

IROC Frequently Asked Questions

Subject	Question	Answer
Agile Project	What is a Product Owner?	The product owner manages the backlog, prioritizes the development team's work and advocates for the customer.
	Why are the demo events in video format rather than live action?	Agile development leads to rapid changes so to maintain a clear and consistent message we are utilizing a video demo.
Authentication	For mobile access, will access be available via public internet, or without VPN, or without using Mobile Iron?	The application should be available via the internet without vpn, but authentication process (e.g. NAP) is not yet confirmed.
Data Integration	What data integrations are planned for IROC?	IROC will integrate with the overhead qualifications systems and the existing CAD programs through IRWIN. IROC will integrate directly with VIPR and ICBS (the ICBS integration is being improved to effectively communicate with IROC).
	How will the CAD to IROC interface work?	IRWIN will be the integration service, and IROC will be a read/write system. The goal is a seamless integration for data that is needed in both systems, including resource data (including, for example, equipment, aircraft, crews with rosters, etc.). Implementation details are in progress between CADs, IROC, and Qualification systems.
	What about ICBS interface issues?	The ICBS interface will be enhanced to integrate with IROC, and some enhanced functionality in IROC will benefit the Caches (Batch orders for NFES, etc.).
	Will e-Isuite interface with IROC via IRWIN?	Not planned at this time...e-Isuite will continue to get IROC data loaded via a downloadable report, as it does now.
	When bringing an incident into IROC, will they be able to edit the inputs?	Rules of engagement with data associated with incidents will remain consistent with current business.
	Will there be naming conventions on resources?	There will be standards, but naming conventions as we now know them were a work around to allow for reporting in the early ROSS days...we no longer need the full string to be the "name," but each component will be a data element associated with the resource...IRWIN integration for resources may also have some effect on resource naming.
	What will happen if you create a resource that may be a duplicate? Is the clearinghouse still going to be around for this?	Overhead resources from both IQS and IQCS will be integrated through IRWIN, and IRWIN will perform the clearinghouse function for potential duplicate resources.
	Will IROC have the ability to import data from Excel?	Yes! Initially, Buying Teams will have this ability, with a goal of improving interactions between Expanded and Buying Teams.
Reports	Will they still need to use Cognos to print?	No, print functionality is included with the application (ServiceNow), but Cognos will still be used if printing from Cognos reports.
	Reports functionality? Can you add a quick link to Cognos reports? A bookmark or quick link to reports?	Some operational reports will be included within the application (native to ServiceNow) so they can be run from production. Cognos will remain the tool for analytical reports but the version is being updated by Phacil (current ROSS) and the format of the new version is TBD based on the update. The new Cognos version will be covered at the Consolidated Dispatch Application Training (CDAT).

General Functionality	What functionality will Pre-Orders have?	Pre-order functionality will be enhanced to include any efficiencies identified in the “3.0 bucket” of pre-existing approved change requests, or through grooming and pain-point identification among Integrated Project Team members.
	Will the CWN and EXU Aircraft still be treated differently?	They need to be treated somewhat differently due to different business rules associated with CWN vs EXC. Goal is to ensure efficiency in tracking staffing (equal number of clicks, etc)
	Where will the forms exist? Electronic?	Forms such as preparedness request, extension request, emergency demobe, etc can be completed outside the system and attached to a specific request. Other forms such as the BUYT request spreadsheet can be completed outside the system and imported to create requests, track fill, etc.
	Will you be able to use quick keys, tab, and enter?	Yes—functionality native to your browser environment will be available in IROC.
	Will Resource Status include local, state, GACC and NICC?	Yes – base requirement
	Can status be changed from screens other than resource status?	Yes—resource status can be changed from the roster screen in IROC.
	Will returned from assignment still exist?	Yes, but IROC will have added functionality allowing a local unit to set rules for "returned from assignment" resource status. An example of this flexibility may be that locally any resource that the system sets to "returned from assignment" when their demobe travel ends will be automatically set to "available local" until another status is set through self status. The idea is to minimize the pain point through added flexibility.
	What roles will there be?	We are still working out roles...our emphasis is on a balanced approach to avoid the “double arrow” scenario.
	Will there be an undo button?	Yes—this was a 3.0 change approved by CMB.
	Will they be able to have multiple sessions of IROC open on multiple browsers?	We expect that this will not be necessary based on performance of the new system and functionality that allows for efficient navigation, but it will be possible.
	Does IROC need to be refreshed like ROSS?	No, the user interface will be set to auto-refresh most actions.
	Can you place OH and EQ orders at the same time?	The multi-place functionality will be incorporated into the pending request screen, so unless there are business limitations on the catalog combination you are placing, the answer is yes.
	The IROC platform looks very different than ROSS. Will the resource order form look the same?	Yes--the resource order form will look very similar to the current ROSS form.
	Will there still be a change request process?	Yes—in fact the change board has already been expanded to include both ROSS and IROC in their charter.
	Will there be a spell check?	You can set this in your browser...as mentioned above, functionality native to your browser will be available in IROC.
	Have you tested creating a prepo to prepo and trying to reassign resources?	Not yet...preposition functionality is beginning to be groomed for development and then testing will follow.

	How long will documentation stay in a request?	A full audit trail of actions within IROC is a base requirement...so documentation associated with a request will not be deleted.
	Can you still transfer incidents?	Yes—base requirement.
	Can complexes still be created?	Yes—base requirement.
	Can you build special needs into pre-order requests?	Pre-orders are not yet groomed for development.
	If you send single increment resources to a fire, can you form them up as a task force or strike team later, as in highlight all requests and form a strike team?	We recognize that strike teams and task forces are incident based solutions to increase operational efficiency, but this functionality has not yet been groomed for development.
	Will assignment history look the same?	The look and feel of IROC will be modernized, but all required data representing a complete audit trail for actions taken on incidents, resources, requests, etc. will remain.
	Will there be a change to the way rosters are done?	Roster functionality is being updated and simplified.
	What makes something be considered “past due?”	Date/Time needed has passed.
Transition	When will IROC be deployed?	Go live date is January 1st, 2020. Fall of 2019 will be spent completing administrative preparations (issuing accounts and roles, training, etc).
	When and how will training occur?	Training will be conducted through a combination of in-person and virtual curriculum, starting in Fall of 2019 and continuing through go-live into the 2020 fire season. Training plan implementation details are being worked on now.
	Will there be an IROC practice database?	Yes...there will be a training and a practice instance of IROC.
	If IROC isn't ready on 1/1/20, will ROSS still be available?	Yes, for a very limited time.
	Will the help desk be the same?	Yes—same help desk.
	Can we start entering VINs into ROSS now, so they will be migrated into IROC?	Yes! Please start now!