



IROC NEWSLETTER

IT'S FIRE SEASON 2021

Coming attractions to be deployed with the IROC 4.5/4.6 release in the next couple of weeks:

- Selection Area Refactor
- Compact Selection Areas and Compact requests
- Data entry form consistency when Create Resources in DMT and Portal for all catalog items
- Default Overhead position requests to “No Trainee”
- Unavailability Periods automatically set resource item unavailable/available status
- Allow a qualification on an Overhead Group to be designated as Primary
- Show user documentation that was entered when a request is placed down, placed up or placed direct
- Added “Virtual” field to Overhead requests

Additional upgrades still to come in 2021:

- Tactical Aviation Module
- VIPR refactor
- Documentation refactor
- Request and Resource Status Processing refactor

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MEET CASK - THE DEVELOPERS

IIA Help Desk
Toll-Free: (866)224-7677
Local:
(616)323-1667

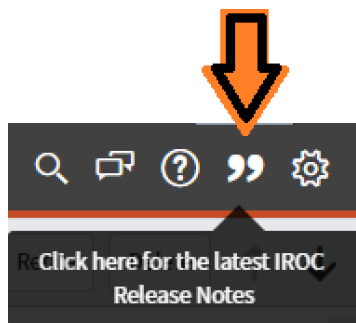
To sign up for IROC User Notices go to the following link:
<https://tinyurl.com/599tp6pf>

Known Issues and Release Note Details Accessible within IROC

Soon you will be able to get the latest IROC updates directly from the IROC application! Known issues and their associated work arounds (when available), release notes on the latest IROC functionality additions and Report updates will be published to the IROC Knowledge Base.

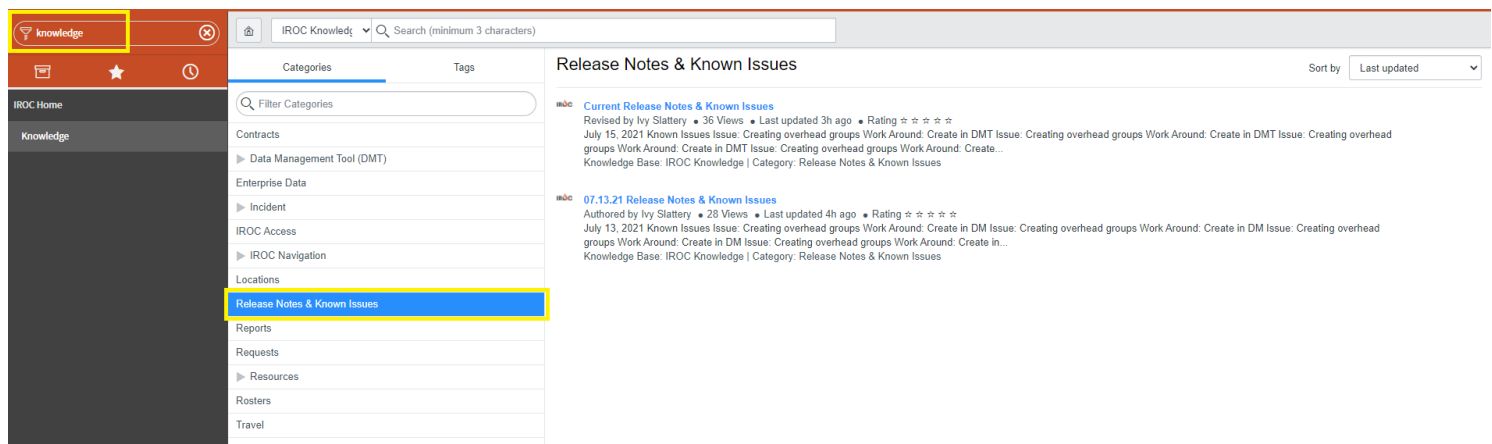
This information will be accessible in a variety of ways.

- A double quote icon in the top right hand corner of the DMT screen will be introduced.
 - When new information is published an exclamation point (!) will be present overlaying the quotes. This is the indicator new content has been published. You will be able to click on the quotes and access the latest information available. The exclamation point (!) will disappear after you click to view the content.



The double quotes will remain in the top right corner even after you have viewed the latest information, allowing you constant quick access to the information available.

- You will be able to view current and historical information from the Release Notes & Known Issues category of the IROC Knowledge Base as well!
- The latest Release Notes and Known Issues will always be titled “Current Release Notes & Known Issues”
- Archive versions of the content will roll down the list and be prefaced with the date of the release.

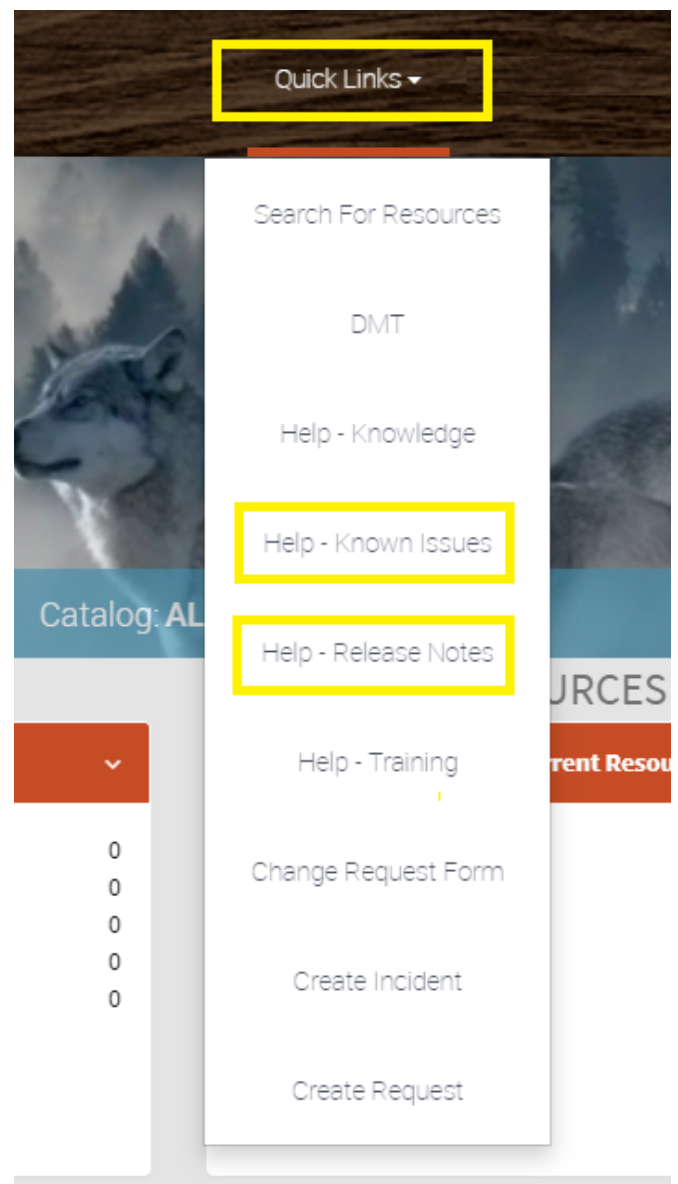
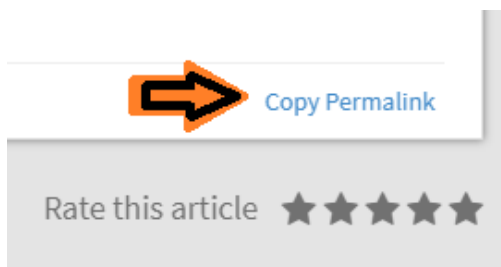


Known Issues and Release Note Details Accessible within IROC

Continued

- If you are working from the Portal, the double quote icon and indicator will not be present, although you will be able to also easily access this information by selecting either “Help – Known Issues” or “Help – Release Notes” from the Quick Links dropdown menu. *Note – Both links will take you to the same landing page as the content resides in separate locations of the page.

- Regardless of how you access the content, you will be able to share the information with others by clicking the “Copy Permalink” link in the bottom right-hand corner of the article and pasting it into your correspondence.



JUST SO YOU KNOW

The current functionality on the Resource Order Form is working correctly as was determined during the design phase of IROC. The incident will always populate the POO (Point of Origin) in block 5, unless, there is a command post location built into the incident. If the command post does not have navigation instructions attached to it then just the command post name will be populated. If the command post has navigation instructions those will be populated to block 5.

Want to know how to create request blocks for your incident? A new QRC has been created. Follow this link:

https://iroc.nwcg.gov/kb_view.do?sysparm_article=KB0010242


or go to the FAMIT Website to find it and other great how to documents.

<https://famit.nwcg.gov/node/2465>

The IROC team has been working hard to update the QRC's available to dispatchers. These new cards reflect the updated portal home page as well as any changes that have taken place. We are reorganizing the website for better ease of finding information.

The IROC Training Materials are now hosted on the website so you can access everything you need for training your dispatchers.

You can find it all here at: <https://famit.nwcg.gov/applications/IROC>



User Support
Accounts/Password
Quick Reference Cards / Videos
Training
IROC Course Materials
IROC Training Calendar
Change Control Board
CCB User Suggestions
Documents Library
IROC Data Needs Input Forms
Release Notes
Contacts

CHANGE CONTROL BOARD

USER UPDATES

Yes, the IROC Change Control Board (CCB) has been reviewing your change requests since IROC was released. The spreadsheets of requests have all been uploaded to the IROC website:

Change Control Board - CCB User Suggestions

<https://famit.nwcg.gov/node/2711>

There are ten tabs within each spreadsheet, one with all the requests submitted during each request period and the other nine tabs have the different dispositions of those requests. A request is added to that tab once the CCB has reviewed the request and determined which disposition it goes under.

Disposition Tabs:

- **High Priority** – If unresolved, there will be extensive impact on the user community. Resulting in a high urgency to get the issue resolved. User may not be able to get to the intended outcome.
- **Medium Priority** – Moderate impact to the user community, medium urgency to get resolved. User can generally still get to the intended outcome.
- **Low Priority** – Minor impact to the user community, low priority to get resolved. User can still get to the intended outcome of request in IROC.
- **Review** – Further testing or review of the request needs to be taken before a disposition can be assigned.
- **DEW Group** – The request will be sent to the Dispatch Efficiency Working group for review and disposition determination.
- **Follow-Up** – More information is needed for a disposition to be determined. i.e screen shots, specific examples, clarification. A person from the CCB is assigned to reach out to the requesting person.
- **Training** – The functionality exists in IROC already and a CCB member will reach out to walk the requestor through the process.
- **Decline** – The request was declined due to business rules, it is outside the scope of IROC (i.e security issues, integration issues, etc.) or application constraints.

continued

- **Priority Request** - Suggested change has already been requested and is already in the queue for changes to be made or has been declined previously.

The last column on each spreadsheet is the status column, and this will give you information on what the request status is. If there was follow-up, training or the request was sent to the DEW group this column will have a notation that that request was followed up on and what the outcome was, if needed. On the Priority tabs the status will either be, implemented or In Queue.

- **Implemented** - the request has been processed and the appropriate changes have been made within IROC.
- **In Queue** - IROC developers are aware of the request and it is in the queue of requests to be worked on.

REMINDERS

When creating an incident make sure you know the incident type you want it to be. For example, Wildfire vs Preposition etc. You cannot change the incident type once orders have been created on the incident. The only way to correct the error is to create a new incident and re-assign everything.



Make sure your iNAP account is active and you have the proper access to fire applications prior to taking an assignment. TECHNICALLY, the iNAP SME's have three business days to approve new account requests. If a person had an account previously, and then applies for a new one, it takes extra work for the iNAP SME.

Your iNAP account has access to multiple applications which requires you to update your password every 60 days. **Watch for reminder emails that are sent to you starting 10 days prior to the expiration of your password.**

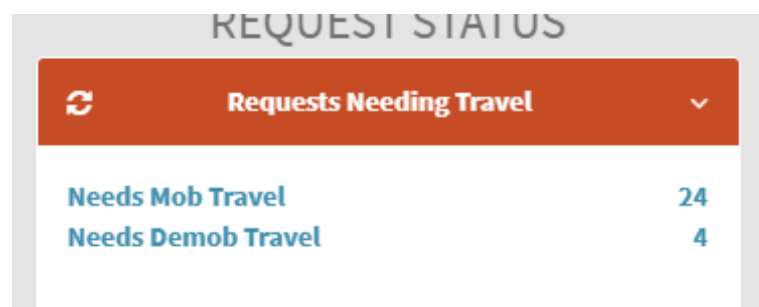
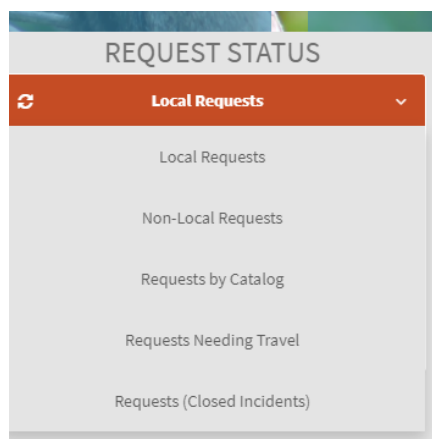
https://famit.nwccg.gov/sites/default/files/IROC_Updating_iNAP_Passwords.pdf

REMINDERS

While filling a request, it is important to finish the process and add travel. Whether you aren't sure what the travel is so you set it "To Be Arranged" or on some orders like "Fill With Agreement", the travel screen doesn't come up but you still need to provide travel.

If your resource just shows "Filled" that is a clue that you need to give it some kind of travel, even if the travel window doesn't come up. This will become a problem as that resource won't officially be "At Incident".

The "Requests Needing Travel" in the Request Status tile in Portal is a great place for dispatchers to go find requests that don't have Mob or Demob travel set.



Service - Cellular Telephone (NON-NFES)	Service - Cellular Telephone (NON-NFES)	Grangeville Interagency Dispatch	1/1		Filled
!Not in Catalog Supplies	!Not in Catalog Supplies	First Net Sat Pole	1/1	Sat Pole	Filled
Service - Handwashing Station (Portable)	Service - Handwashing Station (Portable)	Tammy's Alliance	3/2		Filled

The same needs to be done when DMOBing a resource. If you don't give it travel, it will never arrive home.

ALL THINGS IROC ACCESS

With fire season in full-swing many people are needing access to IROC, below are some useful tips on handling these requests and links to the appropriate QRC.

Approving IROC User Roles

In the DMT, people with Dispatch Manager Access can approve most types of access requests.

IROC is available to a variety of users and each user may have different needs to access the application. User roles are designed to provide users the appropriate IROC functionality that you need. Data access may be further limited to activities within their organization.

<https://tinyurl.com/y7sjw6yy> - IROC User Roles

Dispatch managers can log into IROC to view and approve web status access requests from vendors within their managing organization.

<https://tinyurl.com/54enkpmz> - Granting Access

Self Status

To get access to status yourself you will need to log in to IROC and request an INAP account.

<https://tinyurl.com/3sab55vh> - How to Access_IROC

As an overhead resource with qualifications, you can log in to IROC to set your status. You must first request self-status access. You can then set your own status, assuming you are available, unavailable, or returned from assignment.

<https://tinyurl.com/zath2j7n> - How to Self Status Overhead

As a government representative, you can log into IROC to set your status. To do so, you must first request access. You can learn how to request access here:

<https://tinyurl.com/9w774w2t> - Requesting Govt Rep Web Status

Once you obtain access, you will then need to sign in to status yourself. Read how to status yourself here:

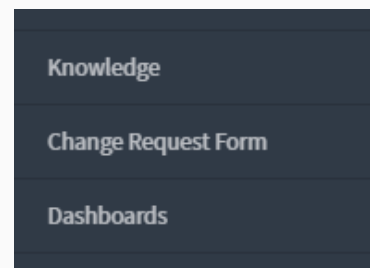
<https://tinyurl.com/57b48usk> - Setting Web Status Govt Rep



Helpdesk Updates

There are three ways to submit a ticket. Submitting a ticket via email can take up to 48 hrs to process. Contact the helpdesk by telephone or chat for quicker service.

- The initial process for submitting a ticket is to contact the IIA Helpdesk who provides Tier 1 support. If Tier 1 cannot resolve the issue they will escalate it to Tier 2.
- Tier 2 support will escalate the ticket to Tier 3 if the issue is a bug or needs further resolution. Tier 3 are the IROC developers.
 - Users need to be aware that tickets for all issues should be phoned into the IIA or use the chat option. The email option takes up to 48 hrs to process.
 - If you have an issue or find something that isn't working right, please contact the helpdesk and report the issue as soon as possible. It may not be something that you need fixed before you can do your work, but if we don't know about it, we can't fix it and make the application better.
 - As always, if you see something that you would like to see changed, fill out a Change Board Request and submit it. Many of the changes you see today are because someone asked for them. Look for the link to the form from the DMT menu (below Dispatch Portal and Knowledge).
 - To submit Organization changes or updates (Unit ID's, contact info , etc.) go to the FAMIT website and select the link to Organization Change Request Forms.
 - <https://famit.nwcg.gov/node/2701>



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



User Support
Accounts/Password/Web Status
Quick Reference Cards / Videos
Training
IROC Course Materials
IROC Training Calendar
Change Control Board
CCB User Suggestions
Documents Library
IROC Organization Change Request Forms
Release Notes
Contacts

Form Name	
IROC_Add or Remove Incident Host.xlsx	f
IROC_Create or Delete an Organization.xlsx	f
IROC_Create or Update a Vendor.xlsx	f
IROC_Update Contact Information for an Organization.xlsx	f

Iroc User Training

****All the training information has been updated to reflect the new portal page and elements in IROC****

Where do you find training information for new dispatchers 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.

If you want to schedule a course on the training instance, please contact cheryl.dickson@usda.gov to get that set up.

The training material is also hosted on the FAMIT Webpage at

<https://famit.nwcg.gov/node/2805>



IROC Quick Reference Cards and Training Videos

Welcome to the New IROC SME's

Elise Hawes

Elise comes to the IROC team with 15 years of experience in the fire community, having worked for both the Forest Service and BLM. Her most recent position was at Boise Dispatch Center, where she had been an Assistant Center Manager for around five years. She also worked six years at South Idaho Dispatch, and she spent 4 seasons in the field on engines, crews and helitack. In her current position Elise is a Project Specialist with FAM-IM. As a member of the IROC team, Elise is the Configuration Management Coordinator for the IROC Change Control Board, which entails gathering and reviewing all change requests before the board reviews them, and then categorizes requests during meetings. She is also assisting with getting vendors set up with access to be able to status their resources and updating QRC's and testing fixes in IROC before they are deployed to production. She is excited that her new position still allows her to be involved with the dispatch community! In her free time, she enjoys reading, hiking, and gardening as well as visiting her family in Oregon.



Amy Lancaster

Amy started her career as a seasonal fire dispatcher for the State of Montana in 1999, while attending college. After graduating from Montana State University-Bozeman in 2002, she was hired by the Bureau of Land Management as the permanent-fulltime Aircraft Dispatcher. During this time, Amy had the opportunity to take details as a firefighter on engine crews in Montana and Arizona and a Single Engine Air Tanker Manager to gain a valuable perspective of dispatching. From 2010 to 2021, she has been the Center Manager for Miles City Interagency Dispatch Center in Miles City, Montana. Amy joined the IROC team July 4th as a subject matter expert bringing local initial attack and aviation knowledge to an already outstanding group of people. Fun activities include traveling to watch her son's hockey games and her daughter's dance team, fishing, reading, and assisting the dispatch community.

Welcome to the New IROC SME's

Shep Crim

Started my career on the ground as a firefighter at the Rager Ranger Station on the Ochoco National Forest in Oregon. Spent a couple years working at the "BIFC" (Boise Interagency Fire Center as it was called in those days) working on the two largest fires we had ever seen at that time. In 1980 I started working for what would become the Boise Hotshots.

In 1990 I started working as a seasonal dispatcher. In 1999 I joined the ROSS team. I worked with the developers to design the program; instructed many ROSS classes; worked on Cognos reports and did ROSS reviews at dispatch centers in California, Great Basin, Northern Rockies and the Southern Area. I was the first operator of the NAP – later known as iNAP. Continued working with the team when the transition to IROC happened. Helped with the design and functionality of the program.

Took 6 months off and now I'm back working with the team doing iNAP tickets, testing new fixes that will be in the program and other "duties as assigned". I have enjoyed my time with IROC and am glad to be a part of its progress moving forward.



Juel Moore

I started my career working on an engine in Willow Creek, CA. From there I worked in various jobs such as helitack, firefighter and finally getting into dispatch. I joined the CA Apprentice program which gives you a well-rounded background in field operations as well as dispatch. I started as a Dispatch Recorder and moved up the ranks to become a Logistics Coordinate at the Northern California Operations Center. I have a background in IA and Aircraft Logistics as well as being a part of expanded dispatch at the centers I worked at. This helps me better understand the needs of the dispatchers working in these operations.

I was very involved in the ROSS program and participated in rewrites of the ROSS Quick Reference Guides. In 2016 I became a member of the Change Request Board which reviews all the changes requested for the ROSS and now the IROC program.

I am a member of the IROC Training Group working on building and maintaining course curriculum standards. In 2020 I took on the role of Primary Northern California Federal IROC Cadre Coordinator. In that position I schedule courses and instruct IROC courses for the Northern California Dispatchers. Because of COVID, we had to change to virtual courses. To date we have put on 25 classes for our dispatchers.

I'm excited to join the IROC SME group and help in any capacity I can, be it training, testing or just IROC 101 help.

MEET CASK - THE DEVELOPERS



Robert Wynn

Robert joined Cask and the IROC team just over a year ago as a Developer. In that time he has built out dozens of upgrades and new features within IROC. His primary goal is to improve the user experience while increasing the automation and lessen the amount of time tasks take in IROC.

Robert is married to his wife Brandi and they have 4 kids ages 4 to 13. He and his family live in Texas just south of Dallas. Robert spends the majority of his time fishing and camping. IROC has been Robert's way of connecting with the outdoors in his work, something that is difficult as a developer.

Stacie joined the Cask team as a software developer for the IROC project last summer, having a wide array of development experiences. She has been a software developer for the last six years. Stacie didn't initially start off as a software developer but was introduced to the field shortly before completing her Bachelor's degree in Biology. She went on to earn her second Bachelor's degree in Computer Science two years later. One of her first jobs as a software developer, Stacie was part of a team that focused on using drones to map the extent and severity of wildland fires. She helped write the initial code base for the project, and of course, flying the drones. She lives in Idaho with her fiancée, Jordan, and their three cats and two dogs. They enjoy going camping, hiking, kayaking, paddleboarding, and snowboarding. When they're home they enjoy taking care of their garden, reading, and Stacie subjects Jordan to her many cooking experiments. Stacie also enjoys hosting boardgame nights with friends and has a growing collection of various boardgames.



Stacie Zaroban and Jordan

MEET CASK - THE DEVELOPERS

Tyler Maxey –
IROC Platform Administrator



To mangle a metaphor, if you consider Elisabeth Gordon to be the IROC version of Captain Kirk, then Tyler is Scotty. As a platform administrator, it is his job to keep the lights on and oversee day to day operations at the ServiceNow level, which is the pulsing engine that keeps IROC running.

It's challenging work – covering platform security, users, groups, knowledge base management, reporting, patching, upgrades, and keeping IROC running as smoothly as possible for our firefighting community. From day to day, it requires a person to wear different hats and change gears on the fly.

I've been with Cask since January of 2020 and started on the IROC project as it went live in March of that year, but I have been on the ServiceNow platform as a customer and an administrator since 2016! I live in Boise, Idaho with my wife and three boys – 16, 12, and 2.5! The youngest (who has become 'The Co-pilot' for this project) has spent many hours sitting on Dad's lap doing IROC troubleshooting and derailing meetings by virtue of being cute. When not working on ServiceNow, you can find me out in the Foothills on the trails or on various adventures with my wife and kids.

I'm grateful for this opportunity to serve our firefighting community. This is the most important work I have ever done and solving problems for them is a privilege.

My name is Issiac Torrero and I am a developer on the IROC team! I am primarily a portal developer so more than likely I've worked on / touched most things a dispatcher uses on the portal side of IROC. I joined originally in December of 2019 as an intern and transitioned to full time after graduating from Boise State University in May 2020. When I'm not coding I spend a lot of time either playing video games or doing something outside. Whether it's hiking, playing tennis or spikeball I just enjoy being outside (except when it's over 100 degrees...)



Issiac Torrero