Wildland Fire Learning Portal
Standard Operating Procedures

February 2021

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1   Overview

1.1   Wildland Fire Learning Portal Purpose

The Wildland Fire Learning Portal (WFLP) project is implementing enterprise-focused learning technologies to better meet the education and training needs of the national wildland fire community. Compared to the previous fractionated approach to wildland fire education and training, the WFLP reduces inefficiencies, decreases costs, and enhances availability of key training analytics.

The WFLP provides the national interagency wildland fire community a single platform to develop, deliver, and access wildland fire training materials. The WFLP is an open-source learning management system (LMS) software application that enables:

- An enterprise LMS for use by the wildland fire education and training communities.
- Simple, single point access to wildland fire training materials.
- Simple, single point access to NWCG courses.
- Rapid development and revision of modularized training content.
- Documentation of individual training completion for courses required for position qualification.
- Training nomination and registration.
- Hosting and delivery of course content.
- Mobile device access.
- Skills assessment.
- Evaluation of training effectiveness.
- Reporting and analytics.

1.2   Standard Operating Procedures (SOP)

This SOP documents the business processes and practices initially established by the Learning Portal Stakeholder Working Group. That group worked collaboratively to reach consensus agreement on the requirements for creating content, user access, user roles, and the required training for specific roles. The SOPs have been reviewed and finalized by the WFLP Governing Board.

To the extent possible, information subject to frequent change is listed in the appendices. This allows for updating of an appendix without the need to change the text of the main SOP body.

2   User Roles

2.1   WFLP Roles

Appendix A lists the roles within the WFLP and who grants those roles. To be granted a WFLP system role, an individual must first have a user account.

2.2 Required Training for System Roles

The WFLP system has different roles that allow the users permission to access various capabilities and features. There is required training for all roles in the WFLP except for the Learner role. Appendix A lists the training required for each role.

2.3 WFLP User Account Creation

A WFLP user account may be created in one of two ways:

1. An individual may self-request a WFLP user account by going to the WFLP and selecting "Create a New Account." The user provides minimal organization and contact information. The system sends a confirmation email to the user to confirm the email.

   If the email domain the user provided is a pre-approved domain, a user account is automatically created once the user confirms their email. The user receives an email that the account request is approved. Appendix D lists the currently approved domains. Additional domains are added as new user account requests are submitted using organizational domains that are part of the wildland fire community.

   If the email domain the user provided is not a pre-approved domain, a Site Administrator will then review and approve those requests from users who belong to an organization that has a connection to the wildland fire community. This review process takes one to two business days.

2. An individual is selecting for enrollment in a course or learning activity within the WFLP. In this case, the course coordinator or trainer provides a spreadsheet with the required user information to a Site Administrator. The Site Administrator does a batch import which quickly creates multiple user accounts. The users then receive an automated email from the system with instructions for initial login.

3 User Support and Help Desk Resources

3.1 WFLP User Help Request

There are three ways a user can get WFLP-specific help, any of which is appropriate and simply a matter of personal preference.

a. **Moonami Help Desk Support**
   Office of Wildland Fire (OWF) has a contract with a commercial vendor, Moonami Learning Solutions, that includes help desk support. A user can request support from Moonami through:

   1. Email: support@moonami.com. Please provide a complete description of the problem you are experiencing and your contact information.
   2. Chat. On Moonami's website, www.moonami.com, a prompt is located at the bottom right to begin a chat with a support representative.
   3. Phone: (844)666-6264
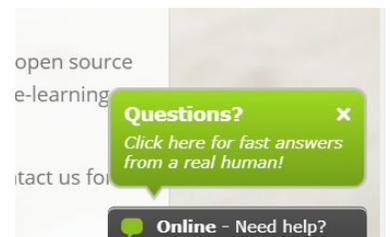
   The contractual service level agreement (SLA) for the support is:

      a. Email – 80% of emails are responded to within one business day.

b.   Chat – Available M-F, 8:00 am-10:00 pm EST, 85% of chat requests are answered within the first three minutes.

c.   Phone – Available M-F, 8:00 am-10:00 pm EST, 85% of phone calls are answered within the first minute.

b. Peer Coaching

One of the benefits of a shared system is the ability to share best practices and reach out to each other for assistance.

c. Site Administrator

NWCG and OWF have designated WFLP Site Administrators available to assist users who have questions.

3.2   WFLP Help Section

The Help section of the WFLP will be continuously updated to provide resources for users and content creators. In addition, the needs of various system roles will be periodically evaluated. Courses will be created and offered within the WFLP itself to meet those needs. Help is available from the top navigation menu.

3.3   Online Support and Software Documentation Resources

The WFLP uses an off-the-shelf open-source software platform called Totara. Within its code, Totara makes extensive use of Moodle, another open-source software program. Because Totara and Moodle are open source and used extensively throughout the world, there are many free support resources available online.

3.4   Totara Learn Community and Academy

The Totara Community and Totara Academy are free public websites. An account allows a user access to several Totara resources and training tutorials. Most of the required training for WFLP system roles is available on the Totara Academy site, https://login.totara.community/login/index.php.

3.5   WFLP Software Documentation

The version the WFLP uses is Totara 12. Extensive documentation for Totara 12 is available at: https://help.totaralearning.com/display/TL12/Home.

4   Content Creation and Uploading

The WFLP has both a Development or Staging Instance and a Production Instance. Course or learning activities are first created in the Development Instance. Once the proponent or organization with the authority to deliver the content has reviewed the content, it is moved to the Production instance. The process for transferring from Development Instance to Production Instance is described in the Community of Practice.

4.1   Requirements for Uploading Content in the WFLP

When uploading content, creating activities, or creating a course within the WFLP, the Course Creator or Editing Trainer is responsible for ensuring adherence to the following requirements. Those who have the Course Creator role for their respective organizations are listed in Appendix B. Content posted to the WFLP:

- ✓ Must be accurate and aligned with applicable wildland fire education and training standards, policies, procedures.

- ✓ Must comply with your bureau's, agency's or organization's policies and guidance applicable to wildland fire education and training.

- ✓ Must be accessible in accordance with Section 508 compliance standards. NWCG has guidance at https://www.nwcg.gov/notices#accessibility. Or visit the Section 508 website, https://www.section508.gov/.

- ✓ If the content is an NWCG course, must meet or exceed the *NWCG Standards for Course Delivery*, PMS 901-1, https://www.nwcg.gov/publications/pms901-1.

- ✓ Must not collect personally identifiable information (PII) beyond what is already in a user's WFLP account profile.

- ✓ Must not use IT applications that have not been approved by your bureau, agency, or organization IT policies and guidance.

Contact your bureau, agency, or organization point of contact for questions about the requirements above area (e.g, questions about Section 508 should be directed to your agency or bureau Section 508 Coordinator).

Note: Some older course materials are in the process of being updated. As a result, all current NWCG course materials may not be accessible. Please contact NWCG, https://www.nwcg.gov/contact, if you need assistance having the documents read. Any new course materials must be accessible to be loaded and included in the WFLP. You will be asked to certify this when uploading course materials. New course materials that are uploaded and not accessible may be removed.

4.2   Course Format Options

When creating a course or training information page within the WFLP, a Course Creator may select from any of the following course formats: Topics, Grid, Onetopic format, or Collapsed Topics.

4.3   Home Pages for Training Centers, National Programs, and Geographic Areas

National Training Centers, national programs, and Geographic Area Training Representatives (GATRs) have agreed to use the Onetopic format for their home pages.

Those pages should also allow Guest access so they can be viewed by individuals without a WFLP account.

4.4 Certifying Content Uploaded in Production Meets Requirements

Before uploading a course or content to the Production instance, a Course Creator or Editing Trainer is responsible for completing the Content Certification Form found in the Development Instance. The form is located within the course Certifying Content Posted in the WFLP. Users must complete the form online in the Development Instance.

5 Data Exchange with Other IT Applications

Prior to March of 2021, if training completion data is required for another system (e.g., IQCS, IQS, etc.), the course cadre should record training completion in the system that applies to their bureau, agency, or organization.

The WFLP is scheduled to become part of the Integrated Reporting of Wildland-Fire Information (IRWIN) data exchange environment in March of 2021. The OWF Enterprise Systems Education Lead is working with the IRWIN project management team to have the WFLP integrated into the IRWIN data exchange environment in IRWIN version 7.0 release.

6 System Security Requirements

As part of following the Wildland Fire Information Technology (WFIT) Project Life Cycle process, the OWF Enterprise Systems Education Lead works with the DOI Office of the Chief Information Officer (OCIO) Information System Security Officer (ISSO) assigned to WFIT to review compliance with applicable requirements.

All users must comply with their bureau's, agency's or organization's IT policies and guidance.

7 SOP Version Updates

Version Number	Date	Edited by	Description
1.0	6/10/2020	Rick Gividen	Consolidated into one document those agreed upon processes and requirements established by the Learning Portal Stakeholder Working Group during the period November 2018 through May 2020.
1.5	6/11/2020	Rick Gividen	Incorporated initial feedback from Learning Portal Stakeholder Working Group.
1.6	1/12/2021	Stew Richter	Review and edit of document following formation of the Wildland Fire Learning Portal Governance Board.

8 Appendix A – Roles and Required Training Table

System Role	Description	Examples	Assigning Authority	Required Training
Guest	Views selected course materials or pages enabled for "Guest Access." They cannot participate in a course. They must select "Login as Guest" each time they visit the WFLP.	Someone without a user account	n/a	n/a
User	Views selected materials or pages enabled for "All users" access; able to self-enroll in on- demand courses that allow self-enrollment. Able to edit their own user profile.	Someone with a WFLP account, but not necessarily enrolled in any course or learning activity.	User self-registers or account is created upon enrollment in a course or learning activity.	n/a
Learner (Role assigned to a single course or learning activity)	Registers for traditional classroom training or complete online learning resources. The Learner role is assigned to a specific course or learning activity. Views their own grades for graded activities. Posts to course discussion forums.	WFLP users who are enrolled in a course or learning activity.	Course Creator, Editing Training, or Trainer for a specific course or learning activity; the user themselves for courses that allow self-enrollment.	n/a
Trainer (Privilege assigned for a **single course**; granted and removed as needed)	Participates in the delivery of training, such as grading student activities, but cannot alter the activities or content within a learning activity or course.	Instructor, Cadre, Course Facilitator	The Editing Trainer or Course Creator for that course.	Orientation by the Course Creator or an Editing Trainer for the specific course they will be given a Trainer role.

System Role	Description	Examples	Assigning Authority	Required Training
Editing Trainer (Privilege assigned for a **single course**; granted and removed as needed)	Create and manage courses. Add/change activities and course blocks; grades learner activities. Enrolls Trainers or Learners in a course. Trainer Role is assigned course-by-course, not across the whole site.	Lead Instructor, Steering Chairs, Course Coordinator, designated Cadre	The Course Creator assigns initial Editing Trainer for a course; Editing Trainer can assign additional Editing Trainers for that course.	Editing Trainer Workshop
Course Creator (Permanent role assigned to a Category of the Site)	Create courses or course sessions for Learners **within the side boards of that person's organization; the** NWCG Standards for Course Delivery, PMS 901-1, https://www.nwcg.gov/publications/pms901-1; **or other applicable guidance or policy.** Enrolls Editing Trainers, Trainers, or Learners in those courses they create.	Designated personnel from NWCG Training, NWCG Committee or subgroup, National Training Center, GA training center staff, local unit, state, or municipal organization	Designated approving authority from within that person's unit or organization. **Intention is to have Course Creator authority at the organization/subcommittee/group level if possible.**	Editing Trainer Workshop
Site Administrator (Permanent role assigned to the whole site)	Administers site-wide functionality.	OWF Enterprise Systems Education; Contracted resource	WFLP Governance Board.	Totara Site Administrator Certification or comparable experience and training.

9   Appendix B – Organizational Course Creator Roles

Updated February 2021

The Course Creators for an organization are the only individuals who have the permissions to move or approve moving content from Development to Production.

Organization	Course Creator Role
National Advanced Fire & Resource Institute (NAFRI)	Gary Luce
Wildland Firefighter Apprenticeship Program	Matt Ziegler / Emily Webb
Prescribed Fire Training Center	Greg Seamon
USFS National Accelerated Advanced Training Program	Russ Long
NWCG Training	Wendell Welch / Rob Hambrick
Office of Wildland Fire	Rick Gividen
National WFIT Applications	
IROC	Tara Joffe
InFORM	BJ Glesener / Andy Kirsch
IFTDSS	Kim Ernstrom
Geographic Area Training Representatives	
Alaska	Amy Skraba
California	Anna Dinkel / Daren Dalrymple/ Ann Loeffler / Brian Lamphiear
Eastern	Darlene Hall
Great Basin	Mark Skudlarek / Rebecca Sorensen
Rocky Mountain	Kim Bang
Northern Rockies	Melissa Wegner
Northwest	Chris Buhrig / Heather Reichert
Southern	Sean Flanagan / William Proffitt
Southwest	Karin Frost-Madrid

10 Appendix C – Pre-Approved Email Domains

Updated February 2021

If the email domain the user provided is a pre-approved domain, a user account is automatically created once the user confirms their email. Below is a list of those domains currently pre- approved. The list is continuously updated based on new user account requests.

ag.ok.gov	falconfirepd.org	mail.mil	slcgov.com
agriculture.arkansas.gov	fdacs.gov	maryland.gov	snofire7.org
alaska.gov	fema.dhs.gov	mhanation.com	spokanetribe.com
albanycountyny.gov	fire.ca.gov	mineralcountynv.org	state.co.us
amrg.info	fire.lacounty.gov	mt.gov	state.mn.us
bakersfieldfire.us	firenet.gov	nau.edu	state.nm.us
berthoudfire.org	fnal.gov	navy.mil	state.sd.us
bia.gov	forestry.scat-nsn.gov	ncagr.gov	storeycounty.org
blm.gov	frederickcountymd.gov	nezperce.org	sweet.wy.us
bolesfiredistrict.org	fws.gov	noaa.gov	tahoefire.com
c2fr.org	gcfd3.net	northbannockfire.us	talltimbers.org
cbp.dhs.gov	gefpd.org	nps.gov	tananachiefs.org
ci.missoula.mt.us	gfc.state.ga.us	oceansideca.org	tfco.org
ci.oakridge.or.us	gilpincounty.org	ocfa.org	tn.gov
ci.weed.ca.us	grfdaz.gov	oig.usda.gov	tnc.org
cityofwatsonville.org	harrisburgfire.org	oklahomacounty.org	tpwd.texas.gov
clark.wa.gov	hawaii.gov	oregon.gov	us.af.mil
cmfe.org	idl.idaho.gov	pa.gov	uscg.mil
cobbcounty.org	illinois.gov	parks.ca.gov	usda.gov
cocoafl.org	ios.doi.gov	parks.wa.gov	usgs.gov
columbusfirerescue.com	kalispeltribe.com	pbcgov.org	usmc.mil
dep.nj.gov	karuk.us	prescott-az.gov	utah.gov
deq.idaho.gov	kcfpd47.com	reno.gov	vailgov.com
dffm.az.gov	kerncountyfire.org	sbcfire.com	wisconsin.gov
dncr.nh.gov	ks.gov	scfc.gov	wmat.us
dnr.wa.gov	lacity.org	scfd3.org	woodsidefire.org
dof.virginia.gov	lajolla-nsn.gov	scfd4.net	wrfpd.org
dps.state.nv.us	lakesidefire.org	scfd4.org	
elkcreekfire.org	lcfpd.org	sitpa.idaho.gov	