



IROC NEWSLETTER

IT'S FIRE SEASON 2022

Attractions to be deployed to IROC in the coming weeks:

- Addition of 'Incident Jetport' information on Requests/ROFs
- Tactical Aviation Screen Updates
 - Filling Tactical Aviation Requests with correct Qual
 - Changing Current Dispatch Organization to Current Dispatch Unit ID
 - Combining Date, Time, Time Zone Needed into single column
 - Adding Procurement Type to Resource screen
- Request/Resource Processing Enhancements
 - Improved Request processing times
 - Resource Qual Type, Orgs, Employment Class, Contract info captured at time of assignment
 - Default Request Blocks will be implemented as Incident Request Block records
 - Request Statuses will go to appropriate status based on Mob/Demob values
 - Layout of Request Screen fields will be more consistent between DMT and Portal
 - Consistency of field placement in 'New Request' and "Manage Request' screens
 - More consistent location of Travel fields in DMT and Portal
 - Added 'Start' and 'End' Date/Time fields for Mobilization/Demobilization
 - Requesting, Ordering, Assigning and Shipping Contact fields will display both contact name/contact info (number)
- General Message Number field on Requests

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KNOW

TRAVEL

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UPDATES

TRIBUTE TO
ANGIE HINKER

To sign up for IROC User Notices go to the following link:
<https://tinyurl.com/3452j79b>

IIA Help Desk
Toll-Free: (866)224-7677
Local: (616)323-1667

PLANNED DEVELOPMENT

Additional development still to come in 2022:

- Release to Base functionality
- Selection Areas by Provider Unit
- Web Status Mobile Capability
- Pre-Orders
- Travel Itineraries
- Compacts 2.0
- Documentation refinement
- Additional data elements for Reports

RESOURCE ITEM & ORDERING STANDARDS

IROC Resource Item Data Entry Standards

We need your help! In the continuing effort to clean up IROC data and obtain consistency in all new and existing resource items, please review the directions provided in the IROC Resource Data Entry Standards that have been reviewed, revised and approved by the Dispatch Efficiency Working (DEW) Group and National Coordination Center Manager's (NCCM). Standardized resource item data entry helps prevent duplication of resource items within the resource inventory, make record searching and sorting much easier, and assure accurate reporting results. Please validate that your IROC resource items are still active and make any necessary edits to ensure they comply with the current data standards. The IROC Data Entry Standards document is located on the IROC website at

<https://famit.nwcg.gov/node/3125>.

Interagency Standards for Resource Ordering Guide

The National Dispatch Efficiency Working (DEW) Group updated the Interagency Standards for Resource Ordering Guide (ISROG) in April of 2021. These are the standard business practices for using IROC within the Interagency Dispatch Community. Users are encouraged to review the guide which includes standards for Creating New Incidents, Creating New Requests, Support Requests, Subordinate Requests and Resources Items.

The ISROG can be found on the IROC website at

<https://famit.nwcg.gov/sites/default/files/ISROG.pdf>

or the National Interagency Coordination Center (NICC) website at

<https://www.nifc.gov/nicc/logistics/references/ISROG.pdf>

ALL THINGS IROC ACCESS

With fire season in full-swing many people are needing access to IROC, below are some useful tips on handling these requests and links to the appropriate QRC.

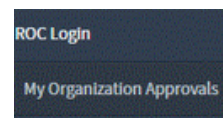
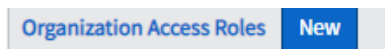
What is iNAP? Why is it so important?

- iNAP stands for Integrated National Application Portal. An iNAP account is required to access supported applications that use iNAP for authentication and / or authorization. Applications that are integrated with FAMAAuth only use iNAP for authorization as FAMAAuth is completing the authorization for those applications.
- Most of the applications you use will require you to have an account in iNAP. If you only use one application and you sign in on a regular basis, you shouldn't have to worry about updating your password.
- If you have two or more applications, you will need to change your password every 60 days. You should start receiving emails ten days prior to your password expiring. Please follow the directions and change your password. If not, you will need to go through the helpdesk to get a new temporary password so it can be reset.

Approving IROC User Roles

It's always a good idea to refresh yourself on how you and your resources should sign in and get access. There are two ways to give access:

- First - go into your dispatch center and give access from the Organization Access Roles.
 - How to get there has changed. Go into your dispatch office in the DMT and scroll down to the organization access roles area and you will see the blue button that gives access.
- Second - some will submit a request to your dispatch, and you go in and find that request under My Organization Approvals.



In the DMT, people with Dispatch Manager Access can approve most types of access requests.

As a resource with qualifications, be it overhead or equipment, you can log into IROC to set your status. There are a few steps you need to take to be able to do that. The FAM-IM website will give you access to any of the documents you need to get you started. It will help you with getting an iNAP account, setting up your self-status, and how to status your employees as a government rep or Vendor. You can find the documents you need at the following link:

<https://famit.nwccg.gov/node/2886>



JUST SO YOU KNOW

Block 5 Information

The current functionality on the Resource Order Form is working correctly as was determined during the design phase of IROC. The incident will always populate the POO (Point of Origin) in Block 5, unless there is a **Command Post** location built into the incident. If the command post does not have navigation instructions attached to it then just the command post name will be populated. If the command post has navigation instructions those will be populated to Block 5.

Block 8 Information

Nothing is more frustrating than printing out a ROF and having a million phone numbers print out on it, making the header two pages long! UGH! There is a way to fix that. Under your contacts, list the ones you want to show up on the ROF as Block 8 Types. Once you select a number as a Block 8, it will only show the Block 8 selected numbers.

B. Incident Base / Phone Number	Block 8	Phone Number
24 Hour Phone 928-527-3552	<input checked="" type="checkbox"/>	928-527-3552
Receptionist (928) 779-5267	<input type="checkbox"/>	
Main Incoming (928) 526-0600	<input type="checkbox"/>	
Email AZFDC@firenet.gov	<input type="checkbox"/>	800-309-7081

Creating an Incident with the Correct Type

When creating an incident make sure you know the incident type you want it to be. For example, Wildfire vs Preposition etc. You cannot change the incident type once orders have been created on the incident. The only way to correct the error is to create a new incident and re-assign everything. For more information about incident types, go to:

www.nwccg.gov/sites/default/files/data-standards/stds/values.pdf



Creating Request Blocks

Request blocks are used to give separation to groups of request numbers that you may assign to separate groups or individuals. To create one, go to the Incident under the Incident Tile on the Portal Page. On the accordion view, go into the Request Blocks Tab. On the bottom left will be the actions tab. When you click on it, you will have the option to Create a new block or edit an existing one. Name the block and fill out the starting and ending numbers. Decide if you want it to be the default block or not and click Save.

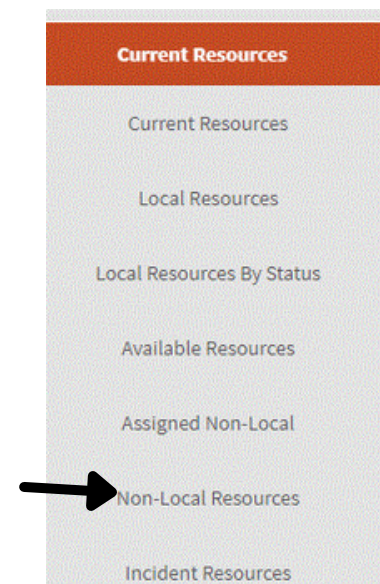


Follow this link for the QRC:

https://iroc.nwcg.gov/kb_view.do?sysparm_article=KB0010242

Where are my Resources?

Ever had a resource on a non-local fire and need to find them really quick in the system? Go to the Resources tile in the Portal and click on non-local resources. Once you open that portion of the tile, select the catalog you are looking for and it will bring up the list below of all the individuals in your center on fires that are non-local. Once you find them, you can look at the request just as you would any other request.



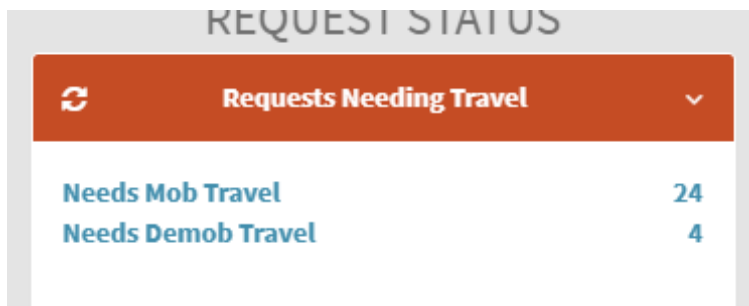
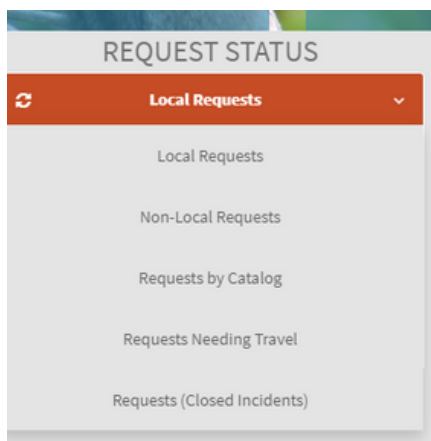
I have a team member that needs to be shown Available. Do I list them as Local, Geographic Area or National? For team members, only show them available local. That way you have access to fill them on an order but anyone looking won't find them thinking they are available to fill an order. Now we have a new IMT Only availability, so you no longer have to wonder.

Setting Travel

While filling a request, it is important to finish the process and add travel. Whether you aren't sure what the travel is, so you set it "To Be Arranged" or on some orders like "Fill with Agreement", the travel screen doesn't come up but you still need to provide travel.

If your resource just shows "Filled" that is a clue that you may need to give it some kind of travel, even if the travel window doesn't come up. This will become a problem as that resource won't officially be "At Incident".

The "Requests Needing Travel" in the Request Status tile is a great place for dispatchers to go find requests that don't have Mob or Demob travel set.



Service - Cellular Telephone (NON-NFES)	Service - Cellular Telephone (NON-NFES)	Grangeville Interagency Dispatch	1/1		Filled
!Not in Catalog Supplies	!Not in Catalog Supplies	First Net Sat Pole	1/1	Sat Pole	Filled
Service - Handwashing Station (Portable)	Service - Handwashing Station (Portable)	Tammy's Alliance	3/2		Filled

The same needs to be done when DMOBing a resource. If you don't give it travel, it will never arrive home and could hang up the resource on future requests.

Helpdesk Updates

There are three ways to submit a ticket. Submitting a ticket via email can take up to 48 hrs to process. Contact the helpdesk by telephone or chat for quicker service.

The initial process for submitting a ticket is to contact the IIA Helpdesk who provides Tier 1 support. If Tier 1 cannot resolve the issue they will escalate it to Tier 2.

- Tier 2 support will escalate the ticket to Tier 3 if the issue is a bug or needs further resolution. Tier 3 are the IROC developers.
- Users need to be aware that tickets for all issues should be phoned into the IIA or use the chat option. The email option takes up to 48 hrs to process.
- If you have an issue or find something that isn't working right, please contact the helpdesk and report the issue as soon as possible. It may not be something that you need fixed before you can do your work, but if we don't know about it, we can't fix it and make the application better.

IIA Help Desk
 Toll-Free: (866)224-7677
 Local: (616)323-1667
<https://iiahelpdesk.nwcg.gov>

- As always, if you see something that you would like to see changed, fill out a Change Board Request and submit it. Many of the changes you see today are because someone asked for them. Look for the link to the form from the DMT menu (below Dispatch Portal and Knowledge) or in the Portal under Quick Links.
- To submit Organization changes or updates (Unit ID's, contact info etc.) go to the FAMIT website and select the link to Organization Change Request Forms. Choose the appropriate change form on the following link:

User Support
Accounts/Password/Web Status
Quick Reference Cards / Videos
Training
IROC Course Materials
IROC Training Calendar
Change Control Board
CCB User Suggestions
Documents Library
IROC Organization Change Request Forms
Release Notes
Contacts

Form Name
IROC_Add or Remove Incident Host.xlsx
IROC_Create or Delete an Organization.xlsx
IROC_Create or Update a Vendor.xlsx
IROC_Update Contact Information for an Organization.xlsx



<https://famit.nwcg.gov/node/2701>

Remembering Angie Hinker, IROC Project Manager (3/21-5/22)



Angie Hinker of Beulah, North Dakota, passed away May 7, 2022, peacefully at home. Angie was a valued member of the US Forest Service Fire & Aviation Management (FAM) Information Management (IM) Project Management Office. She was 47.

Angie was born in Casper, Wyoming, on Aug. 30, 1974. After graduating high school, she attended South Dakota School of Mines & Technology for Paleontology and Geology in Rapid City.

Angie started her fire career with South Dakota Wildland Fire Suppression Division as a crew member on a Type 6 engine for the Black Hills Forest Fire Protection District in 1995. From there she went on to serve as the Assistant Center Manager for the State Fire Dispatch Center from 1997 to 2004 and Wildland Fire Specialist from 2004 to 2006. Angie transferred to the Black Hills National Forest in May 2006 to serve as the Assistant Center Manager at the Great Plains Interagency Dispatch Center. She began detailing with the Forest Service FAM-IM team in February 2017 and was permanently reassigned in April of 2018.



She and her family moved to Beulah in 2018, where she worked as a Project Manager enhancing wildfire dispatch programs. Most recently, she supported the Interagency Resource Ordering Capability (IROC), eISuite and WildCAD systems.



One of Angie's greatest joys was following her sons through their sporting careers. She also loved farm life. She had one flock of chickens and four cows and enjoyed spending her daily breaks going to the barn to brush and massage her cattle and do chicken chores. She also enjoyed having her brother, sister-in-law, nieces, and great nephew visit her at her ranch. Angie was a bright and happy soul who always wore a huge smile and is greatly missed.

Angie is survived by her husband, Brandon Hinker, and two sons, Ethan Hinker and Clayton Hinker, as well as extended family.