

March 6th, 2026

Interim Overhead Ordering in IROC

When legacy IQCS transitioned to IQCS 2.0 earlier this week, some issues have been identified with responder qualifications and continue as of the sending of this email. Most notably, overhead resource items without valid qualifications and inaccurate IQCS contacts appearing in IROC.

Due to these factors, the following dispatch ordering processes are in place until responder data is restored:

1. For resources being filled on local incidents; individual overhead requests should be created, the resource will be identified in special needs, and claimed locally until proper qualifications have been restored to fill the request.
2. For overhead requests being ordered from outside of the local dispatch area, including name requests, the following process should take place:
 1. Resource requests should be created as normal and pushed through the established ordering channels.
 2. Filling dispatch centers, will claim the order and will add documentation to the request to include: name of individual filling the request, their host unit, and travel information.
 3. Filling dispatch centers will then make positive communication with the ordering dispatch center to notify the fill of the request.

It is recommended responders work closely with their IQCS Account Managers, Certifying Officials and Agency Leads to review responder records for accuracy of qualifications and respective managers to facilitate the transition to IQCS 2.0