



Advanced Unit 4 – Merge Incidents

**ROSS Dispatch Training Student Workbook
Release 2.16.12**

For ROSS Steady State
Operations & Maintenance



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Advanced Unit 4 – Merge Incidents

OBJECTIVES

Upon completion of this unit, the trainee will be able to:

1. Grant Merge Authority to another dispatch.
2. Merge two incidents.

ADVANCED UNIT 4: MERGE INCIDENTS

4.1 Objectives

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.1 Objectives	<p>Refer to Slide ROSSD-SL-ADVANCED-04-01 (Merge Incidents).</p> <p>Refer to Slide ROSSD-SL-ADVANCED-04-02 (Objectives).</p>

4.2 Overview

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.2 Overview	

4.3 Merge Incidents Screen > Set Filter for Incidents Panel

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.3 Merge Incidents Screen > Set Filter for Incidents Panel	<ul style="list-style-type: none"> • Accessed by Incident menu. • Only users with Dispatch Manager role can access. • Used to merge one incident (source) into another incident (destination). After merge only destination incident remains open. • Incidents being merged do not have to be managed by same dispatch, and do not have to involve dispatches at same level in dispatch hierarchy. • Incident Name. • Incident #. • Incident Type.

4.4 Merge Incidents Screen > Incidents Grid

☑	Topic	Notes
☐	4.4 Merge Incidents Screen > Incidents Grid	<ul style="list-style-type: none"> • Following incidents cannot be merged: <ul style="list-style-type: none"> – Preposition. – Complex. – Closed. • Internal incidents can be merged into External incidents and vice versa. • Grid columns of note: <ul style="list-style-type: none"> – Non-Local – Non-local incidents display because another dispatch has granted your dispatch authority to merge the non-local incident into one of your incidents. – Merge Authority – Displays non-local dispatch that has granted authority to your dispatch to merge the incident into one of your incidents. • View button.

4.5 Grant Merge Authority

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.5 Grant Merge Authority	<ul style="list-style-type: none"> • Allows your dispatch to authorize another dispatch to merge your incident into one of their incidents. • An incident can only have one authorized merge dispatch at any one time. • Grant Merge Authority dialog box – Used to select the dispatch that will perform the merge. • Clear Merge Authority – Removes merge authorization that had been granted to a dispatch for selected incident.

4.6 Merge Incidents

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.6 Merge Incidents	<ul style="list-style-type: none"> • Set Source Incident – Used to designate incident that is being merged into another incident.

☑	Topic	Notes
☐	4.6 Merge Incidents (continued)	<ul style="list-style-type: none"> • Set Destination Incident. <ul style="list-style-type: none"> – Used to designate incident into which Source incident is being merged. – Destination incident cannot be non-local (i.e., can only merge a non-local incident into your local incident). • Source Incident field – Displays Source incident once it is set. • Destination Incident field – Displays Destination incident once it is set. • Cannot perform a merge if: <ul style="list-style-type: none"> – Destination incident does not have a default financial code, and either of following requests exists on Source incident: <ul style="list-style-type: none"> ▪ Request that is pending with an external supply cache. ▪ Open request with a resource whose original assignment was filled by an external supply cache.

☑	Topic	Notes
☐	4.6 Merge Incidents (continued)	<ul style="list-style-type: none"> – Source or Destination incident has a request in process of being placed to or retrieved from an external supply cache. – There are resources in process of being reassigned from Destination incident to Source incident, and whose original assignments were filled by an external supply cache (because cancel reassignment is not permitted for these resources). – The Source incident is the In Conflict Parent of the Destination incident. – The Source incident has at least one group request with at least one subordinate that has been further reassigned. • If there are pending requests on Source incident, Merge Pending Requests Confirmation dialog box displays. <ul style="list-style-type: none"> – Cancel Pending Requests. – Copy Pending Requests to [Incident Number/Name]. • Regardless of merge option selected, following pending requests are

<input checked="" type="checkbox"/>	Topic	Notes
		always copied to Destination incident: – Subordinate requests along with their parent request. – NFES requests pending with an external cache

4.7 Objectives Review

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.7 Objectives Review	Refer to Slide ROSSD-SL-ADVANCED-04-03 (Objectives Review).

4.8 Practice Session

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.8 Practice Session	