IR🔥C NEWSLETTER

2021 - WHAT DOES IT HOLD FOR US

The IROC team and the Cask Developers have been busy creating and testing all the new updates that have recently been implemented and some you will see soon. These include:

- IRWIN 7 integration where responder experience record will be sent from IROC to the System of Record
- Updates to the Roster functionality. You will now be able to add positions by finding the person to fill it.
- New look to the Roster Page - we worked with the developers to come up with a way to make putting together a roster a little faster for the user.
- New Request Screen - you will see a new look as the screen will be grayed out until the page is saved.
- Documents are being updated to reflect the new IROC portal page and functions within IROC.
- Travel Itineraries - The user will be able to add airline travel and travel legs to the resource order.

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

To sign up for IROC User Notices go to the following link: https://tinyurl.com/599tp6pf

One of Our Own Is Retiring!

If you've been around the fire world for very long, you will have heard this mans name. He has worked in the field on engines, as a dispatcher and has helped to develop many of the programs we use today. His name is **Jerry Clements** and he will be very missed in the fire community. Here is his goodbye to us all.

Well, I am sad to be leaving this job. I started on engines in 1963, 58 years ago. 12 years on engines and then 23 years in the dispatch coordination arena, then 23 years with ROSS and IROC.

Sure, responding to an incident with red lights and siren or being a Division Boss on a large fire was exciting, but being a dispatcher then coordinator in my mind are the 2 best and most rewarding positions that anyone can have. I have met and worked with countless numbers of dispatchers and coordinators building long lasting relationships. Dispatching never gets old, incidents are seldom the same and most of all knowing that WE are a necessary support to those in the field.

Dispatchers work long hours, and stress is inherently a part of the job. In allot of cases being the first to hear about a fatality(s) and having that sink in and a lot of times knowing the person or persons. Dispatchers are effected by tragedies as much as anyone.

I am proud to have been involved in many enhancements that have aided the dispatch community. File Cards for Bearing and Distance for Airtankers and Helicopters. CAN (Computer Aided Navigation) first in Data General and then Windows, AROS (Automated Resource Ordering), MIRPS (Multi Incident Resource Processing System) ROSS and now IROC. The development of D-110, D-310 and Course Coordinator for D-510. Creating the Resource Order Form, Incident Numbering system and the Request Numbering System that are in use today.

I want to thank Beth Spencer for having faith in my abilities even after all those years. It has been a pleasure to have worked for Beth and the entire ROSS/IROC team. It is really gratifying to work with this team and knowing the excellent work you all are doing and will continue to do.

So, I am sad to be leaving, but I have allot of things I want to do, fishing, traveling around the United States, singing and visiting family more often.

If you ever are down this way, near the Phoenix area, let me know. I would love to stop and say hello.

Jerry
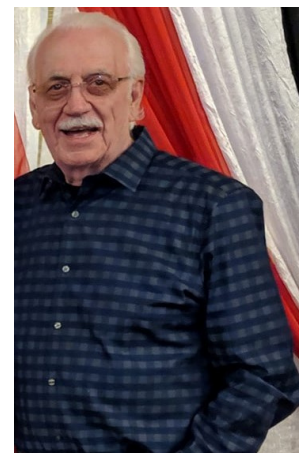
Changes to IROC with V7 deployment:

- Resource Integration with CADs (WildCAD and Altaris) to IRWIN to IROC creating requests.
  - For CFCAD users, IROC will create support requests from IRWIN.
  - Support Reassign functionality from CFCAD.

- IROC will replace IRWIN as the ADS to export responder experience records to IQS/IQCS.

- IROC will import IQS/IQCS capability (qualification) expiration date from the IRWIN Resource Capability table. Of note, the capability expiration date can only be edited in the appropriate authoritative qualification system, not IROC.

- No longer be able to create Complexes in IROC. Complexes should be created in CADs first, if no CAD then ICS209 application.

- IROC will accommodate the new ADS permission state of FIREREPORTING. This state is meant to assist the handoff of an incident record from a CAD system to the Final Fire Reporting system. For specific ADS values, please refer to the IRWIN Data Mapping Workbook.

- IROC will allow non-CAD incident transfer when created by another system. This will include incidents created in IROC, ERS, FireCode, ICS209, INFORM and WFDSS.

- IROC will allow import of duplicate incidents from integrated systems if existing ones are invalid.
- IROC will strip < > characters from values that go to IRWIN. If users use either of these two characters IROC will replace them with dashes to flow data to IRWIN.

IROC USER TRAINING

The new dispatchers are coming on. Where do you find training information for them to get familiar with using IROC? One location that has material is the Wildland Fire Learning Portal. There you will find classroom material showing how the different activities are performed. There are also scenarios that you can use in practice to actually do the activities you are learning. You will need to create a profile to get on but there is plenty of information there for the user. The address is **https://wildlandfirelearningportal.net/**
Under the find learning tab you will be able to select IROC and it will give you a choice for the Basic as well as the Advanced information in IROC

Wildland Fire Learning Portal
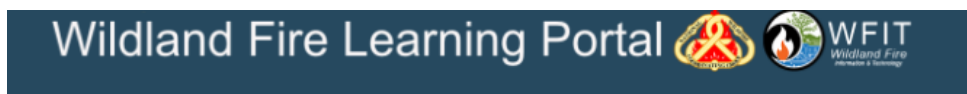
Also available to the user are the IROC Quick Reference Cards and Videos located in the Knowledge area of the IROC application or on the IROC website at **https://famit.nwcg.gov/node/2465**
This will give you information on how to access IROC, Create Requests, Fill Pending Requests and other useful things a dispatcher needs to know.
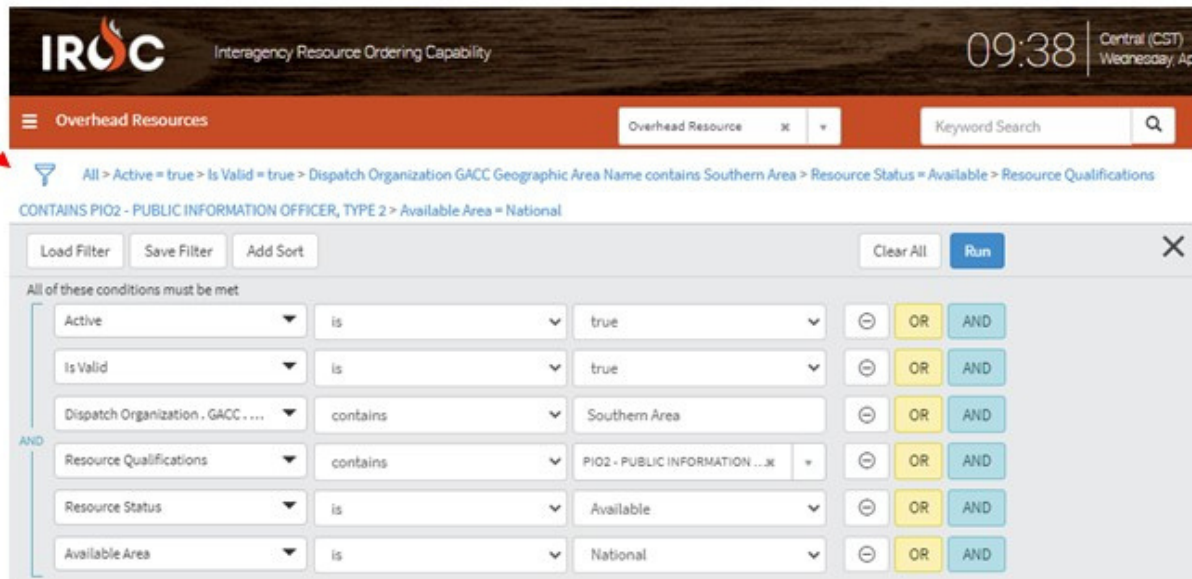
IROC Quick Reference Cards and Training Videos

IROC USER TIP

In IROC Portal, click Search icon.

Click funnel icon to open filter section.

Enter parameters of search. Use And/Or statements to narrow results. Click Run to see results.

Click Save Filter to save your specific search.

Click Load Filter, select the desired saved filter, and change search options as needed.

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## Can't get into your Portal Page?

Logging in for the first time this season? Everything's good until you click on the link to get into your portal page and you get an error message! Last year you had set your portal page link as a favorite and it always worked before? What happened you wonder! This spring we did an update to the portal page. What this did is break the link you had created under the favorites. It's an easy fix though. Go under your favorites and when you hover over the line, you will get a circle with a line through it. That will let you delete this as a favorite. Then go to the All Applications tab and star the Dispatch Portal line. That will let you create a favorite again and will be the correct one.

DATA MANAGEMENT TOOL (DMT)
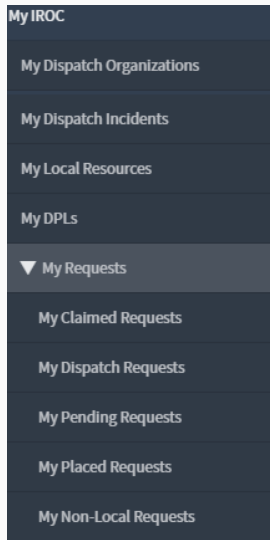
If you've never worked in the Data Management Tool (DMT) it may look a little intimidating. Once you look at all the options, you will find a tool that can provide you with an abundance of information. Look around to see what is available to you. It really is very easy to use. Items visible in certain portions of the DMT depend on the user's assigned role.

When you first log into IROC, you will see the menu on the left. Here is a quick view of all your incidents, requests, and local resources.
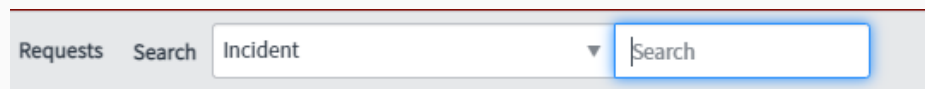
For a quick view of your requests, select "My Dispatch Requests" in the header, type in the incident you want and hit enter. All the requests for that incident will be there. If you right click over the 3 bars next to the word you can group your requests by catalog to only see specific requests. To see more, click on the arrow to the left of the catalog you want and it will expand your selection.

To go back to full view, right click on the 3 bars again and say "ungroup". This will take you back to a view of all your requests.
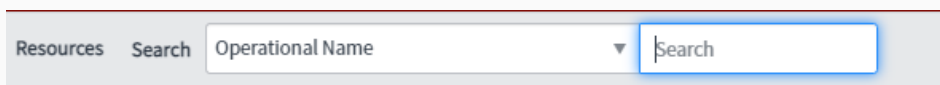
Say you want to find information about one of your resources. Select "My Local Resources" and it gives you a list of all the resources within your dispatch center. To find a specific person, type their last name in the Operational Name block and they will come up so you can see more specific information about them.
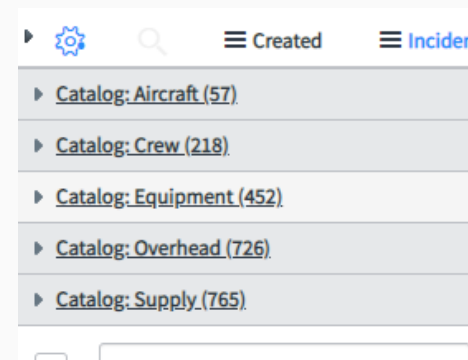
If you want to know more about working in the DMT, you can access the Quick Reference Cards on the IROC web page or in the knowledge portion in the DMT.
https://famit.nwcg.gov/node/2465

KNOWN PAIN POINTS

Just because you can, doesn't mean you should! Business Rules Still Apply. IROC still has bugs to fix and functionality not yet implemented. Dispatchers are reminded to follow business guidance and procedures outlined in the Interagency Standards for Resource Ordering Guide (ISROG), Mobilization Guides, and NWCG Standards for Interagency Incident Business Management."

Several of these known pain points below should be resolved with implementation of IROC 3.4 and 3.5.

Strike Teams with rosters in IROC are still a work in progress.
Strike Team w/Roster of engines

- Engines + STEN = these rosters appear to work good for the most part.

There are still some lingering issues with reassigning/cancelling while Mob in Route or Demob in Route that our developers working on.
Strike Team w/ Roster of Engines that are rostered with Overhead (Parent, Children, and Grandchildren scenarios).

- These work fine when it's a basic order.

Still some lingering issues when assigned to Prepositions, then assigned to incidents, then reassigned to another incident, then reassigned while Mob en Route or Demob en Route, or reassigned to another preposition, or cancelled while Mob en Route, etc.
Our developers working on coding for all possible scenarios that can happen with these resources/requests – especially with the rostered overhead on the rostered engines. In some cases, not all subordinates follow their parent and the developers are working to lock in that code.

Inclusions and Exclusions on a request have not been working properly - Especially the Host Unit Inclusion - You will find some of your state employees will not be able to fill orders unless the state inclusion is checked. To find if the employee has this criteria, look in the qualifications tab in the DMT. It will tell you if it's a state qualified qualification as opposed to an NWCG qualification. Workaround is to fill with over-ride. This issue will be resolved in **Update 3.5**.

Pre-built locations (Existing/Other) have not been populating when creating a new incident or when updating an existing incident. This will be resolved in **Update 3.5.**

Users cannot retrieve orders sent to the cache. Will have to call the helpdesk to make that happen until the issue has been resolved.

REMINDERS

Data management reminders:

- IROC reads Information about Organizations, Vendors or Incident Hosts, from the Organization Information System (OIS). If these resource addresses or phone numbers are not correct in IROC they need to be updated in OIS/WFMI. **Please see the forms on the IROC webpage, at the following address, to make any changes you need to these resources.** Once you have filled the form out, email to the address located at the top of the form.
  - **https://famit.nwcg.gov/node/2701**

- Resource Provider Organizations – Resources with incorrect provider organizations will not be presented under the appropriate agency organization on IROC Reports, EGP or ICS209s. Reminder, the provider is the organization responsible for a given resource. The provider organization may fund the resources directly, such as USFS Boise National Forest or BLM Boise District engines and personnel. For contracted resources (resources owned by a vendor) the provider is the government organization that holds the contract. Dispatch centers should not be identified as the Provider Organization unless the resource is interagency. Note, Dispatch Centers do not have an agency specific or interagency identifier in any of the integrated systems.

- IQS/IQCS Responders - Contact information, which includes Primary/Secondary Phone and Email, must be updated in those respective applications to be accurate in IROC. Note, IROC will be adding an Alternate Phone contact field in the **3.4 release** that will be editable within IROC.

- Please deactivate resources imported from ROSS that are not active resources.

Since the new portal page came out, you may find it difficult to work on a smaller screen and be able to see everything. The middle of the screen shows buttons you may not need all the time. How to remedy that? There is a blue line across the screen which tells you which window you are in. Next to the name in that window is an arrow. If you click on the arrow, it will hide the buttons so you have more screen room. When you need to see the buttons, just click on the arrow again to bring them back into your view. Problem solved!

REQUEST STATUS ⌃   **PENDING REQUESTS ⌄**

The new version of the Interagency Standards for Resource Ordering Guide (ISROG) is hot off the press. Get your copy now!
https://famit.nwcg.gov/sites/default/files/ISROG.pdf

How to Save Yourself a Trip to the Help Desk

You're in the middle of a VERY BUSY day and something happens that you need to call the Helpdesk. Unfortunately, those folks get busy as well and will get back to you as soon as they can, which is never as fast as you would like. Is there anything you can do to keep from having to call in the first place? Here are a few things you might try to prevent having to place the call.

1   NEVER use Internet Explorer as your browser. IROC was optimized to be used with Chrome. Other browsers that work are Firefox and Edge.

2   Clear your browser cache. Many issues can be solved just by clearing your cache.

3   Keep up with all your passwords and accounts. Getting your account re-set can take time that you don't have at the moment. It could cause you to be locked out of the program and can't help a busy center. INAP SME's will not approve new account requests after hours or on weekends. If you are planning on making yourself available for an assignment, please ensure you have the appropriate access prior to taking an assignment. If your iNAP account is disabled (180 days since you last logged in) submit a ticket to the IIA Help Desk for account re-enable.

4   If you are having questions about how to use the program, reach out to your neighbors, friends or your GACC for help first. When it's busy, they may be able to help you before the Helpdesk could get back to you.

5   Check the Quick Reference Cards (QRC) or the knowledge base in IROC. https://famit.nwcg.gov/node/2465.   Everything you want to know about IROC can be found in those documents.

6   Lastly, if you need to call us, we will always be here ready to help.

Ever wish that IROC could?

What would you like to see in IROC that would help you do your job better? Remember the old saying - It's always no if you don't ask! Maybe your ideas will show up on a future update. If you think it would be great, it's likely others will too. Go to the link below and fill out the **Change Request Form**. It is also located on the opening page of the DMT or in the portal under "Quick Links".
https://tinyurl.com/bzje4nk8

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

MEET CASK -THE TIER TWO HELPDESK

Next time you have a call into the help desk, you will get the opportunity to talk to one of these talented individuals with many years of experience.

Chris Funk:

Chris comes to Cask with just over 37 years of fire service experience with 29 years being in the dispatching community. He started his fire service career in Sidney Nebraska as a Firefighter/Driver Operator in 1983. Chris continued to work as a Volunteer/Reserve Firefighter, Engineer and Captain for numerous different agencies until 2004. After serving four year in the Air Force, he started his dispatching career with Cal Fire/Riverside County Fire Department in 1991. Chris took a job with The Orange County Fire Authority (OCFA) in 2000 and then promoted to Dispatch Supervisor in 2006. He retired from OCFA in 2018. After working part time for the 2018 fire season as an EFF for Cal Fire and an AD for the USFS, Chris took a fulltime job with Cal Fire as a Communications Operator working at the Southern California Coordination Center (GACC). Chris and his wife live in Beaumont, CA: they have four kids and three granddaughters. He enjoys hiking, photography, shooting and auto racing.

Shay Stewart:

Shay joins the Cask team as a Wildland Fire System Support Specialist for the IROC system. She has spent the last 10 years working as a firefighter and dispatcher at County, State, and Federal levels. Her combined experience has led to her Fire Management, Operations, Logistics and Dispatching expertise, which she will share with the CASK IROC team. In her current role, Shay works directly with the fire community and developers to improve the use and function of critical Cask application efforts.

Shay was raised on a ranch in Central Montana where she currently resides. She enjoys adventuring the outdoors with her 3-year-old son.


Whitney Gomez:

Whitney has spent the last 13 years working for the US Forest Service in Fire and Aviation Management. She began her career in Wildland Fire in the field working on hand crews, fire engines and rappel capable helicopters throughout the western United States. She transitioned to the administration side of wildland resource mobilization in 2015 where she fell in love with the dynamic world of Emergency Dispatching. Today she is working with CASK as a Wildland System Support Specialist supporting our application developers by providing end user perspective and insight to help ensure our solution design requirements align with unique user community needs in addition to other system support.

She was born and raised in Western Montana and later relocated to Happy Camp, CA where she met her husband Mario Gomez (District Fire Management Officer-Klamath National Forest) and his daughter Isabell Gomez now age 15. They are happy to announce that the Gomez family is growing as Whitney is 31 weeks pregnant! They have two Jack Russell Terriers Tikka and Leela and are the proud owners of Ironhead Guide Service where her husband and his brothers travel the Northwest pursuing Salmon and Steelhead.

MEET CASK -THE TIER TWO HELPDESK

Christine Mitchell:
Christine comes to Cask,LLC most recently from the U.S Forest Service as a Center Manager in Louisiana. She has been dispatching for multiple agencies since 2008 starting her career in R4 at Northern Utah Interagency Fire Center. Since then Christine has been to many different places working in Expanded, Initial Attack and Aircraft dispatching from the local level dispatch centers to a few of the Geographic Area Coordination Centers. She is excited to be a part of the Wildland Fire Systems Support Specialist team here at Cask, LLC.
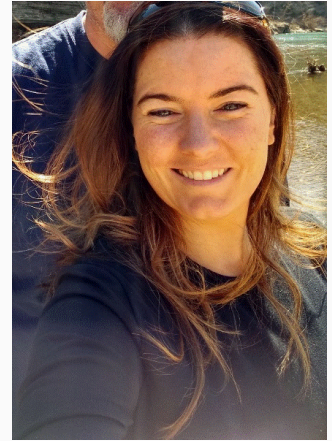
Ashley-Ann Goddard:
Ashley-Ann is joining the IROC team after 8 years of experience as a Wildland Fire Dispatcher working as a seasonal employee for the Bureau of Land Management in Montana and Colorado, and later gaining a permanent position with the State of Montana, DNRC. During her time as a seasonal employee, she graduated from Carroll College with degrees in Business Management and Spanish, then proceeded to teach English in Spain for two years. Ashley- Ann looks forward to bringing forward her knowledge of Initial Attack, Aircraft, and Expanded Dispatch roles from interagency offices to continue to improve the IROC system. From being the voice behind the radio, to her new position at the Help Desk, she is eager and excited to collaborate with fellow SME's, the development team, and the dispatch community to continue to support wildland fire operations.

Monte Mitchell:
Monte comes to Cask with 32 years of wildland fire experience. He has extensive experience in local, state, and federal wildfire suppression, planning, and support operations.
He spent 31 years with the Maryland Department of Natural Resources Forest Service; serving the last 18 years of his career as the State Fire Chief. He managed all aspects of the state's wildland fire management program, Maryland state dispatch center, and assisting local, state, and federal partners.
He has served as Chair of the Mid Atlantic Forest Fire Compact and the Northeast Forest Fire Supervisors. He also received the 2016 Department of Natural of Resources Employee of the Year award. He retired in 2019 and since has been serving the fire community as a part-time Supervisory, Initial Attack, and Expanded Dispatcher.
He resides on the Eastern Shore of Maryland with his wife Jane, who works for University of Maryland Shore Health System as the Laboratory Information Systems Coordinator. They have two grown children. Caleb who just completed his BA in Geography/GIS and Amanda who is a CPA at Dixon Hughes Goodman LLP in Greenville, SC. We enjoy traveling, hiking, kayaking, and serving in our local church.