EMS

Education, Mentoring, & Support
for the IEEE 802 LMSC

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Problem Statement

- 802's batting average for projects submitted to RevCom is far below the norm
  - RevCom typically approves ~95% of submittals
  - 802's batting average over the last year is roughly .750
  - Dec '02: 1.000 (2 for 2)
  - Jan '03: 1.000 (1 for 1)
  - Mar '03: .000 (0 for 2)
  - Apr '03: .500 (1 for 2)
  - Jun '03 .888 (8 for 9), and it was **VERY PAINFUL**

- The result is unnecessary delay, inefficiency, hard feelings, and the degradation of 802's reputation

- The commercial impact of delay can be huge

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Typical Issues

- Failure to understand and follow IEEE SA rules for recirculating changes to drafts and unresolved negative comments

- Failure to satisfy the scope and purpose statements of the PAR

- Failure to deliver the type of document defined in the PAR

- Failure to follow the IEEE SA Style Manual

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Solution - EMS

- **E**ducation
  - Regularly scheduled MANDATORY workshops for rookie chairs and editors
- **M**entoring
  - Every project gets a mentor
- **S**upport
  - Obtain highest level of support from the IEEE SA staff

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Education

- Mandatory workshops held at each plenary meeting, with rotation of topics
    - IEEE SA Policies and Procedures
    - IEEE SA Style Manual and Framemaker
    - IEEE 802 P&P, RRoO & SG/WG/TF Operation and Management
- All chairs and editors must complete the rotation in order to retain their offices

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Education

- Workshops held on Monday evenings
- Open to all, recommended for leaders, mandatory for rookies
- 1.5 hour sessions, 8:00 to 9:30 pm
- IEEE SA staff and veteran volunteer instructors
- Encourage leaders to attend IEEE SASB NesCom & RevCom meetings

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Mentoring

- Every project is assigned a mentor at the time a Study Group is formed

- Mentors are appointed by the LMSC chair from a pool of veteran chairs and editors

- Mentors will closely monitor their projects, and provide timely *advice and guidance* on policies and procedures

- Mentors have no authority to make decisions, but their *advice and guidance* should be heeded

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Mentoring

- Mentors serve as a first point of contact for questions and issues

- Mentors must be proactive in offering _advice and guidance_

- Mentors must be "kept in the loop" at all stages of a project

- Mentors receive an attractive gold pin after their first project is approved by the IEEE SASB

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Support

- Various options, including
    - Combination of dedicated and shared services
    - Dedicated program management and editorial resources with enough "bandwidth" for the high volume & priority of our work
    - Priority access to shared services

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Full Support Option
Dedicated Services

- Project/service management
- Web and site support
- Working Group asst
- NesCom submittal
- Procedural training
- Template training
- First draft review
- Sponsor draft review
- Sponsor ballot
- RevCom submittal

- Post approval editing
- Awards preparation
- Draft 0 preparation
- Public relations/media
- *Other (Quoted separately)*
  - *International adoption*
  - *E-News*
  - *Technical editor*
  - *Internet conferencing*

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Support

- Institute a support program commensurate with the importance of our work

- Clear expectations for response times

- Encourage additional IEEE SA staff members to attend plenary and interim meetings on an ongoing rotating basis

- May require additional funding from 802

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Conclusion

- The work of the IEEE 802 LMSC is important
  - To the members of the LMSC
  - To the IEEE-SA
  - To the industry
  - To the public
- We must commit ourselves to producing our standards in the best possible manner
- EMS is urgently needed

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