



Trust Administration System (TAS) Assessment

DOI RFQ No. D13PS00424

April 29, 2013

TAS Assessment Update



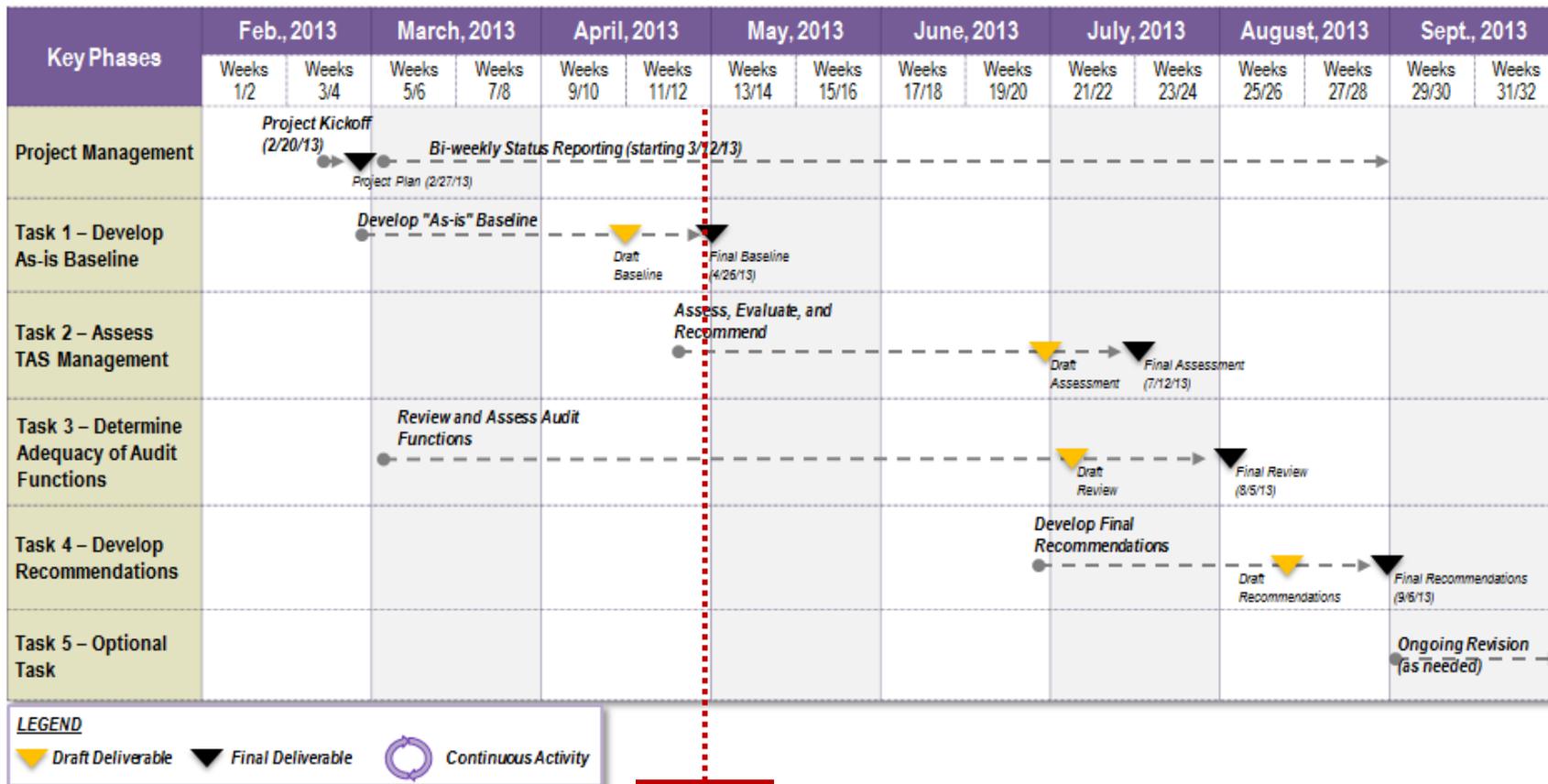
This presentation will cover several aspects of the ongoing Trust Administration System (TAS) Assessment

Over the next half hour, we will cover:

- Where are we in the study?
- Who have we talked to?
- What are we hearing (from TAS stakeholder interviews)?
- Q&A

Our assessment of TAS has a seven-month period of performance that began in late February, 2013

High-Level Grant Thornton Project Plan



LEGEND

- Draft Deliverable
- Final Deliverable
- Continuous Activity

Current Stage

We are currently in Task 1, which will result in a depiction of "As-is" TAS operations and current challenges (areas of opportunity)

Summary of Grant Thornton Team Task 1 Approach

1

Review Existing TAS Artifacts & Prior TAS Reform Efforts

The Grant Thornton Team worked with DOI to obtain and review existing documentation regarding TAS service offerings, processes/operating procedures, performance metrics, etc., as well as past studies that were conducted. The goal was to understand the prescribed reforms and progress made against those initiatives since creation of the Comprehensive Trust Management Plan (CTMP).

2

Gather Baseline Data via Regional Site Visits

Through the combination of artifact review and our team's TAS domain knowledge, we developed interview guides to validate initial hypotheses and gain a more detailed understanding of TAS services and the operating model currently used to deliver those services. This included site visits to regions that represented "normal" operations, as well as pockets of uniqueness. Site visits included meetings with tribes to understand current service levels (satisfaction) and needs not being met by TAS.

3

Compile & Assess Current State of TAS Operations

Interview results were compiled and synthesized to understand current challenges facing specific TAS services as well as the overall operating model. These challenges represent areas of opportunity that will drive/shape analytical focus during Task 2 "To-be" modeling/analysis.

Baseline efforts aim to capture commonalities and uniqueness across regional TAS operations and tribal needs

As of April 29, 2013, we have conducted interviews with approximately 102+ stakeholders across regional Interior offices and tribal representatives

Region/Site Visit	Interior Offices	Tribes
<i>HQ (Wash. DC)</i>	<ul style="list-style-type: none"> BIA, OST, BLM, ONRR, OHA, ASIA, OHTA (All services) 	<ul style="list-style-type: none"> N/A
<i>Southwest (Denver, Albuquerque, Farmington)</i>	<ul style="list-style-type: none"> ONRR, BLM (National Ops Center), OST, FIMO 	<ul style="list-style-type: none"> In progress (TBD)
<i>Northwest (Portland/Seattle)</i>	<ul style="list-style-type: none"> BIA, OST (All services) 	<ul style="list-style-type: none"> Quinault Nation, Confederated Tribes of the Warm Springs Reservation, Confederated Salish and Kootenai Tribes, Confederated Tribes of the Colville Reservation, Muckleshoot Indian Tribe, Nisqually Indian Tribe, Coeur D'Alene Tribe, Confederated Tribes of the Chehalis Reservation, Nez Perce Tribe, Stillaguamish Tribe, Tulalip Tribes
<i>Great Plains (Aberdeen)</i>	<ul style="list-style-type: none"> BIA, OST (All services) 	<ul style="list-style-type: none"> Sisseton
<i>Eastern Oklahoma (Muskogee)</i>	<ul style="list-style-type: none"> BIA, OST (All services) 	<ul style="list-style-type: none"> Quapaw, Cherokee
<i>Rocky Mountain (Billings)</i>	<ul style="list-style-type: none"> BIA, OST (All services) 	<ul style="list-style-type: none"> Montana & Wyoming Tribal Leaders Council
<i>Western (Phoenix)</i>	<ul style="list-style-type: none"> BIA, OST (All services) 	<ul style="list-style-type: none"> Salt River, Inter Tribal Council of Arizona
<i>Alaska</i>	<ul style="list-style-type: none"> BIA (All services) 	<ul style="list-style-type: none"> TBD
<i>Midwest</i>	<ul style="list-style-type: none"> BIA (All services) 	<ul style="list-style-type: none"> TBD
<i>Pacific</i>	<ul style="list-style-type: none"> BIA (All services) 	<ul style="list-style-type: none"> TBD
<i>Southern Plains</i>	<ul style="list-style-type: none"> BIA (All services) 	<ul style="list-style-type: none"> TBD
<i>Tribal Land Staff Natl. Conference (Las Vegas, NV)</i>	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Operated TAS-related booth to provide ability for tribe representative to contact study team

Note: "TBD" indicates regions for remaining Tasks – detailed schedule not yet determined

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Preliminary Areas of Opportunity – What we are hearing through stakeholder interviews

The following are preliminary themes (opportunity areas) arising from interviews regarding current Trust Administration operations and areas for improvement:

- Governance: Creating end-to-end ownership (and accountability) of the Trust Administration value chain; driving consistency in performance levels, bureau business priorities, et al
- Technology: Creating a truly integrated architecture and further automating unnecessarily manual processing
- Process: Increasing communication across agencies to prevent backlogs in operations (processing)
- Customer Service: Helping beneficiaries understand the Trust Administration landscape and how to get the service(s) they need; measuring operations based upon outcomes vs. outputs
- Human Resources: Ensuring the proper amount of staff to perform bureau/office workloads, including the skillsets necessary to successfully perform the work and the ability to respond to peaks/valleys (in workload)

Preliminary Areas of Opportunity – What we are hearing through stakeholder interviews (cont.)

The following are preliminary themes (opportunity areas) arising from interviews regarding current Trust Administration operations and areas for improvement:

- Culture: Creating greater understanding between the field and DC; ensuring consistent service at the tribe and individual beneficiary levels
- Self Governance: Increase outreach, technical support and technology support to further Tribal self governance.
- Land Consolidation: Provide resources to support fee to trust and trust allotted land buy back programs and increase beneficiary outreach to educate beneficiaries.
- Legal and Regulatory: A few matters may require additional legislative assistance to request changes in laws or regulations that may be overreaching or not in the best interest of the beneficiary

Grant Thornton Team Contact Information

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Note: "For general inquiries/comments, we have established the group email address Trust.Commission@us.gt.com



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