



Interagency Resource Ordering Capability

Consolidated Dispatch Applications Training

Redlands, CA - April 7, 2026



IROC Project Team

The IROC application project team is a specialized, collaborative group responsible for the design, development, testing, and deployment of the system.

Member	Role	Agency
Elise Hawes	IROC Project Manager	US Forest Service
Kymberli Hoffman	Project Management Specialist (Detailed)	USFS / Tennessee Interagency Dispatch Center
Julie Polutnik	IROC Business Lead	US Forest Service
Laurie Forni	NCCM Liaison	USFS / Northern California Coordination Center
Melinda Brogden	Subject Matter Expert (FamAuth, Integration, IQCS/IQS Qual Systems, Reports)	US Forest Service (Contractor)
Shayne Canady	Subject Matter Expert (FamAuth, Integration, Organizations, Reports, Training, Vendors/Contract Resources)	US Forest Service (Contractor)
Gina Papke	Subject Matter Expert (Organizations, Vendors/Contract Resources)	US Forest Service (Contractor)
Cynthia Carney	Subject Matter Expert (QMS Qual System, Reports, Training, CA Contracted Resources)	CAL FIRE

IROC Change Control Board

The IROC Change Control Board (CCB), a sub-committee to the National Coordination Center Managers (NCCM) group, provides national leadership and subject matter expertise, responsible for reviewing, evaluating, and approving or rejecting changes to the application.

To submit a change board request: <https://tinyurl.com/bzje4nk8>

Member	Title	Agency / Office
Ted Pierce	Change Control Board Chair	BLM / Northwest Coordination Center
Elise Hawes	IROC Project Manager	US Forest Service
Julie Polutnik	IROC Business Lead	US Forest Service
Bonny Johnson	Business Lead, Incident Business	US Forest Service
Elise Hawes / Kym Hoffman	Configuration Management Coordinator	US Forest Service
Sean Dunn	NICC Representative	BLM / National Interagency Coordination Center
Juan Ortiz	GACC Representative	USFS / Southwest Coordination Center
Brooke Deck	GACC Representative	USFS / Alaska Interagency Coordination Center
Leslie Zollinger	Local Dispatch Center Representative	USFS / Cody Interagency Dispatch Center
Vacant	Local Dispatch Center Representative	
Carrie Moore	Local Dispatch Center Representative	USFS / Northern Utah Interagency Fire Center
Deric Strick	California Agency Representative (USFS/CALFIRE)	CAL FIRE / Northern California Coordination Center



Project Management Updates

- Contract 07/01/2024 - 06/30/2031
 - ▶ July 2026 - 3rd year of current contract period
 - ▶ Budget constraints - Plan to go into Operations & Maintenance
 - Priority work will include
 - Security
 - Bug fixes
 - Help Desk
 - Platform upgrades
 - Limited integration work
 - Researching options to bring in additional funding

2025 Accomplishments

Security Requirement
Added
Privacy Act Statement

ServiceNow Platform
Upgrade to Xanadu

Foreign Incident &
International
Mobilization EKC
(IRWIN v10)

IROC & CAD SOR
Incident Transfers
(IRWIN v10)

Request Managing
Dispatch
(IRWIN v10)

CALFIRE QMS
Integrated

POO State Financial
Codes
(IRWIN v9)

“Fill with Override”
&
“Fill with EFF/AD”
removed

Interagency Cache
Logistics Inventory
Program
(ICLIP)

National Emergency
Rental Vehicle (NERV)
Tool

Nationally Contracted
Resources
(NCR)

Pre-Orders

VIPR Disconnect –
IROC Data Admins
DPL management
until IIPA go-live

Contracts Management
Refinement

Numerous Bug Fixes,
Backlog Items
Fixed Clicky!!!!

Reports Data
Management

Please see [IROC Release Notes](#) for more information

IROC Catalog Updates - January 5

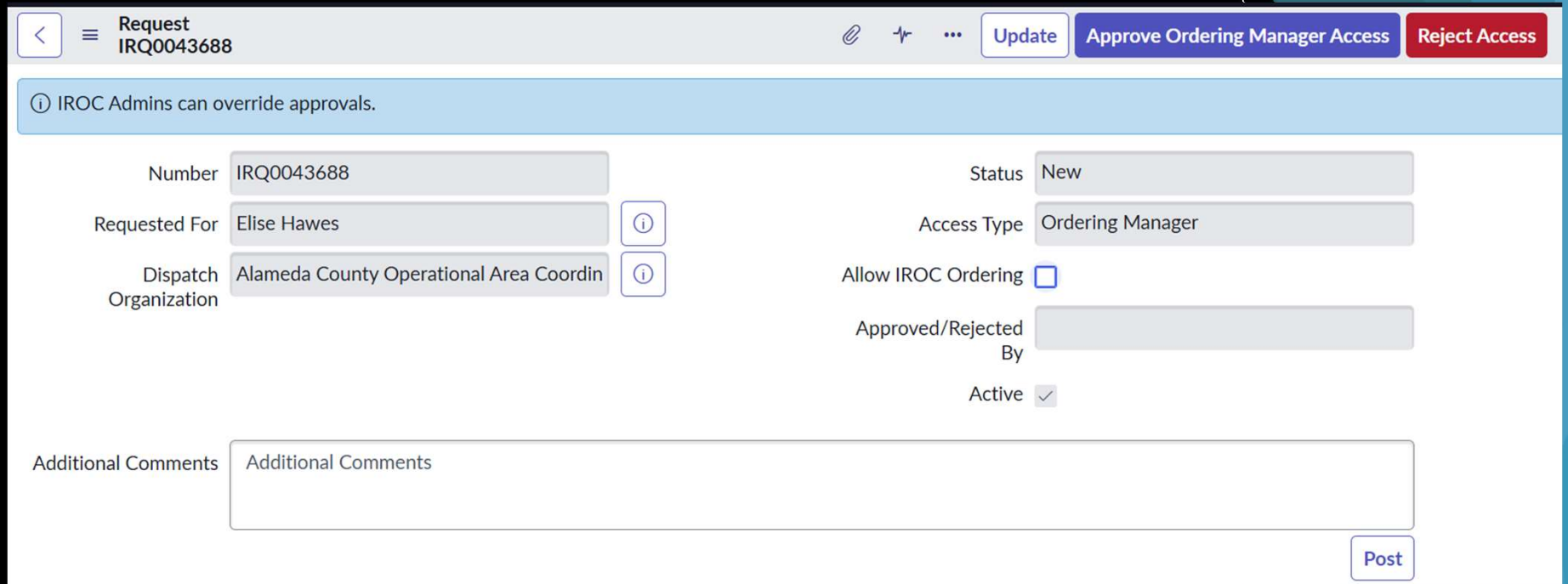
- NWCG Off-Highway Vehicle Types Added & VUTV Deactivated
 - ▶ OHV1 - Off-Highway Vehicle, Type 1
 - ▶ OHV2 - Off-Highway Vehicle, Type 2
 - ▶ OHV3 - Off-Highway Vehicle, Type 3
 - ▶ OHV4 - Off-Highway Vehicle, Type 4

Dispatch Centers should inactivate the VUTV qual on agency resources that were using the generic VUTV - Transportation, Vehicle, Utility Terrain (UTV) catalog item previously, and add the appropriate type to the resource item.

The standards are posted to the NWCG Equipment, PMS200 webpage:

<https://www.nwcg.gov/publications/pms200/equipment-pms-200>

- Dispatch Managers go to My Organization Approval to “Approve” or “Reject” roles



Request
IRQ0043688

Update Approve Ordering Manager Access Reject Access

i IROC Admins can override approvals.

Number IRQ0043688 Status New

Requested For Elise Hawes *i* Access Type Ordering Manager

Dispatch Organization Alameda County Operational Area Coordin *i* Allow IROC Ordering

Approved/Rejected By

Active

Additional Comments Additional Comments

Post

- If approved users get “ICLIP Ordering” only and can add “IROC Ordering” prior to Approving

- Dispatch Managers assign “IROC Ordering Manager” and/or “ICLIP Ordering Manager” access

Organization Access Roles
New record

Active Dispatch: San Diego Interagency Center

Organization San Diego Interagency Center

* User IROC Dispatcher

Only active non-vendor users can be granted Organization Access Roles.

Dispatch Manager Active

Dispatcher Temporary

Selection Area Manager

ICLIP Ordering Manager

IROC Ordering Manager

IMT Roster Manager

Read Only

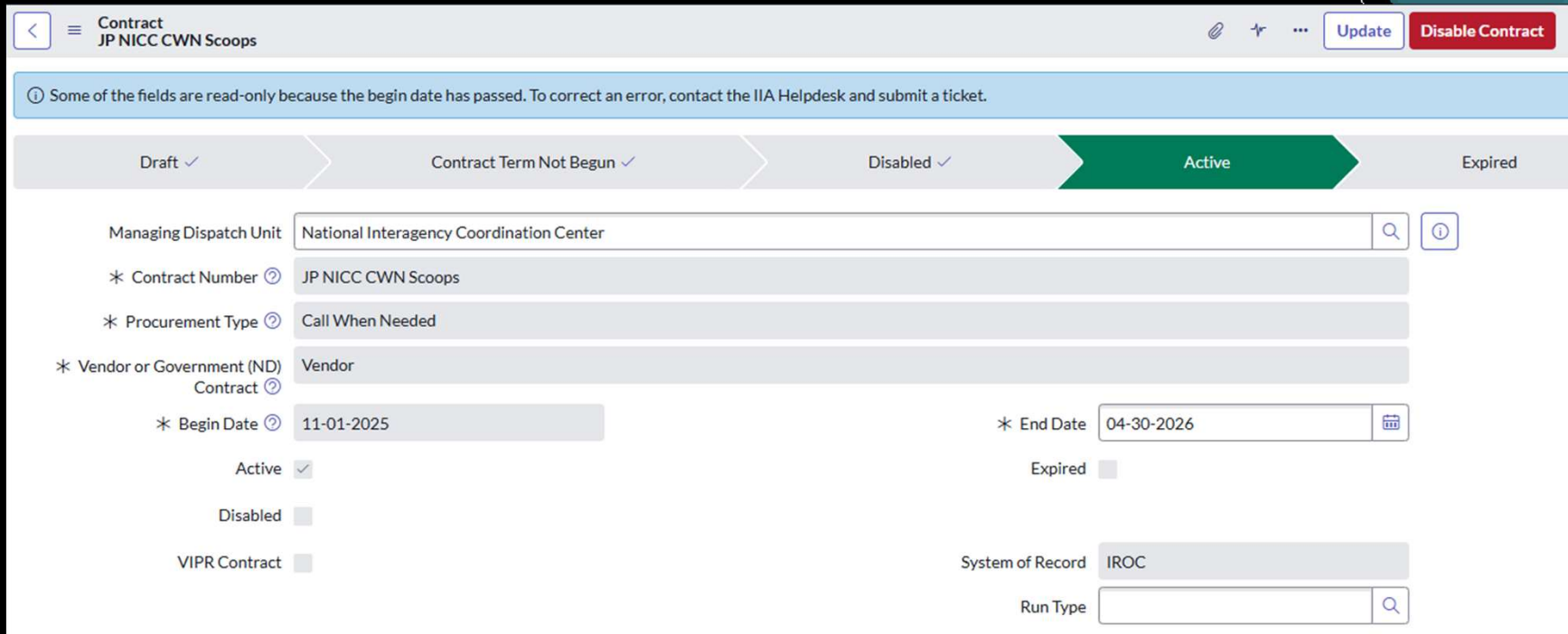
Submit

To assign a user “IROC Ordering Manager”, the “ICLIP Ordering Manager” must be assigned first

Note, not all Ordering Managers may get IROC Ordering Manager access, that level of access is up to the discretion of the Dispatch Center Manager and/or Expanded Dispatch CORD/EDSP which orders can be created by the ORDM

Sprint Series 21 [Release 21.2] Contract Management

- Contract Number and Procurement Type will now be Read Only once contract Enabled & Start Date begins

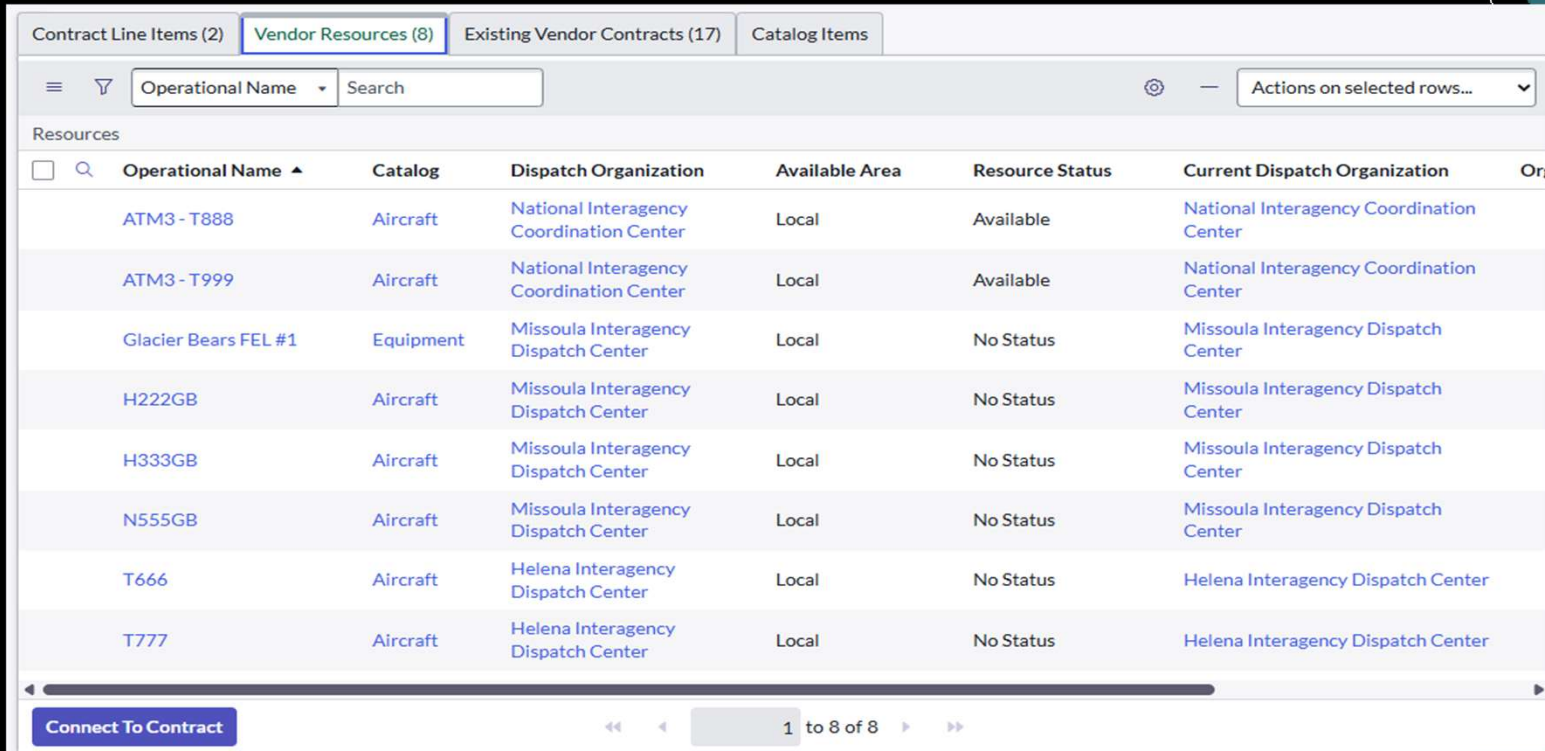


The screenshot shows a web interface for managing a contract. At the top, there's a breadcrumb 'Contract JP NICCC CWN Scoops' and buttons for 'Update' and 'Disable Contract'. A blue banner below the breadcrumb states: 'Some of the fields are read-only because the begin date has passed. To correct an error, contact the IIA Helpdesk and submit a ticket.' Below this is a progress bar with stages: Draft, Contract Term Not Begun, Disabled, Active (highlighted in green), and Expired. The main form contains several fields: 'Managing Dispatch Unit' (National Interagency Coordination Center), '* Contract Number' (JP NICCC CWN Scoops), '* Procurement Type' (Call When Needed), '* Vendor or Government (ND) Contract' (Vendor), '* Begin Date' (11-01-2025), '* End Date' (04-30-2026), 'Active' (checked), 'Expired' (unchecked), 'Disabled' (unchecked), 'VIPR Contract' (unchecked), 'System of Record' (IROC), and 'Run Type' (empty).

- Begin Date can be updated up until that date, then will become Read Only
- End Date can be updated until that date and the contract expires, then will be Read Only
- Contracts become "Active" once Start Date begins and "Inactive" after End Date and Contract Expires

Sprint Series 21 [Release 21.2] Contract Management

- By design to prevent mistakes, the system will only allow Vendor resources to be “Connect to Contract” one at a time

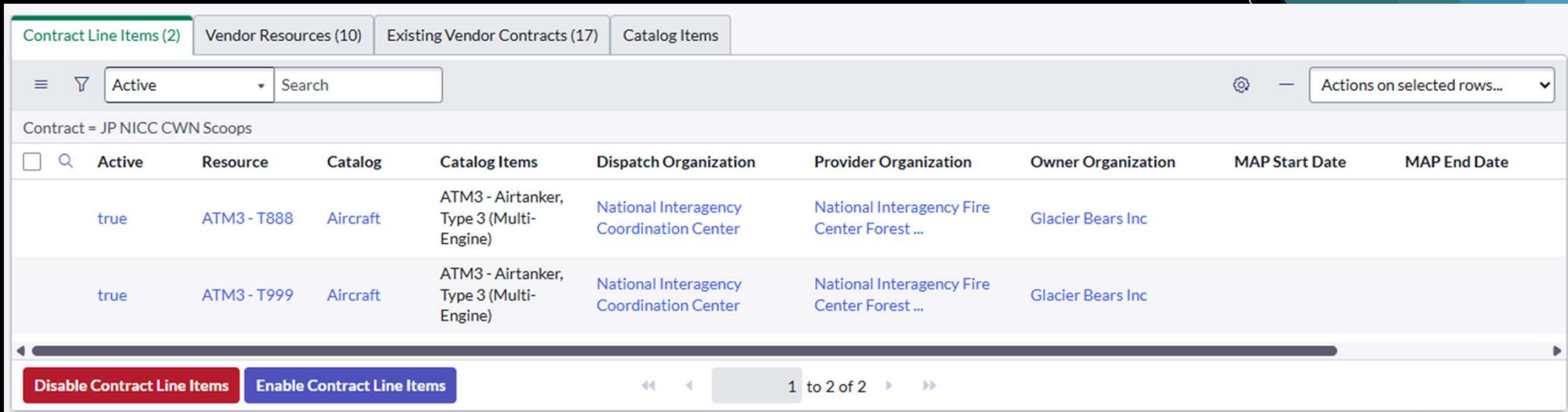


Operational Name	Catalog	Dispatch Organization	Available Area	Resource Status	Current Dispatch Organization
ATM3 - T888	Aircraft	National Interagency Coordination Center	Local	Available	National Interagency Coordination Center
ATM3 - T999	Aircraft	National Interagency Coordination Center	Local	Available	National Interagency Coordination Center
Glacier Bears FEL #1	Equipment	Missoula Interagency Dispatch Center	Local	No Status	Missoula Interagency Dispatch Center
H222GB	Aircraft	Missoula Interagency Dispatch Center	Local	No Status	Missoula Interagency Dispatch Center
H333GB	Aircraft	Missoula Interagency Dispatch Center	Local	No Status	Missoula Interagency Dispatch Center
N555GB	Aircraft	Missoula Interagency Dispatch Center	Local	No Status	Missoula Interagency Dispatch Center
T666	Aircraft	Helena Interagency Dispatch Center	Local	No Status	Helena Interagency Dispatch Center
T777	Aircraft	Helena Interagency Dispatch Center	Local	No Status	Helena Interagency Dispatch Center

- Users will receive an error message if trying to add multiple resources to the contract at the same time
- Resources will no longer be able to be removed from the contract once added

Sprint Series 21 [Release 21.2] Contract Management

- Contract Line Items (CLINs) automatically Activate and Deactivate upon contract Start and End Dates for Agreement, Call When Needed and IBPA contract types



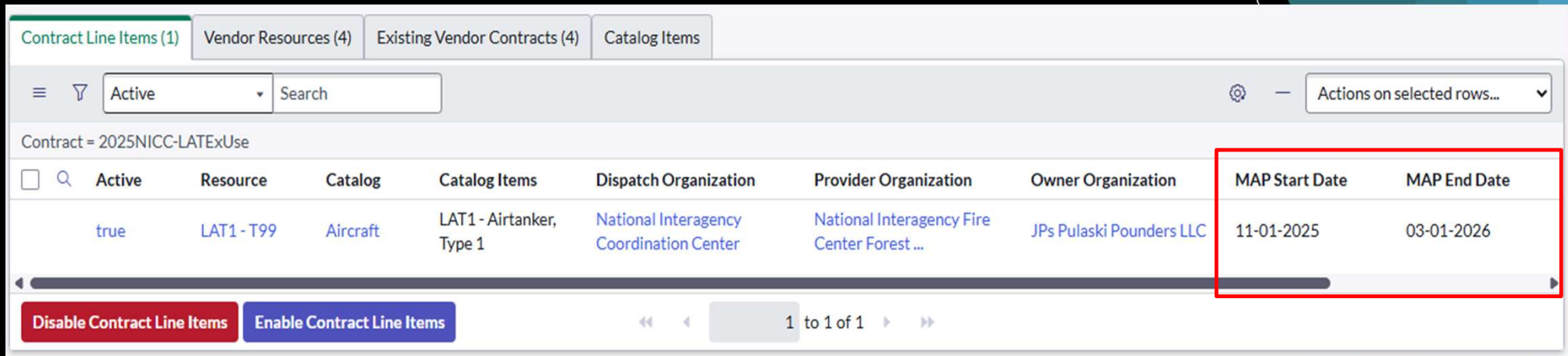
The screenshot displays the 'Contract Line Items' section of a software interface. At the top, there are tabs for 'Contract Line Items (2)', 'Vendor Resources (10)', 'Existing Vendor Contracts (17)', and 'Catalog Items'. Below the tabs is a search bar with a filter set to 'Active' and a search input field. A settings icon and a dropdown for 'Actions on selected rows...' are also visible. The main content is a table with the following columns: Active, Resource, Catalog, Catalog Items, Dispatch Organization, Provider Organization, Owner Organization, MAP Start Date, and MAP End Date. The table contains two rows of data, both with 'Active' status set to 'true'. The first row lists 'ATM3 - T888' as the resource, 'Aircraft' as the catalog, and 'ATM3 - Airtanker, Type 3 (Multi-Engine)' as the catalog item. The second row lists 'ATM3 - T999' as the resource, 'Aircraft' as the catalog, and 'ATM3 - Airtanker, Type 3 (Multi-Engine)' as the catalog item. Both rows have 'National Interagency Coordination Center' as the dispatch organization, 'National Interagency Fire Center Forest ...' as the provider organization, and 'Glacier Bears Inc' as the owner organization. At the bottom of the table, there are two buttons: 'Disable Contract Line Items' (red) and 'Enable Contract Line Items' (blue). A pagination bar shows '1 to 2 of 2' items.

Active	Resource	Catalog	Catalog Items	Dispatch Organization	Provider Organization	Owner Organization	MAP Start Date	MAP End Date
true	ATM3 - T888	Aircraft	ATM3 - Airtanker, Type 3 (Multi-Engine)	National Interagency Coordination Center	National Interagency Fire Center Forest ...	Glacier Bears Inc		
true	ATM3 - T999	Aircraft	ATM3 - Airtanker, Type 3 (Multi-Engine)	National Interagency Coordination Center	National Interagency Fire Center Forest ...	Glacier Bears Inc		

- Users can manually Enable or Disable Contract Line Items while the contract is Active if needed

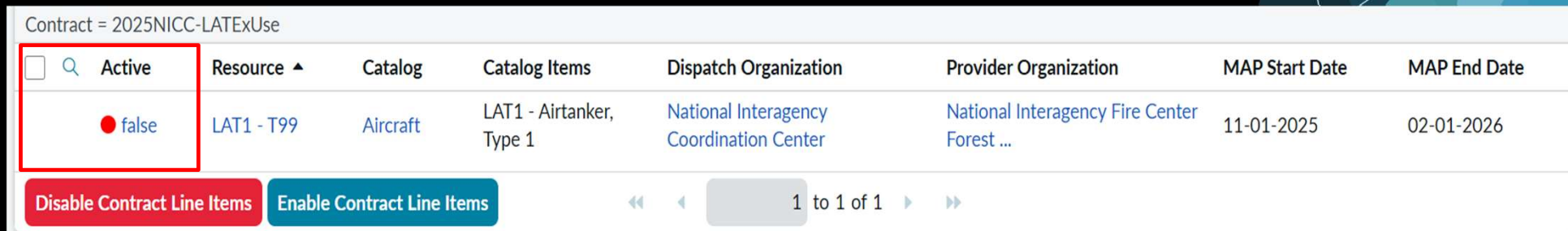
Sprint Series 21 [Release 21.2] Contract Management

- Contract Line Items (CLINs) automatically Activate and Deactivate upon MAP Start and End Dates for Exclusive Use contract types.



Active	Resource	Catalog	Catalog Items	Dispatch Organization	Provider Organization	Owner Organization	MAP Start Date	MAP End Date
true	LAT1 - T99	Aircraft	LAT1 - Airtanker, Type 1	National Interagency Coordination Center	National Interagency Fire Center Forest ...	JPs Pulaski Pounders LLC	11-01-2025	03-01-2026

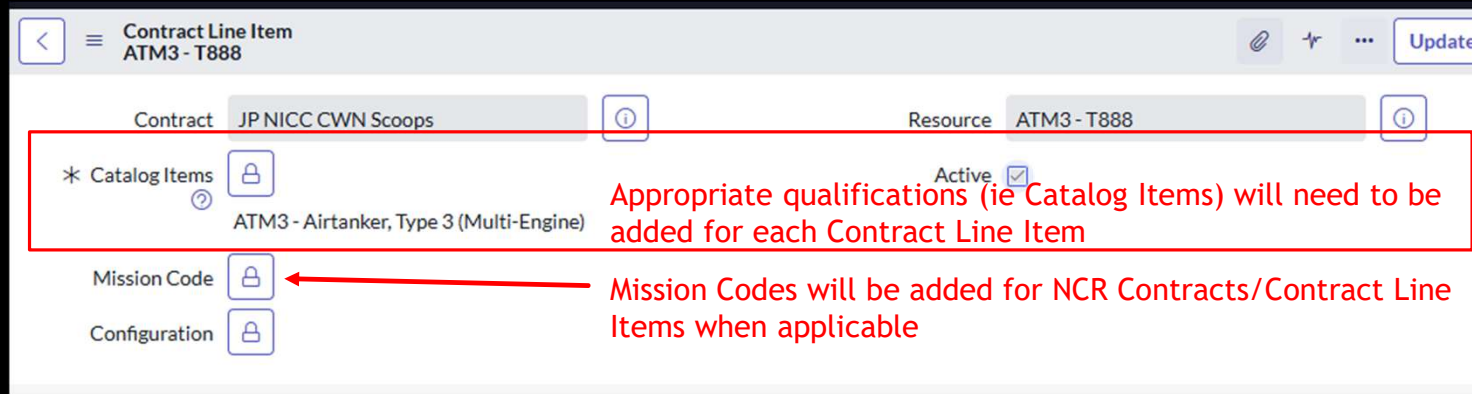
- Users can manually Enable or Disable EU Contract Line Items while the contract is Active if needed



Active	Resource	Catalog	Catalog Items	Dispatch Organization	Provider Organization	MAP Start Date	MAP End Date
false	LAT1 - T99	Aircraft	LAT1 - Airtanker, Type 1	National Interagency Coordination Center	National Interagency Fire Center Forest ...	11-01-2025	02-01-2026

Sprint Series 21 [Release 21.2] Contract Management

- Dispatch Managers at the CLIN resource's Managing Dispatch can add/edit CLIN specific information



Contract Line Item ATM3 - T888

Contract: JP NICC CWN Scoops Resource: ATM3 - T888

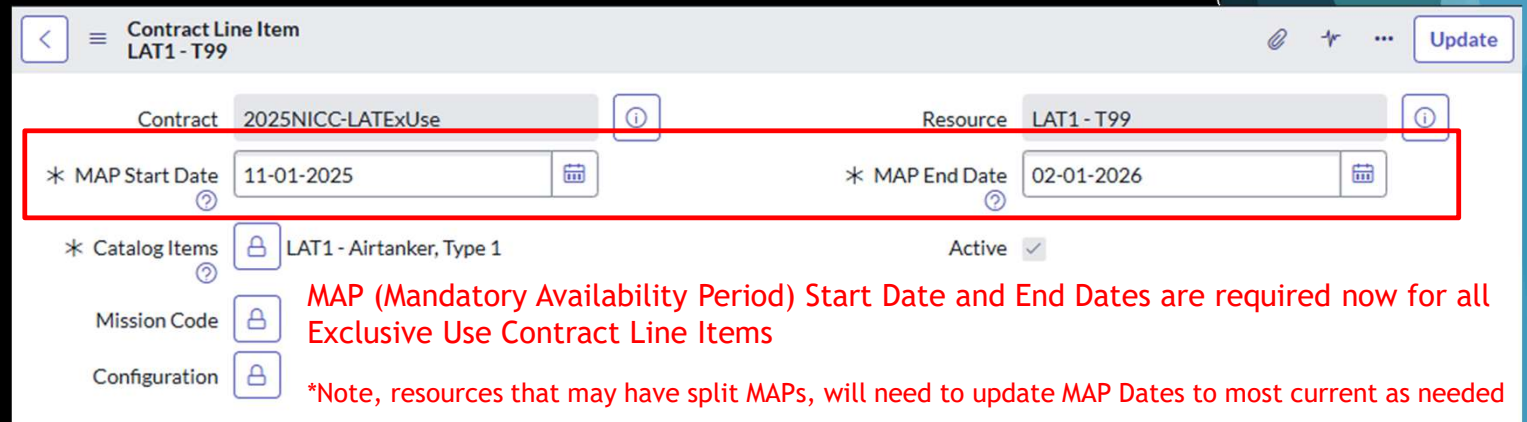
* Catalog Items ATM3 - Airtanker, Type 3 (Multi-Engine) Active

Mission Code ←

Configuration

Appropriate qualifications (ie Catalog Items) will need to be added for each Contract Line Item

Mission Codes will be added for NCR Contracts/Contract Line Items when applicable



Contract Line Item LAT1 - T99

Contract: 2025NICC-LATExUse Resource: LAT1 - T99

* MAP Start Date: 11-01-2025 * MAP End Date: 02-01-2026

* Catalog Items LAT1 - Airtanker, Type 1 Active

Mission Code

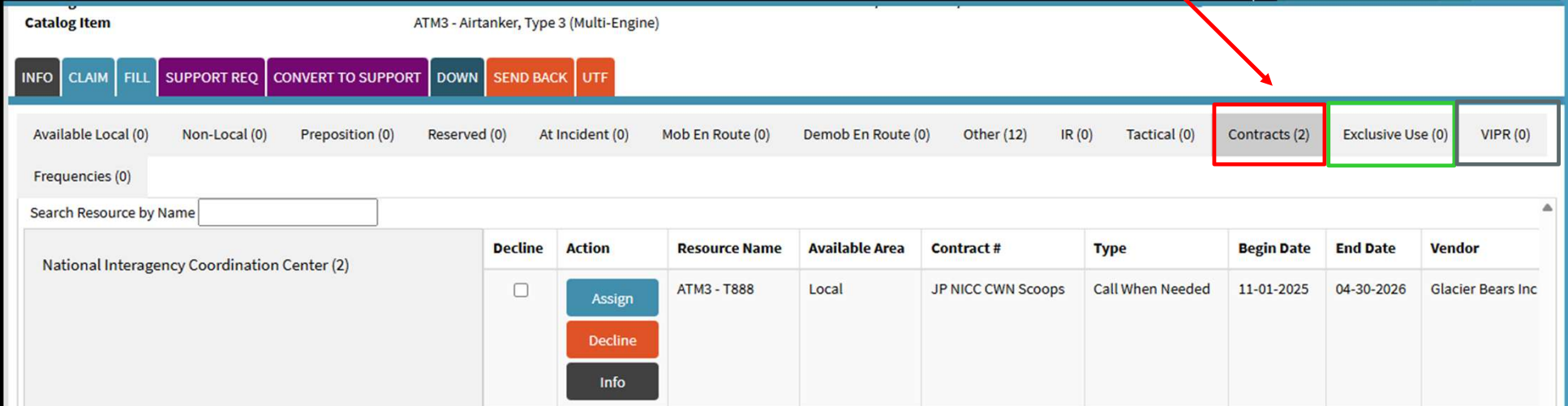
Configuration

MAP (Mandatory Availability Period) Start Date and End Dates are required now for all Exclusive Use Contract Line Items

*Note, resources that may have split MAPs, will need to update MAP Dates to most current as needed

Sprint Series 21 [Release 21.2] Contract Management

- Vendor resources display on appropriate Fill tabs based on Active Contract Type & Active CLIN



Catalog Item ATM3 - Airtanker, Type 3 (Multi-Engine)

INFO CLAIM FILL SUPPORT REQ CONVERT TO SUPPORT DOWN SEND BACK UTF

Available Local (0) Non-Local (0) Preposition (0) Reserved (0) At Incident (0) Mob En Route (0) Demob En Route (0) Other (12) IR (0) Tactical (0) **Contracts (2)** Exclusive Use (0) VIPR (0)

Frequencies (0)

Search Resource by Name

	Decline	Action	Resource Name	Available Area	Contract #	Type	Begin Date	End Date	Vendor
National Interagency Coordination Center (2)	<input type="checkbox"/>	<button>Assign</button> <button>Decline</button> <button>Info</button>	ATM3 - T888	Local	JP NICCC CWN Scoops	Call When Needed	11-01-2025	04-30-2026	Glacier Bears Inc

- Resources on active Exclusive Use (EXU) contract in MAP will not show as a fillable resource for any other contract type
- Resources on an active Call When Needed (CWN) contract will be fillable, as long as they are not on an active EXU
- A resource can be on multiple contracts at once, given the following conditions:
 - A resource can be on both EXU and CWN(s) at the same time, but while on an active EXU, the resource cannot be filled as a CWN
 - A resource can be on multiple CWN Contracts at the same time
 - A resource can be on multiple EXU Contracts, as long as the MAP dates do not overlap
- What if a Vendor resource is sold to another company? The resources will need CLIN inactivated which inactivates quals and Releases SOR. Once SOR is None the center with the resource can update the Owner org to the new company. The resource will display on the resources tab under the new vendors contract(s) to add to the new contract.

Plan For 2026 (so far)

- IRWIN v11 (Sprint Series 22)
 - Frequency Catalog (F#) & Integrated Frequencies

Request	
*Incident	Request Number
<input type="text" value="JP Jewel Cave (SD-JCP-260046)"/>	<input type="text" value="F-2"/>
Catalog	Request Block
<input type="text" value="Frequency"/>	<input type="text" value="System Block [Frequency 1 - 999999]"/>
Catalog Category	Request Status
<input type="text" value="Frequency"/>	<input type="text" value="Pending"/>
*Catalog Item	Order Processing Status
<input type="text" value="FQAG - Air to Ground FM"/>	<input type="text" value="Pending"/>

- Exporting Contract/Agreement Number on Filled Requests
- Importing IRWIN Derived Owner Organization (ie Agency Org) on Agency Resources
- IIPA/CFHEMS Integration
- ServiceNow Platform Upgrade to Zurich
- Historical Data Management (Archiving)

IRWIN v11 - Integrated Frequencies

- Centers' integrated frequencies will display under My Frequencies in DMT
- Locally managed frequencies can be added to the Incident via the Frequencies tab in Portal or DMT

- My Frequencies
 - My Dispatch Frequencies
 - My Dispatch Incident Freque...

Incident Details JP Jewel Mtn (MT-KNF-000025)

General Info | Auto Doc | Contacts | Financial Codes | **Frequencies** | Organization | Usage | Nav aids | Hazards | Locations | Airports | Request Blocks | Cache Orders | Shipping Addresses

Parent Incident | Child Incident

Active Incident Frequencies

Display Name	Request Number	Reported Activated On Date/Time/TZ	Reported Expired On Date/Time/TZ	Created By System
FQDE - 164.5000 TX 164.5000 (169.7) RX 1...	F-2	2026-03-31 1800 MST		IROC
FQAG - 162.1250 TX 162.1250 (110.0) RX 1...	F-1	2026-03-31 1800 MST		IROC
FQCM - 80 Peak TX 164.4625 (100.0) RX 17...		2026-03-31 1805 MST		wildcade
FQAA - A/A Primary (MT01 A/A 2) TX 128.1...		2026-03-31 1805 MST		wildcade
FQTA - District 4 Tactical 1 TX 171.4750...		2026-03-31 1805 MST		wildcade

Rows 1 - 5 of 5

Actions

- Create New Incident Frequency
- Edit

Only "Activated" frequencies will display on the Frequencies tab in Portal and ROFs

Users can add IA frequencies or expire any IROC created incident Frequencies via the "Create New Incident Frequency" or "Edit" Actions

*Note, it's recommended Centers with CADs that have integrated frequencies should primarily manage local IA frequencies in the CAD

- Active F# Frequencies will also display on the Incident Frequencies tab in Portal
- The system will prevent a frequency from having overlapping Activation times.

IRWIN v11 - Integrated Frequencies

- As needed, add local frequencies to the incident via the modal in Portal

The image displays three sequential screenshots of the 'New Incident Frequency' and 'Incident Frequency' modals, illustrating the process of adding and configuring a frequency.

First Screenshot (Left): The 'New Incident Frequency' modal is shown. The 'Incident' dropdown is set to 'JP Jewel Cave (SD-JCP-2...)' and the 'Reported Activated On Date' is '02-13-2026'. The 'Frequency' dropdown is open, showing a list of frequencies including 'Black Hills Tactical', 'Central Bear Mountain Repeater', 'Central Custer Peak Repeater', 'Cicero Peak Repeater', 'Coyote Repeater', 'Eagle Peak Repeater' (highlighted), 'East Direct (Mckelvie, Wall, Ft. Pierre)', and 'Frequency Tone RX'. A green arrow points from this list to the second screenshot. A red annotation reads: "A frequency list will display to select from".

Second Screenshot (Middle): The 'New Incident Frequency' modal is shown with the 'Frequency' dropdown set to 'Eagle Peak Repeater'. The 'Reported Activated On Time' is '0939'. The 'TX Frequency' is '164.8250', 'Frequency Tone TX' is 'Tone 2 (123.0)', and 'RX Frequency' is '172.3250'. The 'Frequency Tone RX' is 'Tone 8 (103.5)'. A yellow arrow points from this screenshot to the third screenshot. A red annotation reads: "TX/RX/Tones will prepopulate".

Third Screenshot (Right): The 'Incident Frequency' modal is shown. The 'Frequency' dropdown is set to 'Eagle Peak Repeater'. The 'Reported Activated On Date' is '02-13-2026', 'Reported Activated On Time' is '0939', and 'Reported Expired On Date' is '02-13-2026'. The 'Reported Expired on Time' is '1800'. The 'Active' checkbox is checked. A red box highlights the 'Reported Expired On Date' and 'Reported Expired on Time' fields. A red annotation reads: "Add Expired Date & Time to Release the frequency".

Additional red annotations include: "*Indicates required" at the top left of the first modal, and "*Note, if no default tones are present, users can add from predefined tone list" at the bottom of the second modal.

- Users will "Expire" (Release) frequencies in the same modal

IRWIN v11 - Integrated Frequencies

- Frequencies can also be managed on the Incident Frequencies tab on the Incident in DMT

Requests (15) | Financial Codes | Incident Contacts (5) | **Incident Frequencies (5)** | Incident Locations (1) | Addresses (1) | Airports (2) | Aviation Hazards | Incident Request Blocks (9) | Custom Request Numbers | Auto Doc (15)

Parent Incidents | Cache Orders | Cache Requested Items | Child Incidents | Incident IST

Created By System | Search | Actions on selected rows... | **New** | **Release Frequency(s)**

Incident = JP Jewel Mtn (MT-KNF-000025)>Is Valid = true

<input type="checkbox"/>	Active	Display Name	Request	Reported Activated On Date/Time/TZ	Reported Expired On Date/Time/TZ	Created By System	Is Valid
<input type="checkbox"/>	true	FQDE - 164.5000 TX 164.5000 (169.7) RX 1...	MT-KNF-000025 : F-2	2026-03-31 1800 MST		IROC	true
<input type="checkbox"/>	true	FQAG - 162.1250 TX 162.1250 (110.0) RX 1...	MT-KNF-000025 : F-1	2026-03-31 1800 MST		IROC	true
<input type="checkbox"/>	true	FQCM - 80 Peak TX 164.4625 (100.0) RX 17...	(empty)	2026-03-31 1805 MST		wildcade	true
<input type="checkbox"/>	true	FQAA - A/A Primary (MT01 A/A 2) TX 128.1...	(empty)	2026-03-31 1805 MST		wildcade	true
<input type="checkbox"/>	true	FQTA - District 4 Tactical 1 TX 171.4750...	(empty)	2026-03-31 1805 MST		wildcade	true

- National (NIICD) frequencies or frequencies your center doesn't manage should be ordered through normal channels as F#'s and filled accordingly by the managing dispatch center

INFO | CLAIM | FILL | FILL WITH | **SUPPORT REQ** | CONVERT TO SUPPORT | SEND BACK | UTF

Available Local (0) | Non-Local (0) | Preposition (0) | **Reserved (0)** | At Incident (0) | Mob En Route (0) | Demob En Route (0) | Other (0) | IR (0) | Tactical (0)

Contracts (0) | Exclusive Use (0) | VIPR (0) | **Frequencies (511)**

Actions	Channel Name	Frequency Use Designator	TX Frequency	RX Frequency	Owner Agency
Assign	118.0000	FQAA - Air to Air AM	118.0000	118.0000	FAA

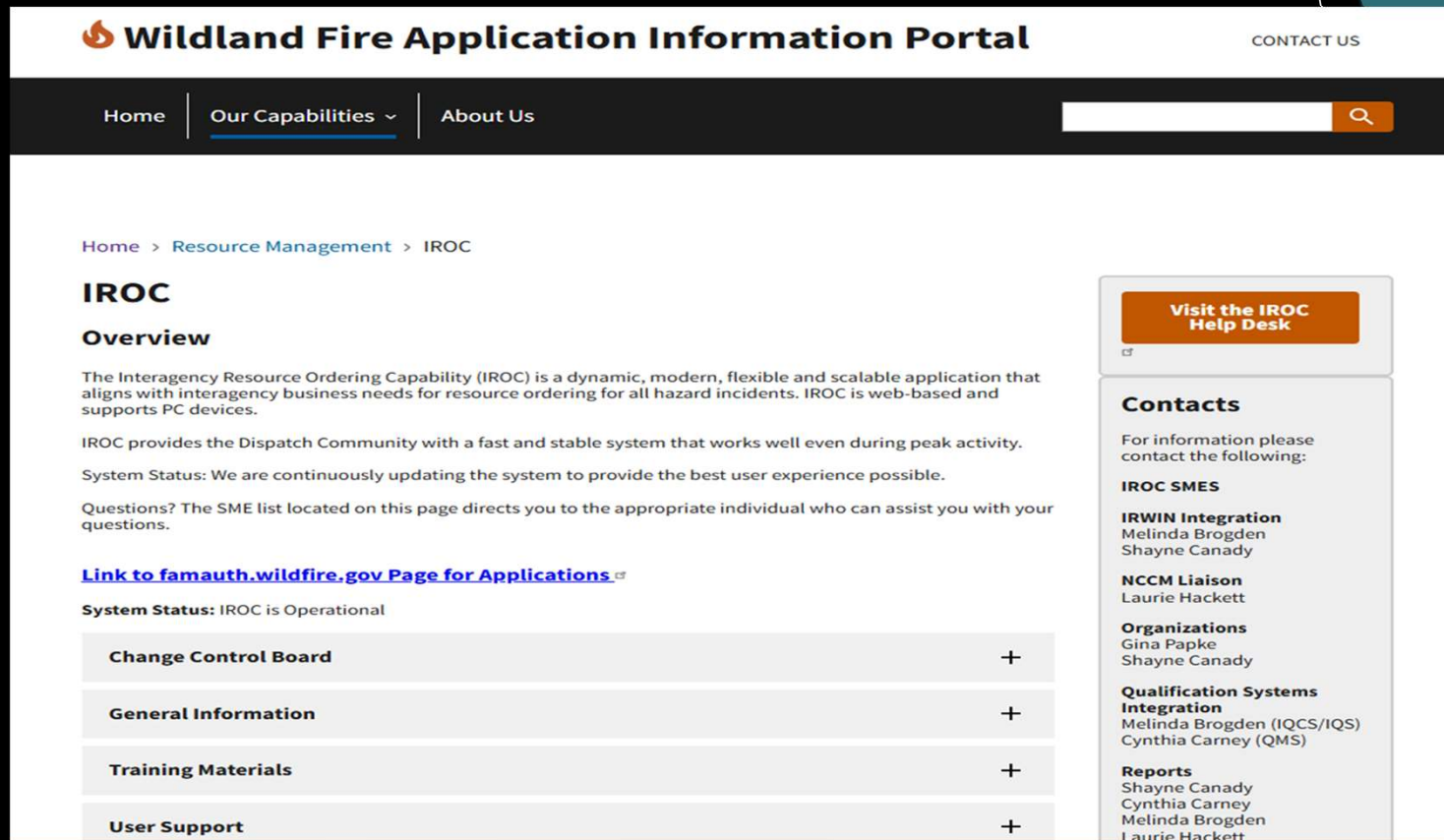
Just released March 31 > Sprint Series 23 [Release 23.1]

- NERV Modal & 2026 Billing Number updated
- Frequencies Management
 - Can add integrated frequencies when creating an incident in IROC
 - Added a prompt to auto-expire incident frequencies when closing an incident
 - Added Request Number column to Frequencies tab on incident in Portal to track the F# requests
 - Frequencies will remain attached to the incident when transferring the incident to another center
- Resources
 - Can multi select responder quals in DMT to hide or unhide
 - Dispatch Managers can only select active Provider Units when accepting resource transfers
- Requests
 - Dispatchers can only select active Provider Units for temporary resources filled as Fill With Agreement
 - Fixed a bug on “Type Any” FWA requests that wasn’t allowing the page to be saved.
- Catalog
 - Updated the inactivated Aircraft catalog's Frequency category name and all respective aircraft catalog items with an (AC) trailing the names to help differentiate the Aircraft catalog items from the Frequency catalog items for report filtering assistance. For example:
 - Aircraft catalog > Frequency (AC) category vs Frequency catalog > Frequency category
 - Aircraft catalog > Air to Air (AC) catalog item vs Frequency catalog > Air to Air AM catalog item

Please see [IROC Release Notes](#) for more information

IROC Website

➤ <https://www.wildfire.gov/application/iroc>



Wildland Fire Application Information Portal CONTACT US

Home | Our Capabilities | About Us

Home > Resource Management > IROC

IROC

Overview

The Interagency Resource Ordering Capability (IROC) is a dynamic, modern, flexible and scalable application that aligns with interagency business needs for resource ordering for all hazard incidents. IROC is web-based and supports PC devices.

IROC provides the Dispatch Community with a fast and stable system that works well even during peak activity.

System Status: We are continuously updating the system to provide the best user experience possible.

Questions? The SME list located on this page directs you to the appropriate individual who can assist you with your questions.

[Link to famauth.wildfire.gov Page for Applications](#)

System Status: IROC is Operational

Change Control Board	+
General Information	+
Training Materials	+
User Support	+

Visit the IROC Help Desk

Contacts

For information please contact the following:

IROC SMES

IRWIN Integration
Melinda Brogden
Shayne Canady

NCCM Liaison
Laurie Hackett

Organizations
Gina Papke
Shayne Canady

Qualification Systems Integration
Melinda Brogden (IQCS/IQS)
Cynthia Carney (QMS)

Reports
Shayne Canady
Cynthia Carney
Melinda Brogden
Laurie Hackett

IROC Website

➤ General Information

General Information
Documents Library
IROC Organization Change Request Forms
Release Notes
Newsletters

IROC Documents Library

Project Management Documents	Configuration Control/Change Board
<ul style="list-style-type: none">• Communications Plan• IROC Charter• Record of Decision, ROSS• IROC Talking Points• IROC FAQ	<ul style="list-style-type: none">• Change Request Form
Production Documents	
<ul style="list-style-type: none">• Interagency Standards for Resource Ordering Guide (ISROG) (6/6/25)• IROC Resource Data Entry Standards 2025• National SOG for I-BPA Resources• VIPR Resource Typing Table• IROC Catalog Updates 2022	<ul style="list-style-type: none">• Event Kind and Data Category Business Rules 2024• Event Kind and Data Category International 2024• NWCG Meta-data Definition - Business Rules• NWCG Data Standard Incident Name

➤ General Information > [Organization Change Request Forms](#)

General Information

[Documents Library](#)

[IROC Organization Change Request Forms](#)

[Release Notes](#)

[Newsletters](#)

IROC Organization Change Request Forms

Form Name	
IROC Add or Remove Incident Host.xlsx	Form that allows the user to send in the information to add or remove an Incident Host.
IROC Create or Delete an Organization.xlsx	Form that allows the user to send in the information to create or delete an Organization.
IROC Create or Update a Vendor.xlsx	Form that allows the user to send in the information to create or update a vendor.
IROC Update Contact Information for an Organization.xlsx	Form that allows the user to send in the information to update the contact information for an Organization.

IROC Website

➤ General Information > [Release Notes](#)

General Information

- [Documents Library](#)
- [IROC Organization Change Request For](#)
- [Release Notes](#)
- [Newsletters](#)

IROC Release Notes (Consolidated)

KB0010432 - Latest Version
★★★★★ 1903 views


This article provides a consolidated summary of changes that have been made to IROC, with the corresponding dates they were promoted.

IROC ServiceNow Upgrade - System Unavailable Saturday April 4, 2026 2300 mdt to Sunday April 5, 2026 0300 mdt

As part of our efforts to continually enhance and improve functionality of the IROC system, we will be upgrading the Production environment to the ServiceNow Zurich platform Saturday, April 4th from 2300 mdt to 0300 mdt Sunday April 5th. During this time, the IROC Production instance will be unavailable. To prevent data loss users should be logged out of the system by 2259 mdt Saturday April 4th.

Updated Themes:
The theme choices have been updated and now include Coral Default, Coral Dark, and U.S. Web Design System.

Coral Default:



Coral Dark:

➤ Note, the [Consolidated Release Notes](#) are also linked in the upper left menu in DMT & Portal [Help – Release Notes](#)

IROC Website

➤ Training Materials > **Schedule IROC Training Database**

Training Materials

[IROC Course Scenarios](#)

[IROC Training](#)

Schedule IROC Training Database

To schedule a Training instance contact Shayne Canady at shayne.canady@usda.gov

To schedule a Training instance in California, contact Shayne Canady at shayne.canady@usda.gov or Cynthia Carney at Cynthia.Carney@fire.ca.gov

When requesting training please allow 2 weeks to get the database and course instructions sent to you. Thank you

 IROC Website

➤ User Support

User Support

[Accounts / Password / Web Status](#)

[Knowledge Based Articles / Videos](#)

[National Emergency Rental Vehicle \(NERV\)](#)

Helpful tool - NERV Dashboard

➤ How to get there? - Search by "NERV" in DMT filter

The screenshot shows the IROC NERV Dashboard. The left sidebar contains a search bar with 'nerv' entered and a list of results under 'ALL RESULTS'. The 'NERV' category is expanded, showing 'NERV Dashboard', 'NERV Requests', 'Pool Requests', 'OTR Reconciliations', and 'Rental Locations'. A callout box points to 'OTR Reconciliations' with the text 'OTR Reconciliation Report'. The main dashboard area displays several metrics: 'Open NERV Requests by ...' (a bar chart with Pending and Rented categories), 'Active OTR Reconciliations' (85), 'OTRs Missing NERV Requ...' (0), '90 Day OTR Reconciliations' (0), '120 Day OTR Reconciliati...' (0), 'Open NERVs With Compl...' (0), and 'Abandoned NERV Requests' (0). A 'Daily Open Ticket Report' table is also visible, listing rental agreements, NERV request numbers, OTR status, and VINs. On the right side, there are filters for 'NERV Requests', 'NERV Request Type', and 'Reserved By Dispatch'. A callout box on the right lists search criteria: 'Search by: NERV Request #', 'NERV Request Type', and 'Reserved Dispatch Center'. An orange bracket groups these filters.

Rental agreement	NERV Request	OTR status	VIN
2497FY	NERV0011515	Open	1FT7W2BA9
474886383	NERV0011577	Open	1C4RDJDG8S
28QGHF	NERV0011684	Open	1FT8W3BT81
668552702	NERV0011674	Open	3FTTW8JA8T
866837384	NERV0011658	Open	3N8AP6CB6S

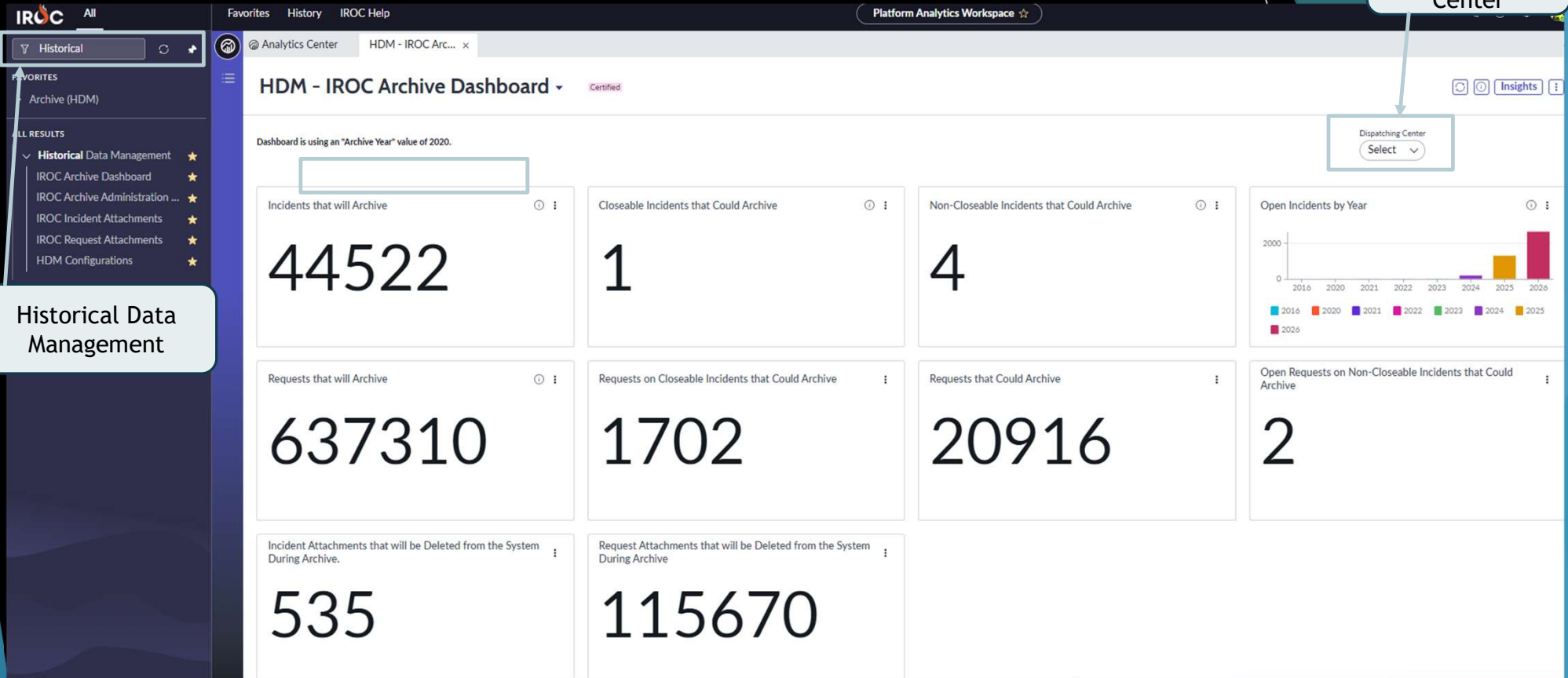
Search by:
NERV Request #
NERV Request Type
Reserved Dispatch Center

OTR Reconciliation Report

Helpful tool - Historical Data Management (HDM) Dashboard

➤ How to get there? - Search by "Historical" in DMT filter

Filter by Dispatch Center



Historical Data Management

HDM - IROC Archive Dashboard Certified

Dashboard is using an "Archive Year" value of 2020.

Metric	Value
Incidents that will Archive	44522
Closeable Incidents that Could Archive	1
Non-Closeable Incidents that Could Archive	4
Open Incidents by Year	Bar chart showing counts from 2016 to 2026
Requests that will Archive	637310
Requests on Closeable Incidents that Could Archive	1702
Requests that Could Archive	20916
Open Requests on Non-Closeable Incidents that Could Archive	2
Incident Attachments that will be Deleted from the System During Archive	535
Request Attachments that will be Deleted from the System During Archive	115670

Dispatching Center: Select



Thank You For Your Time