

CALIFORNIA WILDLAND FIRE COORDINATING GROUP



Memorandum

Date: October 7, 2024

To: All IROC Users

From: Nate Gogna, Chair
California Wildland Fire Coordinating Group (CWCG)

Subject: 2024 California IROC Business Practices and Standards 1.0

Please find attached California IROC Business Practices and Standards 1.0. This guide is written to reflect the interagency needs of the user.

CWCG sponsors this guide for the Cohesive use of IROC by California. CWCG embodies the representatives from United States Forest Service (USFS), Bureau of Indian Affairs (BIA), Bureau of Land Management (BLM), National Park Service (NPS), California Department of Forestry and Fire Protection (CAL FIRE), Fish and Wildlife Service (FWS), Office of Emergency Services (CAL OES), and the Association of Contract Counties.

This memo serves as acknowledgement and agreement of the CWCG Chartered Agencies to follow the California IROC Business Practices and Standards 1.0 as presented.

Nathan J. Gogna

**California IROC
Business Practices
and
Standards
1.0**

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1. Introduction

1.1 Purpose of this Document

- The primary purpose of this document is to provide the Business Practices & Standards for both IROC and the resource ordering process in general.
- This document does not replace any “procedural” documents such as IROC user guides or training documents. These types of documents provide detail for the actual use of IROC.
- This document supplements CAL FIRE Handbook 8100, the California Interagency Standards for Resource Mobilization (CISRM), and the [Interagency Standards for Resource Ordering \(ISROG\)](#). Any information in this document that conflicts with any handbook/guide should be brought to the attention of the CA IROC Group for clarification. This document will be reviewed periodically and may not reflect the most current policy.

1.2 Document Maintenance

- The CA IROC Group maintains this document.
- Any suggestions for changes to this document should be sent to any member of the CA IROC Group contacts, see Section 2.4.

2. California IROC Group (CAIG)

2.1 Mission

- Provide operational oversight of IROC in California.
- Establish and maintain business practices and standards for the user community in California.

2.2 Duties

- The California IROC Group duties may include, but are not limited to:
 - Research and decisions on current issues affecting IROC use in CA.
 - Addressing on-going CA problems with connectivity, performance (IT Type problems). Work with agency IT/ISO entities to find solutions.
 - Review, Approval and Submission of change requests to the CA Change Management Board Representative.
 - Annually updating and publishing the California IROC Business Practice and Standards prior to fire season.

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- Formal request for assistance to the National IROC Team
- Creation of Ad-Hoc groups for special tasks.
- Coordinate training classes & use of the IROC Training Database.
- Coordinating the curriculum of IROC Training Classes for consistency.
- Keep current on new IROC deployments and features.
- Disseminate IROC information that affects all agencies and ensure it gets to the field.
- Assist with IROC database clean-up projects as a group.
- Develop, update & publish the group's contact list & charter and post to CA IROC Website:
 - <https://gacc.nifc.gov/oscc/logistics.php>
 - <https://gacc.nifc.gov/oncc/logistics.php>
- Utilize a reporting format that can be easily used by members and consolidated for a statewide report.
- Reviews and approves new California catalog items for submission to NWCG.

2.3 Quarterly or Bi-Annual Meetings (at a minimum)

- Should be established in advance and dates/locations set with all members. Some conference calls may replace meetings. Invite related group representatives (ECC Chief, CA Dispatch Steering Committee, etc.) to make presentations. Publish meeting dates.

2.4 The Organization

CAL FIRE IROC - Project Manager:	Joe Tapia (Chair)
CAL FIRE IROC Business Lead:	Danell Eshnaur
USFS Operations Northern California	Chris Bunker
USFS Operations Southern California:	Manny Salas
DOI GACC Representative:	Andrea Lannen-Littlefield
CAL OES Representative:	Brianne Eakle
CAL FIRE Northern Region OCC:	Sylviane Owens

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CAL FIRE Southern Region OCC:	Vacant
Field Representative CAL FIRE Unit ECC:	Deric Strick
Field Representative USFS ECC:	Suzy Walton
Field Representative DOI ECC:	Vacant
Field Representative Contract County ECC/Local Gov ECC:	Michael Orozco
CAL FIRE IT Representative:	To be identified as necessary
Federal IT Representative:	To be identified as necessary
IROC Team Liaison – Northern Region	Laurie Hackett
IROC Team Liaison – Southern Region	Shayne Canady
California IROC Change Control Board Representative:	Suzy Walton

3. Overview of IROC

3.1 Purpose of IROC

- The Interagency Resource Ordering Capability (IROC) application is a National Wildfire Coordinating Group (NWCG) sponsored and Wildland Fire Information Technology (WFIT) endorsed software system that has replaced the ROSS system which was initially deployed in 2003. IROC was deployed in March 2020 and is an interagency, web-based system for statusing, ordering, mobilizing, tracking, and reporting of all emergency support resources including personnel, equipment, and services. These resources respond to wildland fire and other, all hazard emergency incidents to protect life, property, and natural resources. IROC incorporated newer technology using Service Now and is hosted on a Fed Ramp certified cloud environment. IROC provides quicker response time, usability, closest resource dispatching, enhanced features, and availability on mobile devices. IROC provides enhancement interfaces with other interagency applications, reducing redundant data entry and improving data quality across the wildland fire community.
- The Interagency Resource Ordering Capability (IROC) is a dynamic, modern, flexible, and scalable application that aligns with interagency business needs for resource ordering for all hazard incidents. IROC is web-based and supports both PCs and mobile devices.

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3.2 IROC Databases

- There are three IROC databases:
 - Production
 - Practice
 - Training
- IROC users normally have access to the Production and Practice databases. The Training database is available to end-users for formalized training sessions. If access is needed/desired for a training class, contact the following:
 - Federal: Shayne Canady, shayne.canady@usda.gov
 - CAL FIRE: Scott Deaver, scott.deaver@fire.ca.gov
 - Local Government: Brianne Eakle, brianne.eakle@caloes.ca.gov

3.3 Technical Overview

- The IROC web site has a variety of tools, guides, reference cards, and assistance for users and instructors. Each dispatch supervisor should be familiar with the resources found at this site and consider using the appropriate documents to build a user manual and dispatcher aids necessary for their office. This site is periodically updated, <https://www.wildfire.gov/application/iroc>.

3.4 Access to IROC (System Logon IDs)

- IROC is web-based, accessed via the FAMIT dashboard at <https://famauth.wildfire.gov>.

3.5 IROC User IDs

- Each IROC User will be issued a unique User ID via the [iNAP](#).
 - If requested through the FAMIT dashboard, accounts will be automatically linked and there will be no email with a username and temporary password.
 - If requested through iNAP, there will be an email with a username and temporary password.
 - Users who have access to more than one program via the iNAP will need to update their passwords in the iNAP website.
 - Users who have access to only IROC through the iNAP will not need to manually update their passwords once linked to IROC.

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- New Federal users:
 - Login to the FAMIT dashboard via eAuthenticate with PIV card
 - Click on the IROC tile
 - Request iNAP account for IROC access
- New Non-Federal users:
 - Go to Login.gov and request a username and password
 - Log into the FAMIT dashboard
 - Click on IROC tile
 - Request iNAP account for IROC access
 - For login.gov, use the text message method for authentication codes
- Once the user access has been granted, the local Dispatch Manager will assign appropriate access roles within the program. See Organization Access for Dispatchers
- For assistance in gaining access to iNAP or IROC.

[IROC Quick Reference Card - Accessing IROC](#)

4. IROC Administration

4.1 New IROC Centers

- All new IROC centers must be submitted to the CAIG for approval.

4.2 IROC Position Code approval process

- The authority to add Position Codes into IROC is retained by the National IROC Team and additions or deletions are managed by the NWCG Position Naming Board. Requests from California are coordinated via the CAIG.
- Should the need arise to add a Position Code in IROC that is not currently utilized by NWCG, the following process shall be followed:
 - The requesting agency will submit the Position Code to a CAIG member (see section 2.4) utilizing the California IROC Catalog Item Request Form, Attachment A and any supporting documentation, standards, or policy definitions regarding the position.
 - The receiving CAIG member will submit the proposed request to the CAIG for review.

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- The CAIG will consider the request and make a recommendation to approve or deny.
 - Approved – the CAIG Chairperson will submit the proposed position code and supporting documentation to NWCG Position Naming Board Chair for consideration as a nationally used position code.
 - Denial – The receiving CAIG member will advise the requester of the denial in writing.
- The requesting agency will be notified, in writing, by the receiving CAIG member of the NWCG Position Naming Board decision.
- In the event a Position Code needs to be added in an expedited manner, the receiving CAIG member will notify the CAIG of the request, its urgency, and a recommendation for consideration. If there is no immediate objection from the CAIG, the CAIG Chairperson will submit the request to NWCG Position Naming Board for approval.

4.3 User Roles and Responsibilities

- A complete list and detailed description of accounts and roles is located at the IROC homepage: [IROC Accounts/Password/Web Status](#).
- Units should make their own policy for administrative access to IROC.
- There should be a minimum of one primary Data Steward and one alternate at each unit to administer the IROC resource data.
 - Data Steward: Identified person in each dispatch center with Dispatch Manager role who is responsible for keeping the IROC information in alignment with data entry standards.
- 24x7 availability of a user with Dispatch Manager role access.
- Roles provided to a person assigned to help the unit should also be removed when their assignment is over.
- GACC personnel or designated “super-users” will normally have full access to all units in their GACC, to assist the unit but will not change anything without conferring with the ECC Manager or designee.

5. Data Standards and Requirements

5.1 Maintenance Requirements

- IROC Dispatch Managers at each site are responsible for entering and maintaining accurate resource data for their site.

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- It is recommended that common locations, such as district offices, fire station, helispots, request number blocks that need to be split, geographic features, etc., be entered and updated prior to fire season each year.
- Dispatch Managers should do a complete data “clean up” annually.

5.2 Resource Naming Standards (Permanent resources)

- The naming convention is automatically set by IRWIN based on the primary qualification of the resource.
- The Operational name is set using Primary Qualification Catalog, Item Code, and Apparatus Number for the resource.

5.3 Resource Naming Standards (Fill With Agreement). See [IROC Resource Data Entry Standards](#).

- Non-contracted resources that do not exist in IROC
 - Equipment - <Vendor Name> Last6VIN/SN or EquipID
 - Service items, i.e., tents and portable toilets – <Vendor Name>

5.4 Ordering Affiliations

- There are three ordering affiliations available in IROC: Selection Area, Direct Order, and Place Up.
 - Selection Area
 - Allows a Parent Dispatch Center to set up a Selection Area for their Subordinate dispatch centers. (All incidents regardless of the host).
 - Parents may limit authorization to order down to the Category (i.e., all air tankers).
 - Parents may limit authorization to order down to the Agency (i.e., CNF vs. SDU).
 - Direct Order
 - Allows a parent dispatch center to set up a direct order affiliation for their subordinate dispatch office. Direct order affiliation must be limited to a specific catalog category (i.e., Air tanker) and may be further restricted to a specific catalog item (i.e., Air tanker, Type 1).
 - The Direct Order Affiliation only allows the Unit that receives the request to fill or UTF a request placed to them via direct order.

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- Place Up:
 - Allows center to place up directly to their parent organization.
- In most cases, the ‘Selection Area Affiliation’ in IROC will serve to replicate current business practices governing who can place a request to whom. Due to the complexity of all the possible combinations; the GACC’s will be responsible for setting up these affiliations for all Units in IROC.
- For the Mutual Aid system, each CAL OES Region will set these affiliations for the operational area within the region. CAL OES Headquarters will set the selection areas for the Regions.
- If there are problems, additions, or changes to your Unit’s affiliations, please contact your agency’s IROC Administrator at the respective GACC. The only approved deviation from normal dispatch ordering channels will be those that are negotiated by agreement.

5.5 IROC affiliation managers

NOPS	SOPS	CAL FIRE/ Sac HQ
Laurie Hackett	TBA	Tim Person
Keren Sites	TBA	Joe Tapia
Sylviane Owens	TBA	Danell Eshnaur
Marie Sager		

6. Problem Escalation Process and Technical Assistance

6.1 IROC Application Issues

- Contact local unit IROC subject matter expert.
- Contact GACC or Cal OES Region (local government).
- Contact the Interagency Incident Applications HelpDesk (IIA HelpDesk) at: <https://iiahelpdesk.nwccg.gov/>.
- Phone call: 1-866-224-7677.
- Live chat option.

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- Email: Complete form on website.
- Be aware that email submissions are the lowest priority for the helpdesk. They may take up to two days to be entered in the system.

6.2 Hardware/Network/Connectivity Issues

- See IROC Business Continuity and Recovery, section 17.
- Hardware/Network/Connectivity Issues.
- For individual computer issues, report them through local IT support for your agency.
- Site outages caused by network-related problems should be reported through the normal channels used to report PC and network problems.
- You can confirm the status of the IROC server by calling the automated IROC Server Status system at 1-866-224-7677.
- For site-specific trouble shooting.
 - Altaris CAD – see section 17.4.
 - Forest Service Systems and all other agencies - see section 17.6.

7. IROC Change Control

7.1 Change Control Process

- A change request is defined as a suggestion to improve or modify the system.
- Nationally, there is a process for any IROC user to submit change requests.
- The CAIG will appoint a representative from the dispatch community to the IROC Change Control Board for a term of two years. This person will represent the interests of the California agencies as well as the national dispatch community. The terms will alternate between a California Federal employee and a State employee. The appointee will become a member of the CAIG.
- Change Requests for the IROC program and navigation issues may be sent directly to IROC Change Board. The change request form is located on the IROC website IROC Change Request Form (office.com) . Change Requests may also be sent through the IROC application from the DMT or the Portal.

8. Web Status

8.1 Web Status for Vendors

- Application of this feature will be determined by agency policy.

[IROC Quick Reference Card - IROC Accounts/Password/Web Status.](#)

8.2 Web status for Agency Overhead

- Application of this feature will be determined by agency policy.

[IROC Quick Reference Card - IROC Accounts/Password/Web Status](#)

9. Dispatch

9.1 Mandatory IROC Input Requirements

- Commitment of aircraft will be entered at the time of dispatch so aircraft status will be current.
- Commitment of crews will be entered within ten (10) minutes.
- If, after thirty (30) minutes, it appears the incident will continue to impact a unit's resource base, local equipment and overhead resources will be entered into IROC.
- Any requests for resources from outside the unit, other than I/A, must be entered and placed in IROC immediately.

9.2 Financial Codes

- All incidents, to which federal resources respond, require a financial code.
 - If a Financial Code is not added to the Financial Code field, the request will default to the requesting agency fund for payment.
- It is the responsibility of the requesting dispatch center to add the financial code in IROC.
- Issuance of a FireCode for Federal resources responding to a non-federal incident will be the responsibility of the requesting agency. Non-federal agencies can generate a FireCode either through CAD or IROC.
 - CFAA approved can be documented in the financial code block, in special needs, or in documentation.
 - If the incident falls under FMAG, CFAA may be added in Special Needs instead of the Financial Code field.

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- Formatting for the FMAG financial code will be:
- Protecting Unit + Incident Name + FMAG (i.e., ORC Bond FMAG)
- When ordering items from a federal cache – a federal financial code must be set as the incident default.

[IROC Quick Reference Card - Requesting a Fire Code](#)

- It is the responsibility of the Incident Commander to determine what financial code (Who Pays) each request will be ordered through and communicate their wishes to the requesting dispatch center.

9.3 Transfer of Information for CAD to IROC

- The use of Altaris CAD to IROC interface will be required for all CAL FIRE ECC's.
- Refer to section 17.2 for Integration Issues.
- Other CAD systems (LA County CAD, WildCAD-E, etc.) that interface with IROC will follow their respective Agency's guidelines.

9.4 Transfer of Information from HEMS to IROC

- See CAL FIRE IntraNet page for CAL FIRE HEMS to IROC business Practices.

9.5 Requests

- Out-of-Unit Resources: Requests, other than initial dispatch, for out-of-unit resources must be placed through the GACC unless otherwise authorized through local agreements.

9.6 Name Requests

- See California Mobilization Guide: [California Mob Guide](#) for Process and requirements.

9.7 Subordinate requests

- IROC assigns subordinate request numbers to the resources that are filling positions on an assignment roster for a parent request that has been filled with a configuration.
- Members of an overhead team, fire crew, exclusive use helicopter, engine, etc. may fill a subordinate request as part of an assignment roster.
- You can add a subordinate request only to a parent request filled with a configuration.

[IROC Quick Reference Card - Filling a Configuration Request with a Single Resource](#)

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- CAD may assign subordinate requests. See Agency CAD documentation for details.

9.8 Support Request

- A request for which a resource is 'associated' to a parent.
 - A lowboy associated to a dozer or excavator.
 - Rental vehicle for an overhead resource.
 - Helicopter Manager for CWN Helicopter

[IROC Quick Reference Card - Converting Requests to Support Requests](#)

- Support Requests may be created in integrated systems such as HEMS.

9.9 Filling requests

- Follow identified agency policies and procedures.

9.10 Fill or UTF Time Limits

- All requests should be filled or UTF within 30 minutes.
 - If holding a request for longer enter documentation on the request.
 - It is suggested a user 'Claim' the request.

9.11 Cancel Request

- Use only when a pending request is no longer needed by the incident or otherwise instructed by the GACC.
 - Only the incident's designated dispatch office that created the request will utilize the "Cancel" function. Adding Documentation is mandatory. Enter complete documentation before the request is "Cancel".

9.12 Cancel UTF

- Use only when the request has been unable to fill through normal ordering channels.

9.13 Release

- Once released, resources will be shown 'Returned from Assignment' or may return to a pre-position order.
- Tactical aircraft will automatically return to Available status.

9.14 Release Non-Local

- This method is to be used as a last resort. Every attempt should be made to have the incident dispatch center release the resource from their incident.
 - Users must communicate with the incident dispatch when you are releasing a resource.
 - Can be completed through the IROC Data Management Tool (DMT) or the IROC Dispatch Portal.

[IROC Quick Reference Card - Release Non-Local](#)

9.15 Travel

- Travel information is important to all agencies. Make sure this field is filled in as accurately as possible. If updated travel times are communicated, ensure that the request is also updated accordingly, and a follow-up phone call is made.
- For IA assignments, filling local resources and setting “No Travel” is acceptable, if completed in a timely manner.
- Travel information should be completed in sufficient detail that a route of travel can be determined.
- Travel Itinerary: If travel itinerary is available, it can be added to the request as an attachment.
- ETD/ETA Information.
 - The dispatch office for resources leaving the unit shall complete accurate ETD/ETA information.
- If resources will be resting overnight (RON), RON location will be entered into documentation.

9.16 Frequency Requests

- All frequency requests at the unit level shall be placed to the GACC.
- All frequencies to be filled at the national level will be placed from the GACC directly to the National Interagency Coordination Center (ID-NIC) with a follow-up phone call.
- All frequencies filled by CAL FIRE will be filled at the GACC level in coordination with the CAL FIRE Frequency Coordinator.
- All requests for VTac/VFire frequencies will be filled at the GACC level in coordination with the CAL FIRE Frequency Coordinator.

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9.17 Closing Incident

- A status check of all open incidents must be completed daily.
- If all requests are closed, complete, or cancelled on an incident, then the incident should be closed and may be reopened as needed for cost recovery and billing information.
- Ensure that when incidents are re-opened for research, they are closed as soon as the information needed is retrieved.

10. Mutual Aid Resource Ordering

- All local government resources will be entered into the local CAL OES Operational Area database.
 - Exception: Local Government resources that are IA dispatched by an IROC site may be entered into that IROC site's database (i.e., local government agency that CAL FIRE dispatches).
- Resource ordering via the California Fire Assistance Agreement and/or California Master Mutual Aid Plan will be placed to the CAL OES Operational Area which is currently threatened (see [California Mob Guide](#) for process).

11. Additional Dispatch Information

11.1 Transferring Incidents (transferring incident hosts)

- Exists for WildCAD-E to WildCAD-E systems
 - Contact your GACC before transferring incidents

11.2 Prepositioning

- Incident will be created as Preparedness/Preposition
- Reassign from a preposition order
 - IROC will ask if you want to reassign back to the original preposition order or send the resource home.
 - Release to preposition where applicable. If link to preposition is lost, contact GACC for further direction.

11.3 Documentation

- Types of Documentation
 - “Incident documentation” is used to communicate information that applies to the entire incident.
 - Only the site where the incident was created may enter incident documentation.
 - “Request Documentation” is specific to the individual request and is used to add specific information: cell phone, dietary needs, etc. for that resource. UTF information needs to be included in documentation when a request cannot be filled.
 - “Resource Documentation” should only be used for information that will not change what is associated with that specific resource.
- At both the GACC’s and local ECC’s, documentation **MUST BE VIEWED** before processing requests due to the importance of information located there. Units will use this field differently, but it is advised to be familiar with its use and view it regularly.
- May be used by anyone in the ordering chain to document any pertinent information as related to the incident and/or the request.
- Documentation is not intended to be used as a form of communication between dispatch offices.
 - Personal remarks and comments are not to be entered into IROC. IROC printouts may be used in court.

11.4 Special Needs

- Only the requesting dispatch can enter this information.
 - If there are auto-generated special needs (laptop approved, etc.) and you are going to manually enter additional needs, make sure to enter your special needs above the auto-generated special needs.
- Examples:
 - Expected shift duration (Standard or Extended)
 - Self sufficient
 - Double lunch
 - Mechanic with service truck

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11.5 Inclusions/Exclusions

- Agency, EFF/AD Exclusion, Contractor Not Acceptable, Portal to Portal Acceptable.

11.6 Overhead Details

- Select appropriate information for the request.
 - Trainee Status, Named Request, Rental Vehicle Approved, Cell Phone Approved, Laptop Approved.

11.7 NICC Orders

- Orders to be filled outside California shall be placed to the NICC by the GACC for processing.

12. Pre-Orders

12.1 In Development.

12.2 IMT Pre-Orders

- In Development.

13. Retrieve Function

- The “Retrieve” function is used when a request has been placed in error or can be filled by the local unit or other means.
 - Can retrieve multiple requests at a time.
 - Positive contact must be made with the unit where the request has been placed.
 - Retrieve the request and document.

14. Send Back

- The “Send Back” function will only be used for requests placed to your Dispatch Center in error, or if the sending dispatch is unable to retrieve.

15. Edit Request Function

- Only the home Unit has the authority to edit/change a request until travel has started.

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- The initiating unit for any request can change certain fields at any time. This needs to be monitored specifically when the reporting location changes which happens regularly when an ICP is established, or a staging area is set-up. It is the responsibility of the requesting dispatch to manage their requests and update this information as needed.

16. Managing Organizations in IROC

- Access to the IROC Organizations Module has been restricted to ensure that only approved organizations exist within IROC and business rules for establishing unit identifiers are followed.
- The objective of this effort is to provide correct organization hierarchies, organization names, addresses, contacts, and locations within IROC.
- Changes to data within the IROC organizations module (such as additions, deletions, merges, edits) must be submitted to the IROC Organization Data Manager. There are three Organization Information WinZip files including: Dispatch/Cache, Vendor, and Government (non-dispatch)/non-government, with forms to aid users with change submissions. The link to these forms can be found on the IROC home page website, IROC Change Request Forms. If your organizations and data are correct, nothing needs to be done.
- Following is a list of Geographic Area Data Stewards and the National Data Stewards, along with their e-mail addresses and phone numbers.
 - USCA ONCC Northern California Area Coordination Center
 - Laurie (Forni) Hackett laurie.forni@usda.gov (530) 227-9102
 - Juel Moore juel.moore@usda.gov (530) 226-2800
 - USCA OSCC Southern California Area Coordination Center
 - Manny Salas manny.salas@usda.gov (951) 320-6196

16.1 To create, update or delete an organization or its data, perform the following:

- For new Unit IDs and changes or deletions of current Unit IDs, you must go through the Geographic Area Data Steward and obtain approval in advance of any submission to the IROC Organization Data Manager. New Unit IDs will NOT be entered, or old Unit IDs removed until approved by the National Data Steward. Only dispatch organizations, organizations that can be incident hosts, and resource providers or owners (non-vendor) need Unit IDs. A vendor organization and a Forest Service district office are examples of organizations that will not need Unit IDs.
- Go to the IROC website and click on the "Update Organizations" link.

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- Three zip files and two documents will be displayed. The first document is: “Managing Organizations in IROC.” The three files include, “Government (Non-dispatch)/non-government Information Templates,” “Dispatch/Cache Information Templates,” and “Vendor Information Templates.” There are several forms included in each.
- After reading the documents, click the zip file for the type of organization you want to manage.
 - Dispatch/Cache
 - Vendor
 - Government (non-dispatch)/non-government
- Once downloaded, this folder identifies forms for each organization type, including forms for updating, creating, and deleting organizations. Choose the form you need and enter all pertinent data.
 - When finished entering all the information on your form, send it to the email address listed in the form. Information will be entered into IROC as soon as possible. An e-mail confirming the ticket has been resolved will be sent to the IROC user who sent in the form and the ticket will be closed.
 - Specific Steps for Entering Information on the Forms for Creating, Updating and Deleting Organizations

16.2 Creating a New Organization

- Open the Create and Delete form for the type of organization you want to manage.
- Please enter all pertinent information for the organization. Many fields are required entries. Some have drop down menus. If you need additional entries for frequencies, reload bases, finance codes, request number blocks and incident host request number blocks click the corresponding form (such as “Continuation Page for Finance Codes”). You can save and or print the forms for your records.

16.3 Updating an existing organization

- Open the Update form for the type of organization you want to manage.
 - In Section 1, enter data for you and your dispatch office.
 - In Section 2, enter the current organization information.
 - In Section 3, click Item, and select the item to be updated from the drop-down menu. Enter the information as it is currently in the “Change From” field and what you want it changed to in the “Change To” field. If you want to add information, enter “Add” in the “Change From” field and enter your information in the “Change To” field. If you want to delete information, enter the information as it is currently in the “Change From” field and enter “Delete” in the “Change To” field.

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- Enter any comments or clarification in the Comments section at the bottom of the form.

16.4 Deleting an organization

- NOTE: Information about the organization you wish to update can be viewed in IROC Practice. It is a duplicate of what is in IROC Production and is updated quarterly.
- Open the Create and Delete form for the type of organization you want to manage.
 - Enter information for Sections 1, 2 and 6 only.
 - If deleting an organization, you must first remove all references to that organization. If combining offices, you must remove or change all references to the offices accordingly. The IROC Organization Data Manager will contact you to ensure all necessary steps have been taken. Procedures could vary greatly depending on which references are tied to the organizations being combined and how they are combined. The IROC Organization Data Manager will run a report showing the references and send them to the requester so that the references can be removed.
 - IROC Users are responsible for removing the references listed on the following tabs on the View Organization Usage dialog box on the Organizations Screen: Incident, Location, Place Affiliation, Pre Order, Resource, Selection Area, Contract, Hazard, and Import. DO NOT remove the user named "organization maintenance." The IROC Organization Data Manager will remove references, with your help, from the Affiliation and Financial Code tabs.
 - After removing the references, notify the IROC Organization Data Manager through the DMS addresses IROC-vend-maint@dms.nwcg.gov for vendor organizations or IROC-org-maint@dms.nwcg.gov for all other organizations. Keep in mind that some cannot be removed until archiving, which occurs at the beginning of the year.

17. IROC Business Continuity & Recovery Plan

- The GACC shall be notified whenever a site is experiencing an "outage" so other arrangements can be made.
- The GACC will ensure that the appropriate California IROC Project Liaison(s) are notified of the problem.
- In the event of an area-wide outage usually caused by network problems, the GACC personnel will contact IT Technical Support direct.
- For CAL FIRE systems: Contact the CAL FIRE IT HelpDesk at (916) 894-9600
 - In addition, the CAL FIRE IROC Project Manager shall be notified.

17.1 IROC Outages

- Continuation of ongoing work in the event of a IROC outage
 - Print all active and necessary orders based on best estimates of outage duration.
 - Example, it may not be necessary to print next week's VMP incident if the expected outage is scheduled only to last an hour or so.
 - Advise the GACC, the CAL FIRE IROC Project Manager (State & Local Government), or the GACC Data Stewards (Federal), and the IROC Helpdesk of the outage.
 - The GACC should notify all Units by intercom of a potential IROC problem so other units can immediately start the Planned Outage procedure.
 - If outage is contained to one or a few units, the GACC can act as those unit's (stand-in) or find a suitable host dispatch that can take on the workload.
 - If "stand-in" is not an option, the affected units will have to switch to their back-up resource ordering system (resource order cards, e-COOP, etc.) as will all other participants on those specific incidents. Utilize the 5,000 series request numbering scheme.
 - Upon resumption of operations, the request blocks for the affected incident will have to be split to correctly assign the numbers used during the outage.
 - Integration Issues
- Process in development.

17.2 Contingency Plan

- The following procedures in the IROC Continuation and Recovery Plan are based, in part, on the following assumptions:
 - Repeated printing of all active orders is not reasonable.
 - The standard Resource Order form will be used if IROC is not available.
 - Any requests originated while in the manual mode will be issued a sequential request number starting at 5,000.
 - A-5000, E-5000, etc. This will allow easy identification later for requests that are "non-standard" in terms of IROC documentation and retrieval.
 - During a IROC outage, each office will have to switch to the manual status and tracking system.
 - If the IROC program becomes unstable, print all active and necessary orders based on best estimates of outage duration. For example, it may not be necessary to print next week's VMP incident if the expected duration of the outage is hours rather than days in length.

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- Any apparent IROC system problems should be reported to the next level Duty Officer, the Agency IT Coordinator, and the IROC Helpdesk as soon as possible.

17.3 Altaris CAD to IROC Interface Issues

- Confirm IROC is working properly on a stand-alone system. If IROC is not working on the stand-alone system, see section 6.1 for reporting procedures.
- If IROC is working properly on the stand-alone system, contact the CAD Support, CADSupport@fire.ca.gov or 916-441-6611.
- Explain the problem in detail to the CAD Support technician. The technician will determine the next step.
- After troubleshooting, the CAD Support technician will determine the need to contact the IROC Help Desk.
- At this point, the CAD Support technician will be the primary contact for IROC technical support.

17.4 HEMS to IROC Interface Issues

- Confirm IROC is working properly. If IROC is not working properly, see section 6.1 for reporting procedures.
- If IROC is working properly, use the process outlined in the [HEMS Problem Escalation and Support Flowchart](#).

17.5 For all other Agencies

- For Forest Service Systems: Customer HelpDesk at (866) 945-1354.
- For Bureau of Land Management contact your local or State Office IT.
- For National Park Service, contact your local or Regional IT.
- For Fish and Wildlife Service, contact your local or Regional IT.
- For Bureau of Indian Affairs, contact your local or Regional IT.
- For Contract Counties, contact your local IT.
- For Local Government IROC command centers, contact your local IT.

18. Reports

18.1 Reports

- Years Prior to 2009 Data User must go through their GACC Representative.
- 2009 to 2020 – Historical Cognos Reports for ROSS
 - Accessed through iNAP - Data Warehouse application.
 - To access reports, users must have an iNAP account.

[IROC Quick Reference Card - Accessing the ROSS Legacy Reports](#)

- Standard IROC Reports
 - Access in the IROC DMT under the IROC Reporting module.
 - All users, except for Web-status users, have reporting access.
 - Select, identified users will have the ability to share reports to users in their center.
 - Select, identified users at each GACC will have the ability to share reports to child centers.

18.2 Reporting Help Contacts

	NOPS	SOPS	CAL FIRE / Sac HQ
CAL FIRE	Sylviane Owens	Vacant	Danell Eshnaur
CAL FIRE	Marie Sager		Scott Deaver
Federal	Juel Moore	Manny Salas	
Local Gov't			Brianne Eakle

18.3 IROC Data Imports to e-ISuite

- To import IROC data into e-ISuite, users should submit a request through INAP for access to upload data into e-ISuite. The EIS team will approve the request and give IROC users access to the EIS Portal in the FAMIT dashboard.
- IROC import

[Quick Reference Card - ISuite Quick Reference Cards](#)

19. IROC Training

IROC training will be necessary on a statewide basis to educate dispatchers and other potential IROC users on the use of the IROC application. This application is interagency in nature and is intended for the use by agencies with wildland fire protection responsibilities and their cooperators. The Federal and CAL FIRE cooperators include the California Office of Emergency Services, Fire/Rescue Branch and CAL FIRE's Contract Counties.

19.1 California IROC Training Group

- The IROC Training Group will accomplish the following:
 - Coordinate with Statewide Training officers, to determine by the end of May of each year, the number and type of classes needed to fulfill the training needs.
 - Solicit cadre members and class coordinators through the IROC project managers each year, if needed.
 - Coordinate the classes through the normal training channels and develop a training schedule.
 - Manage the California IROC training data base and schedule.
 - Update and maintain the training curriculum.