Fiduciary Trust Model
Standard Operating Procedures Development

Prime Contractor **$306,000**	**Period of Performance** **Sept. 2004 - Sept. 2006**

TBC Solutions provided support to the U.S. Department of the Interior (Office of the Special Trustee for American Indians - Trust Program Management Center) related to implementation of the Fiduciary Trust Model (FTM). The FTM was developed to provide a road map for re-engineering and improvement of the various business activities performed by the Office of the Special Trustee for American Indians in coordination with the Bureau of Indian Affairs. The model addresses five basic trust business processes and their sub-processes: (1) beneficiary relationship development and management; (2) financial operations; (3) ownership; (4) land and natural resources planning; and (5) land and natural resources use and management.

Specific tasks being performed by TBC Solutions for this project include:

- Development and publication of a departmental guidance document for the preparation of standard operating procedures.
- Review of trust business processes to ensure that adequate instructions and procedures had been developed to address all required activities.
- Development of recommendations for revision of instructions and/or procedures determined to inadequately address required activities.
- Development and publication of procedural handbooks and associated standard operating procedures for trust business processes.
- Coordination of the preparation of written narratives with 15 separate departmental working groups assigned to prepare procedural handbooks.
- Preparation of graphics, tables, figures, and illustrations required to augment individual procedures discussed in the procedural handbooks.
- Performance of technical editing of all procedural handbooks.
- Development of electronic masters for each procedural handbook consistent with style and presentation format requirements.
- Performance of interviews with internal Bureau of Indian Affairs agency representatives to determine current business process practices.