Title: Communicate Information	**Process Number**
Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)	______**B.3**__________

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

1.1 Starts With	Prepared information and transmittal medium, prepared automated notices or pre-scheduled products
1.2 Process Overview	Communicated information includes the distribution of requested information, service, product, advice, pre-scheduled products, and automated notices from any process. Appropriate reviews are conducted and the surname(s) are in place. The requestor is provided a choice as to which communication channel he / she prefers to receive information. In addition, follow-up to distributing a response is conducted, as well as a satisfaction survey. Sub processes include: • B.3.1 – Issue Response Verbally • B.3.2 – Issue Response via Hard Copy • B.3.3 – Issue Response via Internet • B.3.4 – Conduct Follow-up • B.3.5 – Conduct Satisfaction Survey
1.3 Stops With	Obtain beneficiary satisfaction.

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

Goal/Objective
Routinely provide timely, accurate, understandable, and comprehensive statements to beneficiaries.
Provide beneficiaries with convenient access to trust account services and information.
Develop and maintain effective communications with beneficiaries to facilitate their involvement in improving trust management, acquisition and disposal, and conveyances of trust assets, consistent with DOI's fiduciary duties.
Develop an accessible point of contact who can provide any individual Indian or tribal representative with any requested trust asset information or service regardless of ownership region or area.
Foster expansion of self-governance compacts and self-determination contracts in a manner consistent with DOI's fiduciary responsibilities.

Title: Communicate Information — **Process Number** ______**B.3**__________

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3. How should Beneficiaries be involved in this process?

Beneficiary Involvement
• Beneficiary receives the response to his / her inquiry / request verbally. The verbal response may be made via the telephone, if the beneficiary called the Integrated Servicing Office, or in person, if the beneficiary walked into the Integrated Servicing Office. • Beneficiary receives the response to his / her inquiry / request, automated notices and pre-scheduled products in hard copy. The hard copy response may be provided in person or by mail. • Beneficiary receives the response to his / her inquiry / request, automated notices and pre-scheduled products via the Internet. • The beneficiary is contacted to ascertain that he / she received a timely response to his / her inquiry / request and whether or not it answered the inquiry / request. • The beneficiary receives a satisfaction survey instrument to complete and return. A beneficiary may be contacted for issues and / or concerns.

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
Office of the Secretary of the Interior			Approve the release of certain information and trust transactions.
BIA	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
OST	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
BLM	Field Office		Issue the response verbally / via hard copy / via Internet when the BLM officer acts as the "single point" of contact for a beneficiary's inquiry / request or if the request was transferred to BLM.

Title: Communicate Information **Process Number ______B.3__________**

Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)

Organization	**Office**	**Role**	**Contribution**
MMS	ICAM Financial Management		Issue the response verbally / via hard copy / via Internet when the MMS officer acts as the "single point" of contact for a beneficiary's inquiry / request or if the request was transferred to MMS.
OHA	Regional Office		Issue the response verbally / via hard copy / via Internet when the OHA officer acts as the "single point" of contact for a beneficiary's inquiry / request or if the request was transferred to OHA.
OSM	Field Office Regional Office		Issue the response verbally / via hard copy / via Internet when the OSM officer acts as the "single point" of contact for a beneficiary's inquiry / request or if the request was transferred to OSM.
Compacted / Contracted Tribes	Tribal / Consortium Office		Serve as a single point of contact for beneficiaries and depends upon the degree of self-determination or issue the response verbally / via hard copy / via Internet when a tribal employee acts as the "single point" of contact for a beneficiary's inquiry / request or if the request was transferred to the tribe.
Solicitor Office			Make recommendation and opinion on the release of certain information.

Title: Communicate Information | **Process Number ______B.3__________**

Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)

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
Completion of a response to a beneficiary's inquiry / request	Responses to a beneficiary's inquiry / request may be obtained from the trust integrated data and / or from contact with another trust technical expert.	
Status Update	The beneficiary receives status updates periodically to keep him / her informed as to the status of his / her inquiry / request.	
Counsel on asset options	Counsel may include financial planning, land and natural resource planning, and / or land and natural resource use and management. The counsel results may be options and / or advice.	
Issuance of Personal Identification Number (PIN)	Issuance of the PIN may be either a first-time or a replacement for a forgotten or lost PIN.	
Update to beneficiary's personal data	A confirmation notice is communicated to the beneficiary upon updating his / her personal data.	
Beneficiary involvement in asset planning, use and management	Beneficiaries may be involved with the planning and management for ownership, land and natural resource planning, and / or land and natural resource use and management. Usually, the result is a product, such as a plan, lease, etc.	
Beneficiary account administration	A confirmation notice is communicated to the beneficiary upon the establishment of an account resulting from an ownership and / or land and natural resource use and management transaction.	
3rd Party account administration	Notification to the both the 3rd party and beneficiary when a beneficiary's account is updated to establish automatic payments made to a 3rd party on behalf of the beneficiary.	
Pre-scheduled product	Pre-scheduled products, such as account statements are generated by the system.	

Title: Communicate Information | **Process Number ______B.3__________**

Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)

Event	**Description**	**Estimated Frequency**
Management decision	• Follow-up to a beneficiary response is based upon a review of key transaction and performance criteria documented in the tracking system. • Management decides when to conduct a satisfaction survey and which beneficiaries to contact based upon survey objectives.	

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**
Response to inquiry / request	The B.2.2 process produces the prepared response to the beneficiary's inquiry / request.
Notification / Status Report	Provides the beneficiary with a notice and / or status update on his / her trust transaction.
Newly assigned Personal Identification Number (PIN)	The B.1.1 process assigns the Personal Identification Number (PIN).
Confirmation Notice	The B.2.1 process provides the confirmation that the beneficiary's personal data was updated. The transaction results, indicating both the original and new data, are included. The B.6.3.1 process provides the confirmation that a beneficiary's account has been established or updated as a result of an ownership, land and natural resource use and management. The B.6.3.3 process provides the confirmation that a beneficiary's account has been updated to allow for automatic payments to a 3rd party.
Pre-scheduled product	Pre-scheduled products, such as account statements are generated by the system.
Tracking data	Management uses the tracking data to determine if a follow-up is needed.
Beneficiary's response	The beneficiary's response is used to determine if additional action is required.

Title: Communicate Information	Process Number
Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)	______B.3__________

6.2 Outputs

Output	Description
New Personal Identification Number (PIN)	The issuance of the PIN needs to follow secure procedures.
Confirmation Notice	The confirmation notice shows that the beneficiary's personal data was updated and /or a beneficiary account was established or updated as requested.
Response to beneficiary inquiry / request	The completed response to the beneficiary's inquiry / request was made by a query to the trust integrated data and / or by contacting a trust technical expert.
Notification / Status Update	Provides the beneficiary with a notice and / or status update on his / her trust transaction.
Pre-scheduled product	Pre-scheduled products, such as account statements are provided to the beneficiary.
Approval for release of information	The release of certain trust information may require approval or signatory authority.
New inquiry / request	A new inquiry / request may be generated if necessary after follow-up discussions with the beneficiary.
Re-submitted response	The response may need to be re-submitted to the beneficiary, if he / she did not receive the original response.
Survey results	Tracking data is annotated with the results of the satisfaction survey.

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.
5 USC 552 (Privacy Act / Freedom of Information Act)		Provides protection of the beneficiary's identification and confidential personal information.

Title: Communicate Information — **Process Number B.3**

Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)

Obligation	Source	Business Impact
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
BIA / OST Interagency Procedures Handbook	Ensures consistency for communications with the beneficiary.	Contains standard administrative operating procedures for releasing IIM account information
Bureau Controlled Correspondence (BCCO)	Ensures proper handling of correspondence.	Departmental manuals provide policy guidance for controlled correspondence

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
Tracking System	• Tracking data is annotated when a request is completed and the response is communicated to the beneficiary verbally / via hard copy / via Internet. • Tracking data is used to determine the need for a follow-up with the beneficiary and to annotate the follow-up discussion and its outcome. • Tracking data is used to determine the beneficiaries to contact for the satisfaction survey and to annotate the results of the survey results.

Title: Communicate Information | **Process Number ______B.3__________**

Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)

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.2.1	Update Beneficiary's Personal Data	The beneficiary is notified that his / her personal data has been updated.
B.2.2	Perform Research and Analysis of Integrated Data	Response to the inquiry / response is communicated to the requestor.
B.2.3	Contact Appropriate Office	Response to the inquiry / response is communicated to the requestor.
B.2.4	Transfer Inquiry / Request to Appropriate Office	Response to the inquiry / response is communicated to the requestor.
B.3	Communicate Information	Requestor satisfaction surveys are conducted on a periodic basis.
B.3.2	Issue Response via Hard Copy	Follow-up to a hard copy response is performed as needed.
B.3.3	Issue Response via Internet	Follow-up to an Internet response is performed as needed.
FO.1.3	Reconcile Exceptions and Produce Report	Assist with reconciliation for receipts.
FO.3.3	Reconcile Pre-Disbursements Exceptions	Assist with reconciliation for disbursements.
FO.3.6	Reconcile Deficiencies	Assist with reconciliation for disbursements.

Title: Communicate Information **Process Number ______B.3___________**

Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)

Process No.	**Name**	**Condition of Relationship**
FO.5	Reporting and Statements	Deliver financial reports to requestors.
O.1.4	Delegated Line Official Decision to Accept/Deny Application (F-T, On-Reservation, Undivided Interest) and Delegated Line Official Decision to Accept/Deny Application (T-T & T-F)	Provide beneficiary with an approval / deny decision recommendation for their application for conveyance.
O.2.2	Provide Existing Information to Requestor	Provide requestor with notification that sufficient survey information is currently on file, as well as a copy of the survey information.
O.2.8	Provide Results to Requestor	Provide requestor with the results of the cadastral survey service.
P.1.4	Transmit Determination	Provide completed valuation report or valuation review with an accept / deny decision to the requestor.
P.2.5	Issue Plan	Provide the DOI developed land use plan to the beneficiary.
P.3.2	Approve the Plan	Provide the approved beneficiary developed land use plan to the beneficiary.
UM.1.2.2	Request Beneficiary Consent	Provide the beneficiary consent request to beneficiaries.
UM.2.6	Approve Land Use Contract	The appropriate parties are notified when a land use contract is awarded or denied.
UM.4.5	Report Land Status Summary	Provide the beneficiary with their land use summary.

Title: Communicate Information | **Process Number** ______**B.3**___________

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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.3.4	Conduct Follow-up	Follow-up to a hard copy response may be performed to ensure that the requestor received the response. Follow-up to an Internet response may be performed to ensure that the requestor received the response.
B.3.5	Conduct Satisfaction Survey	Requestor satisfaction surveys are conducted on a periodic basis.
O.1.5	Close Transaction (F-T, On-Reservation, Undivided Interest and Close Transaction (T-T & T-F)	The appropriate party is notified when a trust transaction is closed.

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	Procedures need to be developed on the parameters for conducting a follow-up. The parameters identify the type of request needing follow-up. For example, fee to trust transaction follow-up require different follow-up than account balance inquiry.
Note	The B.4 process uses the satisfaction survey results as part of the analysis of the tracking data to determine business improvement and outreach opportunities.
Note	The survey instrument needs to be structured in a manner so the results truly reflect the satisfaction or dissatisfaction of the beneficiary population.