



**U.S. Department of the Interior**  
**"To-Be" Trust Business Model**  
**Process Template**

<b>Title: Analyze Tracking Data</b> <i>Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)</i>	<b>Process Number</b> <u>    B.4.1    </u>
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**1. Process Definition** *Provide an overview of the process and define its starting and ending points*

<b>1.1 Starts With</b>	Access tracking data
<b>1.2 Process Overview</b>	<p>For the purpose of measuring and improving the efficiency of trust business processes and identifying outreach opportunities, the information collected in the tracking system is analyzed. The summary statistics that are produced by the tracking system are used for identifying trends in the frequency of requests and measuring the average time required for responding to requests. Analysis of the summary statistics may reveal a correlation between a high frequency of requests and a deficiency in a business process or control i.e., the frequency of trespass reported per month on a certain reservation. The results of the analysis are used to adjust or improve business process functions, accountability or service delivery standards. In addition, the results of the analysis may also identify problem areas that can be improved through outreach / education opportunities with the beneficiaries.</p> <p>Although the tracking system information is continuously reviewed, the process is initiated by a decision to perform a periodic analysis. The periodic analysis begins with identifying the tracking system information required for analysis. After the tracking system is queried to extract the necessary information, summary statistics on the information are assembled. Next, data manipulation tools are used to analyze the summary statistics for patterns or trends, which can be related to issues or gaps in delivery of trust services. The issues or gaps are reviewed and evaluated in more detail by a committee assembled for the purpose of identifying business process improvements with initial recommendations and / or outreach / educational opportunities with initial recommendations. The committee prepares any reports and / or graphs needed to support the recommendations.</p> <p>The business improvement recommendations and / or outreach / educational recommendations are documented in the tracking system. If a similar outreach / educational opportunity is currently being developed the details are annotated in the tracking system.</p>
<b>1.3 Stops With</b>	Identification of business improvements, and/or outreach/educational opportunities.

**2. Trust Business Objectives** *Identify the Comprehensive Trust Model strategic goals and business objectives to which this process contributes.*

<b>Goal/Objective</b>
Develop and maintain business processes and practices that are complete, consistent, reliable, and based on appropriate fiduciary standards.



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**3. How should Beneficiaries be involved in this process?**

<b>Beneficiary Involvement</b>
The beneficiary is involved with the initial definition of potential outreach / educational opportunities.

**4. Organizations, Offices and Roles.** *Identify the DOI organizations and related roles that should be involved in performing the process.*

**4.1 DOI Organizations.** *Identify the DOI organizations, offices and individual roles that contribute to this process.*

*DOI organizations include the Office of the Secretary, BIA, OST, BLM, MMS, OHA, OSM among others.*

*Offices include Central Offices, Regional Offices, Agency(Field) Offices, etc.*

*All individual roles that contribute, in a significant manner, should be identified.*

Organization	Office	Role	Contribution
BIA	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
OST	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
BLM	Field Office		Participate as committee member to perform analysis to identify potential business improvements and outreach opportunities.
MMS	Field Office		Participate as committee member to perform analysis to identify potential business improvements and outreach opportunities.
OHA	Regional Office		Participate as committee member to perform analysis to identify potential business improvements and outreach opportunities.



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Organization	Office	Role	Contribution
Compacted / Contracted Tribes	Tribal / Consortium Office		Serve as a single point of contact for beneficiaries and depends upon the degree of self-determination or  participate as committee member to perform analysis to identify potential business improvements and outreach opportunities.

**4.2 External Organizations.** *Identify the non-DOI organizations that support the execution of or contribute to this process.*

External Organization	Contribution
None	

**5. Event(s)** *Identify the events or conditions that start the process. Describe each event and indicate the frequency (daily, monthly, quarterly, etc.) in which each event is expected to occur. An event may be an external interaction (a beneficiary submits an application), the expiration of a period of time (a lease is due to expire in 90 days), or the realization of some pre-defined threshold (an IIM account reaches the automatic disbursement threshold).*

Event	Description	Estimated Frequency
Decision to analyze the tracking data	A decision is made as to when the tracking data should be analyzed.	

**6. Inputs and Outputs.** *Identify and describe all inputs and outputs related to this process. Inputs are information or materials used during the execution of the process; outputs are materials or information produced by the process.*

**6.1 Inputs**

Input	Description
Tracking data	The tracking data is analyzed to determine outreach / educational opportunities and internal business improvement opportunities.

**6.2 Outputs**



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Output	Description
Identified business improvement opportunities	Potential DOI business improvements, with initial recommendations may be identified from the tracking data analysis.
Identified outreach / educational opportunities	Potential outreach and beneficiary educational opportunities, with initial recommendations may be identified from the tracking data analysis.

## 7. Fiduciary and Legal Obligations and Controls

### 7.1 Obligations

*Identify and describe the legal and fiduciary obligations that impact this process. For each obligation, indicate the document or commitment that defines the obligation and the citation (paragraph or section) within the document that pertains to this process.*

Obligation	Source	Business Impact
Secretary's Trust Principles		Provides guidance on responsibility for the management of the Indian trust assets, information and records.
25 CFR 115 (Trust Funds for Tribes and Individual Indians Regulations)		Provides regulations governing beneficiary trust accounts.
25 CFR 1200 (American Indian Trust Fund Management Reform Act)		Establishes oversight on DOI Trust reform efforts and allows the Secretary to discharge trust responsibilities.
25 USC 4001		Provides authority for 25 CFR 1200.

### 7.2 Controls

*Identify and describe any controls (enforcement mechanisms) that may be used to ensure that the process adheres to obligations and internal process requirements. Controls may be reviews, audits, segregated duties, etc. Indicate the reason that each control should be introduced (name the obligation that a control is intended to enforce; indicate any controls required to ensure consistency or reliability).*

Control	Reason	Description
None		

## 8. Mechanisms (Systems of Record)

*Identify the mechanisms, or systems, that are needed to support the process (ex: Ownership, Leasing, Workflow Management, Office Filing System, etc.). Indicate the information and activities, relevant to this process, that each system supports.*

System Name	Support



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System Name	Support
Tracking System	Tracking data is used for the analysis and subsequent annotations.

**9. Inter-Process Relationships** *Identify other trust processes that are related to this process (either predecessors or successors). If applicable, indicate the condition under which the processes are related.*

**9.1 Predecessors.** *Predecessors are processes that either produce information required by this process or that result in the need to execute this process.*

Process No.	Name	Condition of Relationship
None		

**9.2 Successors.** *Successors are processes that either use information produced by this process or that must be executed as a result of performing this process.*

Process No.	Name	Condition of Relationship
B.4.2	Package Business Improvements	The analysis of the tracking data may provide business process improvement opportunities.
B.5.1	Conduct Outreach Activity	The analysis of the tracking data may provide beneficiary outreach opportunities.

**10. Comments** *Summarize any discussion, problems, issues or recommendations that should be considered when reviewing process performance. Category Values (Note, Best Practice, Decision, Problem, Issue, Recommendation)*

Category	Comment
Note	A method needs to be developed to keep the analysis' results to determine long-term trends. For example, a database of the analysis results may be the method.
Note	Business improvements may be either local or departmental. Local business improvement opportunities should be assigned to the respective Integrated Servicing Office for further analysis and implementation. Departmental business improvement opportunities are processed by B.4.2.