

# IROC Basic Training: Instructor Guide

## Releasing and Reassigning Resources

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### Instructor Guide Overview

This instructor guide is intended to be used with the *Releasing and Reassigning Resources* student guide and demo. The student guide follows the same format; encourage students to follow along and make notes.

Additional instructor notes appear in boxes throughout this guide.

When demonstrating the screens and functions in IROC Portal, make sure you are logged in as a dispatcher so that functions and screens are consistent with that of the users in class.

## Objectives

Upon completion of this unit, you will be able to:

- Release a resource from an incident
- Modify the information related to a resource's release
- Reassign a resource to another incident's request

## Overview

As a dispatcher, you may have various reasons for releasing or reassigning a resource. For example, the resource may no longer be required due to changing conditions, or a resource may be needed on a different incident. Sometimes a resource is released to reflect an incident's declining need for that resource or to plan for replacing resources whose assignment to an incident is complete. After releasing a resource, you may need to go back to modify the details related to that release. This guide explains how to manage the releasing of resources from an incident.

### Notes:

- All items marked with an asterisk (\*) in IROC are required.
- Clicking the **Information** icon (i) will open a screen with details for the related record.

### Tips:

- Unless otherwise noted, you can type directly in each field. In drop-down menus, IROC will perform a type-ahead search to narrow down the choices in the list.
- In most drop-down fields, you can clear information by clicking the small ✕ in that field, or simply select a new item from the drop-down.

## Releasing a Resource from an Incident

As a dispatcher, you may need to release resources from an incident. You can do this for incident resources that are mob en route, at incident, available or unavailable on prepo, or tentatively released.

After action has been taken on a request, such as placing or filling, it is viewed and managed from the **Request Status** action tile.

- 1 To view requests, click the desired request status link in the Request Status action tile. Associated requests will display below in the list view workspace.

Watched Incident: Fuel Model Test - ID-BOD-000065 Dispatch: ID-BDC Catalog: Aircraft

INCIDENTS	PENDING REQUESTS	REQUEST STATUS	RESOURCES
<b>Local Incidents</b> Open 13 Closed 5 All 18 Can Be Closed 1 Quarantined 0 Not in IRWIN 1 Watched 2	<b>Pending Requests</b> All 0 Local 0 Placed Out 0 My Claimed 0 All Claimed 0 Unclaimed 0 Non-Local 0 Named Request 0 Past Needed By 4	<b>Local Requests</b> Pending 0 Filled 0 Complete 0 Closed 0 All 0	<b>Current Resources</b> Aircraft 51 Crew 12 Equipment 415 Overhead 151 Supply 54

**Note:** Displayed requests may be filtered by your Watched Incidents.

- 2 To manage an individual request, simply click on that request line in the list in list view.

IROC TEST Interagency Resource Ordering Capability 14:01 Mountain (MST) Friday, June 11th 2021 Quick Links IROC Dispatch Manager Test Test ID-2CX-000001 ID-BDC

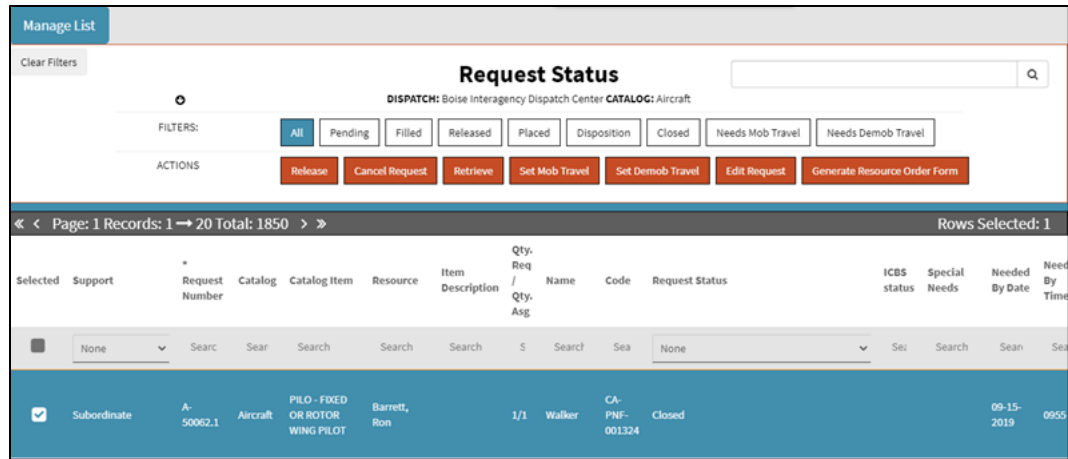
Boise Interagency Dispatch Center

How can we help?

Watched Incident: All Dispatch: ID-BDC Catalog: Aircraft

INCIDENTS	PENDING REQUESTS	REQUEST STATUS	RESOURCES
<b>Local Incidents</b> Open 13 Closed 5 All 18 Can Be Closed 1 Quarantined 0 Not in IRWIN 1 Watched 2	<b>Pending Requests</b> All 4 Local 4 Placed Out 0 My Claimed 0 All Claimed 1 Unclaimed 3 Non-Local 0 Named Request 0 Past Needed By 4	<b>Local Requests</b> Pending 4 Filled 2 Complete 1 Closed 0 All 7	<b>Current Resources</b> Aircraft 51 Crew 12 Equipment 415 Overhead 151 Supply 54

In list view, you can take action on multiple requests.



**Example Scenario:** Dispatcher Nancy needs to release Joe Zinc from an incident. If she is in Request Status list view, she can search for Joe by typing his last name in the **Resource** column search field and pressing **Enter**. IROC filters out all requests except for the one containing Joe Zinc. Nancy selects the incident by clicking in the **Selected** checkbox. She then clicks the **Release** action button and completes the information in the Release screen.

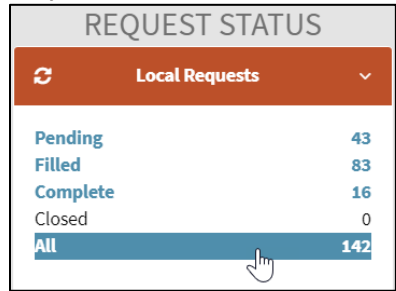
### Releasing Resources from Request Status List View

This section describes how to release a resource from an incident when you are in the Request Status list view. You can work in this view to release multiple resources at once.

The process described here is the same for releasing resources from non-local incidents or preposition incidents.

**Note:** If you release a parent resource that has subordinate resources attached, the subordinate resources will also be released automatically.

- 1 On the IROC homepage, click the desired request status link in the in the Request Status action tile.  
Choosing filters from the IROC homepage content selectors or from the tile selector bar in the Request Status action tile will affect what is shown in the Request Status work area.



Review list view filters and action buttons with students. Users who are familiar with these features will be able to find the records they require and take actions quickly and efficiently.

Requests displayed will be filtered by the **Dispatch Center** content selector on the IROC homepage. If students do not see the request needed, they may need to choose a different dispatch center.

If students are having difficulty finding records in list view, check to make sure multiple filters are not selected, thus filtering out too many records. These filters may have been chosen in the content selectors on the IROC homepage, in the tile selectors on the IROC action tiles, or by using any of the quick filters available in the work area.

- 2 Associated request records will display in the Request Status list view.
- 3 Click the checkbox in the Selected column for the resources you want to release. You can click in more than one box to release multiple resources at once, as long as the resources are for the same incident and with the same status.

REQUEST STATUS										
ACTION										
Release	Cancel Request	Retrieve	Set Mob Travel	Set Demob Travel	Edit Request	Generate ROF	PDF (All)	PDF (Selected)	Excel (All)	Excel (Selected)
Showing: 14 of 14 Total Records. Rows Selected: 1										
Selected	Manage	Support Indicator	Incident	Incident Dispatch	Request Number	Request Catalog	Catalog Item	Filled Catalog Item	Resource	Requested Resource
<input type="checkbox"/>						Overhead				
<input type="checkbox"/>			ID-1AX-000006	ID-BDC	O-2	Overhead	FFT2 - FIREFIGHTER, TYPE 2	FFT2 - FIREFIGHTER, TYPE 2	Johnson, Al vSeveniqcs	
<input type="checkbox"/>			ID-1AX-000006	ID-BDC	O-3	Overhead	FFT2 - FIREFIGHTER, TYPE 2	FFT2 - FIREFIGHTER, TYPE 2	Flower, Geranium	
<input checked="" type="checkbox"/>			IROC Golden Retriever (ID-BOF-000006)	ID-BDC	O-1	Overhead	FFT2 - FIREFIGHTER, TYPE 2	FFT2 - FIREFIGHTER, TYPE 2	Anderson, Pat vSeveniqcs	
<input type="checkbox"/>			IROC Golden Retriever (ID-BOF-000006)	ID-BDC	O-2	Overhead	FFT2 - FIREFIGHTER, TYPE 2	FFT2 - FIREFIGHTER, TYPE 2	Building, Brad vSeveniqcs	
<input type="checkbox"/>			IROC Golden Retriever (ID-BOF-000006)	ID-BDC	O-3	Overhead	FFT2 - FIREFIGHTER, TYPE 2	FFT2 - FIREFIGHTER, TYPE 2	Clark, Byron vSeveniqcs	

- 4 Click the Release action button to open the Release screen. In the confirmation message pop-up, click OK if you wish to continue.

**Release**

☒ Release ☐ Tentative Release

Resources to release:

Smith, John

Release Date/Time\*

Time Zone\*

Travel\*

Documentation:

Cancel Release



- a Select either the **Release** or **Tentative Release** radio button. Tentative release is an informational status to let dispatchers know a resource is available because it is at incident but has not met the 14-day work maximum.

- b** Enter a **Release Date/Time\*** and **Time Zone\***.
- c** If you selected **Release**, set demobilization **Travel\*** for the resource.  
For more information on travel, see *Setting Travel Student Guide*.
- d** *Optional:* Enter any relevant information about the release in the **Documentation** field.
- e** If this is a parent resource, click **Copy Subordinate from Parent**, if applicable.
- f** When done, click **Release**.  
After action has been taken on a request, such as placing or filling, it is viewed and managed from the **Request Status** action tile.

## Releasing a Resource from the Manage Request Screen

This section describes how to release a resource from an incident when you are in the Manage Request screen. This is where you go to release or tentatively release a *specific resource* from an incident.

- 1** On the IROC homepage, click the desired request status link in the in the Request Status action tile.  
Choosing filters from the IROC homepage content selectors or from the tile selector bar in the Request Status action tile will affect what is shown in the Request Status workspace.
- 2** Associated request records will display in the Request Status list view.
- 3** Click the **Manage** icon to open the Manage Request screen.

REQUEST STATUS ^										
ACTIONS:										
<div>Release Cancel Request Retrieve Set Mob Travel Set Demob Travel Edit Request Generate ROF PDF (All) PDF (Selected)</div> <div>Excel (All) Excel (Selected)</div>										
Showing: 50 of 142 Total Records. ▾										Rows Selected: 0
Selected	Manage	Support Indicator	Incident ^	Incident Dispatch	Request Number	Request Catalog	Catalog Item	Filled Catalog Item	Resource	Requested Resource
<input type="checkbox"/>	<b>3</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>		Parent	Bailey Prepo (ID-BDC-000013)	ID-BDC	S-1	Supply	004390 - KIT - STARTER SYSTEM ICS COMMAND/LOGISTI CS RADIO SYSTEM	004390 - KIT - STARTER SYSTEM ICS COMMAND/LOGISTI CS RADIO SYSTEM	4312-FCK-C002	
<input type="checkbox"/>		Subordinate	Bailey Prepo (ID-BDC-000013)	ID-BDC	S-1.1	Supply	004312 - KIT - COMMAND	004312 - KIT - COMMAND	4312-FCK-C002	

**4** From the **Manage Request** screen, choose either **Release** or **Tentative Release**.

REQUEST SUMMARY: ID-1AX-000006 : O-1

AT INCIDENT

Requesting Dispatch Contacts	2 contact[s]	Needed By	05-18-2021 / 0800 / Mountain
Incident Contacts	2 contact[s]	Incident Type	Fire - Wildfire
Catalog	Overhead	Point Of Origin	Benson Fire
Catalog Item	FFT2 - FIREFIGHTER, TYPE 2	Dispatching Org	Boise Interagency Dispatch Center
Resource:	Smith, Adam vSeveniqcs	Inclusions / Exclusions / Features	

INFO TRAVEL SUPPORT REQ CONVERT TO SUPPORT **RELEASE** **TENTATIVE RELEASE**

Request

Requesting Dispatch: Boise Interagency Dispatch Center

Request Status: At Incident

Place To Organization: \*

The tabs on the Manage Request screen are contextual to the request status. For example, if the **Release** tab is not there, the request may not be in a state to allow release (it may be pending).

**a** Complete the requested information.

Are you sure you want to **Release** this request?

Released On Date \*

Released On Time \*

Please enter in military time e.g. 1500

Released On Timezone \*

Documentation

Release

- b** When done, click **Release** or **Tentative Release** to confirm your action.
- c** If you click **Tentative Release**, you are returned to the Manage Request screen, where you now have the option to **Cancel Tentative Release**.
- d** If you click **Release**, choose a **Demobilization Travel Option** and set associated travel details in the form as needed.  
If **Demobilization Travel From Parent** is checked, then travel will automatically be copied over to subordinate requests associated with the parent request. (This checkbox may not be visible if not appropriate.)

- e To cancel the release action, click **Cancel Release**.
- f To confirm the release and set travel options, click **Save**.

## Releasing Prepositioned Resources

A resource assigned to a preposition / preparedness incident can be assigned to another incident from preposition. When the resource is released from the incident, they need to either be demobilized to their home dispatch or back to preposition.

- 1 Prior to releasing the preposition resource from incident, you can select their release destination in the Manage Request screen. Click the **Set Release to Home** tab to change their demobilization to Home. If currently set at Home, the tab **Set Release to Prepo** will be displayed.

When the tab displays one option, such as **Set Release to Home**, this indicates the resource is currently set to release to the **Prepo**, and you have the option to change it to the alternate (**Home**).



## Releasing Parents and Subordinates

Requests can be nested in Parent / Subordinate relationships. For example, request O-1 may have several subordinate requests such as O-1.1, O-1.2, and O-1.3.

- 1 Subordinate requests can be released independently of their parent requests. You can release request O-1.2 and it will not impact its parent request O-1.
- 2 Releasing a parent request will release subordinate requests. For example, releasing request O-1 will also release its subordinates O-1.1, 1.2, etc.

To release a parent request, all subordinate requests under that parent **must** be in the same status as the parent to be released. If the parent is At Incident and you want to release it, the subordinate requests must also be At Incident.

- a For example, I have a parent (C-1) with four subordinate requests. All subordinates except E-3 are At Incident.

Child Requests			
Request	Status	Resource	
ID-BOF-000007 : C-1.2	At Incident	[Redacted], Blake J	<a href="#">🔗</a>
ID-BOF-000007 : C-1.1	At Incident	[Redacted], Tyler C	<a href="#">🔗</a>
ID-BOF-000007 : E-3	Filled	#462 - D96555	<a href="#">🔗</a>
ID-BOF-000007 : E-4	At Incident	ID-BOF - 1 - 48925	<a href="#">🔗</a>
			<a href="#">Close</a>

- b From the Manage Request screen, I release parent C-1. The release cannot proceed because one request is in an invalid state.

Release Error			
We cannot release this request due to one or more validation errors. Please resolve the below issues before returning.			
Incident	Request	Status	Issue
		At Incident	Ok
		At Incident	Ok
		Filled	Invalid state: Filled please resolve prior to release: Filled
		At Incident	Ok
			<a href="#">Close</a>

- 3 In the Manage Request screen, see the **Child Requests** field to list current subordinate requests and their status.

## Canceling a Release

Follow these steps to cancel the release of a resource from an incident.

**Note:** You cannot cancel a release from the Request Status list view. This task can only be done from the Manage Request screen.

- 1 Navigate to the Manage Request screen.
- 2 If you are canceling a release, click the **Cancel Release** tab and confirm by clicking the **Cancel Release** action button in the confirmation pane.

- 3 If you are canceling a tentative release, click the **Cancel Tentative Release** tab and confirm by clicking the **Cancel** action button in the confirmation pane.

## Modifying a Resource's Release

As a dispatcher, you may edit the information for a released resource.

**Note:** Due to the size of this screen, the screenshot does not capture the entire work area.

- 1 Click on the **Travel** tab in the Request Summary portion of the Manage Request screen.
- 2 Make any changes necessary in the form.
- 3 When done, click **Save** at the bottom of the screen.

## Reassigning a Resource to Another Incident Request

**Example Scenario:** Dispatcher Nancy needs to reassign a resource that is currently at incident to another incident request. She navigates to Pending Request list view to find the request and double-clicks on it to move to accordion view. From there, she clicks the **Edit** icon (✎) to open the **Manage Request** screen. Because Nancy needs to fill the request, she clicks the **Fill** action tab and selects the **At Incident** tab to find the resource she wants to move to the new incident.

As a dispatcher, you may need to reassign a resource that is preposition, mob en route, at incident, or demob en route to another incident. All three actions take place in the Request Summary portion of the **Manage Request** screen and involve the same steps.

The screenshot shows the 'Manage Request' screen with the 'FILL' tab selected. Below the tabs, there are filters for resource status: Available (5), Non-Local (2), Preposition (11), Reserved (6), At Incident (11), Mob En Route (0), Demob En Route (0), and Other (10). A red box highlights the 'Preposition (11)', 'At Incident (11)', and 'Mob En Route (0)' filters. Below these are filters for IR (0), Tactical (0), Contracts(0), Exclusive Use(0), and VIPR(0). A search bar labeled 'Search Resource by Name' is present. The main table lists resources with columns: Decline, Action, Resource Name, Unit ID, Incident, Provider Org, Available Area, Current Dispatch, Prepos, Qual Status, and Emp Class.

Decline	Action	Resource Name	Unit ID	Incident	Provider Org	Available Area	Current Dispatch	Prepos	Qual Status	Emp Class
<input type="checkbox"/>	<a href="#">Re-assign</a> <a href="#">Decline</a> <a href="#">Info</a>	Blake J	ID-BOF	Jerry Test Financial code (ID-BOF-000008)	Boise National Forest	Local	Boise Interagency Dispatch Center	No	Qualified	Career
<input type="checkbox"/>	<a href="#">Re-assign</a> <a href="#">Decline</a> <a href="#">Info</a>	William	ID-BOD	Tumbleweed (ID-1AX-000013)	Boise District Office	Local	Boise Interagency Dispatch Center	Yes	Qualified	Career Seasonal

- 1 Navigate to the **Manage Request** screen for the request you want to fill.
- 2 Click on the **Fill** action tab.
- 3 Click on the appropriate header to see the resources that you can reassign from other incidents.
  - a **Preposition** – Shows resources on a preposition incident.
  - b **Mob En Route** – Shows resources that are mob en route.
  - c **At Incident** – Shows resources that are at incident.
  - d **Demob En Route** – Shows resources that are demob en route.
- 4 Search for the resource in the list.  
Use the **Search Resource By Name** field, if needed, to find the required resource.
- 5 Click the **Re-assign** button in the row for that resource to open the Incident Request screen.
- 6 *Optional:* Select a **Financial Code** for the assignment.
- 7 Confirm or add an **Assigning Contact\***.
- 8 You must select a **Travel Option\*** from the drop-down.  
See the *Setting Travel Student Guide* for more information on these options.
- 9 To cancel your action, exit without saving and click **Unfill Request**.

**10** When done, click **Save** to reassign the resource to your request.

Keep the following in mind when reassigning a resource:

- The dispatch center you're logged into must be in the filling chain if the resource is mob en route.
- The resource's current dispatch center must be the dispatch center you're logged into if the resource is at incident, tentatively released, released (at incident), or reassigned (at incident).
- The dispatch center you're logged into must be in the home chain if the resource is demob en route.

## Reassigning Resources

A resource request may be related to one or more subordinate requests. When the state of the parent request changes, this may cause a related change to the subordinate and support requests, depending on state and travel status of the subordinate.

Reassigned Support requests will have the same behavior as subordinate requests.

## Reassignment Behavior

Any time you reassign a resource from one request to another, the following will happen.

- 1** If the resource is not yet on the incident, mob times will be set as if the resource is on incident at that moment.
  - a** If the resource was reserved, mob start and end will be at the time of reassignment.
  - b** If the resource was mob en route, the mob en route end time will be at the time of reassignment.
- 2** The request status on the reassigned-from request will be **reassigned**.
- 3** Pending subordinate and support requests will be cancelled on the reassign-from parent request, and pending requests created on the reassign-to parent request.

Requests will be pending at the reassign-to dispatch organization, except for named requests, which will go to the named resource's dispatch.
- 4** When reassigning a resource not yet at incident on a preposition request, you will receive a warning that the resource will be removed from preposition unless you first set them to **at incident** on the preposition incident.
- 5** If reassignment is cancelled, the resource will return to previous assignment or preposition.

## Subordinate Request and Resource States

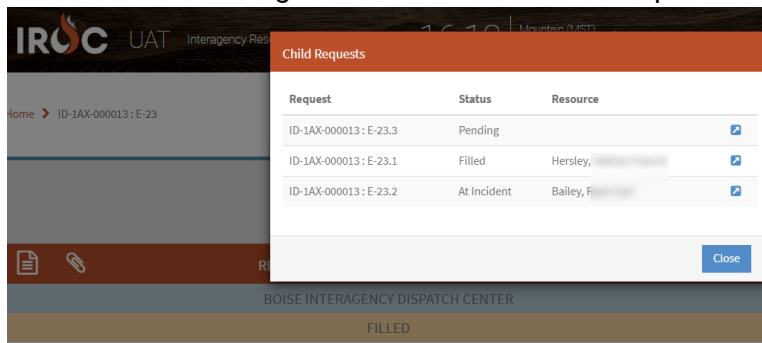
If a parent resource is reassigned from incident, the state of its subordinates may change, since the subordinate requests are linked to the parent request. A child request (subordinate or support) will follow the parent request when it gets reassigned.

For example, let's say a parent request is **At Incident**, and there are three active subordinates assigned from a roster on this request. If the parent resource is reassigned from incident, the following state changes will occur.

- **Filled** requests with the resource **Reserved**, **Mob en Route**, or **At Incident** will be **Reassigned** with its parent request.

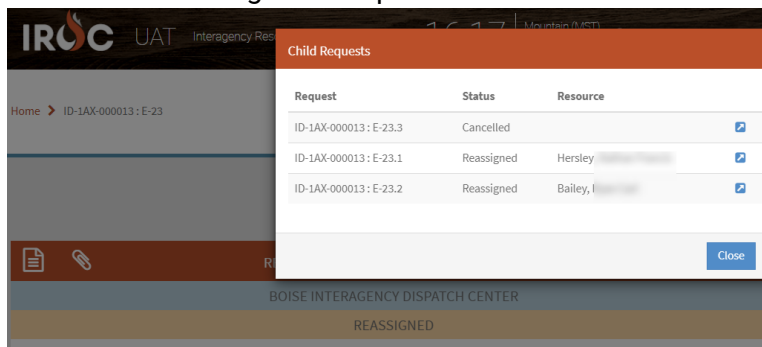
- **Pending** requests will be **Cancelled**. New pending requests will be created for the reassigned parent request.
- The newly **Reassigned** resources will have status **Reserved** on the reassigned request until they are travelling, at which point they will change status to **Mob en Route**.

Now let's look at a specific example: Parent request E-23 is **At Incident**, and there are three active subordinates assigned from a roster on this request.



If parent resource E-23 is reassigned to another incident, the following state changes will occur with the subordinate requests.

- E-23.1 was Filled, Mob En Route. This resource will be **Reassigned** with the parent request.
- E-23.2 was Filled, At Incident. This resource will be **Reassigned** with the parent request.
- E-23.3 was Pending. This request will be **Cancelled**.



## Objectives Review and Closing

In this section of the course, you learned how to:

- Release a resource from an incident
- Modify the information related to a resource's release
- Reassign a resource to another incident's request

Use this time to lead an actual demo in IROC Portal or have students practice, depending on how you taught the material in this course.