Firenet Presentation Dispatcher's workshop:

<u>Discussion topics:</u>

-Incident Setup- who owns the Team Drive? What info is on Google Form for incident setup?

      Teams are responsible for setup this year. Firenet admin should be adding the dispatch center to the team drive when it is created. What is the dispatch center's role set to in the team drive? Need to be managers so that we can add or remove members and have unlimited access to info.

-The different roles in Team Drives (Manager, Contributer, Viewer). Shouldn't Dispatch centers have manager roles?

-2SV issues and how to get around them, how to get codes and where to store them. Option to use Google authenticator mobile app

-DocBoxTemplate, who will upload to Team Drive? How do we ensure consistency?

-Should we make the decision as a Region to control the Team Drives for the fires at each dispatch center instead of having them created by the firenet admin folks/ team ITSS when they are creating firenet accounts.   It would give us more flexibility and take a load off the teams having to create additional email accounts for each fire/functional area.

-Sharing outside of Firenet is possible through Team Drive. -DL

<u>Other issues:</u>

Password expires every 60 days.

Managing multiple Firenet accounts for expanded time consuming

Firenet
Dispatch Center Setup Details & Information

This section will give you a background on the different types of accounts that will be created per dispatch center.

- **Center Role Based Account**
    - This is the main center account. The center unit identifier will be used in naming this account. Only the steward of this account will have login information. The account can then be delegated out to other FireNet users.
    - Examples:
        - AZFDC@firenet.gov
        - MTBRC@firenet.gov
- **Individual Accounts**
    - Full-time staff and regularly used AD's will have individual accounts.
    - Examples:
        - john_doe@firenet.gov
        - jane_smith@firenet.gov
- **Main Expanded Role Based Account**
    - Only the steward of this account will have login information. The account can then be delegated out to other FireNet users. Most centers delegate this account to Expanded Role Based Accounts so all expanded staff are doing business from one inbox.
    - Examples:
        - AZFDC_Expanded@firenet.gov
        - MTBRC_Expanded@firenet.gov
- **Expanded Role Based Accounts**
    - A 'pool' of expanded role based accounts each center can use. Expanded staff can use these accounts when visiting your center as long as they've followed the 3 steps above and are approved for usage!
        - AZFDC_Expanded01@firenet.gov
        - AZFDC_Expanded02@firenet.gov

Here on the Kootenai we were able to utilize FireNet on a few project fires and throughout the season for Expanded Dispatch. We decided to make some notes and do a write up on how we felt FireNet worked and some recommendations of things that might make the process more user friendly and functional. Our dispatch center created our Expanded email address and regular email addresses at the start of the season. All of our IA dispatchers were able to get their individual accounts set-up, but many of our AD expanded dispatchers did not go through the 2-step verification/security training. This was not a feasible option for a busy expanded dispatch that is constantly turning over new dispatchers every 2 weeks. Especially when Expanded dispatch supervisors are ADs and do not have experience with FireNet.

The first incident account that we set up was for the Davis fire. The initial team was unable to utilize the account and get their role-based accounts set-up for the first few days due to the camp being in a remote area with no internet.

The second account we setup was for the Tenmile fire. This team seemed more in-tuned with FireNet and prepared to test out the capabilities. We recognized right away that the initial set-up was cumbersome. The required information to fill out the Google form to create an account is not easily accessible to the dispatcher creating the request. In order to figure out who the primary PIO and ITSS are it took a bit of research in ROSS, looking for phone numbers, making phone calls to see which person was the lead and tracking down whether they had a FireNet account. Once the account was set-up there was some confusion on the purpose of the main account. We were asked why we were sending plans/logistics/ordering information to this account since it was the PIO's account. I assumed that the PIO/ITSS having access to the main account would be able to forward those messages to the people who needed them. We then learned that the other accounts were not set-up at the same time as the original and this proved to be a challenge as there was no email address to send the ordering and finance related correspondence to. The team elected to set-up a gmail account for ordering because the ordering people on the team had not generated FireNet accounts preseason and were AD's.

As the fire season progressed both of these fires changed names, or the teams ended up managing more than one fire. The Tenmile fire was eventually managed under the Sterling Complex, but the name of the FireNet account remained 2018_MTKNF_TenmileFire. The team that was managing Davis eventually took command of the Gold Hill fire as well. The name of the email remained Davis for a while before eventually becoming 2018.GoldHillandDavisFire@firenet.gov. This seemed confusing to us and I'm not sure what impact it had, if any on other users and the public.

- o Dispatch center doesn't have download access to some docs
- o 2SV a pain to deal with, initial phone number set up by the team, difficult to change the phone number later. It is not possible to do 2SV in remote locations where connectivity is limited
- o Inconsistency of use of Google Drive
- o No standardized format for the account names. Most are VERY long. The word "fire" should be eliminated.
- ➢ Recommend having each dispatch center control a Team Drive for the season (eg.2018MTKNF) and have the Dispatch Center create subfolders as fires occur. Dispatch center can then grant access as team members come and go, or grant access to all Region One Teams functional firenet accounts. (Similar to the way we grant ROSS access). No need for team to control the

drives and fires. No need for multiple email accounts for each incident. The teams could have functional accounts, AlmasFinance@firenet.gov, AlmasOrdering@firenet.gov, AlmasPlans@firenet.gov, etc. and individuals would still have their own accounts, PIO account could still be created for public/stakeholder communication purposes. It seems like an unnecessary amount of email addresses when, if used to their potential, important docs could be saved into the Team Drives and all orders, maps, PIO info, finance, and plans info, etc. could be saved directly to the Team Drive for the fire instead of relying on emails.

➢ This format would allow the dispatch center to setup the folders so they are consistent throughout the different Fire folders on the Forest.
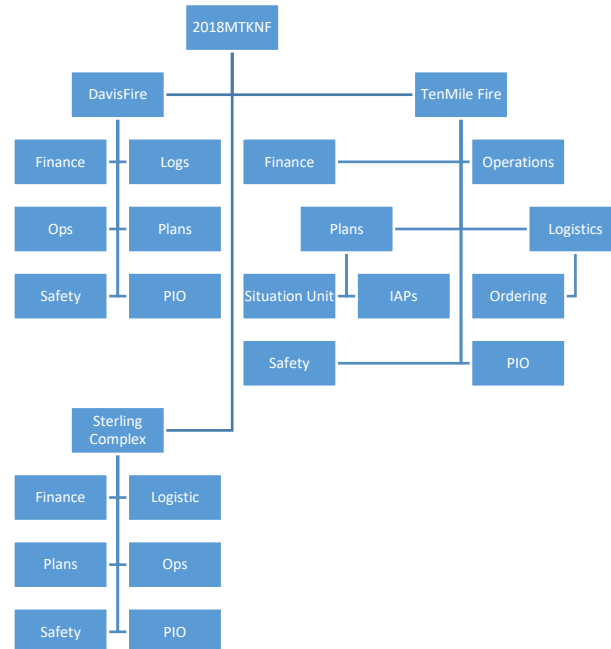
This is a generic flowchart created to mimic the ICS roles and give a little more consistency to the file structure. Under this format, dispatch centers would be able to setup the folders at the start of a Type 1, 2 or 3 incident and help resolve some of the clutter associated with the way different teams utilized the drives.

Utilizing FireNet in this way would cut down on the amount of FireNet email accounts which are only used for a couple months max, Teams would be setup with all their necessary accounts at the beginning of the season, so there is no lag time once they are mobilized to an incident to start utilizing FireNet.