

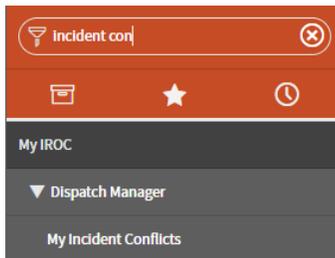
Resolving Incident Conflicts

The enhanced integration of IROC with IRWIN introduces potential conflicts in which an incident created in IROC conflicts with an existing incident in one of the other systems integrated with IRWIN.

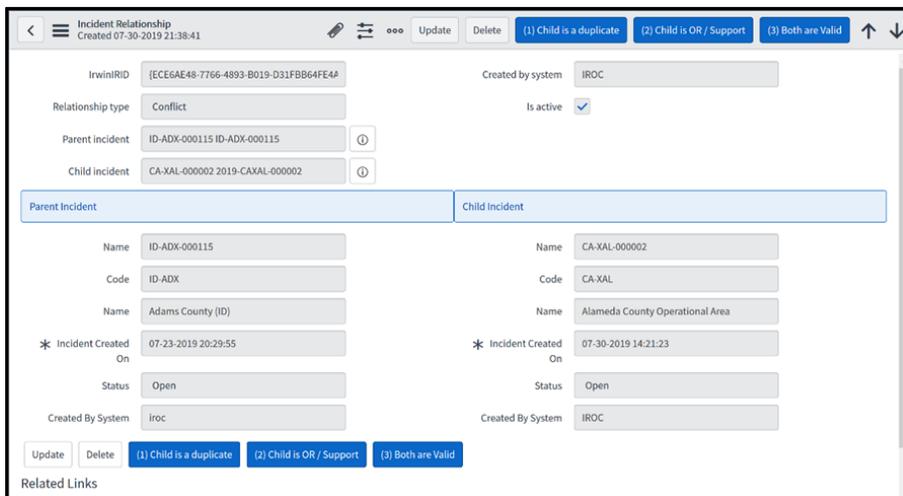
Once IRWIN identifies the conflict, IRWIN quarantines the incident, creates the incident conflict, hides the incident from all other integrated systems, and sends the incident response to IROC.

IROC adds the conflict relationship to the Incident Conflict list for resolution and prevents dispatchers from creating requests on the child incident.

- 1 In IROC DMT, type “incident conflicts” in the Filter Navigator and click on **My Incident Conflicts**.



- 2 The list on the right is filtered to show any incidents in quarantine. Click the **Information** icon beside the desired incident and then click **Open Record**.
- 3 The Incident Relationship screen shows the **Parent Incident** and the **Child Incident** on the bottom half of the screen. Review the information on the screen and click one of the action buttons at the top or bottom of the screen.



- a **Child is a duplicate** – The child incident will be inactivated
- b **Child is OR / Support** – The child incident will become an incident in support of the parent.

Note: OR = other response.

- c **Both are valid** – The incidents are not in conflict and will be maintained as separate incidents.

Notes: IRWIN identifies the potential conflict when it receives an IROC incident that meets the following criteria:

- It is not part of a complex.
- Both the IROC incident and the existing incident in IRWIN are of type wildfire.
- The IROC incident is reported within 6 hours of the existing incident in IRWIN.
- The IROC incident is within ½ mile of the existing incident in IRWIN.
- The IROC incident’s dispatch is not the same as the existing incident.