

From: donotreply@mail.nwcg.gov
Subject: Known Issue - NERV Support Requests - Reassigns before NERV request is filled
Date: Wednesday, June 18, 2025 4:30:44 PM

Hello IROC Users!

You can disregard this email if you are **not** a dispatcher or dispatch manager.

There is a known issue on NERV Pool requests which are support requests (E#s) to a parent request. Due to a delay in the automatic fill information that comes from enterprise, a dispatcher may need to reassign a resource that has a NERV request still pending. Please see below for the recommended actions.

When users encounter this issue, they should submit an IIA Helpdesk ticket stating that they are unable to reassign a resource because they have a support request for a NERV vehicle still pending and they need to re-assign the parent resource.

We realize the above scenario can take a little bit of time, and if the dispatch center cannot wait to assign the resource, then they should "Unsupport" the E-number request for the NERV vehicle, process the reassignment, and create a support request for the vehicle on the reassign-to incident. This option also requires an IIA helpdesk ticket to allow for an IROC team member to attach the NERV request to the reassign-to incident.

You can contact the [IIA helpdesk](#) at: [\(866\)224-7677](tel:8662247677)

We are working on a long-term solution, but want the community to know the work around, as to not delay response to incidents.

Elise Hawes

IROC Project Manager

You are receiving this message because you are a user of one of the following applications:

IROC-Interagency Resource Ordering Capability.

This is a system generated message. Please do not reply to this message.