FireNet for the 2019 Fire Season

Detailed Presentation

John Noneman
Great Basin Team 1: PSC
FireNet: IMT Representative to Core Team
BLM Senior Project Manager

Overview

- ❏ FireNet Overview
  - ❏ Mission
  - ❏ Website
  - ❏ Account Summary
  - ❏ Account Setup
- ❏ FireNet Update
  - ❏ 2019 Highlights
  - ❏ Tips/Lessons Learned
- ❏ GACC/Dispatch Center Account Setup
- ❏ Incident SOP
- ❏ Support

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The FireNet Mission

No need for commercial Google

- Similar to commercial/free Gmail accounts the community has been using
- Secure
- 2 Step Verification

Automatic Archive

- Google Vault
  - provides e-discovery for all records
  - provides legal hold and matter management in the vault
- Meets incident management needs and NARA guidelines.

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The FireNet Mission

Single System Collaboration

- Email
- Shared documents
- Team Drive sharing
- Calendaring
- Instant Messaging
- Video presence
- Screen sharing
- Unlimited storage
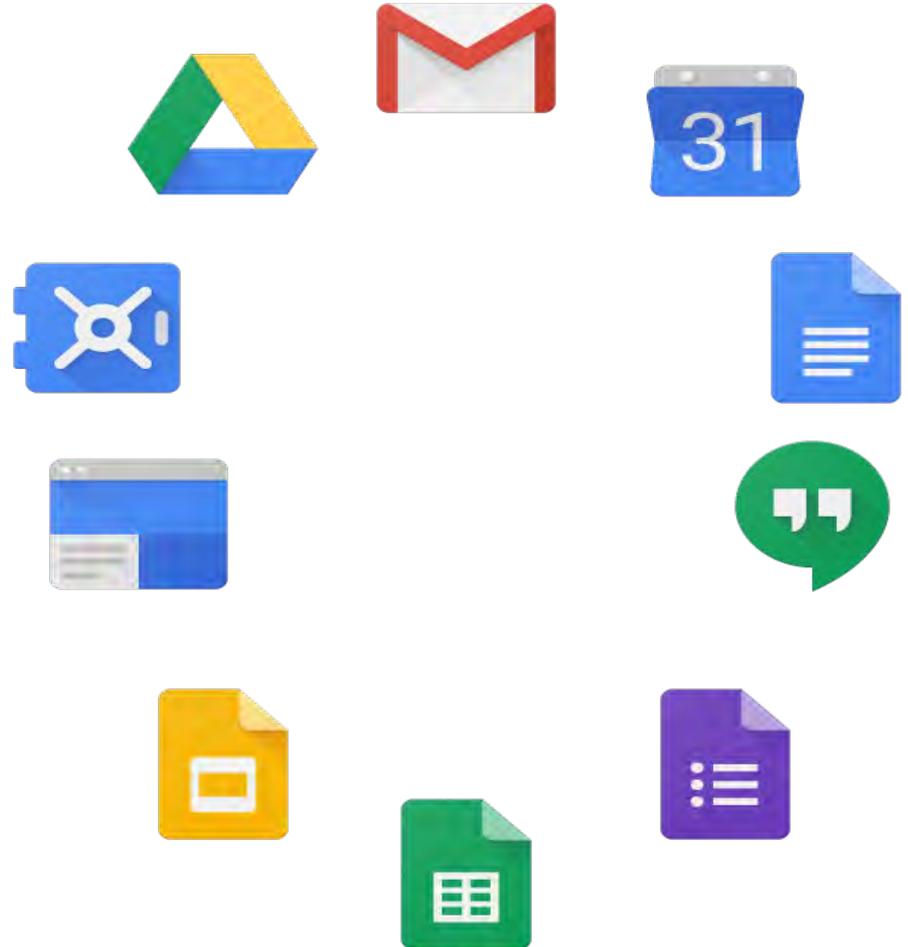
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FireNet Moving Forward

- 75 incidents in 2018 managed used FireNet
- NMAC intends to again recommend use of FireNet in Calendar Year 2019.
- Self password reset and automatic 2sv setup.
- Two updates pending:
  - Google Voice (undergoing security review)
  - Electronic Doc Box (pending final approval)

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Community Expectations

FireNet email accounts provisioned/priority for:

- Type 1,2,3 incidents
- Dispatch Centers
- National Resources (IHC)

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FireNet Website

The go to authoritative website:
www.firenet.gov
- Walk through sign on process

FireNet Web Services
- [FireNet Features](#)
  - Describes the service and provides training tutorials
- [FireNet Troubleshooting](#)
  - Self Service Troubleshooting
- [FireNet Training Series](#)
  - Video Training Series

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Account Summary

Account Type Summary

All FireNet accounts operate the same:

Named Account-These accounts are individual based and named after a person.

Role Based Account-These accounts will be based on a role. Main dispatch center account/expanded dispatch center/IMT on an incident or a dispatch center.

Additional Account:

Contributor Account-These accounts are BisonConnect users that can do most collaboration work needed in FireNet.

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Account Type Summary Examples

Named Account Examples:

jane_doe@firenet.gov

Role Based Account Examples

NRPNL@firenet.gov

2018_xxxxx_StoneyCreek@firenet.gov

NRPNL_Expanded01@firenet.gov

Contributor Account Examples:

jane_doe@blm.gov

Account Provisioning Process

Federal Account Request

1. Fill out a FireNet Account Access Form
2. Account is Provisioned
3. User Sets Password and 2 Step Verification

Affiliate Account (Sponsor Required)

1. Fill out FireNet Account Access Form
2. Submit Security Training->Sponsor->FireNet Admin
3. Account is Approved
4. Account is Provisioned (if a Named Account)
5. User Sets up Password and 2 Step Verification

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# FireNet Update

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Fire Community FireNet Tips

- Retrieving Two Step Verification (2sV)backup codes
- Setting up self password recovery information
- Delegating an account
- Moving between different accounts
- Delegating Contacts (Dispatch Center Specific)
- My Drive vs. Team Drive

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Tip: Retrieving 2sV Backup Codes

- Backup codes can be used to access your FireNet Account when you unable to receive messages on the phone setup for two step verification.
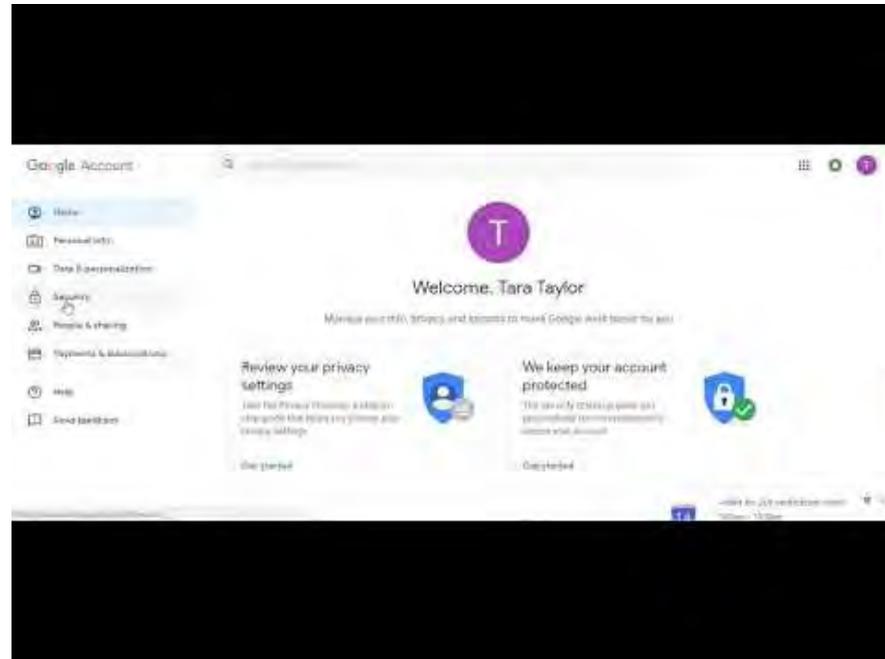
Tip: Self Password Recovery

- Users can now reset their own password IF self recovery information is setup
- If there's an issue resetting and 'Contact System Administrator' is your error message you can find password reset form on our home page www.firenet.gov
- Best to provide BOTH phone and email
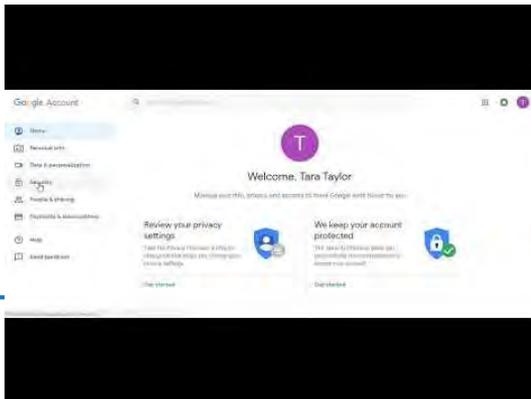
Tip: Delegating an Account/Contacts

- Account login credentials aren't shared, but inboxes are shared with other FireNet Accounts.

Tip: Toggling Between Gmail Accounts

- For initial setup best to SIGN OFF of other accounts
- Once setup is complete easy to transition from upper right hand corner.
- WARNING: If you get an error message trying to access a Team Drive that you don't have privileges, log out of other accounts.
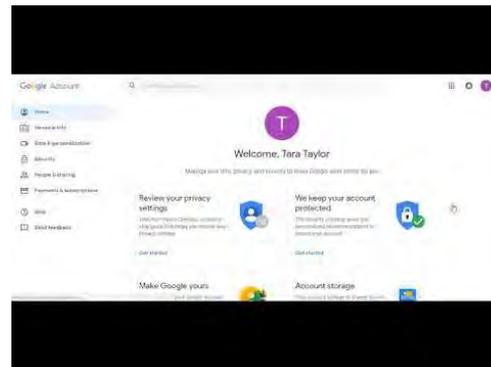
Tip: My Drive vs. Team Drive

- My Drive
    - Files belong to an individual
    - Files can still be shared with other users for collaboration
    - File level sharing possible
- Team Drive
    - Files belong to a team
    - All files owned by FireNet
    - The user that creates the Team Drive could leave BUT the Team Drive still exists
    - Only Folder level sharing is possible

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GACC/Dispatch Center Setup

Dispatch Center Account Setup Overview

- REMINDER: All Dispatch Center FireNet Account setup information and instructional videos can be found on www.firenet.gov
  - Information → Dispatch Center Setup
- Each center has a FireNet Account Tracking Spreadsheet
- Center Managers or delegated person can email firenet_support@firenet.gov if access is still needed.

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Dispatch Center Accounts

- Main Center Account
  - managed by ONE steward
  - inbox can be delegated to other FireNet accounts
- Named Accounts for regular staff
- Main Expanded Account
  - managed by ONE steward
  - inbox can be delegated to other FireNet accounts
- Additional Role Based Expanded Accounts

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Dispatch Center Spreadsheets

- Tracks all FireNet Accounts in your center
- Most important for tracking AD's and Expanded Account Usage
  - [Link to Dispatch Center FireNet Account Template](#)
  - AD's **MUST** have be approved for usage by FireNet Leadership BEFORE using an expanded account
  - Encourage this to take place pre season.
  - If there's an in season immediate need please note the urgency when forwarding sponsorship/security cert to FireNet Admin

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IMT SOP

Community Expectations

- FireNet email accounts should be used on Type 1,2,3 incidents (NOT gmail)
- Pre season preparation is encouraged
  - Any IMT Members that needs to manage data/access FireNet email should have an account
  - Follow steps on Requesting an Account Page
  - Note: Files can be shared out (as read only) and be accessed without a FireNet account

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Use Case Overview

FireNet will be used to manage all Type I, II and III account creation. Once the Incident Account Request Form is completed a team drive and roster will also be created.

Type I/ II/III Fire	ITSS/PSC/PIO	FireNet/ITSS Support

FireNet Incident Package is Created.

Account Login Info Sent to POC	Incident Team Drive Created	Role Based Account Roster added to Team Drive	Dispatch Center added to Team Drive	Welcome e-mail to PIO/ITSS/PSC

Team Drive should end up back at dispatch center!

Incident Account Request Form

- Form will be completed by the FireNet POC identified by each team (ITSS/PSC/PIO)

- The main account created should be used by the PIO(s) to communicate with the public (but may be setup initially by another designated team member identified on the form)

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Role Based Account Incident Roster

- [Link to roster template](#)
- IMT Rosters can be prepped in advance
- Roster is added by FireNet Help Desk when Incident Team Drive is created
- ONLY update the Role Based Account steward info IF a role based account is desired.
- Once updated, email FireNet Help Desk and additional Role Based accounts will be generated
 - Steward for each account must be approved in FireNet

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Core Role Based Accounts

- Additional Accounts can be created upon request
- Once Steward and FireNet Support is notified the following will be generated:
  - Safety Officer (SOF)
  - Operations Section Chief (OSC)
  - Document Manager (DOCL)
  - Logistics Section Chief (LSC)
  - Demobilization Unit Lead (DMOB)
  - Air Operation Branch Director (AOBD)
  - Resource Unit Leader (RESL)
  - Finance Section Chief (FSC)
  - ORDM
- Alias: 2019_Timber_Safety@FireNet.gov

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Data Management After the Incident

- Local dispatching unit is added upon creation. Team Drive would end up in their hands (potentially instead of a giant box of documents)
- Dispatch Centers would be in charge of cleaning up each Team Drive (who still has access) once an incident is over

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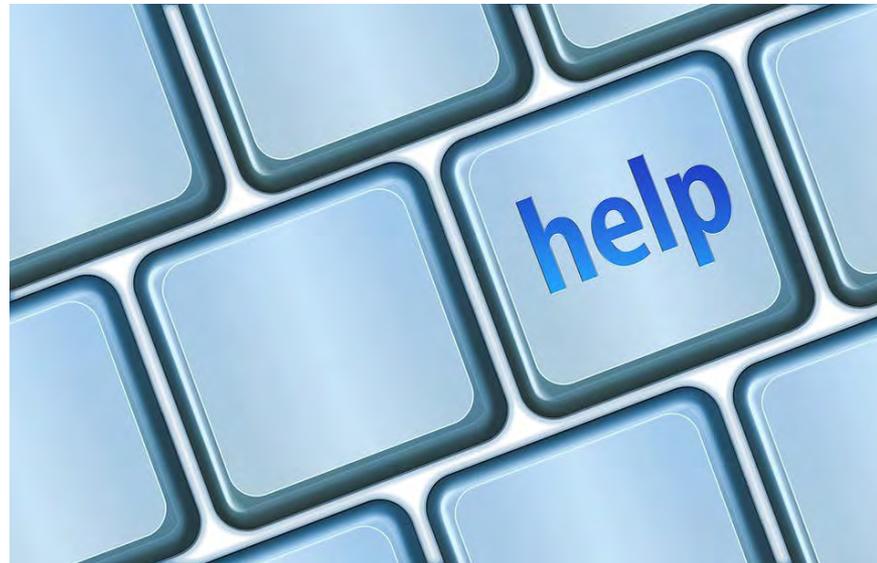
FireNet Support

FireNet Support

- FireNet Education

  - [Online education](#)

  - [Online training series](#)

  - Incident SOP Webinar

  - Dispatch Center Setup Webinar

  - General FireNet Overview Webinar

- FireNet Support

  - Reach out to your ITSS

  - Help Desk contact/email address will be updated on [Incident Account Setup Page](#)/FireNet.gov

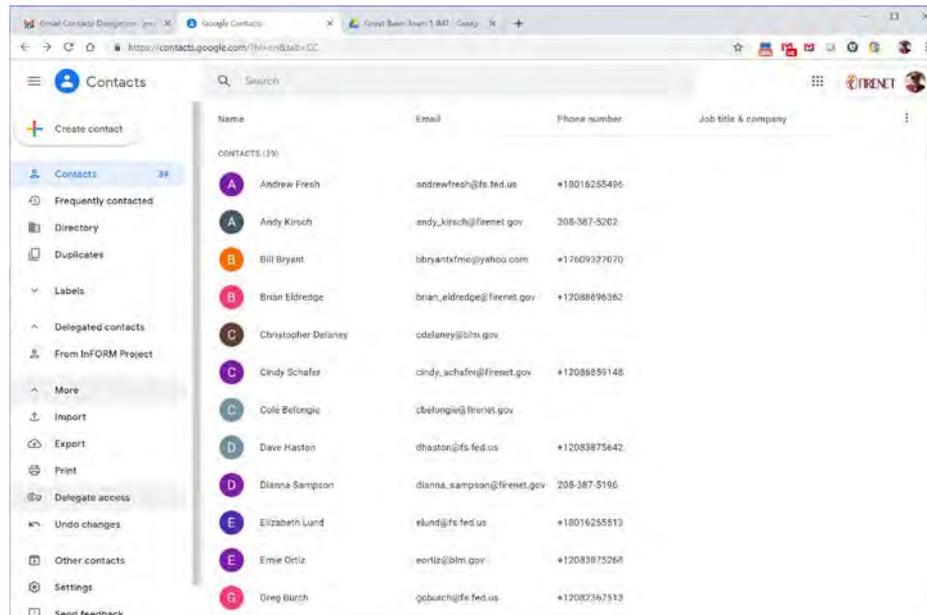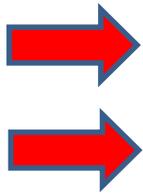**WFIT** *Wildland Fire* **Information & Technology**

Questions?

Advanced Tips:

- Chrome Account
- Remove delegated accounts
- Contacts Delegation

Advanced Tips: Contacts Delegation

- While logged into main gmail account, go to contacts.google.com.
  - At top/middle, click ***More***
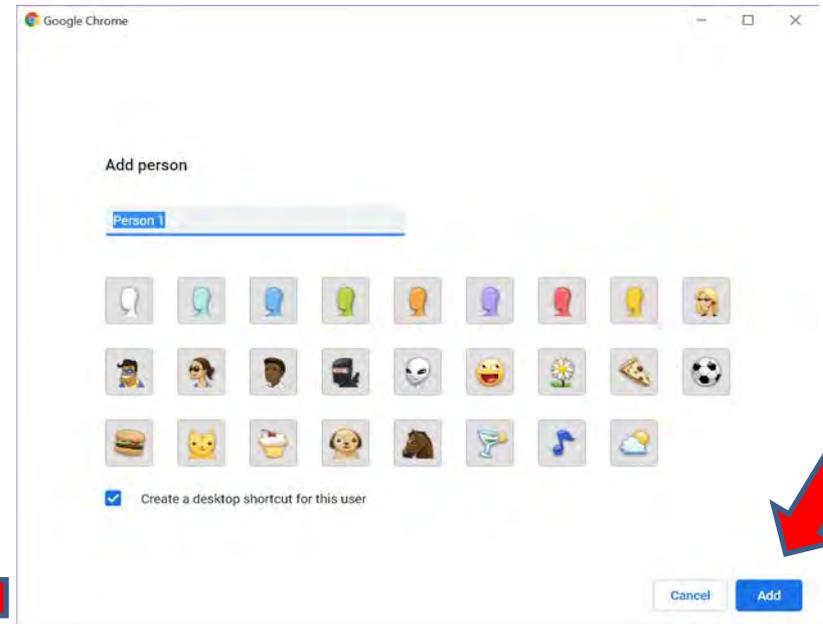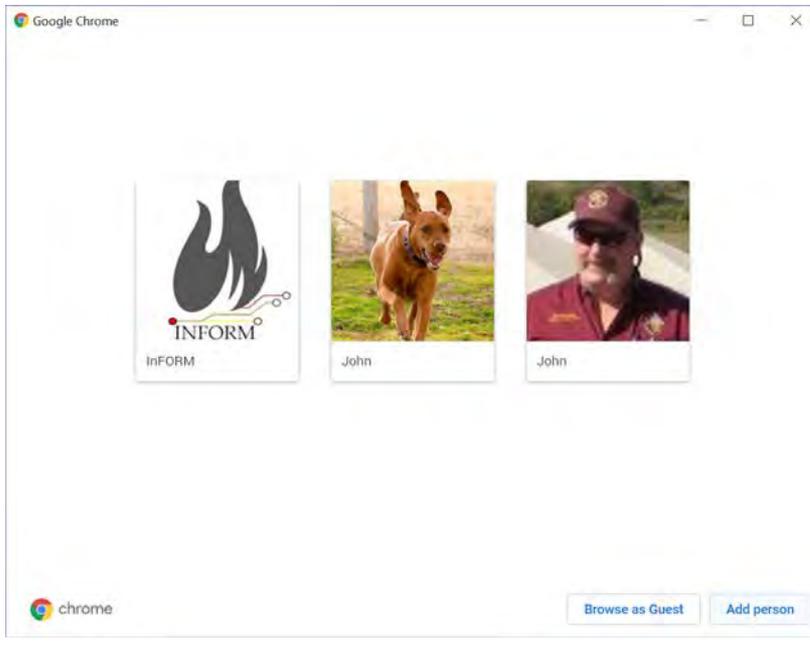 - Select ***Manage Delegation Settings***

Advanced Tips: Chrome Accounts

- While in chrome, click on the picture or letter in very top, right corner
  - Click ***Manage People***
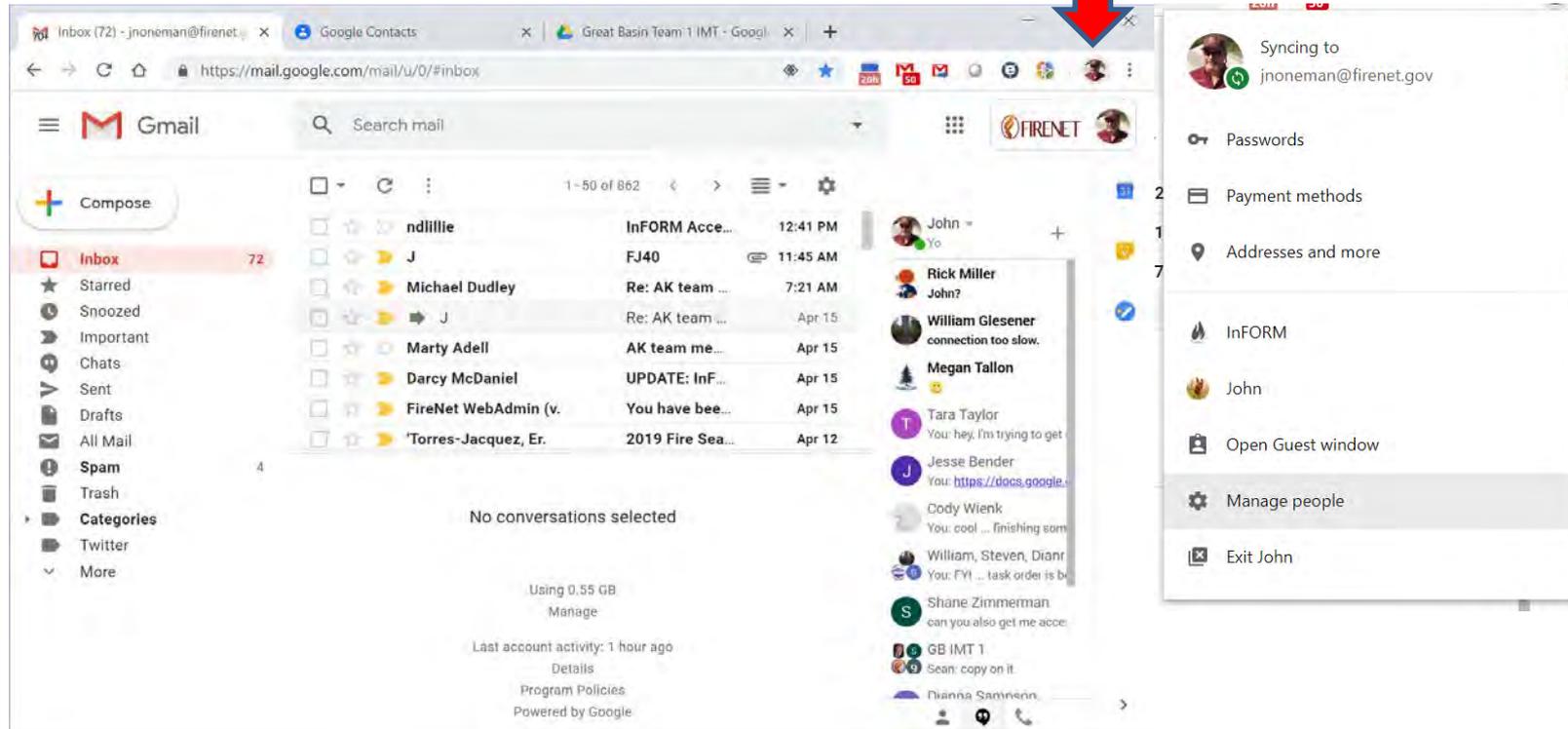
Advanced Tips: Chrome Accounts Cont.

- Click **Add Person**

- Enter a Label (e.g. FireNET)

- Click on **Add**

Advanced Tips: Chrome Accounts Cont.

- Click Either *Not Now* or *Turn on sync*...
- Enter a email account
- Click on *Next*

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