



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

Title: Assess Customer Needs	Process Number
<i>Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)</i>	O.2.1

1. Process Definition *Provide an overview of the process and define its starting and ending points*

1.1 Starts With	A need is identified regarding a parcel of land or a boundary.
1.2 Process Overview	<p>This process involves reviewing and assessing the need for legal land information as presented by a requestor.</p> <p>Cadastral Surveyor receives an initial inquiry for a survey service</p> <p>Cadastral Surveyor determines if a survey service is necessary</p> <p>If survey service is not needed, Cadastral Surveyor reviews all available data sources for legal land information</p> <p>Cadastral Surveyor also identifies problems with this process that may be resolved through BRDM's Conduct Outreach Activities (B.5.1 Conduct Outreach and B.5.2 Post Outreach Activities). Provides support and/or participates in outreach activities.</p>
1.3 Stops With	The need is validated and referred for appropriate action.

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

Goal/Objective
Goal 2: Tribal self-governance and self-determination that increase participation in managing assets.
Goal 3: Ownership information that is accurate, timely, and reliable.
Objective 3.1: Surveys – Establish accurate and current surveys to ensure correct boundaries for trust individual and tribal lands and any resulting revenue distribution.

3. How should Beneficiaries be involved in this process?

Beneficiary Involvement
Beneficiaries may make the initial request for survey services through the BRDM process as well as provide the purpose of the service requested. The BRDM process will transmit a request to the Survey process outlining the beneficiaries needs and questions. Beneficiaries can track progress, provide funds, or in-kind services. Beneficiaries can provide information.



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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/Field Offices		Works with the Cadastral Surveyor to identify all needed information for an inquiry submitted through the BRDM process or outside process.
BIA	Regional Office		Works with Cadastral Surveyor establishing priorities for the region.
BIA	Integrated Servicing Office		Relays customer needs/inquiry to the Cadastral Surveyor for a survey service.
Tribes			<p>Could be the initiator of the inquiry. Consults with Cadastral Surveyor for further clarification on the need.</p> <p>For contracting and compacting Tribes that have assumed this responsibility, the tribe performs all DOI functions except those considered inherently federal.</p>



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Organization	Office	Role	Contribution
BLM	Appropriate Geographic Location		<p>Receives the initial inquiry, completes research and provides the appropriate response. If inquiry is for non-Trust survey services, the Cadastral Surveyor may send the inquiry to the Cadastral Chief for resolution.</p> <p>Cadastral Surveyor gathers information on the boundary in question. Finds the legal description, determines what the customer wants to do with the outcome of their inquiry. Cadastral Surveyor looks at the available data and makes a preliminary recommendation: No, a survey service is not needed Yes, a survey service is needed Need to research further to make a decision: Give a written response to customer within two weeks that further research is needed. Response could be 1) that more time is needed or 2) on the eventual outcome. Identify topics, support and participate in outreach opportunities.</p>
BLM	State Office		May receive an inquiry from a governmental agency or regional Cadastral Surveyor.
Other governmental agency (FS, NPS, FWS, BOR, COR)	State/Field Office		Works with the Cadastral Surveyor/Chief to identify all needed information for a non-Trust related request.
OST	Integrated Servicing Office		Relays customer needs/inquiry to the Cadastral Surveyor for a survey service.



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

External Organization	Contribution
External survey companies	May be consulted on previous work completed on a reservation for assistance in assessing the need.
County and State offices	Could contribute resources and information to assist in the performance of cadastral services in their area.

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
Receive an inquiry for a survey service	BRDM process forwards the inquiry to the geographically located Cadastral Surveyor identifying a need or question from a beneficiary regarding land information. Cadastral Surveyor in geographical locations may receive an inquiry from another governmental agency requesting information about a parcel of land.	Based on regional activity on boundary issues
Research uncovers a need	Cadastral Surveyor identifies a survey service need while completing research for another activity and forwards the information to the applicable agency office for action.	Based on regional activity on boundary issues
Congressional mandate	A new law requires a survey to be completed.	2-3 times a year
Judicial Court (could be OHA or OTA)	A decision is rendered that requires a survey service.	2-3 times a year
Scheduled Beneficiary Outreach opportunity	The BRDM process periodically scans the tracking system to determine what types of inquiries/questions need to be addressed to a larger audience and schedules an outreach program.	

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



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Input	Description
Initial inquiry	<p>An inquiry form is received from the BRDM process outlining the needs and questions from a beneficiary regarding land boundary information.</p> <p>An inquiry form is received from other governmental agencies requesting information about a parcel of land.</p> <p>Form information includes:</p> <ul style="list-style-type: none"> Markings of area in question on a diagram. The purpose of the survey service in question. Described in detail. The benefit of completing a survey service (approximate dollar value of resources to be identified, trespass to be abated, or non-monetary benefit to program area, etc.). Topography and vegetative cover (optional, if known). Special needs/comments (posting required, rights-of-way to be tied to, etc.). Requestor name, phone, address, office if governmental. Name of land owner making the inquiry.
New law	Congressional action that requires a survey service.
Research results	An issue is found by the Cadastral Surveyor that is referred to the correct agency for action.
Court/OHA/OTA Decision	A decision that requires a survey service.
Forms from DOI Indian Trust Lands Boundary Standards	Contains guidelines, policies, procedures and forms to assist land/boundary decisions.
Request for Outreach program participation	The Cadastral Surveyor is requested to participate and provide information during an outreach program, hosted by the BRDM process.

6.2 Outputs

Output	Description
Decision on what will fulfill the initial inquiry	<p>Could be one of three choices:</p> <ul style="list-style-type: none"> No, survey service is not needed Yes, a survey service is needed More research is needed



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Output	Description
Written notice to requestor	Indicates that more research is needed to make a decision
Outreach program	The Cadastral Surveyor provides information and participates in the outreach program.

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
16 USC 472		Provides that Dept. of Agriculture shall execute all laws affecting public lands reserved as National Forests, except for surveying...or patenting of any such lands
25 USC 176		Provides that surveys of Indian lands shall be under the direction and control of the BLM and as nearly as may be in conformity to the rules and regulations under which other public lands are surveyed
25 USC 180		Settling On or Surveying Lands Belonging to Indians By Treaty, Provides penalties for anyone other than the Federal government to settle on or to survey or attempt to survey lands belonging to any Indian tribe
25 USC 450 (f) Indian Self-Determination and Education Assistance Act, PL 93-638 as Amended		Provides for maximum Indian participation in government, education, programs, services, and to encourage the development of the human resources of the Indian people
25 USC 2201 Indian Land Consolidation Act (ILCA) as Amended		Prevent further fractionation of trust allotments and to consolidate fractional interests... into usable parcels
31 USC 1535		Provides that the head of an agency or major organizational unit within an agency may place an order with a major organizational unit within the same agency or another agency for services



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Obligation	Source	Business Impact
43 USC 2		Provides that the Secretary of the Interior or such officer as he may designate should perform all duties of surveying and patenting of the public lands and private claims, contains instructions
43 USC 52		Surveying Duties, Provides that the Secretary of the Interior or such officer as he may designate shall engage skillful surveyors, and frame regulations not inconsistent with law or the instructions of the BLM. Cause to be surveyed public lands to which the Indian title has been or may be extinguished, contains instructions
43 USC 1201		Provides that the Secretary is authorized to enforce and execute Title 43
43 USC 1701 and 1761-1771 Federal Land Policy and Management Act of 1976, As Amended (FLPMA)		To establish public land policy; to establish guidelines for its administration; to provide for the management, protection, development, and enhancement of the public lands; and for other purposes
43 USC 1711(b)		Provides that the Secretary shall ascertain the boundaries of the public lands, including signs and maps, and provide data from the inventory for planning the uses of non-Federal lands in proximity of such public lands
43 USC 1737		Provides that the Secretary may accept contributions for cadastral surveying performed on federally controlled or intermingled lands, contains instructions
Acts of Congress		Changes business processes (i.e. private relief bills). Unfunded mandates have a negative impact on higher-priority work of agencies.
Case Law (112 DM 13)		Precedential decisions
Executive Orders		May affect boundaries
Federal Court Order and Decisions		May affect boundaries



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Obligation	Source	Business Impact
Office of Management and Budget (OMB) Circular No. A-16, Revised August 19, 2002		Describes the responsibilities of the Federal agencies with respect to coordination of Federal surveying, mapping, and related spatial data. The Department of the Interior is responsible government-wide for the coordinated planning and execution of those functions related to the Public Land Survey System
Secretarial Orders		May affect boundaries
Secretarial Order 2225		Delegation of Authority
Tribal Land Use Policy		Land use ordinances that describe long-range goals and objectives for land use on reservations
Tribal Ordinance		Specific ordinances that address specific questions
Treaties		Legal instrument providing Tribes with land and recognition of Indian Tribes as Nations
Uniform Electronic Transactions Act		Provides legality of electronic records, electronic signatures and electronic contracts

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
Indian Trust Lands Boundary Standards		Provides a set of guidelines and policies to be followed when conducting any survey activity associated with Indian land. This will provide standardization across all Indian country.
757 DM 2.3C PLSS		The PLSS is the responsibility of BLM. The BLM has the authority to survey all Federal interest lands, trust territories, and Indian Lands



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Control	Reason	Description
757 DM 2.7B Lead Bureau		The BLM is responsible for the establishment and maintenance of a system for storage and dissemination of survey data for use by local and national realty, land title, and mapping interests. BLM is the custodian of the official USPLSS records. BLM is specifically required to execute cadastral surveys for BIA on Indian reservations.
757 DM 2.7C Coordination		All bureaus and offices shall submit their requirements for cadastral surveys to BLM.
FGDC Standards		Mandate to Federal agencies to cooperate and eliminate duplication of geo-spatial activities.

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
Integrated Data	Request tracking and ownership data.
National Integrated Land System (NILS)	Integrates survey data with parcel-based land records in an enterprise GIS spatial environment. Eventually, legal land descriptions will come from this database. This Cadastral Geographic Information System (CGIS) includes all documents and data affecting the cadastral layer of a GIS.
Interagency Cadastral Coordinating Council (ICCC) Survey Needs Database	Tracks inventory of needs.
National Archive and Records Administration Network (NARA)	Collection of all Federal records that can be accessed for research purposes.
Cadastral Survey Group File	Official record created in survey process – includes information germane to survey.
Legacy Rehost System (LR 2000)	A BLM system made up of three databases including Legal Land Description, Case Recordation, and Mining Claim Recordation.



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System Name	Support
Geographic Coordinate Database (GCDB)	A collection of geographic information representing the Public Land Survey System.
BLM/General Land Office (GLO) Cadastral Plats and Field Notes System	Repository of original duplicate field notes and plats documenting official surveys.
BLM Lands and Records System	Repository of historical records including Master Title Plats, Historical Indexes, and supporting documents.
Geographic Information System (GIS)	Mapping & analysis system.

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
B.2.4	Transfer Inquiry/Request to Appropriate Office	Inquiry may come from this process.
Outside process	Other governmental agencies process	Inquiry may come from other governmental agencies needing survey services.

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
O.2.2	Provide Existing Information to Requestor	If a survey service is not needed, move to this activity.
O.2.3	Consultation & Other Survey Services	If a survey service is needed, but not a Cadastral service, move to this activity.



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Process No.	Name	Condition of Relationship
O.2.4	Request Cadastral Service	If a survey service is needed, and it is a Cadastral service, move to this activity.
B.5.1	Conduct Outreach Activity	Participation in Outreach opportunity is requested.
B.5.2	Post Outreach Activity	Participation in debrief of Outreach opportunity is needed.

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
Recommendation	BLM will be responsible for the cadastral survey and land status data layer of NILS or any other national cadastral GIS systems used in this process.
Recommendation	The local Cadastral Surveyor will be a part of BLM, but will be housed at appropriate geographical locations. They may also be the point of contact for other federal agencies with survey needs and provide the same service to them, as to the BIA.
Recommendation	Develop a certification process to assist private surveyors in becoming licensed federal surveyors. This program will be modeled on the US Mineral Surveyor program; training provided, an exam taken and passed, and an acknowledgement given as a "licensed federal surveyor". The name of the private surveyor will be added to a list for use by offices needing to contract survey services with oversight provided by BLM.
Recommendation	Tribal surveyors will be encouraged to become licensed federal surveyors to be added to the list of certified licensed federal surveyors.
Recommendation	Tribal individuals will be encouraged to participate in the activities associated with survey services within their regions. I.e. crew members, data input, GIS specialists, etc.