

IROC NEWSLETTER

2020 - NEW IROC - EXTREME FIRE

It was a memorable year for fires in the US. Just say the phrase 2020 and that says it all. A new program. We had expectations of what it should do. Did IROC live up to those? At the beginning we all had our doubts. As the season went on things started to smooth out and we could see our way through the struggle.

There are still bugs, but the contractors at Cask are busy working on updating the past issues and moving forward with building new features. Here are some stats for IROC for our first fire season.

Since April 1- 2020

- Incidents - Over 37,000 incidents came from IRWIN – 2900 created in IROC
- Resources – 68,000 resources – 59,000 from ROSS, 9,400 VIPR, 51,000 IQCS, 37,500 IQS
- Requests – 533,500 created, 78,000 from ICBS, over 1.7 million transactions, 650,000 between centers
- Change Requests – 517 Suggestions received. (many duplicate – many will be fixed with later releases)
- Updates - 30 - Over 500+ bugs, defects and enhancements fixed

To sign up for IROC User Notices go to the following link:

[https://forms.office.com/Pages/ResponsePage.aspx?](https://forms.office.com/Pages/ResponsePage.aspx?id=4F2CSwVwPUuaFHhBHyhmA0QBtc_EWfdOr8qi35XdU19U)

[id=4F2CSwVwPUuaFHhBHyhmA0QBtc_EWfdOr8qi35XdU19UQ0syNVVGUUVPSFU1Rk82TktPM1FEMjc2VS4u](https://forms.office.com/Pages/ResponsePage.aspx?id=4F2CSwVwPUuaFHhBHyhmA0QBtc_EWfdOr8qi35XdU19UQ0syNVVGUUVPSFU1Rk82TktPM1FEMjc2VS4u)

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IIA Help Desk

Toll-Free: (866)224-7677

Local:

(616)323-1667

<https://iaahelpdesk.nwccg.gov>

Your IROC Team

We've had a few changes to our team membership and GACC Liaison: duties. Below is a list of current team members and the GACCs they are assigned as liaison:

Beth Spencer - IROC Project Manager
mary.spencer@usda.gov

Julie Polutnik - Business Lead
julie.polutnik@usda.gov

Melinda Brogden - EA, SA
melinda.brogden@usda.gov

Shayne Canady - SOPS
shayne.canady@fire.ca.gov

Jerry Clements - AK, GB, NR
jerry.clements@usda.gov

Cheryl Dickson - Training-SW
cheryl.dickson@usda.gov

Laurie Forni - NOPS
laurie.forni@usda.gov

Angie Hinker - NICC, RM
angie.hinker@usda.gov

Gina Papke - NW
gina.papke@usda.gov

Thank you to past IROC Team Members

We'd like to express our appreciation for the following individuals who contributed greatly to the development and deployment of IROC during a crazy pandemic and fire season. We would not have been as successful without you!

Shep Crim
Nicole Finch
Bill Fletcher
Sean Peterson
Megan Kephart
Nancy Moore
Mike Wilke

Welcome New Team Member

Cheryl Dickson has joined the IROC Integrated Project Team. Cheryl has many years of experience in the dispatch community as well as a ton of 2021 on the ground experience with IROC. Cheryl lives in Tucson, AZ and will be the liaison to the Southwest Area and will be the contact for all training related questions and needs. Welcome, Cheryl!



IROC HELPDESK SUPPORT CHANGES

As part of the IROC contract, Cask LLC (the developer for IROC) took over Tier 2 Helpdesk support in November 2020. The initial process for submitting a ticket is the same, you contact the IIA Helpdesk, who provides Tier 1 support or escalates it to Tier 2 for assistance if they cannot resolve the issue.

Three individuals from the interagency dispatch community have been hired by Cask to fulfill this role. Chris Funk, Whitney Gomez and Shay Stewart all came from the user community and have experience with IROC. As always, if the issue is a bug or needs further resolution, the Tier 2 support will escalate the ticket to the Tier 3 folks, who are the IROC developers. While you will no longer hear the same voice on the phone, the level of service will remain the same.

Cask will be looking to possibly add a couple of seasonal Tier 2 folks in the future, stay tuned!

Note: iNAP tickets needing Tier 2 support will continue to be handled by the IROC IPT.

IIA Help Desk Toll-Free: (866)224-7677 Local: (616)323-1667
<https://iiahelpdesk.nwcg.gov>

**TO IMPROVE IS TO CHANGE;
TO BE PERFECT IS TO CHANGE OFTEN
~ WINSTON CHURCHILL**

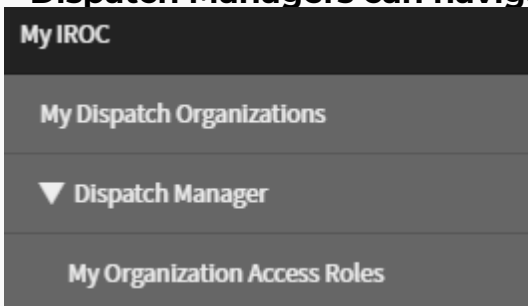
IROC USER ACCOUNT CLEAN-UP

Due to interagency security requirements, all dispatch centers need to clean up the user account data by March 1, 2021.

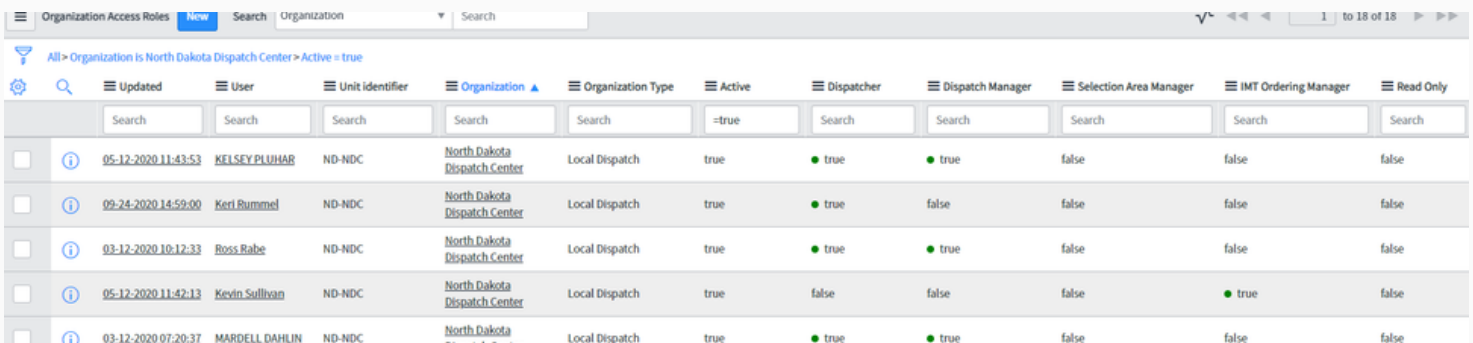
Over the course of the fire season, dispatchers and other incident support personnel were granted access and provided roles to your dispatch center in IROC, while on assignment. If an individual no longer requires access to your centers data, their user account or "access" should be removed when that need no longer exists. Dispatchers who are part of your COOP can remain. For example, I take an assignment to Dispatch Center A, I am there for a 14 day assignment, upon demob my user account should be removed so that I no longer have access to that data.

How to clean up user accounts

Dispatch Managers can navigate to "My Organization Access Roles" in the DMT.

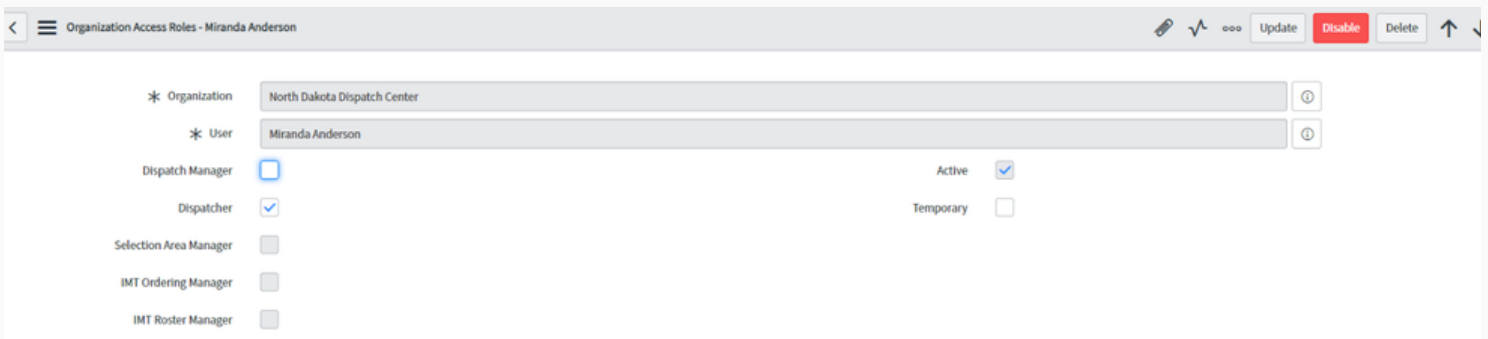


This provides a listing of all users who currently have access to your center and what role the have



Updated	User	Unit Identifier	Organization	Organization Type	Active	Dispatcher	Dispatch Manager	Selection Area Manager	IMT Ordering Manager	Read Only
05-12-2020 11:43:53	KELSEY PLUHAR	ND-NDC	North Dakota Dispatch Center	Local Dispatch	true	true	true	false	false	false
09-24-2020 14:59:00	Keri Rummel	ND-NDC	North Dakota Dispatch Center	Local Dispatch	true	true	false	false	false	false
03-12-2020 10:12:33	Boss Rabe	ND-NDC	North Dakota Dispatch Center	Local Dispatch	true	true	true	false	false	false
05-12-2020 11:42:13	Kevin Sullivan	ND-NDC	North Dakota Dispatch Center	Local Dispatch	true	false	false	false	true	false
03-12-2020 07:20:37	MARDELL DAHLIN	ND-NDC	North Dakota	Local Dispatch	true	true	true	false	false	false

Validate that each user requires access. Users who do not require access should be removed. To remove access, click on the blue info icon and select "open record" and click on "Disable"



Organization Access Roles - Miranda Anderson

Organization: North Dakota Dispatch Center

User: Miranda Anderson

Dispatch Manager: Active:

Dispatcher: Temporary:

Selection Area Manager:

IMT Ordering Manager:

IMT Roster Manager:



Since IROC has gone live and assumed its role as a WRITE system in the suite of integrated applications, users have been asking for more information about the integration process. IRWIN can be thought of as a central hub that orchestrates data exchange between various applications. IRWIN doesn't "do" anything as it is an integration service. What does that mean? It means IRWIN is a passive system commonly referred to as a black box that sits in the corner and provides data exchange capabilities between 250+ existing applications, IROC being one of them.

So, what do you do when you have an IRWIN error in IROC? IROC has specific messaging set up to alert users when there is an error with the communications between systems. More detailed information can be found in the DMT for Resources, Requests, and Incidents under the IRWIN Tab. To find the IRWIN Tab drill into a resource, request, or an incident by clicking on the blue info icon and opening the record. Some examples include:

The information displayed on the IRWIN tabs can be useful for troubleshooting and can answer questions related to the integration.

- Did my incident go to IRWIN? Check to see if there is an IRWIN ID for the incident, if yes, then the incident was pushed to IRWIN.
- Did my resource go to IRWIN? Check to see if there is an IRWIN RID, if yes, then the resource was pushed to IRWIN.
- Did my request go to IRWIN? Check to see if there is an IRWIN CRID, if yes, then the request was pushed to IRWIN.

If the answer is no to any of these questions, Cask's Tier 2 Support can help! Submit a ticket to the IIA Help Desk, and a Tier 2 Support will assist you in troubleshooting.

UPGRADES COMING IN 2021

Hard to find and understand documentation

Reporting

Incomplete Release and Travel Info

Support Requests

Tactical Aviation

Assignment Rosters

Travel Itineraries

Pre-Orders

Compact Ordering

Reassign from GACC

Rebuilding Home Page Filters

Training Environment

Page Load Time

IRWIN 7

Release Non-local

Rosters

Radio kits showing as Dispatch Resources

Bypassing Multiple DPL's

Travel Jiggles

Incident Transfer w/ requests

Compacts

Web Status Vendor and GR

Resource with Multiple Quals

DATA MANAGEMENT

THE NEXT STEP

IROC is a database that requires maintenance - especially after a year like this one. There were errors, unwanted inputs and things that stayed even if we didn't want them to. Below are some things you can do to ensure you will start next fire season with a clean database.

Validation of resources in your dispatch center

Equipment -

- Is it still in service and does it have the correct VIN or SN? (if not, deactivate it).
- Are rosters still valid and up to date?

Crews -

- Does a dispatch center have the correct amount of crew resources listed as they have crews? 1 crew = 1 resource item that can have multiple quals - primary qual is set in operational name.
- Are Rosters still valid and up to date?

Overhead -

- **Single Resources** - are the resources in IROC still valid? If not remove them (via IQS, IQCS, IROC depending on the System of Record). Things are different now - Deleting resources does not disassociate them from their respective qualification systems. They must be un-integrated from their qualification system.
- **Do Overhead resources** have the correct contact info and qualifications?



Groups -

- **IMTs** - are teams correctly listed and Rosters up to date?
- **Modules** - are resources in IROC still valid and rostered correctly?

Aircraft -

- Are Aircraft resources still in service? If not, deactivate them.
- Are contracts correct?

Contracts -

- Are contracts still valid?
- Are the correct resources attached?

Incidents -

- Are all requests on previous year incidents closed out?
- Are Supply requests processed on incidents? As of Dec 15, there are 2,747 pending Supply requests in IROC.
- Incidents from previous years marked as closed?



THE NEW LOOK OF THE IROC PORTAL PAGE

INCIDENTS		PENDING REQUESTS	
Local Incidents		Pending Requests	
Open	51	All	0
Closed	100	Local	0
All	151	Placed Out	0
Can Be Closed	34	My Claimed	0
Quarantined	0	All Claimed	0
Not in IRWIN	151	Unclaimed	0
Watched	8	Non-Local	0
		Named Request	0
		Past Needed By	0

REQUEST STATUS		RESOURCES	
Local Requests		Current Resources	
Pending	0	Aircraft	46
Filled	11	Crew	12
Complete	2386	Equipment	717
Closed	0	Overhead	1564
		Supply	6765

The IROC Home Page (Dispatch Portal) is being enhanced for 2021 and should be in Production for users by the end of February. The enhancements to the action tile scoreboards will enable users to work faster and more efficiently by improving load/response times of pages, reducing the number of steps to successfully complete tasks. This will give users improved insight into the work they need to do or complete by displaying meaningful summaries of information and providing quick access to the items they need to act on.

Incidents action tile will include Local Incidents, Non-Local Incidents, and IRWIN Staging Incidents.

- Local incidents are filtered by Open, Closed, All, Can Be Closed, Quarantined, Not in Irwin and Watched incidents.
- Non-Local Incidents are filtered by Open, Closed and All incidents.
- IRWIN Staging Incidents filter by current and Prior Years incidents.

Pending Requests action tile will include various Pending Request states or Pending Requests by Catalog.

- Pending Requests are filtered by All, Local, Placed Out, My Claimed, All Claimed, Unclaimed, Non-Local, Name Request and Past Needed By.

The Request Status action tile will include Local Requests, Non-Local Requests, requests by Catalog, Requests Needing Travel and Requests (Closed Incidents).

- Local and Non-Local Requests are filtered by Pending, Filled, Complete and Closed.
- Requests by Catalog are filtered by Catalog and All Supplies, NFES Supplies or Non-NFES Supplies.
- Requests Needing Travel include Needs Mob Travel or Needs Demob Travel.
- Requests (Closed Incidents) includes Local, Non-Local or All incidents.

Resources action tile will include Current Resources, Local Resources, Available Resources, Assigned Non-Local, Non-Local Resources and Incident Resources by Catalog as well as Local Resources by Status.

Request Number R

o-23 c-1 s-24

IROC TRAINING

IROC Training will be offered in two different ways. The Practice instance is always available to the user. Training material can be accessed at the Wildland Fire Learning Portal and can be used for creating your own training in practice. **Be advised the Practice instance is updated weekly on Saturday so any data you put in will be cleared.**

The Training instance is available if you want to have a more structured course. The Student and Instructor Guides are available as well as scenarios created for use in the Training instance. These are set up in the same structure as the ROSS training was. There is an unlimited number of Training instances so there will be no competition. If you are interested in having a course in Training, please contact Cheryl Dickson at Cheryl.dickson@usda.gov.

The Wildland Fire Learning Portal can be found at

<https://wildlandfirelearningportal.net/> You will need to create a profile to access it. Then search for IROC classes under the Find Learning Tab.



NOTES OF INTEREST

Banner Warnings -“The blue bar that sometimes displays when you log into IROC is used to communicate messages to the Users, much like the Message Board in ROSS. Normally, messages will display until you click on the X in the upper right corner.

NOTE: For critical messages, they may re-display upon each log on during a specific timeframe. This functionality will be used rarely, but may be necessary for security or other critical messages.”

Vender Self Status - When Vendors are signing up for self status, make sure they select the "Vendor" option and not the Self-Status or dispatcher option. Any other option will cause problems as the season progresses and they try to status themselves.

IMT user profiles. Many of your IMT members will want access to your IROC. The Ordering Manager profile will now let the user create orders but not do anything with those orders. The **read-only** access will allow users to view all requests and reports and print them as well but not create anything. For more info go to

https://famit.nwcg.gov/sites/default/files/QRC_IROC_User_Roles.pdf

REPORTS IN THE DMT

The following reports have been added to the IROC Reports Module to support dispatchers and managers with strategic planning and decision-making, as well as provide dispatch workload analysis.

- IRQ200 - Incident Request List by Inc GACC, Inc Disp, Incident, Catalog and Created Date
- IRQ201 - Pending Requests by Inc GACC, Inc Disp for selected Catalog, Category, Catalog Item
- IRQ300 - Incident Request List
- IRQ301 - Pending Requests by Incident for selected Catalog, Category, Catalog Item
- IRQ310 - Resources Released at Incident by Incident
- IRQ320 - Incident Resources Mobilization and Demobilization Travel Report
- IRQ360 - Workload Report - Requests Touch by Dispatch
- QTX210 - UTF Requests to NICC from Your Current GACC
- QTX300 - (72hr CORD Report) Request Transactions Current & Previous 2 Days
- RRQ200 - Resource Assignment History by Res Disp, Catalog, Category, Catalog Item and Assignment Date
- RRQ201 - Resources Assignment History by Res Disp by Catalog, Category, Catalog Item and Assignment Date (VIPR)
- RST200 - GACC Morning Report - Resources Currently Assigned In Area by Provider Agency (Summary)

Continued on next page-



REPORTS - CONTINUED

- RST201 - GACC Morning Report - Resources Currently Assigned Out of Area by Provider Agency (Summary)
- RST210 - Available Resources (GACC)
- RST211 - Available Resources by GACC, Res Disp - OH (Trainees) Available National by Qual
- RST220 - Resources Currently On Assignment by Home GACC, Home Disp
- RST221 - Resources Currently On Assignment by Provider Agency, Provider Unit
- RST230 - Search for Resources by Qualification by GACC
- RST310 - Available Resources
- RST320 - Resources Currently On Assignment by Home Dispatch
- RST321 - Resources Currently On Assignment by Provider Unit

Please note, the 200 Level reports are GACC Reports and will include info for the Tier 3 Dispatch Centers. 300 Level reports are for local Dispatch Centers and can include only what is internal to that GACC. Most reports have a grouping option filter at the bottom of the report which will group how the data can be presented. (For example, the “IRQ200 – Incident Request List by Inc GACC, Inc Disp” report can be grouped by Inc Disp Org, Incident, Catalog, Category, and Catalog Item.) Additional reports will be coming soon.

**The IROC Reporting Module QRC can be found on the
FAMIT Portal at
https://famit.nwcg.gov/sites/default/files/QRC_IROC%20Reporting%20Module.pdf**

MEET CASK -THE IROC CONTRACTOR

Ever wonder who's the wizard behind the IROC curtain? Lets take a look at someone who's making the magic happen behind the program.

ELISABETH GORDON PRODUCT OWNER - IROC

Being the IROC Product Owner is one of the most challenging, yet rewarding, jobs I have ever had.

Except for parenting, but in some ways, it's a bit like that. As a Product Owner, I work with the business to define the vision for what we want IROC to be as it grows up and figure out the plan to make that happen. Another aspect of the job is serving as the middleman between the business and the development team, translating user-speak into developer-speak. I work to uncover as many of the "special cases" and "alternate flows" around how things are supposed to work ahead of time, so the developers have a clear picture of what their solution needs to do and how users are expected to use it.

I have been with Cask and working on IROC since May of 2019. Last fall, I moved into the Product Owner role. Prior to coming to Cask, I worked on ROSS for 11 years, primarily in a reporting and database administration role. In previous jobs, I have been a software engineer, a trainer/consultant for a reporting group, and a high school math teacher. It has been an interesting path, but I think all those experiences have given me a good framework to work within, and an understanding of both the technical and the people aspects of software. I find the people aspect the most interesting and rewarding. One of my favorite things to do is to talk to users and learn about how they work with the application. Once you learn about how people use the application and under what circumstances, insights open to how you might be able to do things differently to make things easier.

I live in Windsor, Colorado with my husband, dog and cat. My daughter (who was in 8th grade when I started on ROSS - my how time flies) lives nearby in Greeley with her husband and my grand-puppy. When not working on IROC, I enjoy golfing with my husband and friends, paddle boarding with my daughter and son-in-law, and taking the dog out for long walks. (There's nothing fun to do with the cat - she's just grumpy.



I will admit that one of my favorite things to do is to work on IROC. I am passionate about wanting to provide a great application for the users. It is still in its infancy, perhaps toddlerhood, but growing up quickly. Like raising a child, it takes a community, and I am really grateful for being able to work with and for such a great community as this. I am excited about the things our team has been working on to provide a better user experience for you in the coming year, and about the things that are yet to come.