

## How is it June!! We've Been Busy!!!

We Celebrated IROC's 4<sup>th</sup> Birthday.



### Top News

- Project Team Activities
- Deployment Highlights
- Coming Soon
- Canady's Corner
- Reminders
- Data Management
- Team Member Spotlight

IIA Help Desk  
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IROC Project Team members presented updates and accomplishments at various Dispatcher Workshops/Refreshers this Spring. The team also provided updates, Tips & Tricks, Basic and Advanced Reports Training sessions at CDAT in Reno, NV April 24-25, 2024. Thank you to all who attended!



(Shayne Canady presenting IROC Basic Reports at CDAT, April 24, 2024)

IROC Updates and Reports PowerPoints from 2024 CDAT can be found at:  
<https://www.wildfire.gov/page/cdat-2024-reference-materials>

## Deployment Highlights from the Beginning of the Year

### Incidents:

- No more “Staged” incidents as all non-IROC created incidents automatically come into IROC from IRWIN.
- IROC reads in Incident Relationships from non-IROC ADS systems and displays the related incident and relationship type on the appropriate Parent Incident or Child Incident tab on the Incident record in DMT and Portal.
- New “State Financial Code” integrated data element read in from IRWIN and displays on the Incident header data in DMT.

### Requests:

- When creating Name Requests, IROC will only display resources whose qualification matches the Qualified, Trainee Acceptable, or Trainee inclusion/exclusions designated on the request.
- When a vendor contract expires while a resource is on assignment the resource can no longer be reassigned to another request.
- Added “CLIN” (Contract Line Item) to contracts and requests. CLIN and Contract Number have also been added to the Financial Code block of the ROF.
- New “Reserved” Request Status functionality has been added in IROC and IRWIN to allow multiple filled capability requests when reassigning a resource to a request in the future within IROC.
- Temporary Resources (Fill with Agreement, Fill with AD/EFF, Fill with TFR, etc.) will now be integrated to IRWIN.
- Updated “Reassigned From” request Demob ETD and ETA travel date/times to equal Mob ETD date/time of the “Reassign To” request.
- As the default Preposition disposition, the “Release to Preposition” button is now disabled on the travel modal when assigning or reassigning resources from within Portal Manage Request. Users can select the “Release to Home” button to change the Preposition disposition of the resource upon assigning or reassigning resources.
- Several enhancements and bug fixes to subordinate, support requests, and “Mirror Parent Travel” functionality:
  - Implemented “Associated Support Requests” disposition modal in Portal to notify users of support requests that may need action taken when the parent is Assign (From Prepo), Reassign, Unfill, or Cancel Reassign.
  - “Mirror Parent Travel” is no longer the system default, users will now have to choose “Mirror Parent Travel” or “Manually Set Travel” when generating subordinates on rosters.
  - Parent travel will automatically copy to support requests when Reassigning or Fill from a Prepo.
  - Resolved an issue where subordinate and support requests were not being set to “Release to Home” when the parent request was set to “Release to Home” at the time of assigning to a Wildfire from Prepo request.

### Resources:

- Anytime a vendor resource’s Owner Organization changes, IROC will remove any associated contracts and their associated qualifications when appropriate.
- Resolved an issue where vendor’s qualifications were being set to inactive anytime one contract was inactivated/expired, and they were still on other active contracts with the same qualification.

### System Time-Out:

- IROC session inactivity timeout has been extended to 2 hours. If you are actively using IROC, you will NOT be logged out of the system.

>>> We now have a consolidated list of IROC Release Notes, please review as needed. <<<

IROC Release Notes are posted on the IROC website at: <https://www.wildfire.gov/page/iroc-release-notes>

## CCB Items & Other Enhancements Coming Soon!

New “Priority Trainee Assignment Only” Availability Area	“IMT Only” Availability Area to filtered like Available Local	Automatically add General Message Number to Special Needs block & ROFs
*Incident field on Requests will display both Incident Name (Incident Number)	“No Virtual” Requests will no longer display Virtual Only available resources on Fill tab	Refinement of Release in the Future functionality
Fix magnifying glass in Portal to be clickable anywhere on the icon	Hover pop-up on Special Needs block in Portal	Preventing users from entering special characters in Special Needs block
VIPR Enhancements and Fixes	Fix Travel Option buttons not presented when Filling with (Integrated Rosters)	IRWIN General and Operational Status accuracy
“Filled” Fulfillment Status updating to IRWIN for Reassign To requests	Fix Local Purchase Item Description Field disappearing	Performance Updates (Speed)
Mob & Demob Travel ETA cannot precede ETD	Request Status Non-Local and Travel lists in Portal only display requests in Fill touch-chain	Adding attachments to multiple requests at the same time

## Canady's Corner DMT and Reporting Tips and Tricks

Did you know...

When your requests are not in order in the DMT, you can fix that! In your filter select 'Add Sort'. Then search and add 'Request Sort Number' in the 'Order Results' list. Run your filter again and your requests will be in numerical order!

Totality	E-8
Totality	E-7.1
Totality	E-7
Totality	E-6.1
Totality	E-6

Totality	E-6
Totality	E-6.1
Totality	E-7
Totality	E-7.1
Totality	E-8

Run Save... AND OR Add Sort

All of these conditions must be met

Incident.Incident Name contains

Incident is not

or Incident is

Order results by the following fields

Active a to z

Request Sort Number

The same theory applies to IROC reports.

Click 'Add Sort', choose 'Request Sort Number', a to z (or z to a) and 'Save'. Run your report again and your requests will be in the desired order.

Add Sort

Report Title :

Table: Request [x\_fosf\_iroc\_rec

All Incident Incident N

REQUEST CONDITIONS

All of these conditions must be met

Incident . Incident Number

Add Sort

Add Sort

Sorting Order

1 Request Sort Number a to z

Request Sort Number

Close Save


## Reminders

- ✓ IROC will “Close” inactive incidents (excluding Prepos, Supports and Training incidents) after 8 days of inactivity, regardless of incident system of record. Inactivity means there are no open requests and no updates have been made to the incident record. Requests cannot be created on “Closed” incidents. To prevent creating duplicate incidents that will likely be in conflict, be sure to look in under your “Closed” incidents list in Portal if you need to create requests and “Reopen Incident” via DMT or Portal.
- ✓ Please be mindful when creating lengthy documentation, IRWIN and IROC restricts the “Special Needs” field to 1500 characters. DO NOT use ‘<’ or ‘>’ special characters in the “Special Needs” block, IRWIN does not allow these characters.
- ✓ Do not add transportation or support utv/atv equipment to Rosters (Engine, Crew, Overhead Module, IMT, etc). Create those items as Support requests. This is guidance per the [Interagency Standards for Resource Ordering Guide \(ISROG\)](#).
- ✓ When setting up Web Self Status in IROC, the resource's name on their FAMAuth/iNAP Profile must match their name in IROC for the Web Status link to be established. If a Dispatch Manager tries to approve a Self-Status request in IROC and receives an error about "Resource not existing" is because the name in FAMAuth/iNAP and IROC do not match. Contact the IIA Help Desk to have the name in FAMAuth/iNAP updated to match the name in IROC.
- ✓ Dispatchers/Training Officers, please do not create new responders when resources change from Federal IQCS to State IQS agencies and vice versa or change units within the Federal IQCS and State IQS systems. Creating new responders creates duplicates, sometimes triplicate and quadruplicate resource items in IRWIN and IROC.
  - **IQCS record transferring to IQS:** The IQCS data manager should un-integrate and INAC the responder’s record in IQCS to remove responder from IROC (make the System of Record or SOR=NONE). Once that is completed, the IQCS Account Manager can export this record from the IQI Import/Export page. For detailed instructions on exporting an IQCS record for IQS import, please refer to the Exporting IQCS Record for IQS Import article at <https://iqcsweb.nwcg.gov/exporting-iqcs-record-iqs-import>.
  - **IQS responder transferring to IQCS:** IQS data manager un-integrates the responder which removes it from IROC (changes SOR to NONE). Then, the IQS data manager can “Transfer Out” the responders record from IQS and send the electronic file to the IQCS data manager to import into IQCS. When the IQCS data manager imports the record and integrates it, they should receive a message that the responder already exists in IRWIN along with an option to claim that existing record. To find a state or local government’s IQS representative, see <http://www.vdatasys.com/mainstuff/statecontact.htm> found at the IQS website in the Contact Information menu, <http://www.vdatasys.com/>.
  - **IROC Record transferring to IQCS or IQS:** Before IQS or IQCS integration of a resource that was in IROC with a SOR of IROC, check IROC DMT Active and Inactive Overhead Resources to verify if the resource exists already in IRWIN/IROC. If resource already exists, make sure the responder’s name and Birthday (mm/dd) match the entry in IQCS or IQS. If not, contact the [IIA Help Desk](#) and submit a HD ticket to update the responder’s information. That way the IQS or IQCS data manager will receive a notification that the responder already exists in IRWIN with an option to claim the existing record.
  - **For Calfire (SOR=IROC) responders:** See the [QRC – Transferring a Resource](#) for detailed instructions.

## Data Management

We have two new tools to assist you in keeping your IROC data clean.

First is the **Data Cleanup Checklist**, located on the IROC website at: <https://tinyurl.com/2aph4a92>



## Tip Sheet: Data Cleanup Checklist

### Organizations

1. **Users**
  - My Organization Access Roles
    - ◊ Validate users in your center with Dispatch Managers, Dispatcher, and Read Only access.
    - ◊ User Temporary flag to automatically remove users on a certain date.
  - My Organization Approvals
    - ◊ Validate users with Self Status and Government Rep access. Remove access as needed.
    - ◊ Monitor often for new requests waiting to be processed
2. **Contacts**
  - Validate Names and Numbers are correct for your center
  - Change "Main Incoming" to something relevant to your center.
3. **Contracts**
  - Are your centers contracts active and up-to-date?
  - Enter new contracts as needed (do not re-use/overwrite expired ones).

### Incidents / Requests

1. **My Incident Conflicts**
2. **Close Incidents when possible.**
  - You can always reopen if needed.
2. **Process requests sooner rather than later.**
  - Fill/Close Supply Requests
  - Demob CR, EQ, and OH in timely manner.

### Resources

1. **My Local Resources**
  - Overhead
    - ◊ Are resources listed available for dispatch?
    - ◊ Un-integrate/INAC resources in IQS and IQCS as needed
    - ◊ Validate IMTs and Modules
  - Equipment
    - ◊ Is EQ still in service/available to dispatch?
    - ◊ Validate VIN/Serial Numbers
    - ◊ Do resource names meet current IROC Naming Standards?
  - Crews
    - ◊ Validate Crews. Only list what is available to dispatch.
    - ◊ Do resource names meet current IROC Naming Standards?
  - Aircraft
    - ◊ Do AC have correct call signs and registration numbers?
2. **Rosters**
  - Are Master Rosters up-to-date?
    - ◊ Crews, Equipment, IMTs/Modules
3. **My Resource Transfers**
  - Monitor often and process as needed.
4. **My Resource Conflicts**

Reference:  
[IROC Resource Data Entry Standards 2022](#)

### Reports

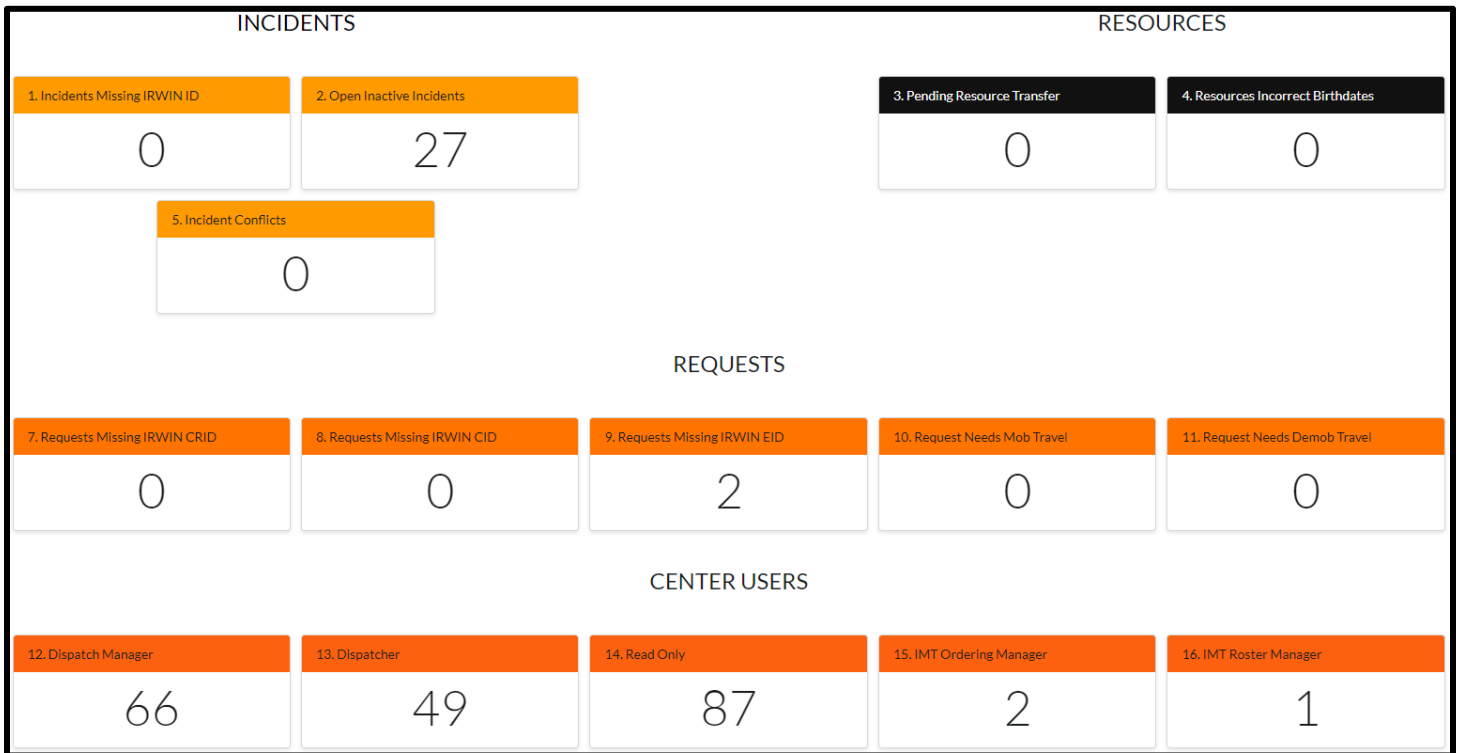
1. **Check validity of reports emailed out.**
  - Are recipients listed still relevant?
  - Is frequency of report delivery still good?
2. **Update reports as needed for new year.**
  - Tip: Use previous year's report and Insert & Stay, then update filters.

Created: 04/01/2024

The checklist covers Organizations, Reports, Incidents/Requests and Resources. This checklist is meant to assist you in making sure you have covered all the bases. We suggest reviewing this checklist quarterly, yearly, or as you see fit.

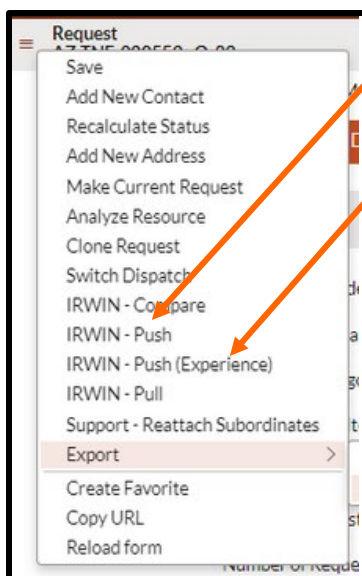
## Data Management Continued....

Next, you may have noticed we have added the **Data Management Dashboard (DMD)** within IROC. It's another tool to use in your quest for clean data.



The DMD is broken down into areas of Incidents, Resources, Requests and Center Users. Please be sure to check the dashboard regularly. If you have a pending resource transfer, or bad data, there is a good chance you may see it here. To see the underlying data, simply click the number and open the record(s) in question.

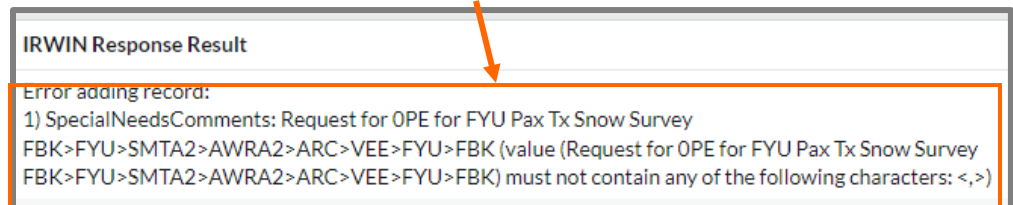
Since all incidents and requests are integrated with IRWIN, each piece of data has its own identification number (ID).



- In the case of missing IRWIN CRID (Capability Request ID) or CID (Capability ID), you can go to the list actions icon and select **“IRWIN – Push”** to send IROC’s data to IRWIN.
- For missing EID (Experience ID), select **“IRWIN – Push (Experience)”**.

Once you have done this, open the IRWIN tab on the Incident or Request in DMT to ensure it picked up the IRWIN ID. If it did not, there will be a reason listed.

For requests it is usually something as simple as a < or > special character in Special Needs that needs to be removed.



## Meet Our CASK Developers



Mike Morden

I am Mike Morden. I am a Developer at Cask working on the IROC Project for Forest Service Fire. I work on anything and everything in IROC. I primarily work in back-end logic and integrations (with IRWIN and VIPR) but I have dabbled in the portal and other places. In my spare time I am a handyman, mechanic, 3D printing enthusiast, and general nerd. One of my recent projects was building a new coop for my back yard chickens.

Hello, I am Diego Flores, and I joined the IROC team in July 2024 as a developer and have been working hard to learn the ins and outs of the dispatching processes. My goal is to develop solutions for the IROC application that improve the experience for all end users. When I'm not working, I spend my time with my wife Rosina and three kids (Diego, Leo, and Maya) and I enjoy trying new recipes on my kettle grill.



Diego Flores



Kimberly Newton

Hi, I'm Kimberly Newton. Since joining the IROC team as a Developer in January, I've been immersing myself in learning from others and actively contributing to our development efforts. Away from work, you'll find me outdoors hiking, reading, and attempting to train my ten-month-old Belgian Malinois.



## CASK Developers Continued...

Hello, my name is Andrea Spaska-Cox and I joined the IROC team as a Senior Engineer in November 2023. Previously, I contributed to over 50 projects across various industries, taking on roles such as developer, engineer, and solution architect. This experience broadened my expertise across different areas of the platform. I'm committed to efficient, smart work, aiming to deliver intuitive and accessible user experiences that are both aesthetically pleasing and functional. In my free time, I exchange my laptop for hiking shoes, spending my days off outdoors, enjoying activities like hiking, camping, and road-tripping.



Andrea Spaska-Cox

Hello, I'm Tom Rowland. I'm a developer for the IROC team at Cask. I live in Ypsilanti, MI (right next to Ann Arbor), but have lived previously in Detroit and Los Angeles. At my previous job I was a ServiceNow technical consultant specializing in ITAM implementation. At various other moments in my earlier career years, I've raised money for several national cultural institutions, graphic design, even a brief stint in the fashion industry. My wife and I both work from home and enjoy spending time outdoors camping



Tom Rowland

as well as traveling. I've been collecting bronze and silver coinage from the Roman Empire (including some Greek and Byzantine issues) for nearly 10 years and have an extensive collection spanning nearly 1000 years of history. Two years ago, I decided to start a new hobby and have been teaching myself the art of classical mosaic, mostly through observation and imitation of existing works from the ancient world. I could not be more excited to be here, on this team, and its mission.

## Welcome Our Newest Members of CASK Tier 2 Help Desk

Hello, I'm Abby Propsom. I'm on the Tier 2 Help Desk on the IROC team here at Cask. I joined the team in May 2024 and have been learning all about the back end of the program I used every day coming from the world of wildland fire dispatch! Before working on the IROC team, I worked on trails crews, as a wilderness ranger, and as a wildland firefighter. In my spare time you can find me in the woods, trail running, hiking, and backpacking, always looking for a sunny spot to pull out a book.



Abby Propsom



Kaitlyn Stoddart

Hi! My name is Kaitlyn Stoddart and I work for the IROC team as a Tier 2 Help Desk employee and subject matter expert. I have been on the IROC project since May of 2024 and am loving it! Previously, I worked in wildland fire dispatch and before that I was a wildland firefighter. When I'm not working you can find me watching live music or in the mountains, hiking and backpacking.

## Introducing IROC Subject Matter Experts (SMEs)

I'm Shayne Canady, I started my career for Cal Fire in the Riverside Unit as a firefighter in 1988. There I did six seasons on an engine and the six seasons at Hemet-Ryan Air Attack Base working both tanker base operations and helitack. After an injury I moved into the dispatch world starting at the Southern California GACC in 2000. I left the GACC for the San Bernardino Command Center for 3 years and then returned to the GACC in 2006 where I worked until my retirement in December 2023.

During my dispatch time I worked on many training cadres: Cal Fire Dispatcher Academy, ROSS, IROC, C-310, D-310, D-311, D-312, ATBM and others as well as serving on Cal Fire ECC Support Teams 9 and 7 as either deputy or team lead for 13 years. I also became one of the GACC SMEs and trainers for Cognos and IROC Reports. In 2018 Cal Fire asked me to be their representative on the IROC project. An opportunity I jumped at and very much enjoyed.

Now that I am retired, I remain the Southern California GACC Liaison/IROC SME here on the IROC project but as a contractor. When not working I enjoy reading, playing with my kitties and finally working on projects around my home. Looking forward to getting back to camping and fishing! I am still adjusting to not putting on a uniform and driving to the office every day!



Shayne Canady

Cynthia Carney



My name is Cynthia Carney, and I have cultivated a diverse and enriching career with Cal Fire, marked by a progression through various challenging and rewarding roles. I started my career in 2012 and have had the opportunity to work in multiple interagency command centers (SDU & AEU) and non-interagency centers (BDU) along with Southern California Coordination Center (OSCC). These location changes have given me the opportunity to be Altiris CAD and Map admin, IROC admin, HEMS admin, Aircraft Dispatcher, ECC Support team member, Deputy, and Leader (EDSD – EDRC - EDSP).

In 2023, I started in the Sacramento Command Center as a Communications Operator. My role in this center includes and are not limited to testing integration between programs such as Altiris CAD, IROC, and HEMS, and aircraft movement. Throughout my dispatch career, I participated on many training cadres and committees, including the Cal Fire Dispatcher Academy, HEMS, C-110, C-310, D-310, and the Hired Equipment Committee.

In 2024, I was approached with the opportunity to represent Cal Fire with the IROC team. After meeting the IROC SME team, I was invited to join as a member and am very excited for the opportunity to represent the program on a national level. I truly enjoy teaching and advocating for the end user. However, when I am not acting as a CAL FIRE/IROC SME, family time is most important to me. I spend most, if not all, of my free time with my 21-year-old daughter, enjoying activities such as camping, paddle boarding, watching football (go Niners!) and off-roading.