

# **Incident Command System Competencies**

## **Change Management Procedures**

## 1. Introduction

The National Incident Management System (NIMS), through the National Integration Center (NIC), Incident Management Systems Division (IMSD), sanctioned the development, implementation, and maintenance of the national Incident Command System (ICS) competencies.

In order to provide consistency, oversight, and continued management of these all-hazard ICS position competencies, the ICS Competencies Change Management Board (Board), under the auspices of the IMSD, is established as defined by the Board Charter.

As specified by the Board charter, competencies managed by the Board are limited to the ICS position competencies and the related behaviors established by IMSD. These competencies are minimum guidelines for all-hazard incident management. Individual disciplines may establish supplemental measurements of behavior, such as tasks, to effectively demonstrate ICS competencies in specific hazard environments. Such supplemental measures are the responsibility of the individual disciplines and should be communicated to the IMSD. Additional positions established to meet discipline-specific needs are not the responsibility of this ICS Competency Change Management Board.

This document identifies certain principles, guidelines, and standards to be used in the maintenance of these competencies. This document is not all inclusive and will be revised by the Board in conjunction with current advice from the IMSD and partner agencies.

## 2. Purpose

The procedures, roles, and responsibilities for administering and controlling changes to the ICS position competencies and the related behaviors are described in this document. All changes shall be based on demonstrated business practices related to the mission and vision of the NIMS.

## 3. Change Management Board Description and Roles

### *3.1 Description*

The IMSD established the ICS Position Competencies Change Management Board (the Board). The role of the Board is to administer and manage the changes to the national ICS position competencies, to advise and provide recommendations to IMSD concerning the competencies, and to participate in relevant briefings and presentations. The Board shall consult with the interagency partners and subject matter experts about review proposals and changes as required and/or necessary to assist with evaluation and final change decisions. The Board consults the IMSD to ensure the resulting competency changes are in alignment with NIMS guidelines.

### **3.2 Board Membership**

The initial membership of the Board is established in the ICS Competencies Change Management Board Charter. As additional disciplines are assigned by the IMSD Director, this document will be updated to reflect changes in the membership.

### **3.3 Membership Petition Process**

To petition a seat on the Change Management Board, the following information should be addressed in writing to *FEMA-NIMS@dhs.gov*.

1. Is the discipline petitioning for a seat currently using the ICS position competencies and behaviors in emergency management practices?
2. Is the discipline proposed already represented on the Board?
3. What is the size of the proposed group in terms of numbers or in geographic area for emergency management responsibilities?

Selection of additional members shall be made upon the recommendation of the Board and at the discretion of the IMSD Director and based upon the appropriate balance of interests and skills on the Board.

### **3.4 Board Meetings**

The Board will meet quarterly. These meetings may be in person or via telephone, web, or video conference at the discretion of the Chair. Meetings must have at least 50% attendance to achieve a decision-making quorum. Meetings shall be scheduled at least 6 month in advance.

Subgroups, including subject matter experts, will meet at the direction of the Board Chair.

## **4. Responsibilities**

### **4.1 The Board**

The operation of the Board will be conducted in accordance with the charter as signed by the IMSD Director. The Board is responsible for ensuring the ICS position competencies and behaviors are representative of the needs of the emergency management / incident management communities. The Chair and members represent the operations of the Board, make presentations, and provide information to the IMSD, associated agencies and other affected parties.

The Board reviews, recommends, prioritizes, and defends submitted changes for potential inclusion. The Board provide a maintenance process for ICS competencies.

The Board operates on the basis of majority opinion of the quorum. Where a majority decision exists the decision will stand. When a decision cannot be reached, the Board has

the responsibility to forward the issue to the IMSD Director with recommendation for further staff work.

#### **4.2 IMSD Board Member**

The IMSD Board Member has the overall responsibility of overseeing the change management process and working with the Board to ensure the change management procedures are followed. The IMSD Board Member will have primary responsibility for the communication activities identified in Section 6. In addition, all documentation for the Board will be maintained by the IMSD Board Member.

The IMSD Board Member will ensure coordination of the Board activities and the 5-Year Training Plan for the annual cycle. IMSD will ensure logistical and administrative support to the Board.

#### **4.3 IMSD Director**

The IMSD Director is the chartering authority for the ICS Competencies Change Management Board. The IMSD Director reserves the responsibility and authority to override any Board decision as deemed necessary.

## **5. Change Procedure Description**

It is not the intent of this Board to make changes to the ICS competencies and behaviors at every meeting. Updates to the ICS competencies will be released every three years, unless urgent changes are deemed necessary by the Board.

### **5.1 Procedure for Change Request Submission**

The IMSD Board Member shall serve as the receiving unit/collection point for all Change Requests. Input may be received, through appropriate channels,<sup>1</sup> in writing using the Change Request Form, email or formal letter. Information to be included with each submission shall include:

- submission date
- initiator's name, address, email address, phone number
- initiator's agency/entity
- detailed description of the change, suggestion, or idea
- need and support for change
- affected position(s)
- category of proposed change (see section 5.2)

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<sup>1</sup> Typically input will be collected via oversight bodies of NWCG, USFA, USCG, EPA, HHS, membership organization / professional associations, IMSD Work Groups, federal agency, state, local and tribal government, NGO, or headquarters office. If no oversight body exists, forward comments to *NIMS-FEMA@dhs.gov*.

## **5.2 Categories of Changes**

Change Requests will be placed in one of the following categories by the requestor and verified during the review by the IMSD Board Member.

5.2.1 Administrative: changes (such as grammar, punctuation, style, etc.) which are for clarification and do not change the meaning of existing ICS position competencies or behaviors

5.2.2 Modifications: proposed wording changes to existing ICS position competencies or behaviors which may change the meaning of existing ICS position competencies or behaviors

5.2.3 Additions/Deletions: Proposed additions/deletions of competencies and behaviors associated with existing ICS positions.

## **5.3 Change Request Process**

5.3.1 After being entered into the tracking system, Change Requests will be reviewed and evaluated by the IMSD Board Member (or designee) in accordance with the following established procedures:

- Track requests using the established tracking system
- Evaluate Change Request for all necessary information; obtain additional information from Requestor
- Evaluate Change Request for substance of change
- Filter duplicate Change Requests
- Determine action to be taken on Change Request (based on Category)
- Add Change Request to the Board agenda (based on Category)
- Maintain documentation for all actions for each Change Request
- Maintain ICS competencies and behaviors database

5.3.2 The Board will review the Change Request, determine next actions, prioritize actions, and direct the IMSD Board Member to implement or reject the change or to present to the IMSD Director for management approval.

5.3.3 Actions based on categories:

- Administrative: the IMSD Board Member shall determine the best course of action to execute work in this category. These changes can be performed without the Board authorization but must be communicated to the Board when complete.
- Modifications: changes in this category require formal involvement of the Board. Requests will be reviewed and prioritized by the IMSD Board

Member and Chair and presented to the Board. The Board will review each Request and develop a recommended action.

- Additions/Deletions: changes require formal involvement of the Board. Requests will be reviewed and prioritized by the IMSD Board Member and Chair and presented to the Board. The Board will review each Request and develop a recommended action.

5.3.4 The IMSD Board Member will communicate the decision and rationale to the Requestor.

5.3.5 Requests approved by the Board will be presented to the IMSD Director for final approval for inclusion in the ICS position competencies or behaviors.

#### **5.4 Deliverables from the Board**

Deliverables from the Board to the IMSD Director shall include:

- Complete description of the recommended change
- Resource requirements to implement change
- Estimated schedule to complete
- Estimated scope and impact to implement the recommended change
- Rationale for priority (why this change is rated more important than others that currently are under consideration)
- Briefing materials for discussions with the IMSD and/or other agency officials to be involved in the decision

In consultation with IMSD, the Board shall determine the best course of action to execute work tasks in this category. A variety of means may be used to carry out work ranging from internal labor provided by government agencies or contract labor.

#### **5.5 Competency Maintenance**

The Board will validate competencies every three years and republish the competencies with the approved changes. Changes deemed urgent by the Board can be made as necessary and communicated to the public through the NIMS website.

## **6. Communications**

Throughout the change process, communication will be ongoing with the person(s) or organizations submitting or involved in a request. All communications shall reference the Change Request Tracking Number.

Status reports on requests will be provided by the IMSD Board Member to the Board on a regular basis in order to monitor progress/status of changes.

The Board, through the IMSD Board Member, shall ensure a website is used to inform those using the ICS competencies about the Change Management Board, provide status of Change Requests (matrix with tracking numbers, request description, and status of action). In addition,

Change Board membership and decisions will be posted, along with other information as deemed by the Board.

On behalf of the Board, the Chair or designee will communicate with other working groups and entities as needed.

An annual report of the ICS Competency Change Management Board activities will be compiled by the IMSD Board Member. This will be reviewed by the Board and forwarded to the IMSD Director and agency partners and released through the NIMS website.

## **7. Modifications to the Procedures**

Requests for updates or modifications to these procedures shall be submitted to the IMSD Board Member who will draft and present proposed changes to the Board. All changes shall be reviewed and approved by a majority of the quorum of the Board.