“To-Be” Gap Analysis
Implementation Steps

1. Gap Identification: BRDM Gap Number 7: Beneficiary Department-wide Outreach

2. Implementation Steps: (Note: BRDM Gap Number 7 implements process B.5.)
    a. Step 1: Develop training for Department staff on the opportunity to improve the beneficiary trustee relationship and build beneficiary confidence through outreach. Training should address the subtleties of beneficiary contact and interaction i.e., the ability to listen and straightforward, honest communications.
    b. Step 2: Explore different outreach channels, such as radio broadcasts, video-conferencing and newsletters.
    c. Step 3: Develop an annual outreach event calendar. Include all existing scheduled outreach activities i.e., MMS court mandated quarterly meetings, Pow-Wows, conferences and other public meetings.
    d. Step 4: Make a Department-wide effort to schedule additional outreach activities that will improve the efficiency of the business processes and build the beneficiary-trustee relationship. The need for expanding the scope of outreach events may be identified:
        i. Through analysis of tracking system data.
        ii. By a program office.
    e. Step 5: Confirm the need for an identified outreach activity.
    f. Step 6: Develop a travel budget.
    g. Step 7: Step 8: Send confirmation letter to beneficiaries and appropriate trust program office.
    h. Step 8: Develop program for outreach topic.
        i. Incorporate lessons learned from previous outreach programs.
        ii. Incorporate frequently asked questions (FAQ).
    i. Step 9: Design the satisfaction survey instrument.
    j. Step 10: Schedule outreach activity, at least 2 months in advance.
    k. Step 11: Arrange for logistics to support the outreach activity and ensure that all appropriate Department representatives will attend.
    l. Step 12: Advertise the outreach activity to the appropriate beneficiaries by publishing and posting meeting schedules, radio advertisements, etc.
    m. Step 13: Conduct the outreach program.
        i. Conduct face-to-face interactions with the beneficiaries.
        ii. Have access to the trust integrated data.
        iii. Distribute satisfaction survey.
    n. Step 14: Assess the results of the returned satisfaction surveys.

o. Step 15: Compile lessons learned and record them in the bulletin board feature of the tracking system.
p. Step 16: Document beneficiary requests and / or action items in the tracking system.
q. Step 17: Assign request / action item owners.

3. Dependencies on Business Processes:

Business Process Name	**Process Name (As specified in “To-Be” Model)**	**Dependency Description**
BRDM		
Predecessors	1. None	
Successors	1. B.1 Accept Inquiry / Request 2. B.2 Prepare Information 3. B.3 Communicate Information	1. Outreach activity may initiate an inquiry / request from a beneficiary when the inquiry / request requires formal acceptance and documentation. 2. Outreach activity may initiate an inquiry / request from a beneficiary when the inquiry / request requires prepared information. 3. Outreach activity may initiate an inquiry / request from a beneficiary when the inquiry / request requires formal delivery to the beneficiary.
FO		
Predecessors	1. FO.5 Reporting and Statements	1. Financial Operations may identify potential outreach / educational opportunities concerning reports and statements options and support the conduct of the outreach program, participant in the analysis of the outreach lessons learned and action items and may be responsible for specific action items resulting from the outreach activity.

Business Process Name	Process Name (As specified in “To-Be” Model)	Dependency Description
Successors	1. None	
LNRP – Wide Area Plan		
Predecessors	1. P.3.1 Coordinate and Deliver Assistance	1. Wide-Area Planning may identify potential outreach / educational opportunities concerning land and natural resource planning and support the conduct of the outreach program, participant in the analysis of the outreach lessons learned and action items and may be responsible for specific action items resulting from the outreach activity.
Successors	1. None	
LNRP - Appraisals		
Predecessors	1. None	
Successors	1. None	
LNRUM		
Predecessors	1. UM.3.4 Provide Land Use Technical Assistance	1. Use and Management may identify potential outreach / educational opportunities concerning land and natural resource use and management and support the conduct of the outreach program, participant in the analysis of the outreach lessons learned and action items and may be responsible for specific action items resulting from the outreach activity.
Successors	1. None	
Ownership – Title		
Predecessors	1. None	
Successors	1. None	
Ownership – Probate		
Predecessors	1. O.3.1 Prepare Probate Case	1. Probate may identify potential outreach / educational opportunities concerning the preparation of a probate case and support the conduct of the outreach program, participant in the analysis of the outreach lessons learned and action items and may be responsible for specific action items resulting from the outreach activity.

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	2. O.3.2.1 Review of Probate File	2. Probate may identify potential outreach / educational opportunities concerning review of probate file and support the conduct of the outreach program, participant in the analysis of the outreach lessons learned and action items and may be responsible for specific action items resulting from the outreach activity.
	3. O.3.2.2 Mail Proposed Decision	3. Probate may identify potential outreach / educational opportunities concerning probate decision and support the conduct of the outreach program, participant in the analysis of the outreach lessons learned and action items and may be responsible for specific action items resulting from the outreach activity.
	4. O.3.2.3 Hold Hearing	4. Probate may identify potential outreach / educational opportunities concerning the holding of the probate hearing and support the conduct of the outreach program, participant in the analysis of the outreach lessons learned and action items and may be responsible for specific action items resulting from the outreach activity.
	5. O.3.2.4 Finalize Decision	5. Probate may identify potential outreach / educational opportunities concerning probate final decision and support the conduct of the outreach program, participant in the analysis of the outreach lessons learned and action items and may be responsible for specific action items resulting from the outreach activity.
	6. O.3.2.5 Consider Appeals	6. Probate may identify potential outreach / educational opportunities concerning probate appeals and support the conduct of the outreach program, participant in the analysis of the outreach lessons learned and action items and may be responsible for specific action items resulting from the outreach activity.
	7. O.3.3 Close Probate Case	7. Probate may identify potential outreach / educational opportunities concerning the closing of a probate case and support the conduct of the outreach program, participant in the analysis of the outreach lessons

Business Process Name	Process Name (As specified in “To-Be” Model)	Dependency Description
		learned and action items and may be responsible for specific action items resulting from the outreach activity.
Successors	1. None	
Ownership - Conveyance		
Predecessors	1. O.1.1 Receive and Review Application Request (F-T, On-Reservation, Undivided Interest) & Receive and Review Application Request (T-T & T-F) 2. O.1.1a Serve 30-Day Notices (F-T, On Reservation, Undivided Interest) 3. O.1.2 Complete Application Package (F-T, On-Reservation, Undivided Interest) & Complete Application Package (T-T & T-F)	1. Conveyance may identify potential outreach / educational opportunities concerning conveyance and support the conduct of the outreach program, participant in the analysis of the outreach lessons learned and action items and may be responsible for specific action items resulting from the outreach activity. 2. Conveyance may identify potential outreach / educational opportunities concerning the 30-day notice for on-reservation fee to trust conveyance for undivided interest and support the conduct of the outreach program, participant in the analysis of the outreach lessons learned and action items and may be responsible for specific action items resulting from the outreach activity. 3. Conveyance may identify potential outreach / educational opportunities concerning conveyance and support the conduct of the outreach program, participant in the analysis of the outreach lessons learned and action items and may be responsible for specific action items resulting from the outreach activity.
Successors	1. None	
Ownership - Survey		

Business Process Name	**Process Name (As specified in “To-Be” Model)**	**Dependency Description**
Predecessors	1. O.2.1 Assess Customer Needs	1. Survey may identify potential outreach / educational opportunities concerning survey and support the conduct of the outreach program, participant in the analysis of the outreach lessons learned and action items and may be responsible for specific action items resulting from the outreach activity.
Successors	1. None	

4. Dependencies on Universal Support Functions:

Universal Support Function	Dependency Description
Automated System Requirements	1. Beneficiary Request Tracking System: Provide a capability to document and track beneficiaries’ inquiries / requests. (See Beneficiary Request Tracking System Functional Requirements Document for additional details.) 2. Integrated Trust Data: Provide rapid query and response access to accurate beneficiary, financial, ownership, land and natural resources information to address beneficiary’s request and inter-process transactions. 3. Infrastructure network: Provide sufficient network capabilities to support accessing the integrated trust data and utilizing the tracking system. 4. Workflow System: Provide a capability to electronically move trust related documents and notifications from office to office. 5. Imaging System: Provide a capability to image trust related documents and to query and retrieve the imaged documents. 6. Assignment of Personal Identification Numbers.
Policies, Procedures and Regulations	1. None
Training	1. Use of the Beneficiary Request Tracking System. a. Document request. b. Complex query and providing informed response. c. Trend analysis. 2. Use of the workflow system. 3. Use of the imaging system. 4. Access and query of the integrated data. a. Basic query. b. Complex query. c. Producing reports. 5. Communications and customer service management.

Universal Support Function	Dependency Description
	6. Trust relationship management. 7. Beneficiary contact and interaction.
Records Management	1. Storage of electronic records.
Risk Assessment	1. Risk associated with: a. Authentication of beneficiary’s identity. b. Use of Personal Identification Number. c. 3rd Party requests for information. d. Data access security controls not being adequate. e. Providing information based on erroneous data. f. Releasing trust information to the public.
Workforce Planning	1. None
Internal Controls / Fiduciary Security	1. None