

## **Implementing Reclamation Directives & Standards (D&S) CMP 10-02 and CMP 10-03**

### Implementing Fee-for-Service Business Practices

CMP 10-02 (Fee-for-Service Business Practices for Technical Services Work) requires the utilization of service agreements between program offices and service providers, where applicable. In 2010, the Coordination and Oversight Group (was successful in implementing CMP 10-02 throughout the regions and the Technical Service Center. A total of 2,392 service agreements were developed in 2010, with 14 percent of the service agreements being developed in the regions, where service agreements have traditionally not been used. Service agreements contribute to the COG's ability to obtain utilization and performance data for trending and assessment purposes.

### Implementing Workload Distribution Practices

In implementing CMP 10-03 (Workload Distribution Practices for Technical Services Work), the COG made strides in ensuring that the organization's critical technical capabilities were maintained. For example, when the previous construction manager in the Pacific Northwest Region retired, the PN Region requested the COG to evaluate and provide a recommendation as to whether there was a need to maintain the construction program manager expertise in the PN Region. In collaboration with the Reclamation Design and Construction Coordination Team, the COG carefully evaluated the need and determined that the position was indeed critical and recommended as such. Due in part to the COG's recommendation, PN Region leadership determined that it was prudent to fill that position and proceeded accordingly. The position has since been filled and the PN Region continues to play a key role in ensuring that construction expertise is maintained throughout Reclamation.