
Project Management Plan

**Project Title: Natural Resources Management (NRM)
Gateway Website Content Development Workshops**

Location: ERDC

Date Prepared: 22 March 2007 (Draft)

PMP ACCEPTANCE SHEET

I have reviewed this document and certify that it contains accurate content and is sufficient to guide project execution.

Mary J. Coulombe, NRM CoP Leader	Date
Peppino J. Persio, Recreation Proponent	Date
Denise Y. White, Environmental Stewardship Proponent	Date
Valerie Krenicky, Acting Environmental Compliance Proponent	Date
Debra J. Stokes, Partnerships Proponent	Date
Stephen B. Austin, Park Ranger Proponent	Date
Kathleen Perales, NRM Gateway Project Leader	Date
Virginia L. Dickerson, Website Developer	Date
Susan Champine, RLAT Proponent	Date
Bonnie F. Bryson, Gateway Technical Coordinator (TC) and Recreation TC	Date
Angie Huebner, Environmental Stewardship TC	Date
Edward R. Currie, Environmental Compliance TC	Date
Cori Brown, Partnerships TC	Date
Franklin E. Star, Corps Lakes Gateway Data Coordinator	Date

Miriam J. Fleming, Lead Field Review Group Member

Date

James Carver, Working Group Member

Date

Brad Keshlear, Working Group Member

Date

Lori Brewster, Working Group Member

Date

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The Project Management Plan

1.0 PROJECT SCOPE

1.1 PROJECT DEFINITION.

The NRM Gateway website integrates people, policies, programs and practices for the NRM Community of Practice (CoP) (see [NRM Gateway PMP](#) for details). One of the Gateway operating principles is having many content providers (Content Subject Matter Experts [SMEs]) responsible for small units of knowledge within an area of interest and expertise, in order to maintain manageable components. Content Development Workshops (workshops) are conducted periodically for SMEs of topic areas identified as high priority for development and posting on the Website. This PMP describes the workshop procedures; general information is provided in Sections 1-13, while more specific information and guidelines are presented in Appendices 1-29 (see List of Appendices, page 5, for detailed breakdown).

1.2 OBJECTIVES.

The main project objective is a standardized process for workshops consistent with the operating principles below.

1.3 OPERATING PRINCIPLES

- Develop content consistent with the overall Gateway operating principles, included here for ease of reference:
 - Share knowledge in a manner and method promoting knowledge management.
 - Continually develop and sustain competency in the NRM CoP.
 - Apply the process described in "[Leading Change](#)" (Kotter, John P., 1996) by empowering the organization to deliver the information that is shared -- allow the field to contribute and have a sense of agility in the day-to-day operation of the public resource.
 - Organize materials around peer review standards and provide the field with skill sets beyond those of our Agency by modeling the NRM Gateway framework around the National Recreation and Park Association (NRPA) Agency Accreditation Model and the Army's Fort Excellence website.
 - Maintain manageable components by having many content providers responsible for small units of knowledge within an area of interest and expertise.
 - Coordinate with other organizations and initiatives to eliminate duplication of efforts.
- Develop content according to priorities coordinated between HQ, the RMSP, the Gateway Proponent, the NRM Gateway Steering Committee and the Project Leader.
- Develop content so that the look and feel of pages are consistent throughout the Gateway.
- Ensure consistency by having the Project Leader and/or a Technical Coordinator facilitate all meetings.
- Empower SMEs to coordinate field contributions to the Gateway within their topic area.
- Use peer review to ensure content is suitable for and understandable by target audiences prior to posting.

1.4 ROLES AND RESPONSIBILITIES

Team Members are listed at Appendix 1. Their responsibilities regarding content development workshops include:

- Proponents – Provide oversight and Headquarters-level coordination with other elements, and attend workshops when possible. Approve SME appointments. Issue memorandums announcing workshops and designating workshop attendees.
- Project Leader - Provides vision and leadership to integrate knowledge management approaches and peer review accreditation standards into the workshops. Facilitates content development workshops.
- Website Developer – Attends workshops and posts materials immediately.
- Technical Coordinators (TC) – Provide coordination and oversight for major content areas and recommend topic priorities for workshops. Handle logistical issues and draft correspondence related to workshops. Facilitate workshops.
- Working Group Members – When possible, attend and assist with workshops.
- Content Subject Matter Experts (SME) – Attend Content Development Workshops and coordinate submission of materials to the Web Developer.
- Field Review Group (FRG) – Reviews new pages prior to posting.
- Field Review Group Leader – Coordinates FRG activities (reference CECW-ON memo dated 18 October 2002, subject [Natural Resource Management Gateway Initiative - Field Review Group Appointments](#))
- Contributors - Submit information to SMEs before and after workshops.

1.5 PRODUCTS AND SERVICES

The workshops produce new content that is ready for posting in a short period of time. Examples of previous workshop proceedings can be viewed on the Gateway Initiative page at this location: <http://corpslakes.usace.army.mil/employees/gateway/workshop.html>

1.6 AUTHORITY

A headquarters memorandum announces each workshop and designates individuals who will attend, for example:

<http://corpslakes.usace.army.mil/employees/cecwon/pdfs/nrmgate0105.pdf> .

A sample memorandum that can be modified for future workshops is included as Appendix 7

1.7 LOCATION

This project is national in scope with team members from various locations across the country. The Web Developer and Project Leader are located at ERDC. Workshops may be held at any suitable location meeting the criteria in Appendix 3, Location/Facility Checklist.

2.0 PROJECT DELIVERY TEAM (PDT) MEMBERSHIP INFORMATION

See Appendix 1.

3.0 CRITICAL ASSUMPTIONS AND CONSTRAINTS

Sufficient funding and dedication of time to the project by team members is required. Should sufficient funding not be available, certain workshops may be planned but not conducted. This

effort is a collateral duty for most of the PDT members. In some case, this reality may slow progress toward task completion.

4.0 WORK BREAKDOWN STRUCTURE:

Appendix 2, Milestones, shows the schedule and tasks associated with workshops.

5.0 ACQUISITION STRATEGY

Areas of content development are prioritized by HQ, the RMSP, the Proponent, the NRM Gateway Steering Committee and the Project Leader. The content development process generally includes identification of need, appointment of an SME, coordination between the SME and the TC to submit content, editing of the content, off-line posting of the content by the Web Developer for review by the TC, FRG, and HQ POC, and approval for the information to go live by the HQ POC. Content Development Workshops speed this process significantly by bringing the team together. The quality of content is also enhanced by the interaction and immediate peer review that the workshops provide.

6.0 FUNDING

The RMSP Initiative's Recreation component is the primary funding source for development and maintenance of the website. This covers some salary costs of the Project Leader, Web Developer and Recreation Technical Coordinator (all ERDC employees) for workshops. Other team members perform their Gateway work as collateral duties, with their time and travel absorbed by their respective Division/District/Project funds. Workshops are generally held at Corps facilities where there are no additional costs for meeting rooms and equipment, or in conjunction with regularly scheduled RLAT and SAT meetings or PROSPECT courses so that such costs can be minimized.

7.0 QUALITY CONTROL PLAN

- Facilitation by TCs and the Project Leader provide consistency in workshop administration and content development.
- Evaluations by attendees are reviewed to determine improvements needed for future workshops.
- Proponents and Working Group members attend when possible to provide assistance and oversight on the workshop process.
- Peer review throughout the workshop provides quality control on content development.

8.0 RISK ANALYSIS

The Quality Control Plan minimizes risk of workshops producing substandard content.

9.0 CHANGE MANAGEMENT

Substantial changes in workshop mission, scope, schedule, or format will be coordinated by the Project Leader with the RMSP, Proponents, and the Gateway Working Group.

Minor procedural changes/corrections suggested by workshop attendees or facilitators can be implemented by TCs and the Project Leader in future workshops.

10.0 COMMUNICATIONS

Communications occur in two major arenas: internal to the PDT and external to the PDT. The following describes our approach to communications.

10.1 INTERNAL TEAM COMMUNICATIONS

The PDT communicates primarily through email on an as-needed basis. Teleconferences, webcasts, and Groove technology may also be utilized. Periodic meetings may occur on an as-needed basis.

10.2 EXTERNAL COMMUNICATIONS

Emails as well as the Gateway website are the primary means of sending external communication. The Gateway Initiative page contains current information on past and future workshops.

11.0 PERFORMANCE MEASUREMENT

The Gateway Initiative page contains current information on workshops, including the history of the 15 workshops held from 2001-2006. These workshops resulted in 19 fully developed Recreation pages, Partnerships page, the entire Environmental Compliance component, initial development of the Environmental Stewardship component, and the OPM component of the Gateway. Other measures are the number of users of newly developed pages, and the number of contributors to these pages.

12.0 APPROVALS

This Project Management Plan was prepared and approved by the Headquarters proponents and the PDT members in ____ of 2007.

13.0 REFERENCES

- CECW-ON Memorandum dated 20 September 2000
SUBJECT: [Natural Resources Management \(NRM\) Website Development Initiative](#)
- CECW-ON Memorandum dated 2 February 2001
SUBJECT: [Natural Resource Management Gateway Initiative - Content Subject Matter Experts \(SME\)](#)
- CECW-ON Memorandum dated 16 March 2001
SUBJECT: [Natural Resource Management Gateway Initiative - Field Review Group](#)
- CECW-ON Memorandum dated 25 May 2001
SUBJECT: [Environmental Compliance - Subject Matter Expert \(SME\) Team](#)
- CECW-ON Memorandum dated 29 May 2001
SUBJECT: [Natural Resource Management Gateway Initiative - Content Development Workshop and Additional Content Subject Matter Experts \(SME\) Appointments](#)
- CECW-ON Memorandum dated 2 January 2002
SUBJECT: [Natural Resource Management Gateway Initiative - February 2002 Content Development Workshop](#)
- CECW-ON Memorandum dated 1 August 2002
SUBJECT: [Natural Resource Management Gateway Initiative - August 2002 Content Development Workshop](#)

- CECW-ON Memorandum dated 18 October 2002
SUBJECT: [Natural Resource Management Gateway Initiative - Field Review Group Appointments](#)
- CECW-ON Memorandum dated 6 June 2003
SUBJECT: [Natural Resources Management Gateway Initiative - Partnerships Content Development Workshop, 15- 17 July 2003](#)
- CECW-ON Memorandum dated 3 July 2003
SUBJECT: [Natural Resources Management Gateway Initiative - Environmental Stewardship Content Development Workshop and Content Subject Matter Experts Appointments](#)
- CECW-ON Memorandum dated 10 February 2004
SUBJECT: [Natural Resources Management Gateway Initiative - Environmental Stewardship Content Development Workshop and Content Subject Matter Expert Appointments](#)
- CECW-ON Memorandum dated 12 July 2004
SUBJECT: [Natural Resources Management Gateway Initiative – Interpretive Services and Outreach Program \(ISOP\) Content Development Workshop, 17-19 August 2004](#)
- Kotter, J.P. (1996). [Leading change](#). Boston: Harvard Business School Press.

APPENDIX 1

Project Delivery Team (PDT) Member Information

Name	PDT Position/Title	Email address
Mary J. Coulombe	NRM CoP Leader	Mary.J.Coulombe@HQ02.usace.army.mil
Peppino J. Persio	CECW-CO Gateway Proponent Recreation Proponent	Peppino.J.Persio@HQ02.usace.army.mil
Denise Y. White	Environmental Stewardship Proponent	Denise,Y,White@HQ02.usace.army.mil
Valerie Krenicky	Acting Environmental Compliance Proponent	Valerie.S.Krenicky@SAS02.usace.army.mil
Debra J. Stokes	Partnerships Proponent	Debra.J.Stokes@HQ02.usace.army.mil
Stephen B. Austin	Park Ranger Proponent	Stephen.B.Austin@HQ02.usace.army.mil
Kathleen Perales	Project Leader	Kathleen.Perales@ERDC.usace.army.mil
Ginny Dickerson	Website Developer	Virginia.L.Dickerson@ERDC.usace.army.mil
Susan Shampine	RLAT Proponent	Susan.Shampine@SPA02.usace.army.mil
Bonnie F. Bryson	Recreation Technical Coordinator	Bonnie.F.Bryson@ERDC.usace.army.mil
Angie Huebner	Environmental Stewardship Technical Coordinator	Angie.L.Huebner@SAJ.usace.army.mil
Edward R. Currie	Environmental Compliance Technical Coordinator	Edward.R.Currie@SAJ02.usace.army.mil
Cori Brown	Partnerships Technical Coordinator	Cori.A.Brown@NAB02.usace.army.mil
James Carver	Working Group Member	James.L.Carver@MVK02.usace.army.mil
Brad Keshlear	Working Group Member	Brad.J.Keshlear@SAD01.usace.army.mil
Lori Brewster	Working Group Member	Lori.A.Brewster@SAS02.usace.army.mil
Miriam J. Fleming	Working Group Member	Miriam.J.Fleming@SAW02.usace.army.mil
Franklin E. Star	Corps Lakes Gateway Data Coordinator	Franklin.E.Star@MVP02.usace.army.mil

APPENDIX 2

Milestones – Workshop Planning Checklist

NRM Gateway Content Development Workshop

MILESTONE SCHEDULE	DAYS PRIOR TO WORKSHOP	MONTH AND DAY	DATE COMPLETE	RESPONSIBLE PERSON
Coordinate with Proponent and Project Leader to schedule date for workshop	90			TC
Coordinate with Proponent and Project Leader to select workshop location (city) (see Location/Facility Checklist, App.3)	90			TC
Reserve meeting facility -- include a day on front end to set up room for meeting (see Location/Facility Checklist, App. 3)	80			TC
Select support staff and notify	80			TC
Coordinate with Proponent and Project Leader to select content areas to include in the workshop	75			TC
Check availability of Subject Matter Experts for selected content areas (see sample email, App. 4)	70			TC
Invite Working Group members to see if they can attend (coordinate with Project Leader)	70			TC
Arrange block of hotel rooms (see App. 5). If enough rooms are needed to require a contract, see App. 6.	70			TC
Compile list of attendees and draft HQ memo (see sample memo, App. 7)	65			TC
Send initial travel information to Web Developer for posting, and email to the attendees (see App. 8 and 9)	60			TC
Remind attendees to reserve rooms before release date (see sample email, App. 10)	40			TC
Arrange field trip(s) if applicable	40			TC
Follow up on field trip participant sign-up if applicable	30			TC
Draft agenda and coordinate with other speakers/facilitators (see Sample Agenda, App. 11)	30			TC
Develop coversheet/instructions for shipping materials in advance of workshop (see App. 12)	30			TC
Send email to attendees detailing content and materials they need to bring to workshop (see App. 13)	30			TC

MILESTONE SCHEDULE	DAYS PRIOR TO WORKSHOP	MONTH AND DAY	DATE COMPLETE	RESPONSIBLE PERSON
Check supply stock, order any needed supplies (see Supplies & Handouts Checklist, App. 14)	20			TC
Verify attendee reservation list with the hotel (See sample email, App. 15)	10			
Remind participants to bring laptop computers if not provided by meeting room	10			TC
Arrange evening activities if applicable	10 & during			TC
Coordinate with IM support personnel for the meeting room to ensure appropriate computer networking/connectivity	10 & during			TC
Locate a digital camera to be available during the workshop, and ensure that someone knows how to operate it.	5			TC
Send attendees a message about meeting time for breakfast before the workshop on 1 st day if that is feasible	5			TC
Copy handouts, including Evaluation Form (see App. 16 - 26)	1			Workshop Support Staff
Prepare meeting room and check computers, projectors, etc.	1			Workshop Support Staff
Verify early morning access to meeting room for final setup on first day	1			Workshop Support Staff
Organize supplies	1			Workshop Support Staff
If some attendees did not receive the message about meeting time for breakfast before the workshop on 1 st day, give handout with details to hotel front desk for delivery upon check-in (see App. 26)	1			Workshop Support Staff
Post sign in hallway directing attendees to workshop location	Workshop Day 1			Workshop Support Staff
Conduct workshop	Workshop Days 1-4			TC and/or Project Leader
Take pictures during workshop	Workshop Days 1-4			Workshop Support Staff
Compile list of items brought or sent to the workshop that are to be taken to ERDC for scanning (see App. 19)	Workshop Day 4			Workshop Support Staff
Collect and consolidate evaluations (see App. 27)	Workshop Day 4			Workshop Support Staff
Workshop staff meets to review evaluations and plan follow-up	Workshop Day 4 - afternoon			All Workshop Facilitators/Staff
Draft follow-up email to participants (see App. 28) and workshop summary (see App. 29)	Workshop Day 4 - afternoon			Workshop Support Staff

MILESTONE SCHEDULE	DAYS PRIOR TO WORKSHOP	MONTH AND DAY	DATE COMPLETE	RESPONSIBLE PERSON
Send follow-up email to participants (see App. 28)	+3			TC
Send workshop summary (including photos) to Web Developer for posting on Gateway (see App. 28 and 29)	+3			TC
Send Project Leader written summary of any suggested changes for future workshops, based on this experience	+3			TC

APPENDIX 3 Location/Facility Checklist

NRM Gateway Content Development Workshop

Item	Must Have	Should Have	Nice to Have
LOGISTICAL CONSIDERATIONS			
Hotel convenient to airport		X	
Hotel accommodations convenient to meeting room	X		
Restaurants within walking distance for lunch		X	
Access to food and drink during breaks		X	
Nearby points of interest for after-hours activities			X
MEETING ROOM			
Seating for all participants	X		
Can accommodate computers with internet connectivity for all participants	X		
Can accommodate file sharing capability for the computers		X	
Ability to project computer screen to be viewed by participants	X		
Access to printer		X	
Whiteboard		X	
Breakout room for small group discussions			X

APPENDIX 4

Sample Email to Check Attendee Availability

From: Bryson, Bonnie F LRL02

Sent: Friday, July 05, 2002 12:42 PM

To: Hipp, Tommy G SWF; Burger, Charles L SWF; Stokes, Debra J MVN; Wade, Mark S NWK; Lackey, LuAnn SAM; Bauer, Carolyn J LRN; Nutt, Lynda G NWW; Carver, James L MVK; Rose, Jeffrey W SAS; Salvilla, Kevin R SAJ; Ruebenson, Arthur J SAJ

Cc: Davis, Lori A SAS; Perales, Kathleen ERDC-EL-MS; Dickerson, Virginia L ERDC-EL-MS Contractor; Jackson, Scott ERDC-EL-MS

Subject: Are you available for 20-23 August Gateway Workshop?

Greetings,

This is an informal inquiry to see if you are available to attend an NRM Gateway workshop here in Louisville, KY on 20-23 August.

This workshop's focus is the initial development of "Lake Discovery" to integrate NRM information, i.e. knowledge management on the Gateway. More information on Lake Discovery and the vision for this endeavor is at:

<http://corpslakes.usace.army.mil/goodtime.html>

You are being invited because of your past assistance with Gateway development, and/or because of your areas of expertise that are important to this effort. Once we have confirmation of availability, a formal invitation will be issued through the chain of command. Look forward to hearing from you.

Thanks,
Bonnie

APPENDIX 5

Sample Email - Initial Contact with Hotel

Note: You may not have specific names initially, so just get the appropriate number of rooms with names to be provided later

From: Bryson, Bonnie F LRL02
Sent: Friday, May 24, 2002 10:19 AM
To: 'Jennifer Williams' (BROWN HOTEL)
Cc: Spears, Linda K LRL02
Subject: Rooms needed for 18-23 August 2002, Corps of Engineers NRM Gateway Workshop

Hi Jennifer,

We need a block of rooms at Government Rate as follows. I will give you a call in a few minutes.

Corps of Engineers, Louisville
Gateway Content Development Workshop
AUGUST 2002
Contacts: Linda Spears, 502-315-6726
or Bonnie Bryson, 502-315-6721
FAX 502-315-6727

2 Rooms, 6 Nights: Arrive Sunday, August 18 - Depart Saturday, August 24
Perales, Kathleen
Dickerson, Virginia (Ginny)
1 Room, 5 Nights: Arrive Monday, Aug 19 - Depart Saturday, Aug 24, 2002
Davis, Lori
14 Rooms, 4 Nights: Arrive Monday, Aug 19 - Depart Friday, Aug 23, 2002
Bauer, Carolyn
Caballero, Ismael
Carver, Jimmy
Chase, Theron
Gipson-Taylor, Joy
Hipp, Tommy
Jackson, Bill
Lackey, Lu Ann
Nutt, Linda
Putnam, Jackie
Rose, Jeff
Ruebenson, Art
Salvilla, Kevin
Stokes, Debra

APPENDIX 6

Sample Hotel Contract

Note: For small number of rooms, contract may not be needed. Make sure the contract does not include clauses that obligate the Government to pay in case of cancellation of the rooms.



The
BROWN
A Camberley Hotel

CONFIRMATION AGREEMENT

Organization:	U.S. Army Corps of Engineers	Telephone:	502-315-6726
Meeting Name:	U.S. Army Corps of Engineers	Fax :	502-315-6727
Contact:	Denise Marmer	Status:	Tentative
Address:	600 Dr. Martin Luther King Jr. PL7th Floor, Suite #752	Market:	GOVn
City, State Zip:	Louisville, KY 40202		

GUEST ROOM BLOCK

2001	Mon 07/16	Tue 07/17	Wed 07/18	Thu 07/19
Run of House	15	15	15	15

COMMENTS

- Government ID Required to receive government rate.
- Individual room reservations may be canceled by 4:00pm the day prior to arrival. No shows and late cancellations will be billed.
- All guest faxes should be directed to our guest fax number (502) 587-7006. Using this number will ensure the fastest delivery possible.
- Individual room reservations can be made through the hotel reservation department at (502) 583-1234 or through Camberley Central reservations at (800) 555-8000.
- Individual room reservations can be made through the hotel Camberley Business Service direct line at (502) 583-1273.
- Check-in time is 3:00pm or after and Check-out time is 11:00am.
- Complimentary airport shuttle is offered by our hotel. Please call for availability.
- Parking is available at the lot adjacent to the hotel at a cost of \$12.00 per night for self-parking and \$15.00 per night for valet parking. The cost is subject to change.

RATES

Room	Single Rate	Double Rate
Run of House	69.00	69.00

Tax Currently 12.36% (Subject to Change)

RESERVATIONS

Reservation Method	Guarantee	Room Block Release Date
Individual	Individual	June 16, 2001

SCHEDULE OF EVENTS

PAYMENT INFORMATION

Guest Rooms	Catering
Indiv on own pay on departure	

Submitted By: Pamela D. Hoepfner
 Title: Marketing Executive
 Date: March 29, 2001

If the Confirmation Agreement is not signed and returned by April 12, 2001, these arrangements will be released.

I hereby accept the arrangements set forth:

Denise M. Marmer Date: 3-29-2001
 502-315-6721

335 West Broadway • Louisville, Kentucky 40202 • (502) 583-1234 • Facsimile (502) 587-7006
 Reservations (800) 555-8000 www.camberleyhotels.com

APPENDIX 7

Sample HQ Memorandum – Workshop Notification

Note: This memo is not historically accurate – some office symbols and phone numbers have been updated to make this a more useful example

CECW-CO

2 January 2002

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS
CHIEFS, OPERATIONS DIVISIONS

SUBJECT: Natural Resource Management Gateway Initiative - February 2002 Content Development Workshop

1. References:

a. Memorandum, CECW-ON, 20 September 2000, subject: Natural Resource Management (NRM) Website Development Initiative. This initiative has been renamed the NRM Gateway Initiative, and the website was launched in April 2001 at this address: <http://corpslakes.usace.army.mil/>

b. Memorandum, CECW-ON, 2 February 2001, subject: Natural Resource Management Gateway Initiative - Content Subject Matter Experts (SME).

c. Memorandum, CECW-ON, 25 May 2001, subject: Environmental Compliance Participation in the Natural Resources Management Gateway Initiative - Subject Matter Expert (SME) Team

2. The development and deployment of the various components of the NRM Gateway continue to be phased-in over time and are being facilitated with a series of content development workshops described in the above reference. The third of these workshops will be conducted in Louisville, Kentucky, 4-8 February 2002. Logistical information for the workshop attendees is posted at <http://corpslakes.usace.army.mil/employees/gateway/pdfs/rec0202tdy.pdf>. This workshop will be for SMEs and significant content contributors of recreation business area components designated as priority for Gateway development. The Environmental Compliance SME Team will meet concurrently. This workshop will focus on development of new pages and improvement of existing pages. Invitees are listed below and include some SMEs who were scheduled for the previous workshops but were unable to attend:

* Career Development: Dwight Beall, Baltimore District; second representative to be named

* Cooperating Associations - Nancy Rogers, San Francisco District; second representative to be named

* Cultural Resources and Tribal Programs - Paul Rubenstein, CECW-PG

* NRRS - Lynne Beeson, Savannah District; second representative to be named

* Ranger Email Network - Kevin Ewbank, Rock Island District

- * Shoreline Management - Jonathan Davis, South Atlantic Division
- * Uniform Program - Jim Runkles, Portland District
- * Visitor Assistance - Charles Burger, Ft. Worth District; second representative to be named (tentatively Bill Jackson, Nashville District)
 - * Environmental Compliance SME Team: Edward Currie, Jacksonville District; Carol Hewes, Seattle District; Valerie Krenicky, Savannah District; Anjina O'Connor, and Greg Slarich, Ft. Worth District

4. CECW-ON point of contact for the Gateway initiative is Ms. Judy Rice, (202) 761-4751. The Environmental Compliance point of contact is Ms. Janice Smith, (202) 761-4657. The NRM Gateway Principal Investigator is Ms. Kathleen Perales, (601) 634-3779. The NRM Gateway Recreation Technical Coordinator is Dr. Bonnie F. Bryson, (502) 315-6714.

FOR THE COMMANDER:

/S/

MICHAEL B. WHITE
Chief, Operations Division
Directorate of Civil Works

APPENDIX 8

Sample TDY Information

NRM Gateway – Partnerships Content Development Workshop 15-17 July 2003

Room 702, Emergency Operations Center (EOC) Conference Room
Federal Building, 600 Dr. Martin Luther King, Jr. Place, Louisville, KY

Who: Designated SMEs who will develop the Partnerships component of the Gateway. Various NRM Gateway working group members will attend as facilitators.

When: 15-17 July 2003. Meeting shall start at 8 a.m. on the 15th and end at 5 p.m. on the 17th. Monday 14 July and Friday 18 July are travel days.

Where: The Federal Building is located between 6th and 7th Streets, and between Chestnut and Broadway Streets, right behind the Gene Snyder Courthouse. The 6th and 7th Street entrances are locked. If you are walking from the hotel, the closest entrance to the Federal Building will be the one facing Broadway Street. You will have to go through a metal detector and have your briefcase/purse x-rayed to enter the building. You will need to show your Government ID to get a Visitor Pass, which must be worn while in the building.

Meeting Room: Room 702, EOC Conference Room. We have the EOC reserved for workshop space. This provides 12 desktop computers with MS Office applications for use by the participants and support personnel. We have projection capability as well as Internet access from this location. Note: no food or drinks are allowed in this room.

Lodging: A block of rooms has been reserved at the Camberley Brown Hotel, located at 4th and Broadway Streets (two blocks from the Federal Building). See the inset map for details:

<http://www.lrl.usace.army.mil/twnmap.htm>

The per diem rate is \$69 plus tax. Government ID is required at check in. The rooms are set aside for four nights, with a 14 July arrival date. Reservations may be made by calling the hotel's reservation department at 502-583-1234. Please state that the room is a part of a block for the **Partnership Workshop**. The room block release date is **June 13, 2003**; so please make reservations prior to this date. Room cancellations must be made by 4:00 pm the day prior to arrival. Check in time is after 4:00 pm, and check out is 11:00 am.

NOTE: The hotel is located in downtown Louisville. Like many downtown areas, it is recommended that you not walk around the downtown area alone in the evenings after office hours. The hotel has a shuttle drop-off and pick-up service for local restaurants if arranged in advance, and of course taxi service is available.

Airport Transportation: The hotel is 10 minutes from the airport.

<http://www.lrl.usace.army.mil/metmap.htm>

The hotel offers complimentary airport shuttle service. You may ask about availability when you make your hotel reservation. A phone in the airport baggage claim area may be used to call for pickup. The shuttle van is white, with the hotel logo; pickup is outside the baggage claim area. Arrangements for a return trip to the airport may be made while at the hotel. Please let the bellman know the departure time so those trips to the airport can be coordinated.

For those driving, parking is available adjacent to the hotel at a cost of \$14 per night for self-parking, or \$18 per night for valet parking. This cost is subject to change.

More hotel information is available at the following link: <http://www.brownhotel.com/>

APPENDIX 9

Sample Email to Transmit TDY Information

-----Original Message-----

From: Bryson, Bonnie F LRL02
Sent: Monday, January 07, 2002 9:42 AM
To: Beall, Dwight NAB02; Beeson, Lynne R SAS; Burger, Charles L SWF; Davis, Jonathan A SAD; Ewbank, Kevin D MVR; Hewes, Carol A NWS; Krenicky, Valerie S SAS; Rogers, Nancy L SPN; Rubenstein, Paul D HQ02; Runkles, Jim E NWP; Starich, Greg T SWF; Currie, Edward R SAJ; O'Connor, Anjna P SWF; Wolf, Melissa L SAS; Jackson, Bill C LRN
Cc: Spears, Linda K LRL02; Rice, Judith V HQ02; Perales, Kathleen ERDC-EL-MS; Smith, Janice A HQ02; Jackson, Scott ERDC-EL-MS; Dickerson, Virginia L ERDC-EL-MS Contractor; Waller, Ronald C LRL02; Davis, Lori A SAS
Subject: TDY Info for Feb 02 Gateway Content Development Workshop

Greetings,

Each of you has been identified as a participant at the upcoming Gateway Content Development Workshop in Louisville, KY on 5-8 February 2002. I wanted to make sure you have seen a copy of the CECW-ON memorandum formally requesting your presence through channels (although a couple of you have been named after the memo was signed). Logistical information is posted on the Gateway so that you can begin to make travel arrangements:

<http://corpslakes.usace.army.mil/employees/gateway/pdfs/rec0202tdy.pdf>

Note that the hotel's room block release date is 18 January, so please make your reservation by that date. If you have questions, you can call me (502-315-6721) or Linda Spears (502-315-6726) of this office who will be assisting with workshop coordination.

Look forward to seeing you in February!
Bonnie

Bonnie F. Bryson
Park Ranger
CELRL-OP-TO
502-315-6721 (voice)
502-315-6727 (fax)

-----Original Message-----

From: Rice, Judith V HQ02
Sent: Friday, January 04, 2002 10:11 AM
To: CDL-NRM-District Offices; CDL-NRM-MS
Cc: Dickerson, Virginia L ERDC-EL-MS Contractor; Bryson, Bonnie F LRL02
Subject: NRM Gateway Initiative - Feb 2002 Content Development Workshop

The attached memo was signed by Mr. Hess on 2 Jan. It is being sent by Email to expedite distribution. Hard copies will follow by regular mail channels. The memo will also be posted on the NRM Gateway at

<http://corpslakes.usace.army.mil/newpost.html>.

Thank you,
Judy Rice



2-02 Wkshp Notify
Memo.doc (29...

APPENDIX 10

Sample Email Reminder about Hotel Room Release Date

From: Bryson, Bonnie F LRL02

Sent: Thursday, August 01, 2002 11:10 AM

To: Rice, Judith V HQ02; Perales, Kathleen ERDC-EL-MS; Dickerson, Virginia L ERDC-EL-MS Contractor; Beall, Dwight NAB02; Rose, Jeffrey W SAS; Clevensine, Susan J MVR; Davis, Lori A SAS; Wade, Timothy M SAS; Nutt, Lynda G NWW; Burger, Charles L SWF; Whitehouse, Tony W HQ02; Salvilla, Kevin R SAJ; Caballero, Ismael NWP

Cc: Spears, Linda K LRL02

Subject: Hotel: NRM Gateway Initiative - August Content Development Workshop

Just a reminder that the room release date on the block of rooms at the hotel is Monday, August 5th. Please make your reservation by then if you haven't already.

<http://corpslakes.usace.army.mil/employees/gateway/pdfs/good0208tdy.pdf>

Look forward to seeing you!
Bonnie

APPENDIX 11

Sample Agenda

NRM Gateway Content Development Workshop
5-8 February 2002
Room 752, Emergency Operations Center (EOC) Conference Room
Federal Building, 600 Dr. Martin Luther King, Jr. Place
Louisville, KY

Tuesday, 05 February 2002

0800 – 0815	Welcome, introductions, and logistical info	Bonnie Bryson
0815 – 0930	Overview of website development to date Goals of this workshop	Kathy Perales
0930 – 0945	BREAK	
0945 – 1030	Overview of content development to date	Bonnie Bryson
	Example of page developed at previous workshop: Visitor Assistance Program	Charlie Burger
1030 - 1100	Overview of Content Delivery & Posting Procedures	Ginny Dickerson
1100 – 1130	Tips & Shortcuts for Content Development	Lori Davis
1130 – 1230	LUNCH	
1230 – 1700 (with breaks as needed)	Individual or small groups: Content organization and preparation for delivery (Environmental Compliance Team breaks out in adjacent conference room)	Group

Wednesday, 06 February 2002

0800 – 0830	Good morning & housekeeping items Concerns from yesterday we need to address today?	
0830 - 0900	Workshop participant presents page (As participants get their pages posted, they will present to the group for feedback and so others can see their approach. We will allow time at the beginning and end of each day for these sessions).	

0900 – 1130 **Continue with Workshop** Group
(Breaks as (Individual and/or small groups organizing needed) content, preparing for delivery, then working with Ginny to post the content)

1130 – 1230 LUNCH

1230 – 1700 **Continue with Workshop** Group
(Breaks as (Individual and/or small groups organizing needed) content, preparing for delivery, then working with Ginny to post the content; then presenting their page to the group.)

Thursday, 07 February 2002

0800 – 0830 **Good morning & housekeeping items**
Concerns from yesterday we need to address today?

0830 - 0900 **Workshop participant presents page**
(As participants get their pages posted, they will present to the group for feedback and so others can see their approach. We will allow time at the beginning and end of each day for these sessions).

0900 – 1130 **Continue with Workshop** Group
(Breaks as (Individual and/or small groups organizing needed) content, preparing for delivery, then working with Ginny to post the content)

1130 – 1230 LUNCH

1230 – 1700 **Continue with Workshop** Group
(Breaks as (Individual and/or small groups organizing needed) content, preparing for delivery, then working with Ginny to post the content; then presenting their page to the group.)

Friday, 08 February 2002

0800 – 0830 **Good morning & housekeeping items**
Concerns from yesterday we need to address today?

0830 – 0930	Search Features: Introduce the task of developing listings for each content area Glossary Additions: Discuss Miscellaneous Issues: Discuss	Kathy Perales
0930 – 1030	Review Gateway and remaining individual pages as a group – critique & improve	Group
1030 – 1045	Break	
1045 - 1200	Continue review if needed	Group

Wrap-up

Where we go from here: Identify and schedule specific tasks and resources for continued content area development beyond the workshop

**NRM Gateway Content Development Workshop
5-8 February 2002
ATTENDEES AS OF 11 January 2002**

Content Provider for:	Name	Duty Station
Assist with workshop	Kathleen Perales	CEERD
Assist with workshop	Ginny Dickerson	CEERD
Assist with workshop	Lori Davis	Savannah District
Assist with workshop	Linda Spears	Louisville District
Assist with workshop	Bonnie Bryson	Louisville District
HQ Advisor	Judy Rice	CECW-ON
Career Development	Dwight Beall	Baltimore District
Cooperating Associations	Nancy Rogers	San Francisco District
Cooperating Associations	Rachel Garren	St. Louis District
Cultural Resources and Tribal Programs	Paul Rubenstein	CECW-PG
NRRS	Lynne Beeson	Savannah District
Ranger Email Network	Kevin Ewbank	Rock Island District
Shoreline Management	Jonathan Davis	SAD
Shoreline Management	Melissa Wolf	Savannah District
Uniform Program	Jim Runkles	Portland District
Visitor Assistance	Charlie Burger	Ft. Worth District
	Environmental Compliance Team:	
HQ Advisor	Janice Smith	CECW-ON
Environmental Compliance	Edward Currie	Jacksonville District
Environmental Compliance	Carol Hewes	Seattle District
Environmental Compliance	Valerie Krenicky	Savannah District
Environmental Compliance	Anjina O'Connor	Ft. Worth District
Environmental Compliance	Greg Slarich	Ft. Worth District

APPENDIX 12

Sample Coversheet/Instructions for Shipping Materials Prior to Workshop

Content for February 2002 NRM Content Development Workshop

Ship or Hand-deliver to:
USAED, Louisville
CELRL-OP-TO, Room 752
600 Dr. Martin Luther King Jr. Place
Louisville, KY 40201
ATTN: Bonnie F. Bryson
502-315-6714

FROM
Name:

Shipping address to which items shall be returned:

Phone:

ENCLOSED ITEMS ARE FOR THE CHECKED NRM GATEWAY CONTENT AREA

	Career Development
	Cooperating Associations
	Cultural Resources & Tribal Programs
	NRRS
	Ranger Email Network
	Shoreline Management
	Uniform Program
	Environmental Compliance

DESCRIPTION OF ENCLOSED ITEMS:

SPECIAL RETURN INSTRUCTIONS (STANDARD RETURN WILL BE FedEx TO NAME AND ADDRESS GIVEN ABOVE):

APPENDIX 13

Sample Email Detailing Content and Materials to Bring to Workshop

From: Bryson, Bonnie F LRL02

Sent: Friday, January 11, 2002 2:20 PM

To: Beall, Dwight NAB02; Beeson, Lynne R SAS; Burger, Charles L SWF; Davis, Jonathan A SAD; Ewbank, Kevin D MVR; Hewes, Carol A NWS; Krenicky, Valerie S SAS; Rogers, Nancy L SPN; Rubenstein, Paul D HQ02; Runkles, Jim E NWP; Slarich, Greg T SWF; Currie, Edward R SAJ; O'Connor, Anjna P SWF; Wolf, Melissa L SAS; Jackson, Bill C LRN; Garren, Rachel J MVS

Cc: Spears, Linda K LRL02; Rice, Judith V HQ02; Perales, Kathleen ERDC-EL-MS; Smith, Janice A HQ02; Jackson, Scott ERDC-EL-MS; Dickerson, Virginia L ERDC-EL-MS Contractor; Waller, Ronald C LRL02; Davis, Lori A SAS

Subject: Content Development Info - 5-8 Feb 02 Gateway Content Development Workshop

Greetings,

This message provides details to help you prepare for the upcoming workshop. The intent is that you bring (or ship in advance) all the background and reference materials you will need to fully develop content for your page while you are here. By the time you leave the workshop, you will have:

- * Developed and organized the content for your page
- * Spent time one-on-one with the web developer to transmit and review the information as the developer puts it into web-ready format
- * Presented your page to the group for feedback

You may wish to check out the summaries of previous workshops to get a better idea of how they are conducted and what is expected. The photos and captions may provide the most effective summary:

February 2001 Workshop

<http://corpslakes.usace.army.mil/employees/gateway/pdfs/rec0201photo.pdf>

July 2001 Workshop

<http://corpslakes.usace.army.mil/employees/gateway/pdfs/rec0701photo.pdf>

Now, for your preparation and participation - First, the standard logistical and content delivery information we provide prior to workshops:

1. First day of workshop (Tuesday morning, 5 February): Meet in the lobby of the Brown Hotel at 7:15 a.m. Walk to Federal Building as a group, and have breakfast in cafeteria located in the basement (food's not bad, price very reasonable).
2. Bring or ship everything you can with content for your page: Here are examples of content type and how to transmit items you want to ship prior to the workshop.

Content types:



Pre Wkshp Content
Instr.doc (2...

Transmittal Sheet, if you want to ship materials ahead:



LRL FEB02
NSMITTAL SHEET.d

3. Agenda - Attached is workshop agenda:



Agenda Feb02
RM GW CDW.doc (.

Additionally, here is information that previous workshop attendees recommended that we give you prior to the workshop:

1. TEXT FORMAT OF WHAT YOU SUBMIT DOES NOT MATTER. Bold, underline, special formatting of text has to be added by the web developer (Ginny) AFTER it's submitted by you -- don't waste your time on special formatting of appearance of text in documents that you prepare. You will work with Ginny on formatting it for best appearance on the screen while you're here.

2. STRESS THE NEED FOR NEW USERS TO BECOME FAMILIAR WITH THE GATEWAY BEFORE THEY GET HERE. It is recommended that new Gateway users take the Self-Guided Gateway Tour. In particular, look at the section of the tour called **Style & Knowledge Management**. You can access the tour from the link on the Gateway Home Page, and it is provided here as well:

<http://corpslakes.usace.army.mil/guide/userguide.html>

3. PROVIDE OUTLINE OF WHAT EACH PAGE SHOULD INCLUDE. Building on the **Style & Knowledge Management** information, this attachment contains definitions of the key content areas that each program page should typically include. Links to examples of each content area are provided:



Content for Typical
Gateway Pa...

4. PROVIDE EXAMPLES OF COMPLETED PAGES FROM PREVIOUS WORKSHOPS. The links in the "Content for Typical Gateway Page" document attached above take you to content areas within such pages. To go to the home pages of examples of essentially complete program pages, use the links below:

<http://corpslakes.usace.army.mil/employees/access/access.html>
<http://corpslakes.usace.army.mil/employees/usefees/usefees.html>
<http://corpslakes.usace.army.mil/employees/career/career.html>
<http://corpslakes.usace.army.mil/employees/lawserv/lawserv.html>
<http://corpslakes.usace.army.mil/employees/omcontracts/omcontracts.html>
<http://corpslakes.usace.army.mil/employees/catt/catt.html>
<http://corpslakes.usace.army.mil/employees/visitassist/visitassist.html>
<http://corpslakes.usace.army.mil/employees/volunteer/volunteer.html>
<http://corpslakes.usace.army.mil/employees/watersafety/water.html>

5. STRESS THE NEED TO COME PREPARED WITH REFERENCE MATERIALS SO YOU CAN BUILD YOUR PAGE'S CONTENT WHILE YOU ARE AT THE WORKSHOP. As one attendee noted on the evaluation, "Bring more material than you think you'll need."

6. COORDINATE IN ADVANCE WITH HEADQUARTERS POC (AND TASK FORCE/COMMITTEE CHAIR IF APPLICABLE) FOR YOUR PROGRAM. To the extent possible, get guidance on controversial program issues that may affect what you post prior to coming to the workshop. One example is that if you're unsure if a policy document can be open for general viewing or should be restricted to Corps-only audience, try to get that clarified in advance. Or, if policy is in a state of change, coordinate to make sure you are stating the current status as Headquarters wants it stated.

If you have questions or need additional information, just let me know! Looking forward to seeing you all here in Louisville.

Bonnie

Bonnie F. Bryson
Park Ranger
CELRL-OP-TO
502-315-6721 (voice)
502-315-6727 (fax)

APPENDIX 14 Supplies and Handouts Checklist

NRM Gateway Content Development Workshop

SUPPLIES	Must Have	Should Have	Nice to Have
Paper	X		
Computer disks & CDs	X		
Pens/pencils	X		
Post-it Notes	X		
Tape, masking & Scotch	X		
Highlighters		X	
Paper clips		X	
Permanent marker to label disks		X	
Stapler		X	
Folders to consolidate handouts			X
Three-hole punch			X
Rubber bands			X
HANDOUTS			
Evaluation Form (App. 16)	X		
Content for Typical Gateway Page (App. 17)	X		
Content Format and Transmittal Information (App. 18)	X		
Coversheet/Instructions for Shipping Materials After the Workshop (App. 19)	X		
Pivot Exercise (App. 20) – generally used for development of new pages		X	
Alphabet Soup Keyword Exercise (App. 21)		X	
Glossary Additions (App. 22)	X		
Frequently Asked Questions (App. 23)		X	
Housekeeping Items (App. 24)			X
Local Information, including locality map and restaurant info (App. 25)			X
Handout for Hotel Check-In (App. 26)			X
City maps and other local tourism information			X

APPENDIX 15

Sample Email for Final Verification of Hotel Rooms

From: Bryson, Bonnie F LRL02
Sent: Wednesday, July 24, 2002 9:49 AM
To: 'jwilliams@brownhotel.com'
Cc: Perales, Kathleen ERDC-EL-MS; Spears, Linda K LRL02
Subject: Room Release Date for 18-23 August 2002, Corps of Engineers NRM Gateway Workshop

Jennifer,

Below is an update of attendee list in the original message below.

Thanks!
Bonnie

-----Original Message-----

From: Bryson, Bonnie F LRL02
Sent: Friday, May 24, 2002 10:19 AM
To: 'Jennifer Williams'
Cc: Spears, Linda K LRL02
Subject: Rooms needed for 18-23 August 2002, Corps of Engineers NRM Gateway Workshop

Hi Jennifer,

We need a block of rooms at Government Rate as follows. I will give you a call in a few minutes.

Corps of Engineers, Louisville
Gateway Content Development Workshop
AUGUST 2002
Contacts: Linda Spears, 502-315-6726
or Bonnie Bryson, 502-315-6721
FAX 502-315-6727

2 Rooms, 6 Nights: Arrive Sunday, August 18 - Depart Saturday, August 24
Perales, Kathleen
Dickerson, Virginia (Ginny)
1 Room, 5 Nights: Arrive Monday, Aug 19 - Depart Saturday, Aug 24, 2002
Davis, Lori
10 Rooms, 4 Nights: Arrive Monday, Aug 19 - Depart Friday, Aug 23, 2002
Bauer, Carolyn
Caballero, Ismael
Carver, Jimmy
Chase, Theron
Gipson-Taylor, Joy
Clevenstine, Susan
Burger, Charlie
Lackey, Lu Ann
Nutt, Linda
Putnam, Jackie
Rose, Jeff
Ruebenson, Art
Salvilla, Kevin
Rice, Judith

**APPENDIX 16
Evaluation Form**

Note: Format to fit on one page

**Evaluation of February 2002 Gateway Content Development Workshop
(use reverse if needed)**

WORKSHOP

1. Do you feel the information you were provided prior to the workshop was appropriate?

2. What else would be helpful to know in advance?

3. Do you have other recommendations for the workshop?

4. Are there any special instructions, exercises, or group activities you recommend for the next session?

GATEWAY

5. What else would you like to see on the Gateway?

6. What other comments or concerns do you have?

APPENDIX 17

Content for Typical Gateway Page

Content for Typical GATEWAY Page

Pivot Paragraph-Opening paragraph on the program's home page. Tells who, what, when, where and why reader should continue exploring the page.

Example: <http://corpslakes.usace.army.mil/employees/access/access.html>

Underneath the Pivot, these links are provided:

At a Glance-provides a general overview of the program and includes links to key information that is on this site. Another way to think of it: where a new Commander could go to find out about the program with one click (Cliff Notes™). Especially with the 2012 reorganization and cross-functional team alignments, this is an important tool to describe the importance of the program to persons who are otherwise unfamiliar with it. What do you need to tell them to ensure your program is a funding priority?

Examples: <http://corpslakes.usace.army.mil/employees/recreation/glance.html>

Policy & Procedures-all of the ER's, EP's, policy letters, etc. that pertain to the program

Examples: <http://corpslakes.usace.army.mil/employees/usefees/policy.html>
<http://corpslakes.usace.army.mil/employees/access/policy.html>

Program Summary-a history of the program, background information-a great place for a timeline, and links to "classic" correspondence on the program.

Example: <http://corpslakes.usace.army.mil/employees/visitassist/pback.html>

Training-any training that may be available and helpful for someone who wants to learn more about the program.

Example: <http://corpslakes.usace.army.mil/employees/interpretive/training.html>

References-Background material *other than* Policy & Procedure documents that someone could read/buy to learn more about the program or related issues. At the top of the References page is a note advising users to "See also [Policy and Procedures](#) for regulation guidance." Links within References are typically to source information for materials -- NOT web links that would go under "Related Sites" instead.

Example: <http://corpslakes.usace.army.mil/employees/interpretive/refs.html>

News/Current Issues-any recent memos, new hot topics, etc.

Example: <http://corpslakes.usace.army.mil/employees/news.cfm?Id=uniform>

Frequently Asked Questions-From Headquarters perspective (i.e., from national policy perspective), provide answers to frequently asked questions about the program. Think about questions/information that you can post that will save coordinators time answering repetitive questions by phone and email.

Examples: <http://corpslakes.usace.army.mil/employees/faqs.cfm?Id=career>
<http://corpslakes.usace.army.mil/employees/faqs.cfm?Id=access>

Related Sites-Links to other Corps sites, other federal, state, or commercial sites (a disclaimer appears on each Related Sites page: *The appearance of a hyperlink does not constitute endorsement by the U.S. Army Corps of Engineers (USACE) of the website or the information, products, or services contained therein.*)

Example: <http://corpslakes.usace.army.mil/employees/related.cfm?Id=career>

Division & District POC's-this list is automatically generated by the NRM Smartbook, but needs to be checked periodically by the SME for accuracy.

Lessons Learned-examples of "we did this and it didn't work."

Example: <http://corpslakes.usace.army.mil/employees/lessons.cfm?Id=interpretive>

Good Enough to Share-examples of "we did this and it worked" (success stories; can include forms, agreements, handouts, contracts, etc. that could be used at other projects, districts, divisions, etc.)

Examples: <http://corpslakes.usace.army.mil/employees/lawserv/good.html>
<http://corpslakes.usace.army.mil/employees/facilities/good.html>

APPENDIX 18

Content Format and Transmittal Information

Content Format & Transmittal Information - Feb 2002 NRM Gateway Content Development Workshop - Recreation SME's

Content Type	Media	Format	Credits/Sources	Transmittal Instructions	ERDC will:
Text files, electronic version	Floppy disk, CD (or place on an FTP site)	Word, WordPerfect, or any Corps standard software	If a non-government document, provide source information. If a copyrighted document, note if permissions have been granted.	Send to Bonnie.F.Bryson@erdc.usace.army.mil as an email attachment or place files on an FTP site. Include in the transmittal email to Bonnie information where the files should be placed on the website.	Convert to web-ready format and post on the website. Maintain database of these files for tracking and retrieval.
Text files, hard copy if no electronic version available	Paper	Suitable for scanning	If a non-government document, provide source information. If a copyrighted document, note if permissions have been granted.	Ship via overnight mail or FedEx, using Transmittal Sheet provided to: U.S. Army Engineer Research & Development Center ATTN: Ginny Dickerson, CEERD-EV-B Building 1006 3909 Halls Ferry Road Vicksburg, MS 39180-6199	Scan and/or convert to web-ready format and post on the website. Maintain database of these files for tracking and retrieval. Return originals to provider via FedEx.
Historical documents or pamphlets	Paper	Suitable for scanning	If a non-government document, provide source information. If a copyrighted document, note if permissions have been granted.	See above	Scan and/or convert to web-ready format and post on the website. Maintain database of these files for tracking and retrieval. Return originals to provider via FedEx.
Slides and photos	Negatives Photos Slides	Suitable for scanning	Mark each item with photo credit ("unknown govt. employee" if you know it is a govt. photo but don't know who took it). If from a non-government source, note if permissions have been granted.	See above	Scan and/or convert to web-ready format and post on the website. Maintain database of these files for tracking and retrieval. Return originals to provider via FedEx
Multimedia	Video	Clips appropriate for web posting	Mark each item with film credit ("unknown govt. employee" if you know it is a govt. video but don't know who shot it). If from a non-government source, note if permissions have been granted	See above	Convert to web-ready format and post on the website. Maintain database of these files for tracking and retrieval. Return originals to provider via FedEx.

APPENDIX 19
Sample Coversheet/Instructions for Shipping Materials After the Workshop

TRANSMITTAL SHEET

For items to reach Vicksburg by 6 August 2001

Content from July 2001 NRM Content Development Workshop Participants

Ship to:
US Army Engineer Research & Development Center
ATTN: Ginny Dickerson, CEERD-EV-B Building 1006
3909 Halls Ferry Road
Vicksburg, MS 39180-6199
601-634-4261

FROM
Name:

Shipping address to which items shall be returned:

Phone:

ENCLOSED ITEMS ARE FOR THE CHECKED NRM GATEWAY CONTENT AREA

	Accessibility
	CATT
	OMBIL - Recreation
	NRMS
	Service Contracts
	Sign Program
	Uniform Program
	Visitor Center Initiative
	Water Safety

DESCRIPTION OF ENCLOSED ITEMS:

SPECIAL RETURN INSTRUCTIONS (STANDARD RETURN WILL BE FedEx TO NAME AND ADDRESS GIVEN ABOVE):

Example

Alphabet Soup

Topic: USE FEES

Goal: Develop a list of keywords a web user would use in a search engine to find your site/topic (*use blank form on back*).

Directions: Think about your page(s). Go through the alphabet below and write down keywords that describe the content of your site. For example, Career Development may use advancement, application, promotion, jobs, "LEAD" and opportunities. As you work this week, continue to add words.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Use Fees
User Fees
Fee collection
Fee collectors
Remittance
Credit Voucher
Credit Cards
Fee Program
Fee Areas
Free Areas
Golden Age
Golden Access
Annual Pass
Passport

(These terms would be too broad for this topic area: Camping, Day Use, Recreation)

Submitted by: John Q. Ranger

APPENDIX 22 Glossary Additions

February 2002 NRM Gateway Content Development Workshop Participants

GLOSSARY ADDITIONS

Example:

IDP - Individual Development Plan. The IDP is a career planning tool that outlines short-term and long-term goals along with the necessary training required to reach these goals. [See also Career Development](#)

Link to IDP website: <http://www.usace.army.mil/inet/usace-docs/eng-regs/er350-1-420/toc.htm>

Link to related Gateway page: <http://corpslakes.usace.army.mil/employees/career/career.html>

Term Website Address	Definition	Related Gateway Page Link:
IDP http://www.usace.army.mil/inet/usace-docs/eng-regs/er350-1-420/toc.htm	The IDP is a career planning tool that outlines short-term and long-term goals along with the necessary training required to reach these goals	See also Career Development http://corpslakes.usace.army.mil/employees/career/career.html

APPENDIX 24

Example of Housekeeping Items Handout

Gateway Workshop Housekeeping Items

1. No food or drink (except water) in EOC
2. Restroom locations – each end of hall
3. Break options:
 - i. 3rd floor and 1st floor – vending machines
 - ii. Basement – cafeteria
4. Smoking – outside or 3rd floor
5. Computer log-on – posted upper right corner of monitor
6. SUPERSCOUT – if you get this message when surfing web, ask for template to do letter of explanation
7. Phone messages: Bonnie's voice mail at 502-315-6714
8. Copy machine code 72710
9. Faxes: OP-TO's fax machine 502-315-6727, attn: Bonnie
10. Outside phone lines:
 - i. Dial 9 for local calls
 - ii. Dial 8 for long distance (no 1)
 - iii. Dial 9-1 for 800 numbers
 - iv. Emergency, dial 9-911
11. OP-TO has small refrigerator for leftovers

APPENDIX 25

Example of Local Information Handout

LUNCH OPTIONS IN ADDITION TO THE BASEMENT CAFETERIA (A)

(1) City Café	(6) Luigi's
(2) Quizno's Subs	(7) Pit Stop Barbeque
(3) Ermin's French Bakery & Café	(8) Pesto's
(4) Turner House	(9) Manoosh's Ethnic Restaurant
(5) Cunninghams	(10) Shanghai Fast Food Chinese Restaurant
	(11) White Castle

Note: There is outdoor seating in the Theatre Square area - can bring food from any restaurant

APPENDIX 26

Example of Handout for Hotel Check-in

Welcome!
Monday – July 14, 2003

We realize that you received an email with meeting information, but we wanted to touch base with each of you prior to tomorrow's meeting.

Tonight, you will be on your own for dinner. (We are preparing some dinner options and transportation for Tuesday, Wednesday, and Thursday evenings.) You may be able to meet up with another attendee for dinner tonight. You are welcome to join us for dinner this evening. We will meet in the 2nd floor lobby at 6:30 tonight. Here's a list of individuals who are attending this workshop and staying at the Brown Hotel.

Name:	Duty Station:
Scott Jackson	CEERD
Kathy Perales	CEERD
Ginny Dickerson	CEERD
Debra Stokes	CECW-ON
John Breiling	Portland District
Kevin Paff	Portland District
Cori Brown	Baltimore District
Greg Malon	New Orleans District
Greg Miller	Kansas City District

Tomorrow morning (Tuesday, July 15), we will meet in the hotel lobby (2nd floor) at 7:15 a.m. and walk over to the Federal Building for breakfast in the CE cafeteria (basement). If you choose to journey by yourself, the workshop will begin in Room 702, EOC Conference Room at 8:00 a.m. The Federal Building is located between 6th and 7th Streets, and between Chestnut and Broadway Streets, right behind the Gene Snyder Courthouse. The 6th and 7th Street entrances are locked. When coming from the hotel, the closest entrance to the Federal Building will be the one facing Broadway Street – however, the sidewalk may be blocked due to construction, so you may have to enter through the Chestnut Street side. You will have to go through a metal detector and show your ID to enter the building.

Welcome to Louisville!

APPENDIX 27

Sample Consolidated Evaluations of Workshop

Evaluation of 20-23 Aug 2002 Web Workshop – COMMENT FROM PARTICIPANTS

WORKSHOP

1. Do you feel the information you were provided prior to the workshop was appropriate?

- a. Yes
- b. Yes
- c. Yes, very helpful in planning flight info, logistics, etc. SME info items to bring good stuff!
- d. Yes
- e. Yes, going to Army's Fort Excellence gave me a good idea what Goodtime Lake could look like.
- f. Yes, I could plan my trip and involvement in a timely manner!
- g. Yes-logistical info. was excellent for lodging/travel. I was not real sure on the actual purpose but that may have been because I was representing the CDSC by default-I could have asked better questions.

2. What else would be helpful to know in advance?

- a. I didn't completely have a grasp of what was in store, but I don't think heads-up material would have done that either-I needed to be in the room and watch it unfold.
- b. Any specific information or references needed by a workshop member to work on a page on the Gateway.
- c. I liked going out as a group. Great sense of team building exercise. No need to provide meal info, etc.
- d. The expertise of the folks I will be working with, if possible. A brief background sketch would be helpful.
- e. Did not receive the actual agenda
- f. Possibly better coordination between the HQHR & us as to what we would be working on-we both could have better prepared.

3. Do you have other recommendations for the workshop?

- a. No
- b. No, I thought the room was great and the way the session was laid out-brainstorming, group effort-was super.
- c. No
- d. Plan a social function for group, outdoor barbeque, dinner, etc. away from crowds. *Create a networking tool/ mailing list with everyone on it for ease of communication.
- e. Maybe with the agenda-suggestion can be collected ahead of time to speed up the brainstorming process
- f. You all did a super job in coordinating activities to develop group rapport.

4. Are there any special instructions, exercises, or group activities you recommend for the next session?

- a. The brainstorming approach was perfect for this session. I think the outside activities (lunches, dinners, fair, etc.) were great for cohesion of the group as well.
- b. No
- c. No
- d. I like the group brainstorming sessions to develop page content.
- e. The whole group working together worked well, people fed off of each other.
- f. I hope that recommendations for Management will be carried forward, i.e., corporate strategic planning for Student Outreach & Recruitment will be implemented. Centralized Recruitment Process with Decentralized hiring for student trainees positions.
- g. Definitely include the trip to the Falls-maybe include some Lewis & Clark info & the role Louisville played in the expedition.

WEB

5. What else would you like to see on the website?

- a. The possibilities are endless!
- b. District functions-what NRM people do at District Level. Break the cycle or vision of field folk that District isn't involved?
- c. Visitation & Fee collections for last 10 years. DATA is listed in the NRMS but I would like to see it displayed Nationally, Division, District, Project.
- d. Employee Mentoring Program info., would like Corps to institutionalize a Corporate Mentoring Program for all employees, especially new employees and student program participants.
- e. Need to develop the visitor site; work on using the Gateway logo as our signature for all.

6. What other comments or concerns do you have?

- a. Thanks to all involved in the organization of the workshop-well done!
- b. I am excited about the Gateway and think it is a wonderful tool. I am glad to be a part of it!
- c. Great class, Great people, process and excellent communication process. Thanks for inviting and allowing me to participate.
- d. I think that this will become a valuable tool to the NRM community, especially so, as we have this massive of institutional loss through retirement.
- e. I greatly enjoyed working with everyone, in the well planned working group structure. Many thanks to Kathy, Bonnie, Ginny and Lori!!!
- f. It was a pleasure in meeting the "young" players & seeing "old" friends again-It is encouraging to see the future we are heading for.

APPENDIX 28

Sample Email – Workshop Follow-up

From: Bryson, Bonnie F LRL02

Sent: Friday, August 23, 2002 4:44 PM

To: Rice, Judith V HQ02; Perales, Kathleen ERDC-EL-MS; Dickerson, Virginia L ERDC-EL-MS Contractor; Brewster, Lori A SAS; Cummings, Michael J LRP; Nutt, Lynda G NWW; Burger, Charles L SWF; Clevestine, Susan J MVR; Wade, Timothy M SAS; Rose, Jeffrey W SAS; Caballero, Ismael NWP; Salvilla, Kevin R SAJ; Law, Paula R HQ02; Reynolds, Sabrina R HQ02

Cc: Jackson, Scott ERDC-EL-MS

Subject: Workshop Followup

Thanks to all of you for your energy and participation at the NRM Gateway workshop in Louisville this week! Attached are summary documents. Please note the followup item noted on the Attendees & Workshop Summary document.



Attendees and
Summary of Aug 0..orkshop-Aug 02.doictures.doc (495 KB



Eval of Web



page 1 of



page 2 of



page 3 of

ictures.doc (699 KB)ictures.doc (341 KB.

Thanks to everyone for a very productive and enjoyable week!

Ginny, please post the documents at:

<http://corpslakes.usace.army.mil/employees/gateway/workshop.html>

APPENDIX 29

Sample Workshop Summary

Summary of June 2002 Environmental Compliance SME Team NRM Gateway Workshop
Louisville, KY

Attendees:

Janice Smith	HQ Advisor-Environmental Compliance
Edward Currie	Environmental Compliance
Carol Hewes	Environmental Compliance
Valerie Krenicky	Environmental Compliance
Anjna O'Connor	Environmental Compliance
Ed Bave	Environmental Compliance
Bonnie Bryson	Gateway Recreation Technical Coordinator
Ginny Dickerson	Web Developer
Patty Tolley	Assist with Workshop

Summary:

The purpose of this workshop was to build content within the framework for the cover page and 11 of the 13 protocols that were developed and identified at the February 2002 Workshop. Initially, an overview of the EC page framework was reviewed, along with the vision for the site. Team members developed individual pages and worked with the Web Developer. During this process, the Web Developer transferred the information into html and created the page under the SME guidance. The newly created pages were presented to the working group for constructive criticism and ideas. In the time provided, each participant was able to have their content input into the Gateway and reviewed by their peers.

Timeline & Follow-up Items

- Goal: Pages complete and posted by end of FY
- Short term:
 - Ginny will email pages as of end of workshop to everyone.
 - All SMEs are to continue to develop their pages. Ginny will update as changes are received, and send them to Janice for review.
 - Anjna is working on the States link spreadsheet and will send copies to everyone. Ginny will have a contract student check the links once Anjna has the table completed.
 - Valerie will send Good Enough to Share item to Ed and Ginny on spills (for POL and Lease & Concessionaire pages).
- Janice will review final pages before posting.
- Next EC SME Workshop scheduled for 4-7 November 2002 (2-day session, with 4 and 7 November as travel days). Workshop location is Savannah, with Valerie Krenicky making arrangements to use the IM Training Room.