IROC NEWSLETTER

IRWIN v8 INTEGRATION TESTING

Team members from IROC and various members of the IRWIN* Extended Teams applications as well as the Wildland Fire Data Management Program participated in v8 Integration Testing in Boise January 23rd through January 26th, 2023.

The week was very productive and entailed the integrated systems performing numerous testing scenarios. Developers were able to complete real-time coding refinement as needed to systems as hiccups were discovered. Deployment for v8 is scheduled for the late evening of March 14. A list of items that will directly affect IROC are listed on the following page.

*IRWIN is the Integrated Reporting of Wildland-Fire Information, a central hub of wildland fire data coordinated to reduce redundant data entry, to identify authoritative data sources, and to improve the consistency, availability, and accuracy of information about wildland fires. See the IRWIN website for more about IRWIN.

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IIA Help Desk
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Did You Know
We Integrate & Interface with These Systems?

- CADs – Several Computer-Aided Dispatch (CAD) systems, which include:
  - WildCAD (National System), Altaris (CAL FIRE), LA County, IFM (AK State), fiResponse (SE States), ERS (ND, SD, WY States), Wires (TX State).
- E-ISuite – Program used to manage incident resources at ICP and agency offices.
- FireCode - USDA/DOI Wildland Fire Financial Code System.
- HEMS – Hired Equipment Management System (CAL FIRE).
- ICBS – Interagency Cache Business System.
- ICS209 – Incident Status Summary Program.
- INFORM - Interagency Fire Occurrence Reporting Modules.
- IQCS - Interagency Qualifications and Certification System (Federal).
- IQS - Incident Qualification System (States).
- IRWIN - Integrated Reporting of Wildland Fire Information.
- OIS – Organization Information System.
- VIPR - Virtual Incident Procurement System (Federal).
- WFDSS - Wildland Fire Decision Support System.

IROC Enhancements Coming With IRWIN V8

Incidents

- IROC SOR Incidents Naming Validation
  - "FI - Prescribed Fire" incidents must include "RX" in the Incident Name.
  - "FM – Emergency Stabilization" incidents must include "BAER" in the Incident Name.
  - Incident(s) will receive an error and not export to IRWIN if not compliant.
  - See NWCG Event Kind & Categories Business Rules:
    https://www.nwcg.gov/sites/default/files/data-standards/pdf/business-rules.pdf
- IRWIN validation will not allow "FI - Prescribed Fire" incidents to be updated to a "FI – Wildfire" incident. Users will receive an error in IROC that the Incident Type did not update to IRWIN.
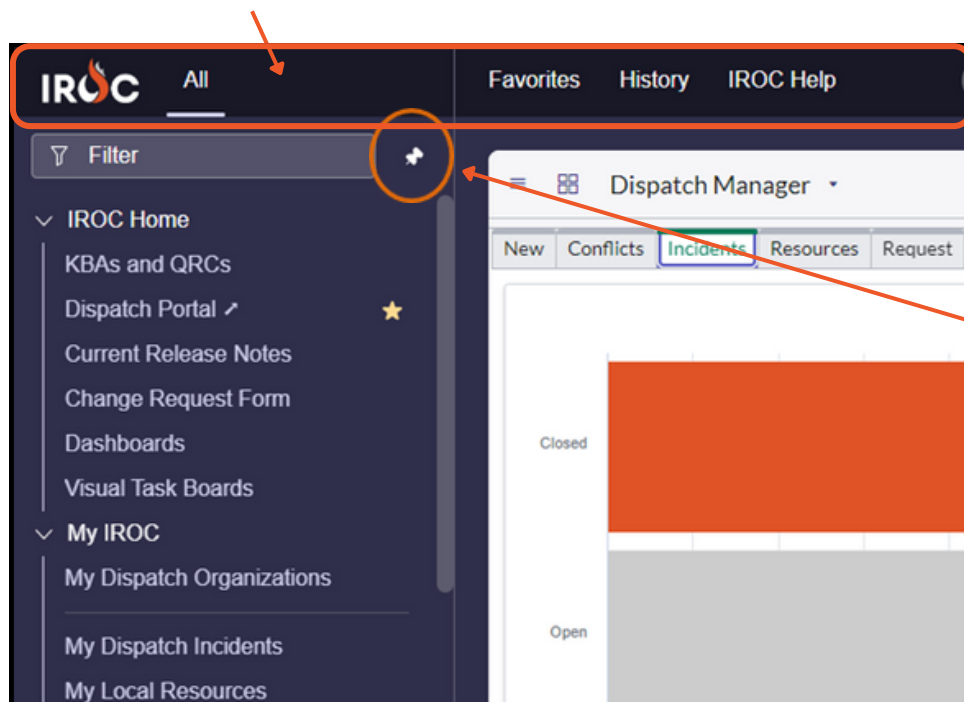
Resources

- Integrated Master Rosters with CADs (WildCAD-E/Altaris CAD) Phase 1.
  - CAD rosters (Read Only) will be displayed on Resources in DMT and Portal.
  - Users can refresh the Integrated Roster in DMT if needed.
  - New "Filled with Integrated Roster" option to generate Assignment Rosters.
- WildCAD-E Resource Integration with IRWIN/IROC.
  - IROC will generate resource requests and experience records.
- IROC sending IQCS responder Home Unit organization updates to IRWIN fixed.

We're Going To Tokyo

IROC is built on the ServiceNow web platform. ServiceNow names their new releases with enhanced functionality after geographic areas. On February 24, 2023, the IROC DMT view will be updated to the Tokyo release.
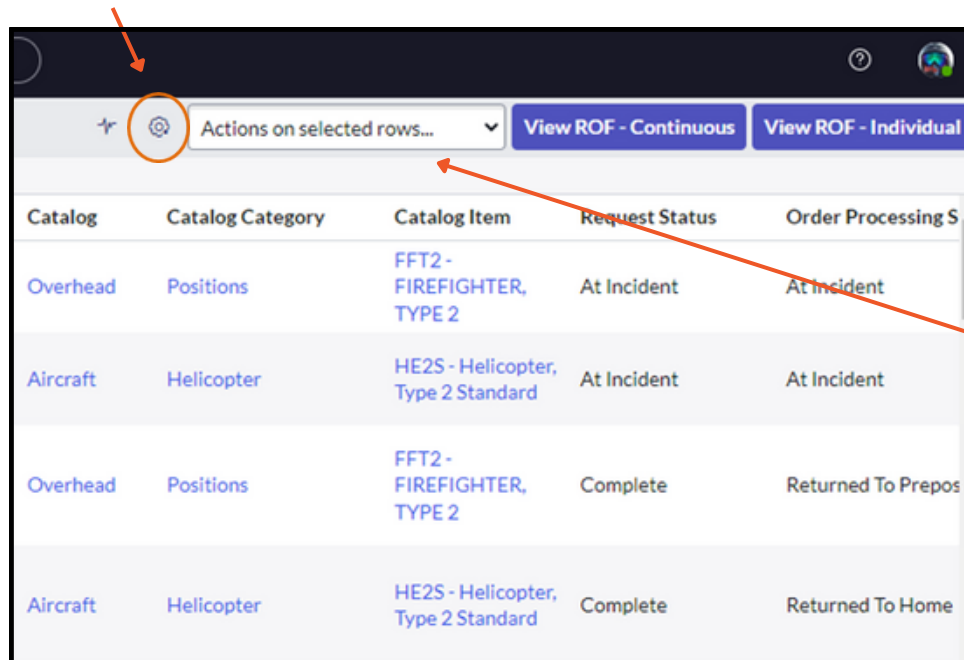
The Tokyo release delivers a next-generation, intuitive, personalized experience to drive productivity, improve engagement, and surface insights across IROC.

You will be able to access All DMT lists, Favorites, History and IROC Help from the top menu bar now.

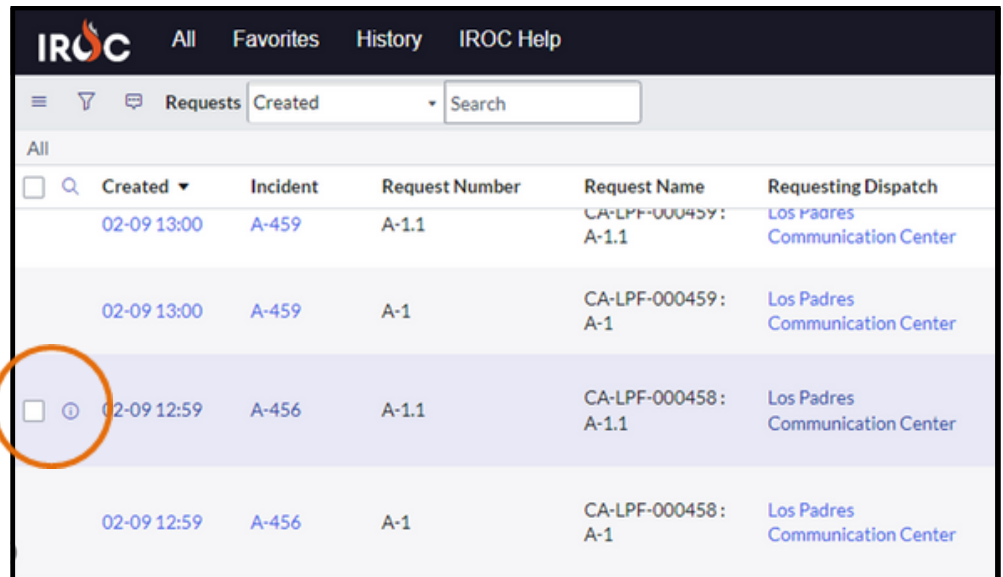You can pin and unpin navigation menus to access menu items or free up space.

"Update Personalized List" selector is now along the top menu upper right of screen.

The "Actions on selected rows" drop-down menu moved from the bottom left of the page to the top right of the screen.
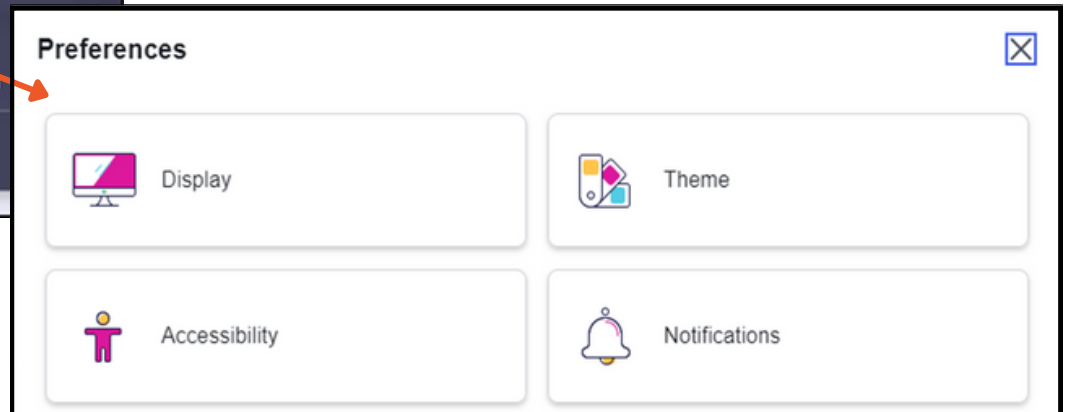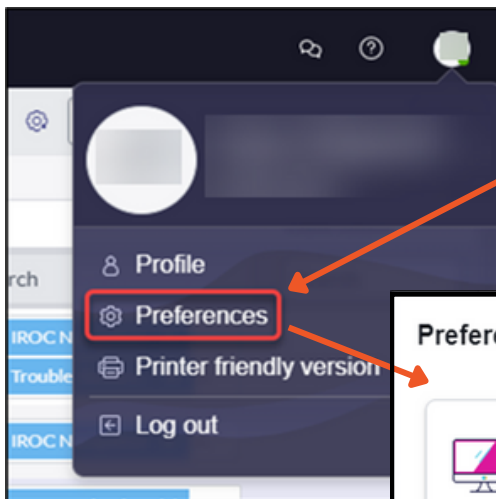
--Tokyo continued --

Hover over list items to activate the "Select" box and "Preview" the record(s) button.
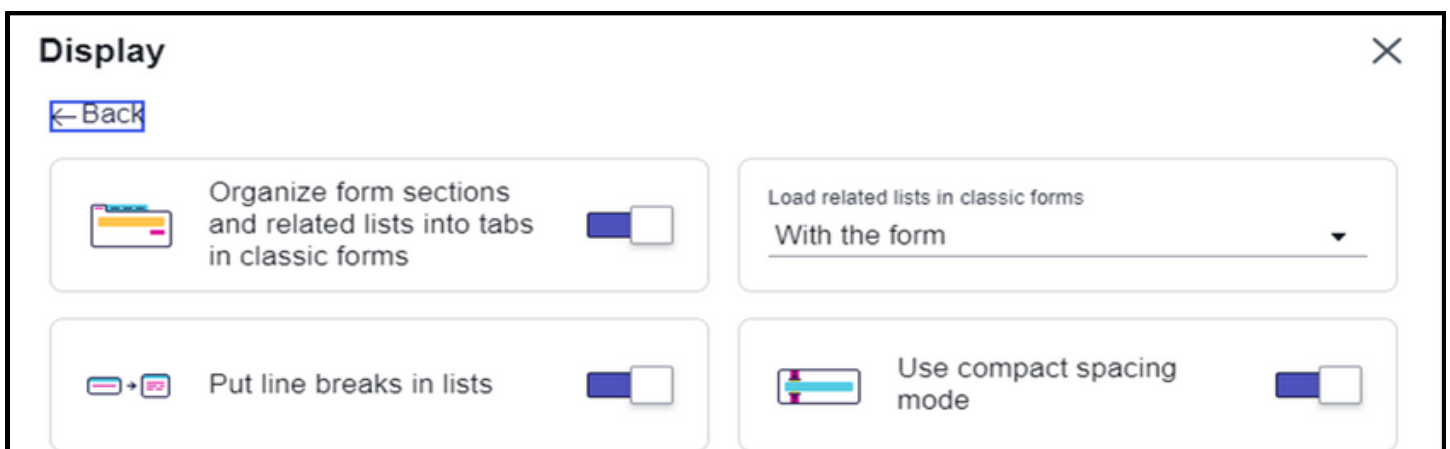
User interface "Preferences" located in the top right corner under your user icon are more customizable with the Tokyo release.

Display Features include "Put line breaks in lists" and "Use compact spacing mode".
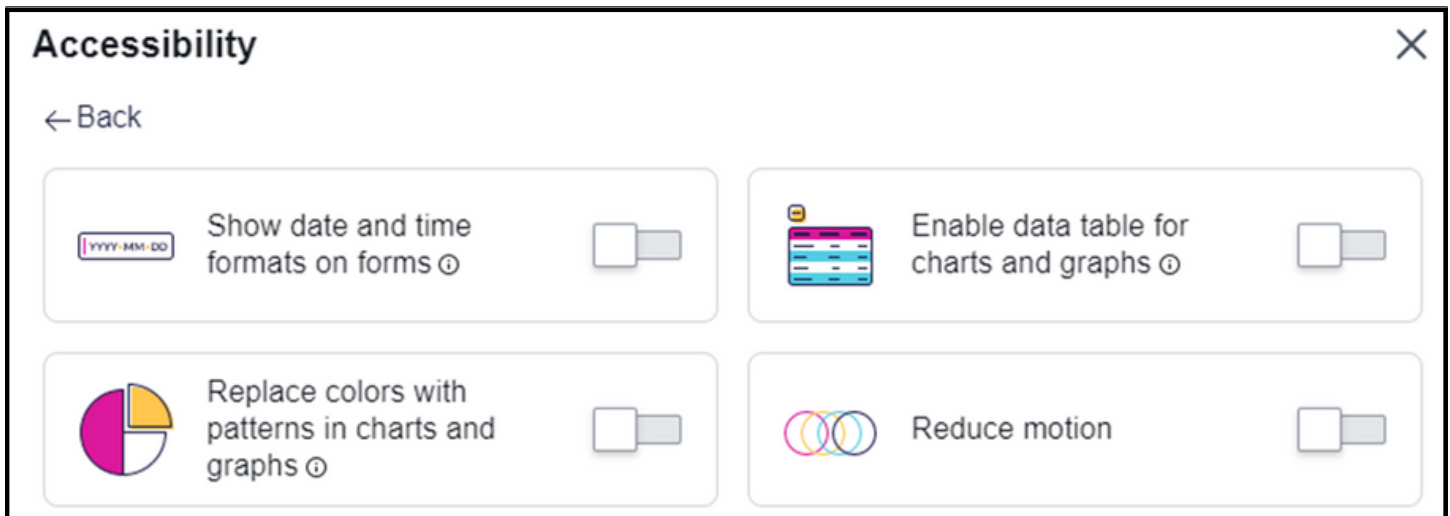
--Tokyo continued --

Background Themes will include three light and one dark mode for users to pick from.

*Additional Dark and Light mode backgrounds will be coming with future Service Now releases.

Accessibility features include:

- Showing date and time formats on forms in parentheses.
- Enabling data table for charts and graphs for easier screen reader access.
- Replace colors with patterns, such as stripes or dashed lines in charts and graphs.
- Reduce Motion which reduces the speed of animations when switching between screens.

Please review the Tokyo Release Highlights KB and training video for additional features. They can be found at:

KB Link – **IROC DMT View - Tokyo Release Highlights**

Video Link --IROC DMT Training Video

Note, Connect Chat will no longer be available with the Tokyo release. Please use agency approved communication platforms.

Additional Coming Attractions

Sprint 11.2 Deployed February 15

IROC will now check that the incident has a default financial code for any request(s) being placed to the cache. If no default incident financial code exists on the incident users will receive an error message when attempting to place request(s) to the cache. For additional tips when placing ICBS Cache System requests please review the IROC/ICBS Interface Tips and FAQs Sheet located on the IROC Website at: IROC ICBS Tip Sheet
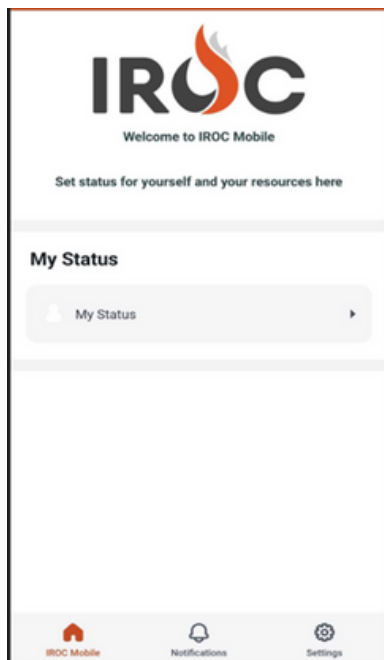

Consolidated Dispatch Application Training (CDAT)

March 27-31st, 2023 in Reno NV
(Registration is closed)

IROC Update/Basic IROC Reports Demo, Tuesday March 27th pm session
Advanced Reports Demo, Wednesday March 28th am session

Two 2-hour IROC Reports Hands-On Training Sessions:
Basic Reports Workshop, Wednesday March 29th, 1300-1500
Advanced Reports Workshop, Thursday March 30th, 0800-1000

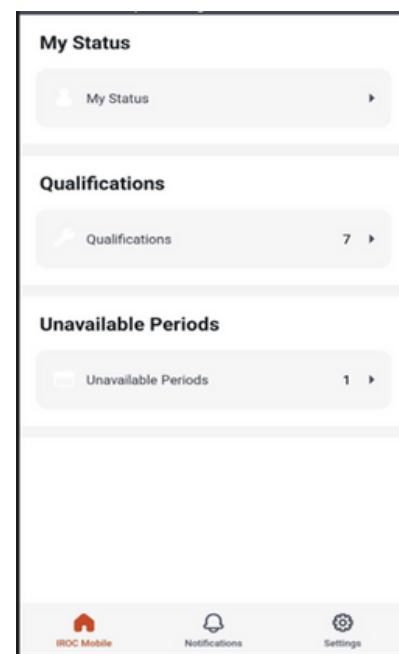## Mobile Web Status Coming in May!

Select myself (Self Status) or organization resources (Govt Rep/Supervisor & Vendor).

Set "Status" & "Availability Area".

View OH qualifications and set as Visible = "True" or "False".

Set "Unavailability Period".

*Web Status screen images may look different upon deployment.

Managing Resources in IROC

Accuracy in reporting is critical to all levels of the dispatch community, from the local center to the National Interagency Coordination Center to the national offices for each wildland fire agency. It helps determine drawdown levels and is a key factor in determining preparedness levels. That is why maintaining and managing resource data in IROC is so important.

In the Fall 2022 IROC Newsletter, we discussed managing your Overhead Resources. But what about your Aircraft, Crew, Equipment, and Supply resources? Here are a few overall things to consider when managing your resources in IROC.

One Resource, Multiple Qualifications
Resources sometimes have multiple qualifications. Some examples are:

- An Aircraft could be a Fixed Wing-Air Tactical or a Fixed Wing-Reconnaissance
- A Crew be listed as either a Type 2 or a Type 2 IA
- A Water Tender could be either Tactical or Support
- An Overhead IMT could either be a Type 2 Short or a Type 2 Long
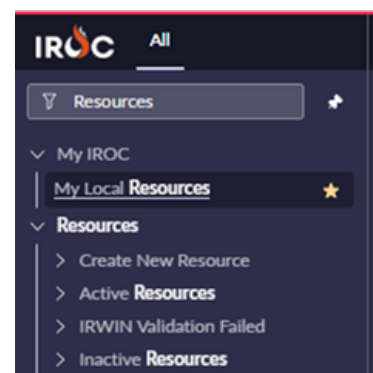
The main point is that a resource should not be listed in IROC multiple times, once for each qualification, but should be in IROC one time with the multiple qualifications. The qualification the resource is most likely to be dispatched as should be listed as its "Primary" Qualification (click checkbox beside qualification and then click "Make Primary"). The resource's Operational Name will update with the primary qualification accordingly.

Note: Crew resources can only have 1 "Active" qualification. To switch a crew resource's primary qualification, "Set Inactive" the currently active qualification and then "Make Active" the desired one.

Does the Resource Already Exist in IROC?
Prior to creating a new resource in IROC, check the **Active Resources**, **IRWIN Validation Failed,** and **Inactive Resources** lists in IROC DMT to see if resource already exists. Search by name, serial number, or VIN to look for a resource on each of the lists. Most resources can be reactivated or transferred within IROC if need be (exception being Overhead).

Data Integrity and Cleanup - A Never-ending Process
Each Dispatch Center is responsible for ensuring their resources are valid and up to date with the correct qualifications and availability status. Dispatch Managers should validate the resources on their My Local Resources list frequently. Deactivate/Decommission those resources no longer available for dispatch. Inactivate or un-integrate Overhead resources that have retired or left the agency.

Contact your Geographic Area IROC Team Contact to merge any duplicate resources you discover.
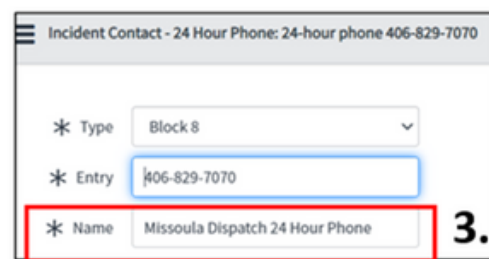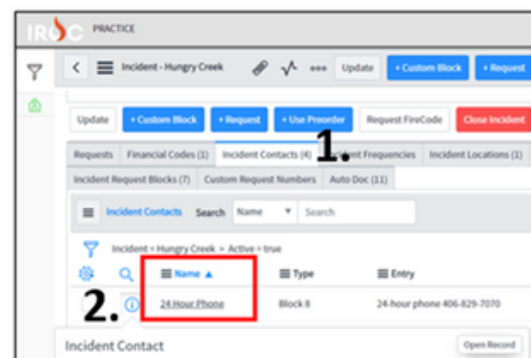
Updating your Incident Contact Names

How to update "Main Incoming" and "Receptionist" contacts. How did these labels get associated with my incident's contact information? As a Dispatcher, how can I change those labels to something more meaningful to my incident?
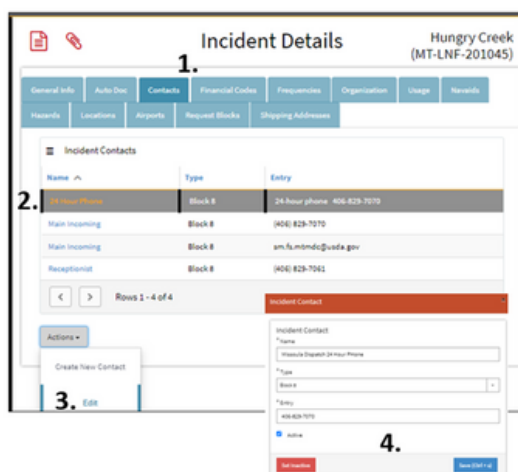
Most contact information associated with your dispatch center in IROC comes from OIS — the Organization Information System. OIS is the Unit Identifier and Organizational Unit Repository - a central database of organization and Unit ID information that feeds to multiple fire related applications such as IROC, IRWIN, and e-ISuite for examples. IROC reads in the contact information from OIS with the generic labels/names. By default, your dispatch center's contact information is automatically added to a newly created incident in IROC, whether created in IROC or imported from IRWIN.

Dispatchers can update contact information for open incidents in either IROC Data Management Tool (DMT) or in the IROC Portal.

In IROC DMT, after opening one of your dispatch center's incidents:

1. Click on the Incident Contacts tab
2. Open one of the Incident Contact records.
3. Edit the Type, Entry, and Name as needed
4. Click Update to save the information.

In IROC Portal, on the Incident Details screen for an incident:

1. Click on the Contacts tab
2. Highlight the row of a contact
3. In the Actions dropdown, click Edit
4. Make desired changes and click Save.

Note: An enhancement is coming to IROC later this year that will allow Dispatch Managers to override their Dispatch Center's OIS Contact names/labels in IROC DMT so that they do not have to be changed for each incident.
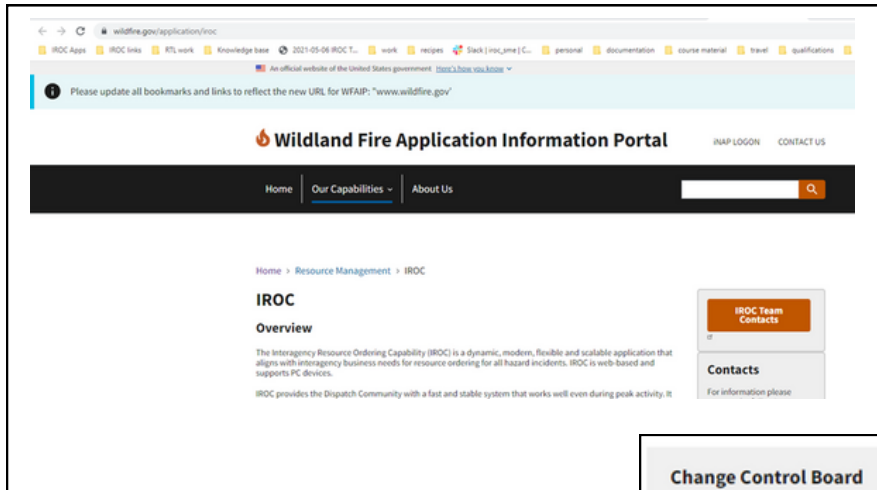
Dispatchers can also Create New Incident Contacts, such as for Expanded Dispatch, for each incident as needed. If contact information for your Dispatch Center, (i.e. phone numbers or email addresses) needs to be updated in OIS, then fill out appropriate form located on the IROC page of the Wildland Fire Application Information Portal: https://www.wildfire.gov/application/iroc > General Information > IROC Organization Change Request Forms.
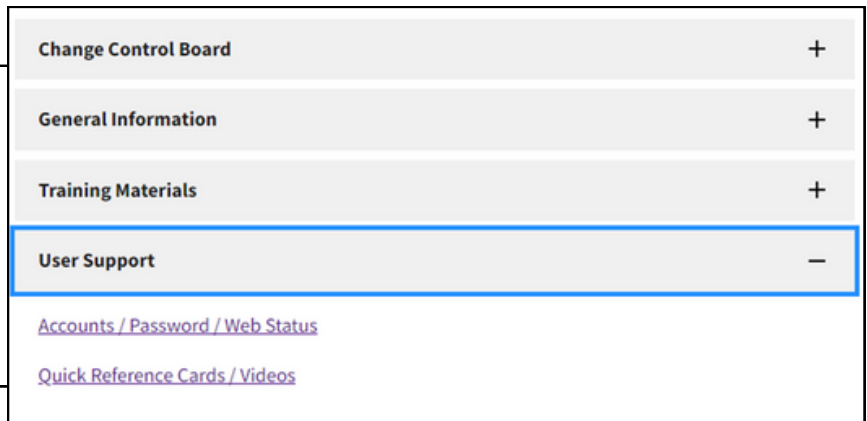
Wildland Fire Application Information Portal

The Wildland Fire Application Information Portal has a new look and a new address. Save the new link for better access.   http://wildfire.gov. This gives you access to all your applications. To find the IROC portion click under application and search for IROC. You will find the same information as the old site but a different look.

The front page contains all the contact information you need for your GACC SME's

QRC's and other documents you look for will be in the section below contacts. Under each tab you will find all the info available in the old site.

At the bottom of the page you will find the resource library. This is an inventory of every document that has been put into the site.

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://tinyurl.com/5n8rm9a8

IROC Resource Data Entry Standards: https://tinyurl.com/4rph8mxh

Beth Spencer is Retiring

After 35 plus years of federal service, 23 with the US Forest Service and 12 with the NPS, Beth Spencer is retiring in late May 2023.

The last 12 years of Beth's career, she worked for the Fire & Aviation – Information Management (FAM-IM) branch, first as a SME, then as the Project Manager of ROSS and IROC. Beth feels extremely lucky to have been involved with the FAM-IM branch, working with highly dedicated individuals, to provide wildland fire applications to the user community. The highlight of Beth's career was going live with IROC in March of 2020, and is very proud of her team and the accomplishments they've achieved as IROC continues to evolve and improve.

IROC Go Live 2020

Beth started her federal time as a seasonal Fee Collector with the National Park Service at Grand Canyon National Park while attending Arizona State University. She was actually born into an NPS family and lived at Lake Roosevelt NP, Glacier NP, Lake Mead NRA and Grand Canyon NP during her childhood.

Beth's first permanent appointment was with OPM as a Test Examiner. She worked part-time while in college giving the Armed Services Vocational Aptitude Battery (ASVAB) test to potential military enlistees. After graduating from ASU, she returned to seasonal NPS work, until she got her first NPS permanent position as a Fire Program Clerk in Shenandoah NP. Shenandoah is where Beth met her husband, Cliff, an LE Park Ranger and they have been married for 30 years!

In 2000, Beth's career took another turn as she moved with her husband to White Sands National Monument (note, now a National Park), without a job lined up. After ADing for a few months, she was hired by the US Forest Service as the Assistant Center Manager at the Alamogordo Interagency Dispatch Center. She was promoted to the Center Manager during her eight years there.

Once again, trying to manage a dual career, Beth and Cliff moved to Show Low, Arizona, where Beth was the Center Manager of the Show Low Interagency Dispatch Center. When Cliff was hired as the Superintendent of Mesa Verde National Park, Beth went along without a job. She found out about the ROSS project hiring a couple of Subject Matter Experts and Beth was hired for the ROSS team.

Beth Spencer is Retiring

A special thank you goes out to the extended IROC team for all the hard work, discussion, arguments, agreements, compromise, testing, post-it notes, time commitment and dedication to getting the program developed, out to the field and continually supported. IROC would not have been possible without this team, including the Business Lead, the entire SME team, acquisition staff, the developers and management support.

Treasured Memories

Beth and Cliff are very excited about the future and plan LOTS of travel, both within the US and internationally, before they get too old. Beth also plans to garden, hike, volunteer, read, knit, visit her amazing sisters, check out baseball parks and the first big project will be to clean out the garage! She wants to thank all of those she worked with and interacted with during her career, as every person provided an impact to her path