

Conflicts & Quarantine/Duplicates

Preventative Measures

Potential conflicting incidents in integration are identified when they plot within less than a 1/2 mile of each other, the discovery time is within 6 hours, AND are either reported by different a Dispatch Center or created in a different application.

Here are some recommended business practices for incidents close to a border/dispatch boundary:

1. Creating incidents in WildCAD-E
 - a. Refrain from sending your incident to IRWIN until correct host center can be determined. There are two recommended approaches:
 - i. Create incidents as a Smoke Check
 - ii. If incidents must be created as Wildfire for Run Cards to function properly, refrain from entering Discovery Acres.
 1. WildCAD-E can be set up so that Wildfire and Smoke Check have the same response.
 - b. If aviation assets are requested, work with your GACC. They may have the potential to mobilize aviation assets on kneeboards while POO is being determined not necessitating sending the incident to IRWIN for IROC resource orders and Potential duplicates.
 - i. GACC CODs can coordinate with NICC CODs during these instances to facilitate cross-gacc mobilizations.

Keep in mind:

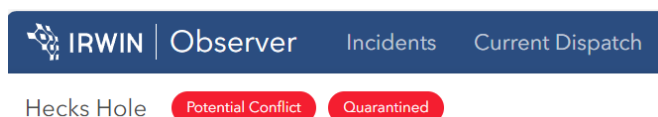
 - a. NICC doesn't forward kneeboards, GACCs will facilitate kneeboard distribution once NICC prioritizes incidents and determines resource to be allocated.
 - b. IROC orders MUST be completed once the POO and respective Dispatch Center have been determined.

Potential Conflicts & Quarantine

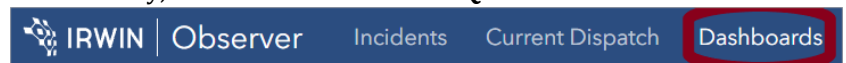
When two Duplicate incidents are entered and conflict criteria are met, the first incident in, will be in Potential Conflict and the second incident will be in Potential Conflict and Quarantine in IRWIN. Users need to determine which incident it the "correct" incident.

- ❖ An incident that is in Potential Conflict will integrate with all participating systems.
- ❖ An incident in Potential Conflict AND Quarantine will ONLY integrate with IROC. It will not go to any other participating system. Examples: It will not be in 209. Users will not be able to generate a FireCode.
- ❖ IROC users will not be able to create/modify/fill requests associated with quarantined incidents 24 hours after the incident was created. This is a system-level restriction, the incident record remains valid in the created by system and IRWIN.
- ❖ If a record stays in quarantine for more than 8 days, IRWIN will automatically mark it as invalid.

Users can check [IRWIN Observer](#) for the status of their incidents. A Quarantined record will have these identifying features:

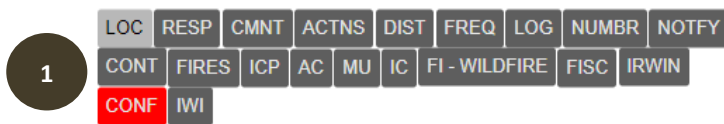


Alternatively, users can access IRWIN's **Quarantined Incidents**



WildCAD-E Identification of Conflicting Incidents

- When the conflict parameters are met, the WildCAD-E incident will have the **CONF** tab will turn red.



- Upon clicking on the **CONF** tab, WildCAD-E users are presented with a Conflict Resolution screen which advises the user of the other record AND Dispatch Center YOUR record is in conflict/quarantine with.

IRWIN has other incident(s) in its database which could be the same one you are working. Select one:

Center	Unit	Inc. Num	Inc. Name
UTUBC	UTUOA	000004	Hecks Hole A

Additionally, users can select the *IRWIN Incidents (last 30 days)* layer in WildCAD-E's Map for a visual representation of the potential conflict.



Steps for Conflicting Incidents Resolution

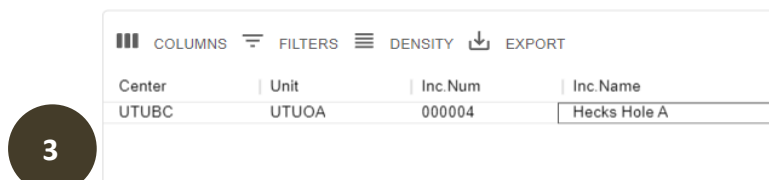
- Determine which incident will be the "winner" or correct incident.
- Assess if there is data associated with each record before proceeding to the next step.
 - IRWIN Observer displays all the Participating Systems in the Incident's page for each record.

STATS	
Total Updates	244
Participating Systems	INFORM_Inspector, wildcad, wfdss, ics20...

If there is data attached to both records, you may need additional support from the Help Desk of the system you are working in as well as the other Participating Systems to align the data into ONE record.

- Make the appropriate selection from the WildCAD-E Conflict Resolution Screen

Additional clarification for each radial button is held within the gray tip box to the right. →



Please select:

☒ My incident is a legitimate fire managed by this Center.

Release all resources to their home location prior to selecting the next 2 options:

☐ My incident is NOT a valid incident and will be VOIDed.

☐ My incident is a duplicate of the one above and is managed by the other Center.

If the WildCAD record is:

→ The 1st Incident in and is the "correct" record AND there is not data on both records, Select the first radial button and Submit.

Pay close attention to the Resource Comment before selecting any other option.

→ Not the correct record and you would just like to Invalidate select next radial button.

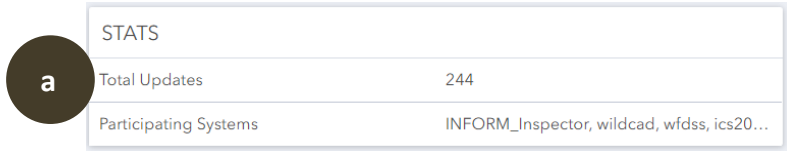
→ Is a duplicate of the one above and is managed by the other Center. This selection will update the record to an Out of Area Response incident and put it in a Providing Response Relationship.

Duplicates

When two Duplicate incidents are entered and Conflict criteria are NOT met, the user(s) may be unaware of the duplicate and data may be attached to multiple records.

When Center(s) are made aware of duplicate records within the system, they will work in coordination with each other to determine which incident is the “winner” following recommended business practices.

1. Assess if there is data associated with each record before proceeding to the next step.
 - a. [IRWIN Observer](#) displays all the Participating Systems in the Incident’s page for each record.



The screenshot shows a sidebar with a circular icon labeled 'a' and a main panel titled 'STATS'. The main panel contains two rows of data: 'Total Updates' with a value of 244, and 'Participating Systems' with a list of system names: INFORM_Inspector, wildcad, wfdss, ics20...

STATS	
Total Updates	244
Participating Systems	INFORM_Inspector, wildcad, wfdss, ics20...

You may need additional support from the Help Desk (HD) of the system you are working in as well as the other participating systems’ HD to align the data into ONE record. For example, one record may have IROC resources assigned and an approved 209, while another record may have WildCAD-E updates and a WFDSS decision. For those reasons, it is highly recommend researching the incidents in Observer.

It should be noted, the CAD record MUST be the “winner.” If the CAD record is the “loser” and the FireCode record remains the “winner” data integration will cease with FireCode data. In, this scenario, create a WildCAD-E help desk ticket utilizing the [Bighorn Support Desk](#) as needed.

2. If both records were created in WildCAD-E, in coordination with the second dispatch center, have determined which will be the “winner” you must establish the “losing” record by:
 - a. Voiding the duplicate record in WildCAD-E
 - b. Revising the record to a Resource Order –
 - i. Not an NWCG Event Kind Category and is not a Valid Incident for integration. If a user updates a Wildfire incident to a Resource Order in WildCAD-E, the incident becomes InValid in IRWIN.
 - ii. WildCAD-E users use Resource Order Types to quantify workload towards an incident not within their Dispatch Center. Resource orders will be placed through IROC for resources to remain on scene.

***Updating the duplicate record to a False Alarm is against business practices as the NWCG definition of False Alarm is:

An event where a wildfire was initially suspected, but ultimately an ignition could not be located; or the basis for the initial report was subsequently attributed to a non-fire source, such as water vapor or vented industrial emissions. The key point here is No FIRE, an incident cannot be a false alarm if an ignition is located.

The critical differentiation between a duplicate and an Out of Area Response:

A duplicate is an incident record created accidentally. As in, a user in a different application – not a CAD – created a duplicate record VS

An Out of Area Response where a smoke report was called in to two separate Centers and subsequently resulted in parallel responses.

Out of Area Response

-  NWCG definition of Out or Area Response (OR) - An event where resources are mobilized to a Wildfire (WF) Event within their corresponding dispatch Center’s response area (boundary). When resources arrive on scene, it is determined there is not an ignition within their area of response, but in fact there is an ignition within the neighboring dispatch center’s response area (boundary)

 Please reference the [Out of Area Response One-Pager](#) for further information

[IRWIN Observer User Guide](#)

Incidents in Quarantine are shared with IROC, but NO other Participating System. This is by design to ensure timely and effective mobilization of resources during Initial Attack. IROC users will not be able to create/modify/fill requests associated with them 24 hours after the incident is created.