How To Reach Our Goal

Lessons Learned

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Success Story

- Western Regional Resource List (www.wrrl.us)
  - Strong end-user input
    - Results in the development of the right tool
  - Agreement of the user group on common data
    - Results in consistency
  - Value-added attracts more users
  - Manage expectations
    - Attempting to build a system that is "all things to all people" usually results in the system being "nothing to anybody"
    - Limit "scope creep" and drifting focus

Challenges

○ Stay Involved
- Provide input and feedback
- Use it before the balloon goes up

○ Things Change
- Contrast "Needs" vs. "bells & whistles"
  ○ (K.I.S.S)

Keys To Success

- Honor ICS structure & vocabulary
  - "Value-Added" functionality
  - Adopt existing methodologies where possible
  - Balance framework with flexibility
    - Accommodate unique requirements
    - Use expanding forms (example; if MD present, display MD data form)
  - Use terminology that ICS staff understands
- Build consensus (buy-in)
- What's realistic?
  - Assess benefits vs. burdens
- Start out driving a Kia