Basic IROC Training: Student Guide

8. Maintaining Incidents

Contents

1. Objectives

Upon completion of this unit, you will be able to:

- Filter, search for, and select incidents.

- Take action on multiple incidents in list view.

- View or modify incident details in accordion view.

2. Incidents Overview

An **incident** is a human-caused or natural event requiring action or support by emergency service personnel to prevent or minimize loss of life or damage to property and/or natural resources. Accurate, detailed information about the incident must be entered before generating resource requests for wildfires and other all-hazard incidents.

Most incidents are initiated in another system and then imported into IROC. Wildfire type incidents come into IROC automatically. For other types of incidents, such as hazards or public assists, that will need resource requests, you can access the Staging Incidents work area to add them to IROC.

This guide describes how dispatchers can view and modify an existing incident within IROC and how to add an incident to IROC from outside CAD systems such as IRWIN.

> **Note:** All items marked with an asterisk (*) in IROC are required.
>
> **Tip:** Unless otherwise noted, you can type directly in each field. When you type in a drop-down menu search field, IROC will perform a type-ahead search to narrow down the choices in the list.

3. Accessing the Incidents Work Area
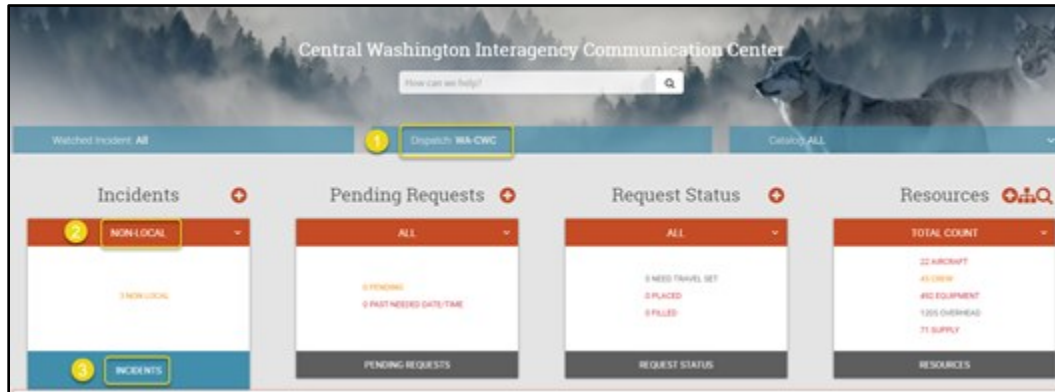
1   In IROC Portal, select the appropriate dispatch center from the **Dispatch** content selector.

2   You may choose one of the following filters from the red list selector at the top of the tile. This will change what is shown in both the action tile and the Incidents work area

    a   **All** – Displays all incidents for your chosen dispatch center.

    b   **Local** – Displays incidents local to the selected dispatch center.

> **Note:** A dispatcher can only modify incidents local to their organization

    c   **Non-Local** – Displays incidents outside the selected dispatch center, as shown in the screenshot.

    d   **IRWIN** – Displays incidents received from outside CAD systems via IRWIN. Choosing this filter opens the Staging Incidents work area, where you can choose to add an incident to IROC.

3   Click the Incidents bar at the bottom of the Incidents action tile to open the work area on the bottom half of your screen. The filter you choose in the list selector will determine whether you open the Incidents work area or the Staging Incidents work area.

4. Incidents Work Area

There are two views in the work area. When you click the Incidents bar, the work area opens in list view. This is where you can view incidents, filter and search the list, and take certain actions on incidents. To see the details for a specific incident, double-click on it to move to accordion view (see Accordion View for more information).

List View

The list view of the Incidents work area provides a searchable list of all incidents within your selected dispatch center. In this view, you can quickly search for and select one or more incidents and take the following actions on them:

- Quickly filter and search incidents and select one to view in accordion view.

- Move one or more incidents from another system into IROC.

- Close or open several incidents at once.

- Add or remove items to/from your Watch List.

> **Note:** When you filter a list of incidents in list view, this filter will be applied to the information shown in the left pane of accordion view. Return to list view to clear filters if you don't find the incident you desire in accordion view.

Navigating in List View

To navigate the items in list view, use filters, column sorting, or search fields. To remove filters that you applied using the List Selector in the action tile, click the **Clear Filters** button in the top left.

1. **Quick Filters** – Quick filters are preset filters you can select to change what is shown in the list. Depending on the List Selector chosen, you will see one of two screens in the work area—Incidents or Staging Incidents.

   a **Incidents** – If you selected All, Local, or Non-Local from the list selector, you can choose one of the following preset filters.

   - **All** – Displays all incidents.

   - **Watch** – Displays only those incidents on your Watch List.

   - **Can Close** – Displays only those incidents in a "Can Be Closed" state.

   b **Staging Incidents** – If you selected IRWIN from the list selector, you will see a list of all staging incidents, with the following preset filters.

   - **Fire** – Displays only fire-related incidents.

   - **Non Fire** – Displays only non-fire related incidents.

   - **System: All** – Displays incidents recorded in all CAD systems.

   - **System: Wildcad** – Displays only incidents recorded in Wildcad.

   - **System: Altaris** – Displays only incidents recorded in Altaris.

2. **Search Field** – Filter the list by typing search criteria in the field at the top right of the screen.

   a Type search criteria in the field and press **Enter**.

   b To remove this search, delete the contents of the search field and press **Enter**.

   Note: Refer to the Wildcard Searches quick reference card for tips on different search criteria.

3. **Column Sort** – Click a column heading (e.g., Watch List, Incident Number) to sort the list by that column, in either ascending or descending order.

   Tip: All column heads except Selected and Watch List can be clicked to sort.

4. **Column Search** – Enter search criteria in the search boxes beneath the column headings.

   a Type search criteria in the box and press **Enter**.

   b To remove search criteria, delete the text and press **Enter**.

   Tip: You can enter or remove text in more than one field before pressing **Enter**.

   c For some columns, choose from the drop-down list for available search terms.

5. To clear list selector filters, click the **Clear Filters** button at the top left of the work area.

Taking Action in List View

As with the filters, the action buttons available will change depending on whether you are in the Incidents or Staging Incidents work area.

1   To perform actions on multiple incidents at once, click the checkbox in the Selected column to choose one or more incidents and then one of the action buttons. Depending on the List Selector chosen, you will see one of two screens in the work area—Incidents or Staging Incidents

   a   **Incidents** – If you selected All, Local, or Non-Local from the list selector, you can choose one of the following action buttons.

   - **Close** – Closes incidents.

   - **Reopen** – Reopens incidents.

   - **Watch** – Adds incidents to your Watch List.

   - **Unwatch** – Removes incidents from your Watch List.

   b   **Staging Incidents** – If you selected IRWIN from the list selector, you will see a list of all staging incidents, with the following action button.

   - **Add to IROC (IRWIN)** – Adds incidents imported by IRWIN to the IROC system.

2   Click the star in the Watch List column to add an incident to or remove it from your Watch List. Yellow stars indicate items on your list.

> **Tip:** You can also click anywhere inside a row to select that incident; then click the desired action button to apply the action to it.
>
> **Note:** If you click again on a row that has already been selected, you will be taken to the accordion view.

Example: Dispatcher Nancy wants to close several incidents.

- In list view, she uses quick filters or the column head search fields to quickly find specific incidents.

- She clicks the checkboxes in the Selected column to choose the relevant incidents.

- She clicks the **Close** action button to close those incidents.

- If she closes one in error, she can follow the same procedure and click the **Reopen** action button.

Viewing Incident Status

Incident status is displayed in the Status column in list view. This screenshot shows the column search drop-down expanded.

- **Pending** – Incident is pending action.

- **Closed** – Incident is closed.

- **Merging** – Incident is merging with another incident.

- **Open** – Incident is open.

- **Promoted** – Incident has been promoted.

Accordion View

To get to accordion view, double-click on a record in list view. To return to list view from accordion view, double-click on a record in the list in the left pane.

Accordion view presents a two-pane screen with a list of records on the left and related information organized into tab sections on the right. As with list view, you will see the Staging Incidents accordion view if you selected IRWIN from the list selector.

> **Note:** If a record is already selected in a list (i.e., it has a blue background), clicking once on that record will move you back to list view.

Clicking once on an incident in the list on the left brings up the accordion pane on the right. Clicking on a desired tab in the accordion expands or closes the section so you can view or modify incident details. For example, you can:

- Add or modify location information for the incident.

- Add or modify radio frequencies for the incident.

- Split a request block.

- Add a contact to an incident.

Navigating in Accordion View
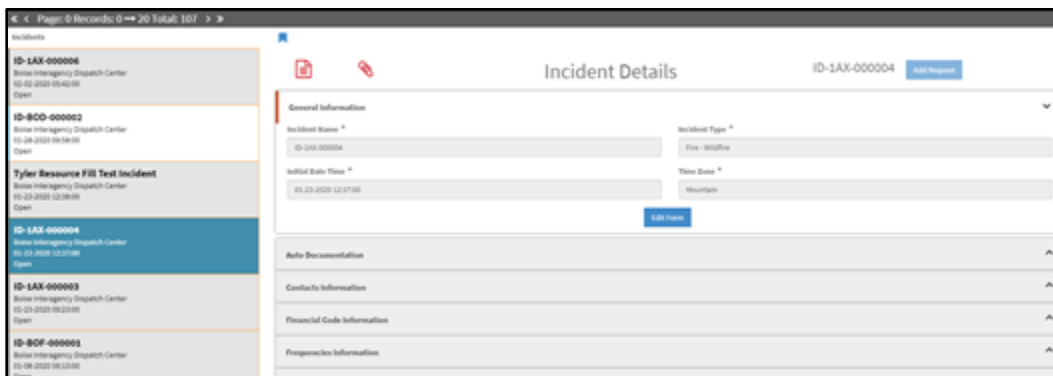
1   Select a record from the list on the left by clicking on it. This brings up the related information in the right pane.

> **Note:** The records list can be navigated quickly using the page navigator arrows at the top and bottom of the list. Clicking a single arrow moves you forward or backward by one page; clicking the double arrows moves you to the beginning or end of the list.

2   The information on the right is displayed in accordion tabs. Clicking on a tab header opens or closes the associated tab, allowing you to view or modify the information.

> **Note:** A vertical red bar to the left of the header title indicates that the tab is open. The entire tab is grayed out when it is not open. Similarly, the small arrow on the right of the header bar points up when the tab is closed and down when it is open.

3   Throughout accordion view, you will find useful icons and action buttons.

a   **Documentation icon** (🗎) – Add documentation / journal entries to the record.

b   **Attach icon** (✎) – Attach files to the record.

c   **Add Request action button** – Add resource requests to the incident record.

d   **Edit Form action button** – Click to edit fields on the portion of the form. Some forms are locked until the **Edit Form** button is clicked.

e   **Menu icon** (≡) – Some tables within tabs have menus. Click on the **Menu** icon to export data.

Each accordion tab will show information in a form, a list, a table, or some combination. The remainder of this guide covers the details available in each accordion tab.

Examples of Using List View and Accordion View

Nancy is a dispatcher within the Boise Interagency Dispatch Center. In her daily tasks, she uses both list view and accordion view to maintain incident records.

If Nancy wants to …	She should …
Review incidents created in IRWIN and import them to IROC.	Choose IRWIN from the selector bar to view the Staging Incidents *list view*. Here she can check the appropriate incidents in the Selected column and click the **Add to IROC** action button.
Add several incidents to her Watch List.	Click in the Selected column in *list view* to choose records and click the **Watch** action button.
Edit information related to an incident.	Double-click a record in *list view* to move to *accordion view*, where she can view and edit the necessary fields in the accordion tabs on the right.
View and edit request blocks for an incident.	Double-click a record in list view to move to *accordion view*. She can modify information in the **Request Blocks** tab on the right.
Search incidents and choose one to view and edit	Apply filters and search terms in *list view* to find a specific incident and then double-click on it to view and edit details in *accordion view*.

General Information Tab

Example: On this tab, Nancy can make necessary changes to general information related to the incident.

Note: If you are in the Staging Incidents accordion view for IRWIN incidents, this is the only tab that will appear. The information in it cannot be modified; it is view only.

1   To modify information on this form, click **Edit Form** to open the General Information screen.

2   In the General Information screen, you can modify any of the required fields; then click **Submit.**

Note: To change to a preposition incident, select "Preparedness/Preposition" from **Incident Type**.

Auto Documentation Tab
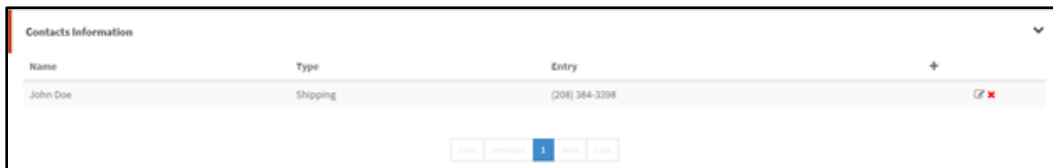
Example: On this tab, Nancy can view the Auto Documentation log to determine what other actions have been taken on this incident.

1   Click the **Menu** icon to the left of the table head to export the log as a PDF, CSV, or Microsoft Excel document.

2   Although not shown here, you can use the column header sort and right-click filters to sort the list.

    a   Click a column head to sort the information in the table according to that column in ascending or descending order.

    b   Right-click on a table cell that you want to use as a filter and select "Show Matching." This will show all items with the same information. To exclude an item from the list, right-click and select "Filter Out."
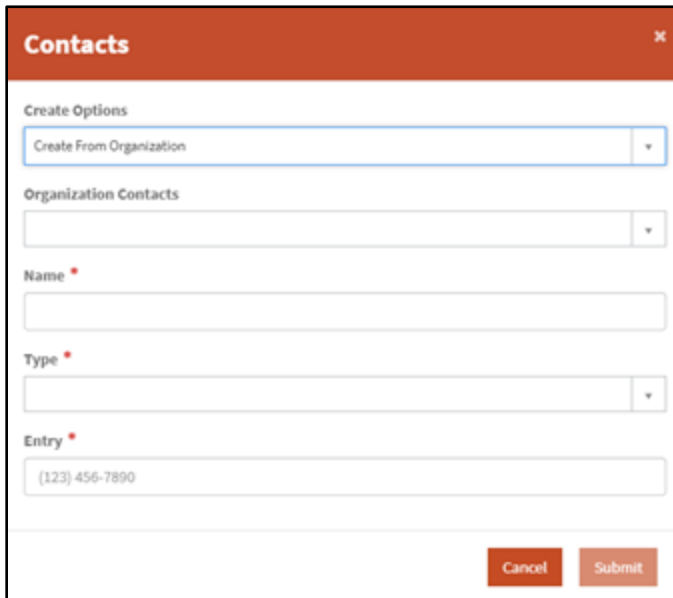
Contacts Information Tab

Example: Dispatcher Nancy could use the Contacts Information tab to view, add, or modify contacts associated with an incident.

1   To add a contact to the list, click the **Add** (**+**) icon to open the Add Contact screen.

   a   **To Create a New Contact** – Under **Create Options**, the default is **Create New**. With this selected, simply fill in **Name***, **Type***, and **Entry*** (such as phone number). When done, click **Submit**.

   b   **To Add a Contact from an Organization** – Select **Create From Organization** (shown here) under **Create Options**. Choose from the **Organization Contacts** drop-down. IROC will automatically populate the rest of the fields. When done, click **Submit**.

2   To edit an existing contact, click the **Edit** icon in that row of the Contacts Information list, make changes, and then click **Submit**.

3   To remove an existing contact from the incident, click the **Delete** icon in that row and click **OK**.

Tip: For long lists, use the navigation buttons to move forward or backward through the list.

Financial Code Information Tab

This tab contains a list that shows all financial codes for an incident.

1   To add an incident financial code, click the **Add** (**+**) icon in the top row of the Financial Code list to open the Incident Financial Code screen.

a   **To create a new financial code** – Under **Create Options**, the default is **Create New** (shown here). With this selected, enter the **Financial Code***, **Fiscal Year*** (defaults to the current fiscal year), and **Owned By*** information.

b   **To select an existing financial code** – Click the **Create Options** drop-down and select **Create From Organization.** Choose an **Organization** and **Organization Financial Code** from the drop-down. IROC will populate the remaining fields with the correct information.

c   Select **Default** to mark this as the default financial code for this incident.

Note: Only one financial code may be marked as default.
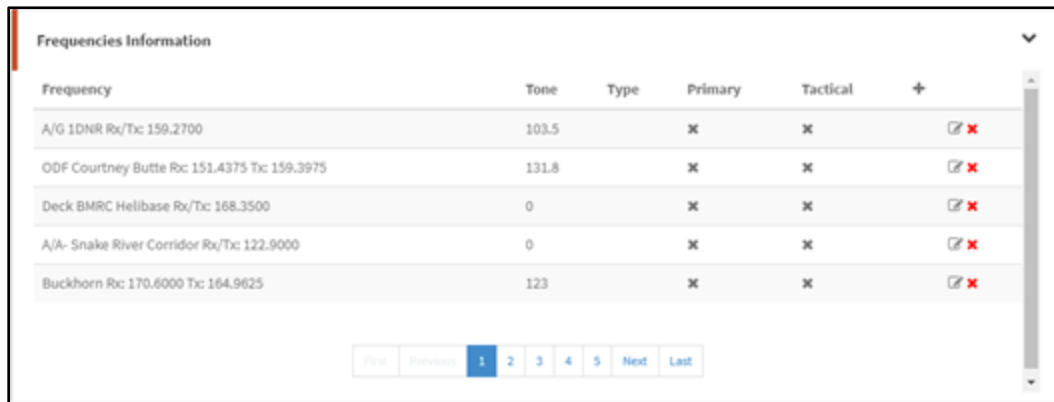
d   When done, click **Submit**.

2   To edit an existing financial code, click the **Edit** icon in that row of the Incident Financial Code list, make changes, and click **Submit**.

3   To remove an existing financial code from the incident, click the **Delete** icon in that row and click **OK**.

Tip: For long lists, use the navigation buttons to move forward or backward through the list.
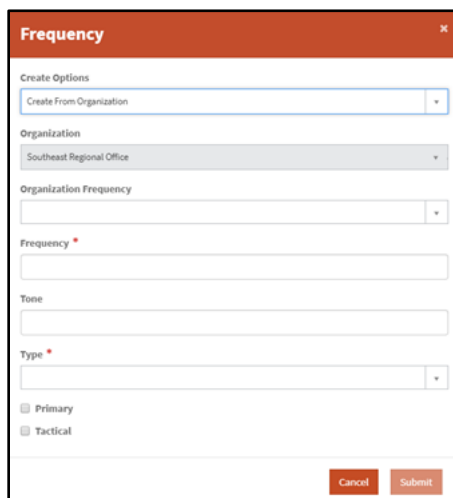
Frequencies Information Tab

Example: Nancy uses this screen to view and update radio frequencies for the incident. She can add a variety of frequencies, including ground, air, law enforcement, or other uses.

1   To add a frequency, click the **Add** (**+**) icon to open the Frequency screen.

   a   To Create a New Frequency – Under **Create Options**, the default is **Create From New.** With this selected, enter the relevant information, including the require **Frequency** and **Type**. You may also indicate whether this is primary or tactical by checking the appropriate box.

   b   To Create From Organization – Click the **Create Options** drop-down and select **Create From Organization**. Choose from the **Organization Frequency** drop-down. IROC will automatically populate the remaining fields. When done, click **Submit**.

2   To edit an existing frequency, click the **Edit** icon in that row of the Frequency list, make changes, and click **Submit**.

3   To remove an existing frequency from the incident, click the **Delete** icon in that row and click **OK**.

Tip: For long lists, use the navigation buttons to move forward or backward through the list.

Organization Tab

This tab contains a form showing the incident organization information, such as jurisdictional unit, billing organization, and default cache.

1. To modify information on this form, click **Edit Form** to open the Organization Information screen.

2. You can modify each field by entering text or choosing from the drop-down.

   Note: Changing the jurisdictional unit will update the incident number.

3. The assigned **Dispatch** center is display only and cannot be modified.

4. When done, click **Submit**.

Usage Tab

Example: On this tab, Nancy can view a table of requests that are still open on an incident, preventing the incident from being closed. Nancy can create a quick report for a briefing by exporting the data.
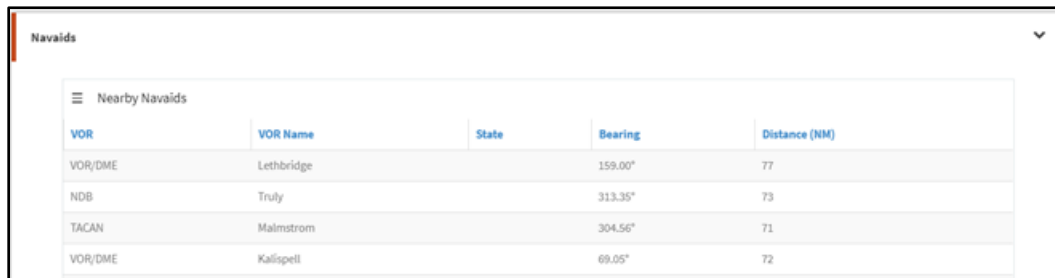
Note: The information in this table cannot be modified, though you can filter the information or download it to a report.

1. Click the **Menu** icon to export the information as a PDF, CSV, or Microsoft Excel document.

2. You have two options for filtering how you view the information in this table.

   a. Click a column head to sort the information in the table according to that column in ascending or descending order.

   b. Right-click on a table cell that you want to use as a filter and select "Show Matching." This will show all items with the same information. To exclude an item from the list, right-click and select "Filter Out."

NavAids Tab

Example: On this tab, Nancy can view or export a table of all nearby navigation aids. She cannot modify the information in this table, though she can choose to download it or filter the list.
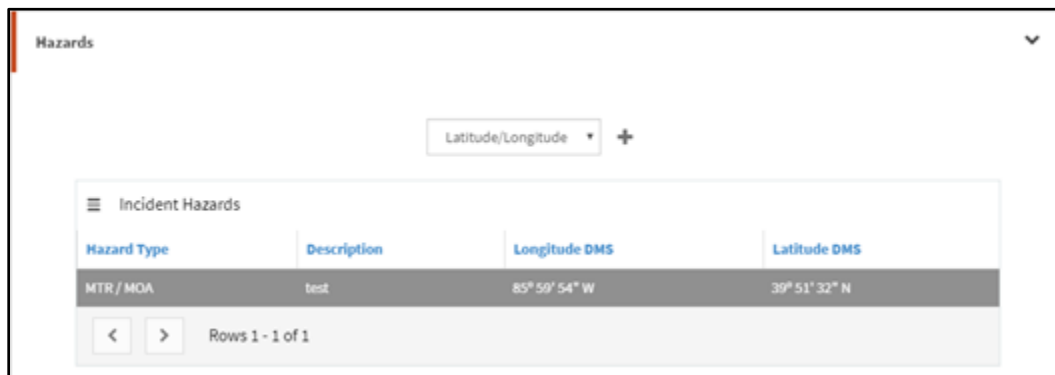

1   Click the **Menu** icon to export the information as a PDF, CSV, or Microsoft Excel document.

2   You have two options for filtering how you view the information in this table.

    a   Click a column head to sort the information in the table according to that column in ascending or descending order.

    b   Right-click on a table cell that you want to use as a filter and select "Show Matching." This will show all items with the same information. To exclude an item from the list, right-click and select "Filter Out."

Hazards Tab

Example: On this tab, Nancy can see a table of all hazards associated with the incident. She can also add hazards, such as a communication tower that poses a danger to flight operations in the area of the incident or a report of migratory birds.

1   Click the **Menu** icon to export the information as a PDF, CSV, or Microsoft Excel document.

2   You have two options for filtering how you view the information in this table.

    a   Click a column head to sort the information in the table according to that column in ascending or descending order.

    b   Right-click on a table cell and select "Show Matching." This will show all items with the same information. To exclude an item from the list, right-click and select "Filter Out."

Tip: Choose your preferred coordinates from the drop-down to change the information shown in the table. The default is to show Latitude/Longitude.

3   To add a new hazard to an incident, click the **Add (+)** icon beside the **Latitude/Longitude** drop-down to open the Hazard screen.

a To Add an Existing Hazard – Under **Hazard Options**, the default is **Select From Existing.** With this selected, choose a state to filter the list shown in the **Select From Existing** drop-down. Choose the hazard from the **Select From Existing** drop-down and click **Save**.

Note: Location details will automatically populate in the Hazards tab.

b To Add a New Hazard – From **Hazard Options**, choose **Create New**. Enter the relevant information, including **Hazard Type*, State*** and **Description***.

Note: If you select a fixed hazard type from the drop-down, the **Fixed** checkbox will automatically be checked.
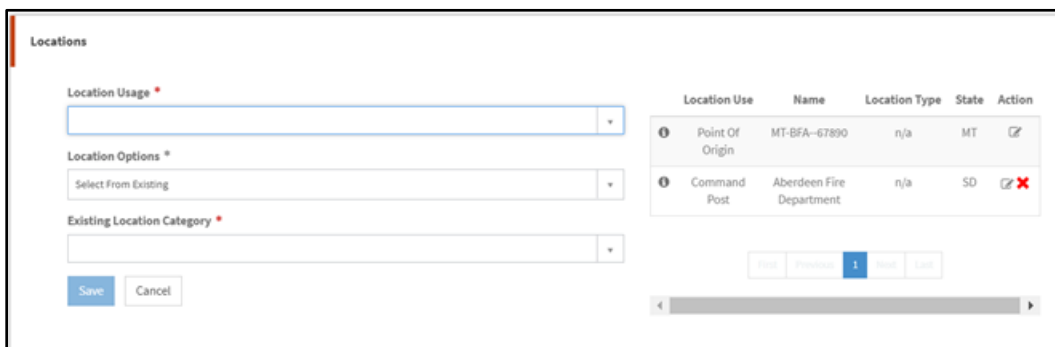
- To select an existing location, choose **Select From Existing** from the **Location Options** drop-down, choose the **Location Type** (airport, organization, or other), and then choose the

appropriate location from the drop-down (the content in this drop-down changes based on the location type).

- To create a new location, choose **Create New** from **Location Options**, enter the **Location Name***, and the coordinates (the default is to enter coordinates in Latitude/Longitude format).

4   To edit or remove an existing hazard, click once on the hazard in the table to open the Hazard screen. Either edit the information and click **Save**, or click **Delete** and then **OK** to remove the hazard from the incident.

Locations Tab

Example: On this tab, Nancy can see a list of all locations associated with an incident, including the point of origin. Nancy can use the form on the left to document the location for resource delivery. It may be an airport, a rally point, or a temporary helipad. She can also document a reload base or command post.

1   To add a location, choose from the drop-down menus.

a   **Location Usage** – Choose how the location is to be used in this incident (e.g., base camp, drop point, etc.).

b   **Location Options** – From the Location Options drop-down, choose whether to create a new location or select an existing location.

- For **Select From Existing**, choose the **Location Category** (airport, organization, or other) and then select the appropriate item from the bottom drop-down that appears. Location data will automatically populate. Enter **Navigation Instructions** in the field that appears and click **Save** to add the location to the list on the right.
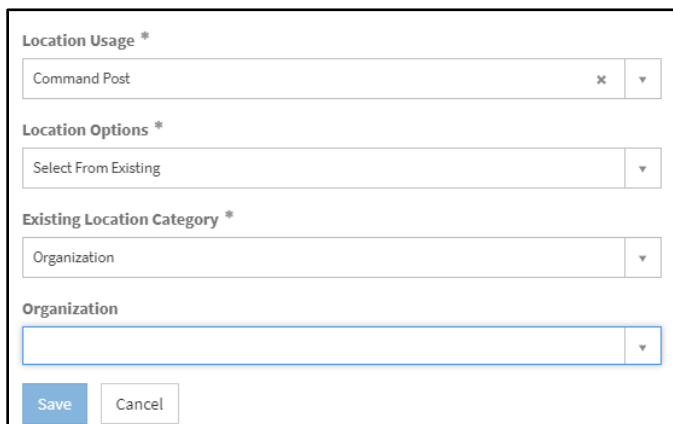
- For **Create New** (not shown above), choose the **Location Type** and enter **Coordinates***, **Location Name***, and **Navigation instructions** (if needed). Click **Save** to add the location to the list on the right.

2 Click the **Edit** icon in the **Locations** list on the right to edit an existing location. The information will appear in the form on the left. When done, click Save.

> **Note:** You cannot change the location name for the point of origin.

3 Click the **Delete** icon to remove a location from the incident.

> **Note:** You cannot delete the point of origin.

Reload Bases Tab

Scenario: On this tab, Nancy can view, add, or modify airports and reload bases associated with an incident.

> **Note:** In the list, the airplane icon indicates that this location is used as an airport; the droplet icon indicates that it is a reload base.

1 To add an airport to an incident:

a If you know the FAA code, enter it in the **FAA Code** field in the form on the left and press **Tab** or **Enter**. The airport associated with that code will appear in the **Airport** field.

    b   If you don't know the FAA code, click the checkbox in the **Airport** field and choose from the drop-down.

2   Click to indicate whether it is a preferred airport, used as an airport, and/or used as a reload base for the incident.

> **Note:** Only one airport may be marked as the preferred airport for an incident.

3   Enter **Navigation Instructions** as needed. If a Reload Base, enter navigation instructions for the reload base.

4   When done, click **Add** to add the base to the list on the right.

5   To edit a base, click the **Edit** icon in the list on the right, make changes in the form on the left, and click **Save.**

6   To remove a base, click the **Delete** icon in the list on the right and click **OK.**

Request Blocks Tab

Example: This tab shows a graph of catalog request blocks. Nancy can hover over a block to see the related information, such as block name, block range, next number, and numbers used. On this tab, Nancy can change resource request blocks for the resource catalog categories.
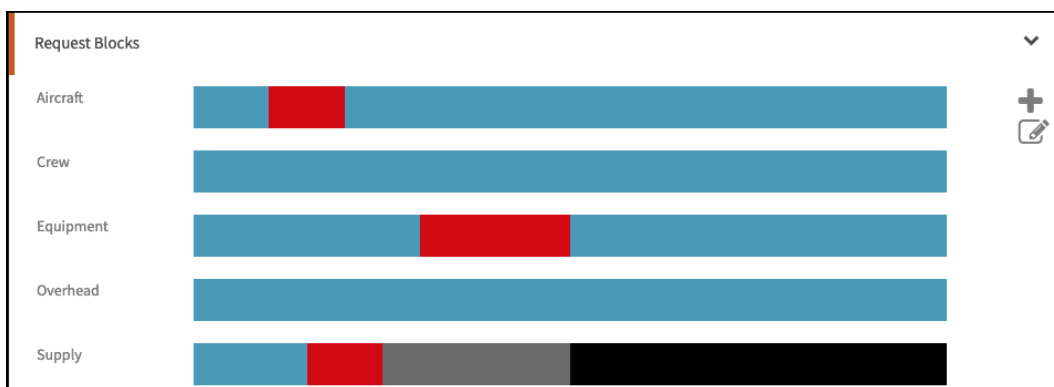
1   Click the **Add** (**+**) icon to open the Add Request Block screen.

     a   Select a catalog from the **Select Catalog*** drop-down. Repeat this step as often as needed.
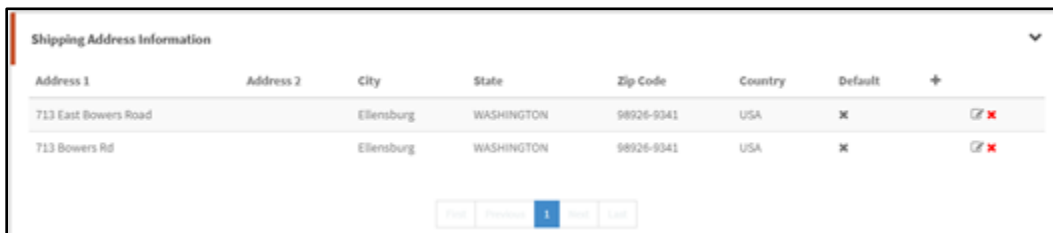
> **Note:** To create request blocks across multiple catalogs at the same time, simply select more than one catalog from the **Select Catalog** drop-down within the same request.

     b   **Name*** the request block.

     c   Enter Start* and End* values for the request block.

     d   Enter the Purpose for the request block.

     e   When done, click **Save**.

2   Click the **Edit** icon to open the Edit Request Block screen, where you can modify or split a request block. When done, click **Save**.

Shipping Address Information Tab

Scenario: On this tab, Nancy can create or edit specific locations for supply shipments.

Shipping Address Information							✕
Address 1	Address 2	City	State	Zip Code	Country	Default	✚
713 East Bowers Road		Ellensburg	WASHINGTON	98926-9341	USA	✖	✎ ✖
713 Bowers Rd		Ellensburg	WASHINGTON	98926-9341	USA	✖	✎ ✖

First Previous **1** Next Last

1   Click the **Add** (**+**) icon to add a shipping address.

Shipping Address   ✕

Create Options

Create From New   ▾

Address 1 *

[   ]

Address 2

[   ]

City *

[   ]

State *

[▾]

Zip Code

[   ]

Country *

[   ]

☐ Default

Cancel   Submit

    a   To create a new address – **Create From New** is the default under **Create Options**. With this selected, fill in the relevant information. Click the **Default** checkbox if applicable. When done, click **Submit**.

    b   To add an existing organization – Select **Create from Organization** from Create Options. Choose an **Organization** and **Organization Address** (existing organizations may have multiple locations). The remaining information will be populated. Click the **Default** checkbox if applicable. When done, click **Submit**.

> **Note:** Only one address can be the default.

2   Click the **Edit** icon in a row of the addresses list to edit an existing location. When done, click **Submit**.

3   Click the **Delete** icon and then click **OK** to remove an address from the incident.