

# IROC NEWSLETTER



IROC team photo, left to right: Chris Felt (Developer), David Marcial (Developer), Whitney Gomez (Product Owner), Cheryl Dickson (Business SME), Elisabeth Gordon (Architect), Shayne Canady (Business SME), Ivy Slattery (Cask Program Manager), Stacie Zaroban (Developer), Gina Papke (Business SME), Melinda Brogden (Business SME), Julie Polutnik (Business Lead), Shep Crim (Business SME), Beth Spencer (Business Project Manager), Elise Hawes (Business SME/Change Management Configuration Manager), Chris Funk (Tier 2 Support), Ashley Ann Goddard (Tier 2 Support), Ross Rabe (Tier 2 Support), Robert Wynn (Scrum Master). Virtual attendees, missing from the photo: Laurie Forni (Business SME), Juel Moore (Business SME), Amy Lancaster (Business SME), Christine Mitchell (Tier 2 Support), Tiffany Frailie (Tier 2 Support).

## IROC TEAM MEETS

The entire IROC Team met face to face for our Quarterly Planning Meeting in Boise early September. This was the first meeting where the entire team including many new members were together in person since go-live. Next quarter's plan has been drafted with prioritized work. Operating processes and procedures have been refreshed. The forecasted project roadmap for the year ahead was reviewed.

**Fun Fact:**

**Human Rock Paper Scissors is a thing!**

## TOP NEWS

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IIA Help Desk

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# Deployment Updates

## Functionality deployed in Sprint 10.1/10.2 on October 25th:

- The "NEW" button allowing Dispatch Managers to grant user access to their center through Organization Access Roles screen in back.
- Can now roster CWN resources just like Exclusive Use and Agency resources.
- Resource Order Forms naming convention is now 508 compliant upon download.
- Excluded the check on VIN/Serial Numbers when invalidating resources.
- Users can no longer edit a Vendor Owned Flag as it is controlled by the Owner Org.
- Can no longer enter mob travel time on a reassignment that is before the current request.
- Portal font color was changed from gray to black for better readability.
- Updating invalidation resource logic and exporting the resource update to IRWIN.

What's a Sprint you ask? In Agile product development, a Sprint (also known as an Iteration or Increment) is a set duration of time to develop and test a specific amount of work. IROC Sprints generally take one month to complete, this includes a two-week period of development and two weeks for User Acceptance Testing (UAT).

## IROC Refactor Updates

The IROC Request Engine Tune-Up is finally complete and deployment to Production happened on Saturday September 24. Significant work has been done to improve the request processing functionality "under the hood" in IROC. Key issues that drove this work:

- Current problems with resources and requests being in inconsistent statuses with each other, prompting the need for dispatchers to "jiggle" travel to make things right, and in some cases, to submit a help desk ticket for the IROC team to fix the problem.
- Slowness in the processing of a request which was often noticeable when the request status needed to update because of the wait for a "travel job" to process.
- Inconsistencies in resource statuses between IROC and IRWIN because of updates.

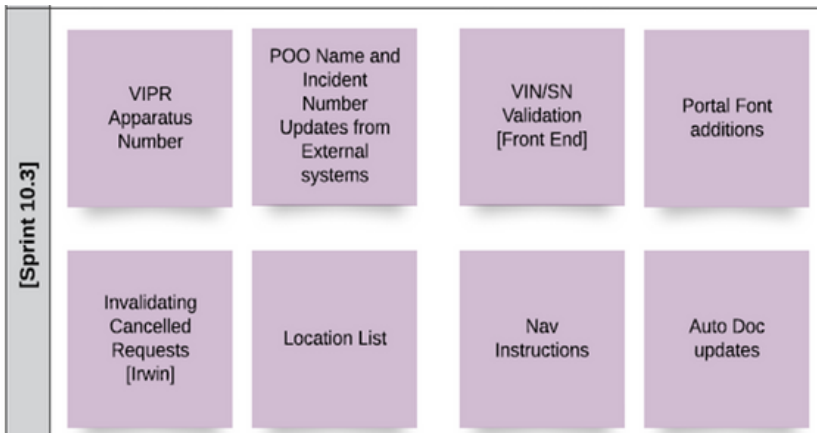
What changed under the hood?

- There is no longer a "travel job". When a request is filled and travel is set, the request will immediately go to the appropriate status based on the travel times.
- Requests statuses should automatically update at the time that travel starts or ends.
- The statuses of assigned resources are driven by updates to the request they are currently on.
- Some processes, such as filling of subordinates on a reassign or creation of multiple requests and updates to resource status, have been moved to the "background" and will run behind the scenes allowing users to continue to work while the processes complete.

To see a complete list of the changes you can access the sprint and refactor release notes at: <https://famit.nwcg.gov/node/2714>

# Coming Highlights

## Enhancements Coming with Sprints 10.3 & 10.4



VIPR resource's Operational Name will be updated to "Vendor Name and last 6 digits of the VIN or Serial Number" to follow IROC Resource Item Data Entry Standards.

Auto Docs table will display Resource Record Modifications.

When creating new EQ resources IROC will alert users of duplicate VIN/SNs on valid resources already in the system.

Navigation Instructions will copy to the Deliver To and users will have ability to add additional Nav Instructions if needed.

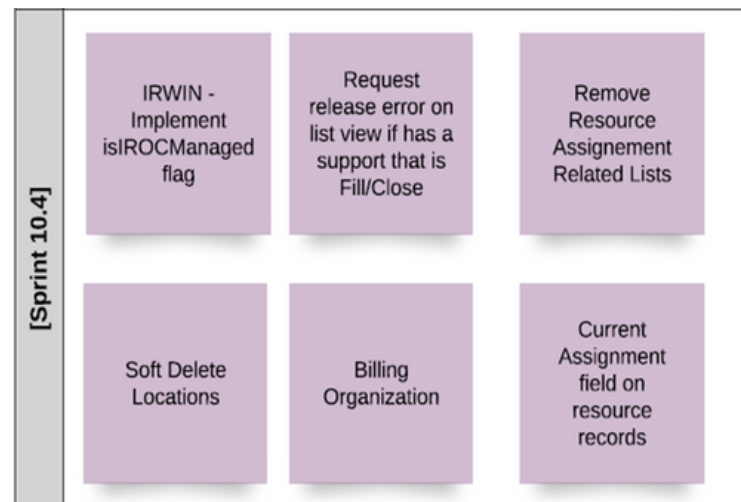
Billing Organizations can only be Govt (non-Disp) Protection Units. Users will no longer be able to use Dispatch Centers, Caches or Vendors for Billing Orgs.

When creating an Incident Location in Portal the coordinates entered will remain on the location table.

Soft delete of locations in Portal will inactivate (hide) the location from the screen. Users can reactivate it in DMT if needed.

Removing obsolete Resource Assignment and Current Assignment data elements from lists.

IRWIN has introduced a new attribute on Capability Requests called isIROCManaged. This field will indicate whether or not IROC should send resource status updates to IRWIN for the resources filled on the request during the time that the request is open.



## IRWIN 8.0 Master Roster Integration – Coming Spring 2023

Integrated master rosters between CADs/IRWIN/IROC will be coming next spring with IRWIN 8.0. This functionality will entail one roster per resource item that can be updated in CAD or IROC and will update to the other system, resulting in mirroring master rosters in all systems.

**Note, Centers should begin deleting obsolete Master Rosters now in preparation for one roster per resource item.**

# Tips and Reminders

## Adding Overhead Resources to IROC: When to click the Accept Button

Dispatch Managers have the ability to add Overhead Resources to IROC either as brand-new resources or by searching the Inactive Overhead Resources list in IROC DMT and clicking the Accept button on a responder's record. However, this functionality is currently permitted for use only by CalFire that uses IROC as their System of Record (SOR).

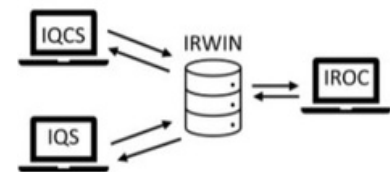
Page 13 of the April 2021 version of the [Interagency Standards for Resource Ordering Guide \(ISROG\)](#), states:

- Overhead Single Resources should not be added in IROC. IQCS System of Record (SOR) or IQS System of Record (SOF) are the only systems to be used when adding overhead single resources to IROC via the IRWIN Interface. (Calfire uses IROC as SOR for their Overhead single resources.)

Federal responders must be entered in the Incident Qualifications and Certification System (IQCS)(1). State and Local Government resources use the Incident Qualification System (IQS) (2) for their responders. Both qualification systems integrate their resources to the Integrated Reporting of Wildland-Fire Information (IRWIN).

IROC and both qualification systems are coded to detect if a responder already exists in IRWIN. When these resource conflicts are detected, data managers must try to resolve these conflicts as soon as possible. The goal is to prevent

responders from having multiple resource records in IRWIN and IROC at the same time. When no conflict is detected, then the responder is added to IROC.



The IROC Team, in conjunction with IRWIN, IQS, and IQCS, are currently reviewing all Overhead Records in IROC to identify duplicate records that have been created since IROC went live in March 2020. It is a painstaking process that requires lots of time and emails to determine who a duplicate resource is actually dispatched by. We desperately need your assistance to help prevent duplicate records from occurring in the first place. Dispatch Managers can check the Overhead Resource lists in IROC DMT (Active Resources, IRWIN Validation Failed, and Inactive Resources) to search for a responder to see if they already exist in IRWIN. When responders transfer agencies, the qualification systems can transfer responder records to each other making data entry at the new agency quicker and keeps responder's information together in one file, associated with one IRWIN Resource ID.

Thank you for your efforts to maintain data integrity in IROC.

Melinda Brogden, IROC Subject Matter Expert and IROC Liaison to IQCS and IQS

Sources:

- (1) [2022 Interagency Standards for Fire and Fire Aviation Operations](#), Page 282
- (2) [Incident Qualification System](#)




# Tips and Reminders Continued..

## Integrated CAD Systems Staged Incidents

CAD Wildfire and Complex type incidents go directly into to the Center's IROC Incident lists if integrated successfully with IRWIN. Wildfire type incidents that integrate with requests attached are automatically promoted into IROC, these display in your Incident/Requests lists. Systems that send non-Wildfire incidents to IROC through the IRWIN integration service should check for your incident in "**Staged Incidents**" in DMT before creating a new incident in IROC this includes **Prescribed Fire Incidents**. Open the Incident in "**Staged Incidents**" DMT List and click the "Add to IROC" button to promote the incident for resource ordering. Existing requests in CADs/IRWIN will come into IROC once the incident is promoted.

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## Where did the Create New Request Button Go?

Ever go to create a new request and the  is gone? If you have no open incidents in your database, the system won't be available for you to go into the create new request window. It rarely happens but in case it does, this might be the cause.

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## Block 5 - Where does the information come from

Block 5 - Information in Block 5 on the Resource Order comes from the information in the Point of Origin under the incident. If there are no Command Posts listed, it will take the information from the original Point of Origin (POO). If there are several Command Posts it will pull the information from the first one in line.

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## What's ICBS?

The Interagency Cache Business System (ICBS) is a warehouse management and inventory system designed to support the unique requirements of the National Interagency Support Cache (NISC) system. The NISC manages all items that comprise the National Fire Equipment System (NFES) for fire/all hazards incident use. This inventory includes firefighting tools, personal protective clothing and equipment, fire shelters, pumps, hose, specialized incident communications equipment, forms, and training materials. ICBS is used at fifteen interagency incident support caches hosted by the Forest Service, Bureau of Land Management, and state agencies.

ICBS is used primarily for inventory control; cost and price management; receiving, issuing; receiving and transfer; returns; refurbishment; kitting/dekitting; transaction management; sales and reporting. ICBS is also used to optimize internal cache warehouse processes such as: location management; picking; put away; physical inventory counts and disposal. ICBS was chartered by the National Wildfire Coordinating Group (NWCG) and was developed in a partnership between the Forest Service, Bureau of Land Management and the NISC Managers. ICBS has been in production use since 2008. We will be posting an IROC-ICBS Tip Sheet to the IROC website soon.

# Tips and Reminders Continued..

## iNAP Account Information

Your iNAP account is the building block to all other accounts. You need to make sure it's correct and matches information (specifically your name) with your IROC account. If it's not correct, you will not be able to get your self-status or user requests approved.

When sending in new account or application requests, make sure the individual you list as your approver is available to answer email and is aware of your request. The iNAP team sends approval emails and when we receive an answer, can give you the access you need. If we have not received an answer in a certain amount of time, we will reject the request and it will have to be submitted again.

A new enhancement with iNAP version 2.7 was deployed Tuesday October 25th that allows users to be assigned one or more roles per dispatch center. Role assignment is performed by users holding the Center Manager role for the dispatch center(s) they manage. **For the interim, role management for IROC will still be handled within the application but we intend to adopt this functionality of role management through iNAP in the future.**

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## IROC Session Timeout Tip

IROC will timeout after 60 minutes of no activity. This is an approved CIO security extension we cannot get increased to a longer time frame. The FAMAuth Wildland Fire Application Portal times out at 30 minutes of no use. We believe it is the 30-minute FAMAuth Portal timeout that is causing IROC to timeout sooner than the 60 minutes. To remedy the early timeouts, users should closeout of the FAMAuth Portal after connecting to IROC. As a reminder, some user's may still experience screen timeouts sooner than 60 minutes based on their agency's IT security policy.

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## Data Cleanup!!!

- Closeout out 2020, 2021, and 2022 Pending Requests and Incidents appropriately.
- Complete IROC SOR Resource Transfers. Resources cannot be filled on requests until the transfer is completed.
- IROC Resource Item Data Entry Standards cleanup should be completed soon. Please reference the standards on the IROC website at: <https://famit.nwcg.gov/node/3125>

### Helpful Links

Sign up for IROC User Notices: <https://tinyurl.com/3452j79b>

Submit a Change Request: <https://tinyurl.com/bzje4nk8>

IROC Website/Quick Reference Cards: <https://famit.nwcg.gov/applications/IROC>

IROC Resource Data Entry Standards: <https://famit.nwcg.gov/node/3125>

## Meet Ross



One of the voices you heard on the Tier 2 helpdesk this summer was Ross Rabe. Ross joined the Cask team in April of 2022 after previously working at Northern Rockies Coordination Center. He was a Business Analyst with Tier 2 IROC Support. Ross enjoyed taking pride in using his knowledge of wildland fire dispatch to solve complex problems and provide users with exemplary customer service. He lives in Missoula, MT with his wife and new son. In his free time, which is in short supply with a new addition to the family, Ross enjoys traveling, backpacking, riding his mountain bike and spending time with family and close friends.

## Did you know?????

### **Who sponsors IROC?**

The National Wildfire Coordinating Group is the sponsoring/chartering organization for the IROC Project.

### **Who is the Managing Partner of the Project?**

The United States Forest Service (USFS) has been designated by NWCG as the managing agency for the existing and future development of Resource Ordering Applications.

### **Who defines the Business Requirements, Practices, and Associated Data in IROC?**

The National Coordination Center Managers Group (NCCM) serve as the IROC Steering Committee and provide oversight to the project. The NCCM provides National and Geographic Area leadership with advice and consultation on interagency planning, coordination, and mobilization.

The Dispatch Efficiency Work Group (DEW) is a sub-committee to the NCCM. The DEW group provides national leadership on dispatch operating standards and improves the level of performance of the dispatch/coordination system, emphasizing national standardization. Their work includes defining the standard business practices for using IROC that are outlined in the Interagency Standards for Resource Ordering Guide (ISROG).

The IROC Change Control Board (CCB), also a sub-committee to the NCCM, provides national leadership for the standardization of data elements, user best practices, maintenance, and development of current and future IROC business needs.

And various NWCG Committees, Subgroups and Partner Organizations which include:

- National Coordination System Committee (NCSC)
- Incident Business Committee (IBC)
- Data Management Committee (DMC)
- Incident Workforce Development Group (IWDG)
- Incident and Position Standards Committee (IPSC)
- Equipment Technology Committee (ETC)
- National Interagency Aviation Committee (NIAC)
- National Incident Management System Integration Committee (NIMSIC)

For additional information on each committee, go to <https://www.nwcg.gov/committees>.

For additional information on partners, go to <https://www.nwcg.gov/executive-board/partners-agreements>.