Updating Contact Information for an Overhead Resource

An Overhead (person) Resource's information, such as Contacts, Organizations, and Qualifications, are input into the IROC application in one of three ways:

1 Federal Agencies use the Incident Qualification and Certifications System (IQCS). IQCS Overhead Resources are identified in the IROC application with a System of Record (SOR) of IQCS.

2 State and Local Government/Fire Departments use the Incident Qualification System (IQSweb). IQSweb Overhead Resources are identified in the IROC application with an SOR of IQS_XXXX (where XXXX represents an identifier for the state or local government, such as IQS_TX for Texas).

> **Notes:**
>
> - Both IQCS and IQS send and integrate their Overhead Resource information with the Integrated Reporting of Wildland-Fire Information (IRWIN) service. In turn, IRWIN sends that information to IROC. This contact information cannot be updated directly inside the IROC application.
> - Contact information for an Overhead Resource with an SOR of either IQCS or IQS_XX must be updated in their respective Qualification Systems first. The updated information is then sent through IRWIN and will then be updated in IROC.

3 A few agencies choose to enter their Overhead Resource information directly in the IROC application. IROC Dispatch Managers for dispatch centers that enter their Overhead Resources directly in IROC (such as CalFire) are the only ones permitted to update a person's contact information.

Locating an Overhead Resource's System of Record (SOR)

If you do not know the Overhead Resource's SOR, you can find this information in the IROC DMT or the Portal.

From IROC DMT

1 Open the My Local Resources module from the application navigator

2 Filter the list to show Catalog = Overhead (e.g., choose "Catalog" from the Search dropdown, type "Overhead" in the search field, and press Enter.

3 Click on the Operational Name for the record to open.

4 Look on the IRWIN tab.
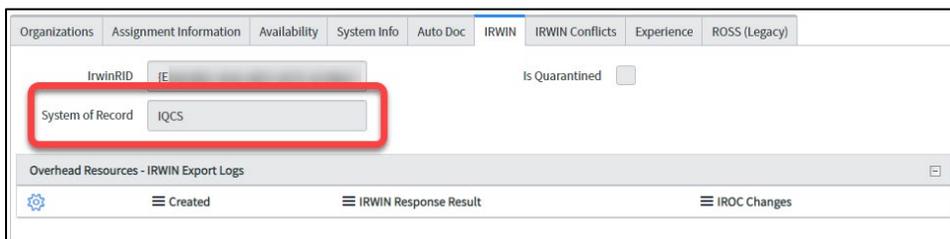
From IROC Portal

1 Click to open Resources from the Portal homepage and move to Full View.

2 Use Filter or Search tools to find the resource.

3   Double-click to open the record to see the Resource SOR on the General Information tab.