



IROC NEWSLETTER

WELCOME 2022

Another year has come and gone. Time to reflect on our past accomplishments but even more important, to look to the future at where we are heading. What changes will we see in the coming year in IROC? How will it make our dispatch process better and more user friendly? Look inside for some of the answers.

WHAT'S COMING IN THE NEW

2021

ACCOMPLISHMENTS

- IRWIN V7
 - CAD Resource Integration -All CFCADs (not rostering), CA-SBCC WildCAD(rostering)
 - CFHEMS Integration
 - Overhead experience records go to IRWIN, Qual systems pull in that data
- Transfer IROC and non-CAD SOR Incidents
- Selection Area Refactor
- Reporting Module
- Compacts Module
- Portal/DMT enhancements
- Faster request processing
- Tactical Aviation -Phase 1
- Resolved numerous pain points and bugs
- Print ROFs from DMT -Single and Multiple

IN THIS ISSUE

Welcome to 2022

2021 Accomplishments

Whats coming in 2022

Major Development
Goals in 2022

IROC Data Entry
Standards

Change Control Board
Updates

Using
Latitude/Longitude

iNAP Information

User Role Information

All Things IROC access

Just So You Know

User Training

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

To sign up for IROC User Notices go to the following link:
<https://tinyurl.com/599tp6pf>

WHATS COMING IN 2022

Catalog upgrade - Deployed in Version 6.5 - Updated February 22, 2022

- Memo to NCSC for Catalog Update: <https://famit.nwcg.gov/node/3065>
- List of changes: <https://famit.nwcg.gov/node/3061>
- New 4 character mnemonic codes - the codes can be alpha-numeric - for all AC, CR, EQ, OH Groups and non-NFES Supplies.
- Codes replaced Category-Catalog Item Names for Operational Name prefixes.
 - Examples: LATI -T-10; ENG4 - MT-LNF-E434; CRW1 - Sawtooth IHC
- New/updated Categories
 - Fire Crew, Non-Fire Crew
 - Heavy Equipment
 - Consumable (Supplies)
- New/updated Catalog Items
 - Deck, Takeoff and Landing Frequencies
 - Additional Heavy Equipment items
 - VIPR items
 - Medical supplies, cases/pallets of water/sports drinks, chainsaw parts, radio supplies, various services
- Inactivating Catalog Items no longer in use by the end of May.

Development Goals for Next 2 Quarters

- New Resource Statuses - Virtual Only, IMT Only, Geographic Area (Previously GACC)
- Request/Resource Status Refactor
- VIPR refactor -DPLs and resources double qualified
- Tactical Aviation -Phase 2
 - Current functionality enhancements
- Release to Base functionality
- Incident Jetport on Manage Request/ROF
- Selection Areas by Provider Unit
- Web Status mobile capability
- Various bug fixes and change request items

IROC Data Entry Standards

Standardization of resource and incident data is critical for wildland fire information systems. IROC and its integrated interagency wildland fire partner systems rely on standardized resource item data entry and common formatting to ensure successful workflow. Data entry standards help to reduce duplicate records, make searching and sorting much easier, and supports accurate reporting results. Here is an overview of the Data Standards.

- **Resource Items**

- Overhead Single Resources certified by an agency should not be added to IROC. IQCS and IQS are the only integrated qualification systems. CALFIRE uses IROC as SOR for overhead responders. (also in ISROG)
- IQCS Chapter 13 Red Book update for 2022 –Effective 01/01/22, IROC will no longer be the source of record for qualifications for federal employees.
- IQS is SOR for State provider responders, including EFFs.

- **National Resources** –“National” checkbox should only be checked for those resources which have national utilization and meet the definition stated in the National Interagency Mobilization Guide, Chapter 10, page 10 at https://www.nifc.gov/nicc/mobguide/Mobilization_Guide.pdf.

- **Resource Item Organization**

- It is extremely important that resources reflect their true Ownership and Provider organizations.
 - Dispatch centers do not “own” or “provide” resources (except for such examples as Interagency Type 1 and Type 2 Teams).
 - Resources are either owned by an agency or by a vendor. If vendor owned, a contract must be created, and the resource item attached to the contract.
 - For group resources such as squads, modules or crews, the Provider and Owner fields should be associated with the leader’s agency.
- **Provider:** The organization responsible for a given resource item, which may or may not be the resource item’s Owner. The organization may fund the resources directly, such as USFS or BLM engines and personnel.
 - IQCS/IQS imported from qualification system
 - For contracted resources (resources owned by a vendor) the Provider is the government organization that holds the contract.
- **Owner:** The organization or company to be compensated financially for providing a resource to an incident, which may or may not be the resource item’s Owner.
 - For a regular, government-owned resource, the Owner is the same as the Provider.
 - For a contracted resource, the Owner is the vendor.
- **Home Unit:** The physical location of a resource, such as an office, organization, or jurisdiction.
- For example, a home unit may be a BLM District, a municipal fire station, or a USFS Ranger Station.
 - For contracted resources, the Home Unit is the vendor.
 - IQCS responders can be edited in IROC / IQS cannot.

- **Contracts and Agreements**

- VIPR contracts, resources, and dispatch priority lists are integrated directly into IROC from VIPR. VIPR related contract, resource item and dispatch priority information cannot be edited within IROC. If users have questions or find erroneous information, please contact the contracting officer.
- All other contracts should be entered into IROC and resources associated with the contract appropriately.
- Resources can be attached to more than one contract within IROC.

- **IROC Resource Data Entry Standards coming soon.**

Changes to IROC Coming With IRWIN v7.1 Deployment

Deployment March 21, 2022

- Update incident types to match NWCG Incident Event Kind & Categories Standards.
 - <https://nwcg.gov/sites/default/files/data-standards/stds/values.pdf>
- IROC will import Request Needed by Date/Time from CADs via IRWIN.
- IROC will import user documentation on Cancel and Cancel UTF requests from CAD's via IRWIN.
- IRWIN updating Aircraft Tail Numbers to accept 12 characters.
 - UAS/Military aircraft can be entered with entire registration number in IROC and get IRWIN IDs.

CHANGE CONTROL BOARD USER UPDATES

The current contract for IROC will expire later this year, and a new contract will be awarded by Spring/Summer of 2022. To ensure the transition period between contracts goes smoothly the IROC Change Control board will not be reviewing and prioritizing change requests for implementation after March 1st, 2022. You can still submit change requests; however, they will not be reviewed until the new contract is awarded. If your issue is time sensitive and/or a disruption to the dispatching process, please submit a help desk ticket by contacting the IIA Help Desk by phone, NOT email.

Change request form - <https://tinyurl.com/2pry94zn>

Things to know about using Latitude/Longitude..

Here are a few things to think about when creating a new incident in IROC:

- When entering coordinates in IROC Portal in Degrees Minutes Seconds (DMS), do not use a minus sign on the Longitude coordinates.
 - **Good:** Lat 43 34 1 N and Long 116 12 32 W
 - **Bad:** Lat 43 34 1 N and Long -116 12 32 W

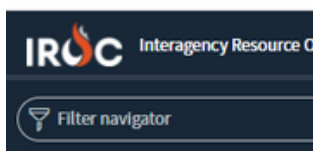
IROC automatically converts the coordinates entered to Decimal Degrees (DD) and Degrees Decimal Minutes (DDM). This information can be viewed the Incident > Point of Origin tab in IROC DMT.

- **Do not use generic Lat/Long just to create the incident in IROC.** With the IRWIN integration mapping capabilities, it is very important to input valid coordinates for incidents as other fire applications that now integrate with IRWIN and IROC use the Lat/Long coordinates for maps to plot fire occurrence.
- When creating new Support and Preposition Incidents, search existing locations before entering the Lat/Long coordinates. Coordinates for your Dispatch Center's airports and agency locations may already be entered in IROC.
- After creating the incident in IROC Portal, find the incident in IROC DMT (My Dispatch Incidents) and check the IRWIN tab to make sure the incident received an IrwinID. If not, check the IRWIN Export Logs to find out why. Each Incident needs an IrwinID in order to communicate with other fire applications in IRWIN.

How to handle Long Term details in IROC for IQCS responders

IQCS responders that go on long term (30-day or more) details and the home unit wants to retain certification management of the responder's qualifications are to be temporarily transferred within IQCS, that is the Authoritative Data Source (ADS). All changes are made in IQCS, the responder will show up under the temporary dispatch center in IROC. Please refer to the IQCS instruction's how to "Temporarily Change a Responder's Home Dispatch Center" for long term details: <https://iqcsweb.nwcg.gov/temporarily-changing-responders-home-dispatch-center>.

Want to go back to your home screen either in portal or DMT?
Just click on the IROC logo in the upper left. It will take you to the beginning.



iNAP Information

What is iNAP? iNAP stands for Integrated National Application Portal. It is used to authenticate and authorize access to applications. You will need it to access applications like IROC, WIMS, e-Isuite, FTP and Sit-209. Applications do not need to use FAMAAuth in order to be in iNAP. Questions you may have are:

- How do I request a new iNAP account?
- How do I request access for other applications on my existing iNAP account?
- How do I request elevated access to iNAP authenticated applications?
 - Users should know that IROC no longer has elevated account access.

To answer those questions, you can go to step 3 and 4 of the following QRC located on the FAMIT website. This is focused on IROC but will work on any application using iNAP to authorize access. Go to the web <https://nap.nwcg.gov/NAP> and follow the directions below.

https://iroc.nwcg.gov/kb_view.do?sys_kb_id=7e0c5ddf1be93c108c289796bc4bcb3c#

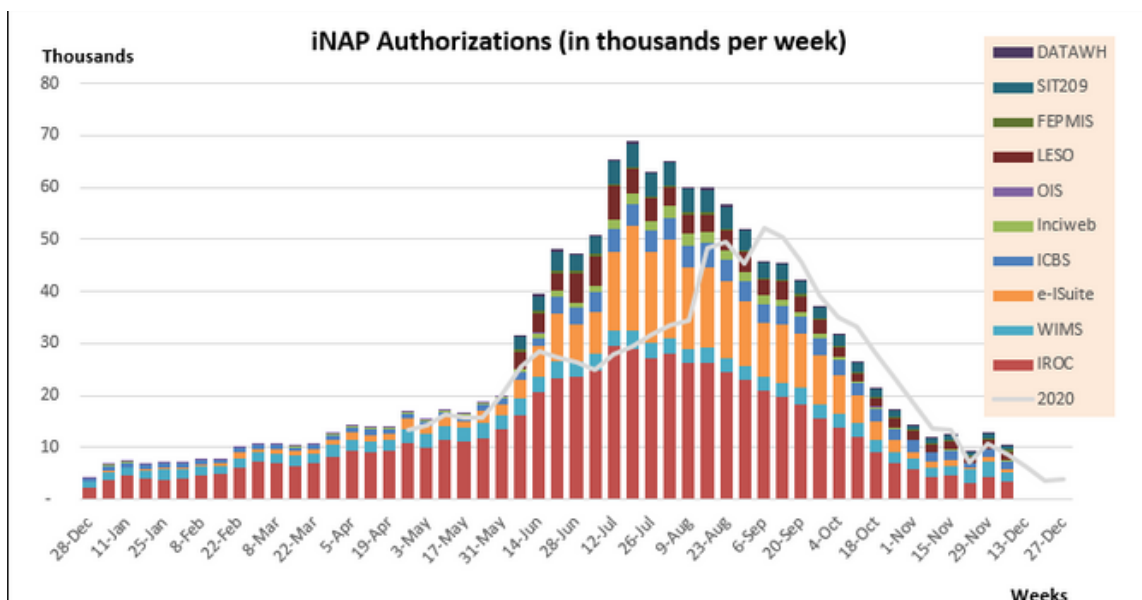
How do I change from a temporary password to a permanent one?

The following QRC on the FAMIT website gives detailed instructions of how to do this.

https://iroc.nwcg.gov/kb_view.do?sys_kb_id=ab11e1231be17c1072cada49bc4bcbd4#

- How often do I have to change my password? **If you only have access to IROC, or another FAMAAuth integration application, then you have an iNAP profile. You are not required to maintain your iNAP UN/PW as long as you sign into the application on a regular basis. If you have access to other iNAP applications that do not require FAMAAuth for authentication, then you will have to maintain your iNAP UN/PW in order to access those other applications. Passwords must be changed every 60 days.**

Below is a graph showing the number of iNAP authorizations by application that were requested in 2021.

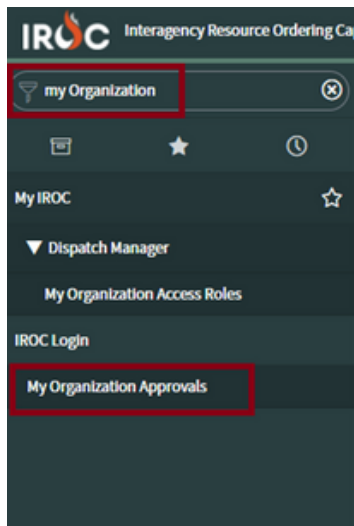


Approving/Rejecting IROC User Roles

In DMT, people with Dispatch Manager Access can approve most types of access requests. If the person putting in for an IROC role puts in a Dispatch Manager name, that individual will get an email to remind them to go in and process the request. However, if the Dispatch Manager field is left blank, the request will be in queue in IROC until someone manually goes in to check. **Currently, there are almost 900 requests pending approval that go back as far as early 2020.**

To approve these, go in the DMT to the My Organization Approvals. This screen will have access requests that have come in for resources in your center. You will want to look at the ones that have a Status of New. If you click on the Status column controls button (hamburger) you can choose group by status and then look at only the new requests.

Click on the information icon of the request and then Open Record to manage the request. If a user has requested the correct access you can click the approve button. If they have not requested the correct access or you don't believe they need that access, use the Additional Comments section to let them know why you are rejecting the request and then click the Reject Request button.



The screenshot shows the IROC Approvals table. The 'Status' filter is set to 'New' and is highlighted with a red box. The table displays a list of requests with columns for Vendor Organization, Number, Requested For, Created, Access Type, Additional Comments, Status, and Approver.

Vendor Organization	Number	Requested For	Created	Access Type	Additional Comments	Status	Approver
(empty)	IR00002031	Debbie Gilbert	07-06-2020 10:59	Self Status	07-06-2020 10:59:25 - Debbie Gilbert (Ad	New	(empty)
(empty)	IR00014416	Chris Colt	07-13 16:40	Self Status		New	(empty)
(empty)	IR00016518	Matthew Hedrick	09-12 14:19	Self Status		New	(empty)
(empty)	IR00014434	Greg Mann	07-14 07:44	Self Status	07-14-2021 07:44:25 - Greg Mann (Additi	New	(empty)
(empty)	IR00010842	Dean Hazen	10-18-2020 20:30	Self Status	10-18-2020 20:30:22 - Dean Hazen (Additi	New	(empty)
(empty)	IR00004560	Ashly Kula	06-04-2020 08:45	Self Status		New	(empty)

The screenshot shows the IROC request details form for request IRQ0010565. The form includes fields for Number, Requested For, Government Rep Organization, Home Unit, Dispatch Manager, Status, Access Type, Approved/Rejected By, Active, and Additional Comments. The 'Additional Comments' field is highlighted with a red box.

*Note – Vendor Web Status and e-ISuite access are handled by a SME for that application *

ALL THINGS IROC ACCESS

As people come back from their winter break, there will be a need for them to access IROC. Their iNAP account may be inactive or depending on the protocols at the center, access may need to be given again. Below are some useful tips on handling these requests and links to the appropriate QRC.

Approving IROC User Roles

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

IROC is available to a variety of users and each user may have different needs to access the application. User roles are designed to provide users the appropriate IROC functionality that you need. Data access may be further limited to activities within their organization.

<https://tinyurl.com/y7sjw6yy> - IROC User Roles

Dispatch managers can log into IROC to view and approve web status access requests from vendors within their managing organization.

<https://tinyurl.com/54enkpmz> - Granting Access

Self Status

To get access to status yourself you will need to log in to IROC and request an iNAP account.

<https://tinyurl.com/3sab55vh> - How to Access_IROC

As an overhead resource with qualifications, you can log in to IROC to set your status. You must first request self-status access. You can then set your own status, assuming you are available, unavailable, or returned from assignment.

<https://tinyurl.com/zath2j7n> - How to Self Status Overhead

As a government representative, you can log into IROC to set your status. To do so, you must first request access. You can learn how to request access here:

<https://tinyurl.com/9w774w2t> - Requesting Govt Rep Web Status

Once you obtain access, you will then need to sign in to status yourself. Read how to status yourself here:

<https://tinyurl.com/57b48usk> - Setting Web Status Govt Rep



JUST SO YOU KNOW

Preposition Incidents

A Preposition incident is a great tool for dispatch offices to use. It is an incident where you can bring resources in and once they arrive, can be managed the same as your local resources. They can be used for initial attack and released back to your center without having to reassign to another order. The resource can be sent to as many fires as you need them to go to without worrying about being released from your local incident. If they go to a campaign fire, dispatch has the ability to set them to home (released from your preposition incident) once they are released.

IROC User Training

Where do you find training information for new dispatchers or returning dispatchers to get familiar with using IROC?

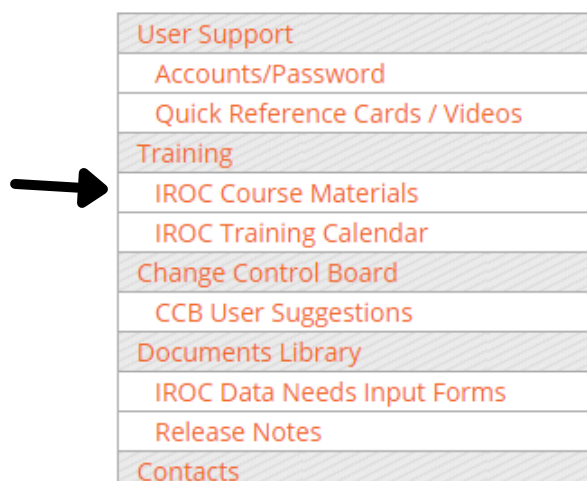
The FAMIT website!

There you will find classroom material showing how the different activities are performed. You will also find scenarios that can be used in practice to actually do the activities you are learning.

You can access everything you need for training your dispatchers at the following address:

<https://famit.nwcg.gov/applications/IROC>

To schedule a training contact Cheryl Dickson at cheryl.dickson@usda.gov



User Support
Accounts/Password
Quick Reference Cards / Videos
Training
IROC Course Materials
IROC Training Calendar
Change Control Board
CCB User Suggestions
Documents Library
IROC Data Needs Input Forms
Release Notes
Contacts