

# Reclamation Manual

## Directive and Standard

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<b>Subject:</b>	Critical Information Requirements Reporting and Duty Officer Program
<b>Purpose:</b>	To meet Critical Information Requirements, improve situational awareness, and establish timely bureau reporting procedures per Department of the Interior requirements.
<b>Authority:</b>	5 U.S.C. 301, Departmental Regulations; 112 Departmental Manual (DM) 17, Office of Law Enforcement and Security; 112 DM 18, Office Emergency Management; 900 DM 3, Interior Operations Center and Information Management.
<b>Approving Official:</b>	Director, Mission Assurance and Protection Organization (MAPO)
<b>Contact:</b>	Emergency Management and Readiness Office (84-52200)

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1. **Introduction.** This Directive and Standard (D&S) establishes a common reporting standard for the Secretary of the Department of the Interior's Critical Information Requirements (CIR) to ensure time-sensitive reporting. This D&S defines the components and responsibilities for each level of the organization to maintain an effective Duty Officer Program.
2. **Applicability.**
  - A. This D&S applies to all Reclamation employees.
  - B. The scope of reporting includes initial incident detection and ongoing situational updates throughout a reportable incident.
  - C. This D&S does not negate or replace any other programmatic reporting requirements.
3. **Bureau Duty Officer Program.** Reclamation offices will develop and maintain a collaborative duty officer program composed of the following program components:
  - A. **Reporting Criteria.** [Appendix 1, Secretary's Critical Information Requirements of 900 DM 3, Interior Operations Center and Information Management](#) lists information reporting criteria.
    - (1) **Concurrent Reporting.** Reporting of incidents per this D&S does not replace normal chain-of-command reporting among supervisors, managers, and the Reclamation Leadership Team.
      - (a) This D&S does not preclude reporting of a given incident via other reporting channels, procedures, or timelines, as required by statute, regulation, policy, or as established under other programs (e.g., reporting of power issues,

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hazardous materials spills, law enforcement incidents, See-N-Say), wherein reporting sources, destinations, and timelines may vary.

- (b) Prioritizing reports among concurrent channels/methods will be made on a case-by-case basis or as a matter of standard practice when established by each manager or executive for that organizational level (e.g., facility, field, area, power, regional office).

**B. Roles and Responsibilities.** Reclamation will establish and maintain the following roles and responsibilities.

- (1) **Bureau Duty Officer (BDO) Program Manager.** The BDO program manager will ensure continuous Bureau CIR reporting capability. At a minimum, the BDO program manager will:
  - (a) develop and maintain a CIR Common Operating Picture to document and display Reclamation CIR report information to relevant Bureau and Department personnel for situational awareness.
    - (aa) develop and maintain a written BDO Concept of Operations for Emergency Management and Readiness Office staff assigned to fulfill BDO duties.
  - (b) receive and review CIR reports submitted by regional duty officers (RDOs) for accuracy and completeness.
  - (c) monitor the Reclamation CIR Common Operating Picture for accuracy and currency of information, and request updates or additional information from RDOs as needed.
  - (d) provide program support and training as needed to Reclamation staff.
  - (e) develop and maintain a daily duty day email report process to consolidate all Bureau reports since the previous duty day, including the development and maintenance of an email distribution list for the appropriate Reclamation staff and leadership.
  - (f) oversee and manage the dedicated BDO email account(s) and phone number(s).
- (2) **Regional Duty Officer.** The regional emergency manager is responsible to ensure that all regional office reporting processes and regional duty officer responsibilities are followed. Regions may delegate individual responsibilities and/or set up duty rotations for reporting. In addition, the regional emergency manager is responsible for the development and management of:

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- (a) a regional program capable of 24/7/365 receiving, validation, and reporting of CIR.
- (b) written RDO program standard operating procedure or Concept of Operations to establish standardized processes and procedures for CIR reporting.
- (c) support and training of regional staff assigned RDO duties as needed to ensure successful program implementation.
- (d) the systems and tools required to implement the program, including a dedicated RDO email account and phone number for coordination of CIR reporting in the region.
- (e) a regional email distribution list that, at a minimum, includes the regional director, deputy regional director, regional security officer(s), regional special agent(s), and regional emergency managers for use by the BDO to distribute Reclamation daily CIR report summary emails.

**C. Reporting Process.** Designated personnel will report CIRs as described below:

- (1) **All Employees.** Reclamation staff will report CIRs to their supervisor or RDO immediately after identifying an incident following Reclamation reporting practices and those established by their respective office.
- (2) **Field/Area/Power Offices.** Field, area, and power office managers will provide adequate staff, training, and resources to immediately notify the RDO per this D&S and regional/office protocol. In addition, office managers must ensure:
  - (a) plans and procedures include CIR reporting where applicable.
  - (b) all field, area, and power office staff receive annual training on incident reporting protocol and systems per office/facility-specific incident reporting procedures.
  - (c) CIR reports are submitted to the RDO immediately following a reportable incident and updates to initial reports are provided when the status of a reportable incident changes, or as directed by the RDO.
- (3) **Regional Offices.** Regional offices will provide adequate staff, training, and resources to properly classify initial incident detection at Reclamation facilities and immediately notify the BDO following this D&S and regional/office protocol. In addition, the RDO must ensure:
  - (a) plans and procedures include CIR reporting where applicable.

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- (b) all regional staff receive annual training on incident reporting protocol and systems per any office-specific incident reporting procedures.
- (c) CIR reports are submitted to the BDO via the Reclamation CIR Reporting Tool immediately following a reportable incident, and updates to initial reports must be provided when the status of a reportable incident changes or as directed by the BDO.
  - (i) while initial reports to the BDO may be telephonic, reports must be followed up with written reports to the BDO via the CIR Reporting Tool as soon as the incident situation allows.
- (4) **Washington Office.** The Washington Office will establish reporting procedures to ensure the appropriate staff report all CIR to the BDO immediately following an incident. Unless otherwise directed, Washington managers will report CIR directly to the BDO. Situational updates will follow when the status of a reportable incident changes or as directed by the BDO.
- (5) **Denver Office.** The Denver Office will establish reporting procedures to ensure the appropriate staff report all CIR to the BDO immediately following an incident. Unless otherwise directed, Denver managers will report CIR directly to the BDO. Situational updates will follow when the status of a reportable incident changes or as directed by the BDO.
- (6) **Bureau Duty Officer.** The BDO will manage the receipt of all Reclamation incident reports, review, finalize, and further distribute reports to select Reclamation personnel or offices, the reporting RDO, and the Interior Operations Center when appropriate.

#### 4. Definitions.

- A. **Common Operating Picture.** A shared situational awareness that offers a standard overview of an incident and provides information in a manner that enables leadership to make effective, consistent, coordinated, and timely decisions.
- B. **Critical Information Requirements (CIR).** Issued by the Secretary of the Department of the Interior, the CIR is a comprehensive list of information elements that leaders have identified as requiring immediate notification to facilitate timely decision-making. (see [900 DM 3, Appendix 1](#)).
- C. **Incident.** Any unexpected situation or condition that creates an elevated risk of damage to human life, the environment, infrastructure, essential functions, or normal operations, and where a response is needed to investigate and intervene for the protection of resources and mission sustainability.

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- D. Reportable Incident.** Any incident that meets the Critical Information Requirements established in [900 DM 3, Appendix 1](#).
  - E. Situational Awareness.** Situational awareness is the ability to identify, process, and comprehend critical information about an incident, requiring continuous monitoring of relevant sources of information regarding actual incidents and developing hazards.
5. **Review Period.** The originating office will review this release every 2 years.