

## **Application of the Business Model**

Reclamation's Technical Service Center generally has about 2000 active service agreements per year as a result of a successful business model process; i.e. the area and regional offices can't do the work due to a lack of either technical capability or resource capacity so the work is offered to, accepted, and performed by the TSC. The following two examples also demonstrate successful application of the business model. In the first example, the TSC declined technical services work due to lack of resource capacity, and in the second example, the TSC declined technical services work due to lack of capability.

### **Pasco Pump Lateral**

A work request for feasibility level design of a small storage reservoir associated with a canal system came into the TSC from the Ephrata Field Office (Washington). After consideration of their current workload and the project's design schedule, the TSC declined the work request and recommended the work be contracted out. The TSC was given first right of refusal of the design work, which is in agreement with the business model.

### **Paradox Valley Deep Injection Well Casing Design**

The Western Colorado Area Office (Durango, Colorado) requested technical assistance from the TSC for a casing design for a proposed deep injection well for Paradox Valley Unit (Colorado River Basin Salinity Control Project). In this case, the TSC recommended the work be contracted out because the TSC lacked the very specific expertise to do the design. Requests for this type of expertise from the TSC's customer base are very infrequent, and the work did not satisfy core capability criteria to justify developing and maintaining expertise. The TSC was given an opportunity to propose on this work request before it was contracted out, which is in accordance with the business model.

A flowchart that displays Reclamation's business model is available at:

<http://www.usbr.gov/recman/cmp/cmp10-03-AppA.pdf>