



Minutes

Participants

John Bowers	Kathy Handy
Brian Kopper	Susan Schechter
Kristian Rondeau	Eileen Luke
Bruce Shambaugh	Lisa Jackson
Julie Van Meter	Talitha Price
Marge Rayda	Melinda Sullivan
John Kaltenbach	Valerie DeFeo
Melonie Torillo	Charles Pierre

Central Plant Board PSS/SSC Session

Kristian presented a very thorough summary of the Pest Survey Specialists/State Survey Coordinators CAPS session at the Central Plant Board Meeting. At this meeting the process was started to nominate an SSC from the CPB states to represent those states on the National CAPS Committee. At the January meeting of the NCC, it was agreed to increase the membership of the NCC by two SSCs for the purpose of better representation. A similar process will be conducted in the Eastern Plant Board Region states. Present SSCs on the NCC will serve the Southern and Western Plant Board Region states. Items also discussed were state CAPS committees, issues involving specific pest surveys, items for possible discussion at the CAPS Conference at the end of November, CAPS 101 possibilities, and other items. Notes from the meeting are being compiled, and will be available to the NCC shortly. The agenda for the CAPS Conference will begin to be developed after all the CAPS sessions at the Regional Plant Board Meeting have concluded in order to give everyone an opportunity to provide input into the agenda. Suggestions also can be provided through everyone's representative on the NCC.

2010 CAPS Conference

Melonie Torillo (PPQ Resource Management Services staff) and Troy Fine (PDC, lead facilitator for the CAPS Conference) visited seven properties in New Orleans at the beginning of March. The purpose of the trip was to evaluate the properties for meeting space, room layout, floor plans, hotel rooms, and other logistical requirements that are needed to hold a successful meeting. Three hotels were deemed better than the rest; two large, one smaller, and all in the downtown area in good locations. More information was requested of the properties before one is selected. A contract cannot be established until the meeting is approved by the Department. The documentation has been submitted, corrections made, and the decision now lies with the USDA

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Chief Financial Officer. Troy Fine, the lead facilitator, will be on the April 1 NCC call to talk about his role and the meeting design process.

NAPIS / IPHIS

The NCC was encouraged to talk with their constituency regarding issues surrounding the transition from NAPIS to IPHIS, and provide feedback. Action items for the NCC from the NCC call March 4;

- ▶ Identify those whom the business analyst should interview.
- ▶ Talk with your constituency to identify wants and needs.
 - Identify functionality needed in IPHIS
 - Identify functionality that should remain with CERIS
- ▶ Please identify for each state how NAPIS is currently used.

These discussions and information are important if we are to successfully transition the CAPS program to IPHIS.

A question was raised as to the procedure that field personnel should use to request changes in IPHIS. For CAPS cooperators, this is not a relevant question since our program will not be using IPHIS in 2010. However, there are states that are piloting IPHIS this year with other PPQ program surveys, and this information may be useful as we go into 2011-2012.

With NAPIS and ISIS, field personnel could call on individuals associated with the system who would help them with developing data entry templates or work sheets, data entry problems, or other issues. Often these were location-specific to meet individual wants, and the feedback was often very quick and personal. While this is good from a customer service viewpoint, it took time away from the greater good of the system and community to meet individual issues. At times, these individual modifications did not benefit the community at large.

IPHIS is a much larger system and encompasses more than previous systems. As a result, the complexity of the system is far greater. To manage this complexity, a more structured approach to interact with the system and those that administer it is needed. The Configuration Control Board (CCB) acts as the bridge between users in the field and the system administrators. Although users will not/should not contact system administrators directly with specific problems or suggested changes, they can submit suggested changes through representatives on the CCB (see the attached file).

By necessity, the process has to be a more structured approach. The suggestion will be analyzed, and incorporated if necessary, and if it will benefit the community at large. Likely, suggested

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changes that only will affect an individual's wants or preference will not be made, or be a low priority. Unfortunately, there will not be instant gratification for any suggestion forwarded up the line, at least not in the near future, but a response should be made back to the submitter in time.

IPHIS is a new system being pushed to its limits. This is by design to uncover issues that may prevent it from functioning properly. Todd has a stack of papers on his desk 4 inches high with suggested enhancements needed as the result of user testing and training. Those that affect basic functionality will be acted upon first, and those just based on a user's preference will be later. As time goes on and these suggestions are acted upon, the system will become more functional and useable. This is a new, complex system, and it will take time. However, all suggestions for making the system better are welcomed. Document your suggestion in detail with a justification for the change, and use the CCB as your champion for getting the suggestion implemented.

For technical questions on how to use IPHIS, the help desk should be consulted.

Public Service Announcements

Please contact your Regional coordinator with any survey supply issues that may arise, either receiving your supplies (or lack thereof) or any quality issues that you may notice. Open and inspect your supplies as you receive them, do not wait until you are ready to survey.

The cotton seed bug, *Oxycarenus hyalinipennis* (#31 on the 2010 AHP list), has been confirmed in Puerto Rico. A pest alert and an ID card are being developed, and will be available in 3-4 months on-line. Contact Valerie DeFeo at valerie.defeo@aphis.usda.gov for information. States or regions are encouraged to consider surveying for this pest in 2011 if a pathway exists into their area.

The next NCC call will be Thursday, April 1, 2010, at 11:00 am eastern time.

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