manager and TIPS Teams.

“The goals of the service manager are to communicate the TIPS mission; maintain relationships with the TIPS user community; and provide value-added services to meet those needs.”

Service Manager Role

- Meet with assigned customers on an as needed basis, at least once annually.
- Identify programmatic needs and contribute to customer action plans.
- Facilitate the implementation of TIPS services.
- Ensure timely distribution of software.
- Coordinate with Training Program Leader on special requests.

Service Manager Role

- Keep OSM field office managers informed of site visits and significant TIPS program activities.
- Encourage customers to provide quality feedback concerning the use of TIPS tools.
- Attend all scheduled TIPS bi-weekly teleconferences, quarterly Service Manager teleconferences, and the TIPS annual meeting.

YOUR Service Manager is...

- Dave Agnor
 - Columbus Field Office (FO)/Ohio
- Paul Behum
 - Arkansas/Illinois/Kansas/Missouri
- Li-Tai Bilbao
 - OSM Headquarters, DC
- Tonya Mullins
 - Big Stone Gap AO/Knoxville FO/Virginia/Tennessee
- Henry Austin
 - Casper FO/Colorado/N. Dakota/Utah/Wyoming
- Tom Cunningham
 - Harrisburg FO/Maryland/Pennsylvania
- Susan Stoyek
 - ARC/Ashland FO/Wilkes-Barre FO

YOUR Service Manager is...

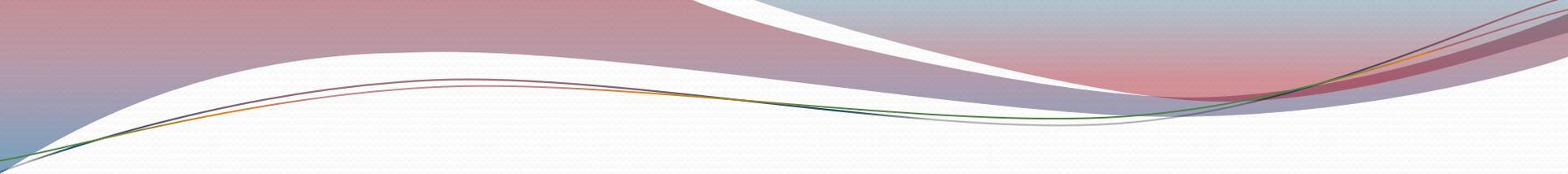
- Kwang Min Kim
 - Alabama/ Birmingham FO/Indiana/MCR/Oklahoma/Texas/Tulsa FO
- Duane Matt
 - Alaska/Albuquerque FO/Crow/Farmington Area Office/ Hopi/Montana/ Navajo AML and Tribe/New Mexico/Olympia Area Office/ WR
- Corey Miller & Iessha Moore
 - Kentucky/Lexington FO
- Mike Richmond
 - Charleston FO/West Virginia
- Randall Mills
 - Alton Field Division/Iowa/Louisiana/Mississippi

Action Plans

- Contact Information
- Program Goals/Major Activities
- Course Attendance and Needs
- Current Software Use
- Future Software Distributions
- Potential Needs
 - On-site or additional training
 - Equipment loan
 - Technology Seeds
 - Imagery
 - Pilot projects
 - Workshops
 - Project Assistance

What's Next?

- Increasing use of Action Plans.
- Increasing communication regarding TIPS activities/resources.
- Reaching personnel that need or use TIPS resources.
- Addressing Service Manager workload.



Questions?