

Basic IROC Training: Student Guide

Release/Reassign Resources

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1 Overview

As a dispatcher, you may have various reasons for releasing or reassigning a resource. For example, the resource may no longer be required due to changing conditions. Or a resource may be needed on a different incident. Sometimes a resource is released to reflect an incident's declining need for that resource or to plan for replacing resources whose assignment to an incident is complete. After releasing a resource, you may need to go back to modify the details related to that release. This guide explains how to manage the releasing of resources from an incident.

2 Objectives

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

- Release a resource from an incident
- Modify the information related to an incident's release
- Reassign a resource to another incident's request

Note: Because of the Agile development used to create IROC, some of the screenshots, action buttons, and filters described here will be different from what you may see in the IROC instance you are viewing.

Note: All items marked with an asterisk (*) in IROC are required.

Tip: Unless otherwise noted, you can type directly in each field. In drop-down menus, IROC will perform a type-ahead search to narrow down the choices in the list.

3 Releasing a Resource from an Incident

As a dispatcher, you may need to release resources from an incident. You can do this for incident resources that are mob en route, at incident, available or unavailable on prepo, or tentatively released. You can release resources from either Request Status list view or the Manage Request screen.

Example Scenario: Dispatcher Nancy needs to release Joe Zinc from an incident. If she is in Request Status list view, she can search for Joe by typing his last name in the **Resource** column search field and pressing **Enter**. IROC filters out all requests except for the one containing Joe Zinc. Nancy selects the incident by clicking in the **Selected** checkbox. She then clicks the **Release** action button and completes the information in the Release screen.

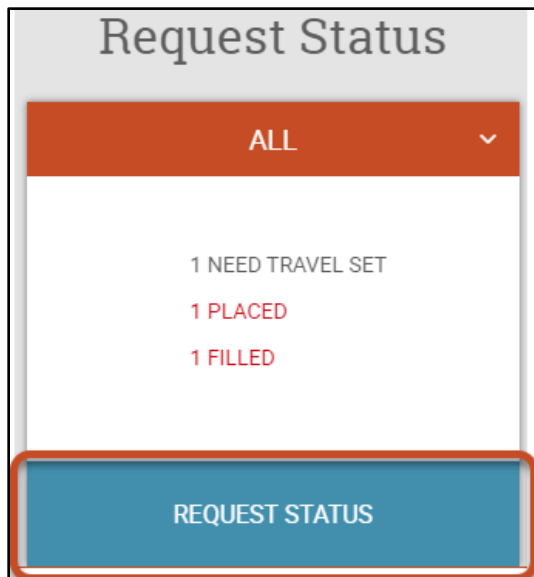
Releasing a Resource in the Request Status List View

This section describes how to release a resource from an incident when you are in the list view of the Request Status work area. You can work in this view to release multiple resources at once.

Note: The process described here is the same for releasing resources from non-local incidents or from pre-position incidents, as well as for canceling a Temporary Flight Restriction.

Note: If you release a parent resource that has subordinate resources attached, the subordinate resources will also be released automatically.

- 1 On the IROC homepage, click the **Request Status** list selector.



Note: Choosing filters from the IROC homepage content selectors or from the red selector bar in the Request Status action tile will affect what is shown in the Request Status work area.

2 IROC presents the Request Status work area.

3 Click the checkbox in the **Selected** column for the resource you want to release.

Note: You can click in more than one box to release multiple resources at once, as long as the resources are for the same incident and with the same status.

4 Click the **Release** action button to open the Release screen.

a Select either the **Release** or **Tentative Release** radio button.

Note: Tentative release is an informational status to let dispatchers know a resource is available because it is at incident but has not met the 14-day work maximum.

b Enter a **Release Date/Time*** and **Time Zone***.

c If you selected **Release**, set demobilization **Travel*** for the resource.

Note: For more information on travel, see *Travel Student Guide*.

d If you selected **Tentative Release**, choose from the **Available for Reassignment*** drop-down.

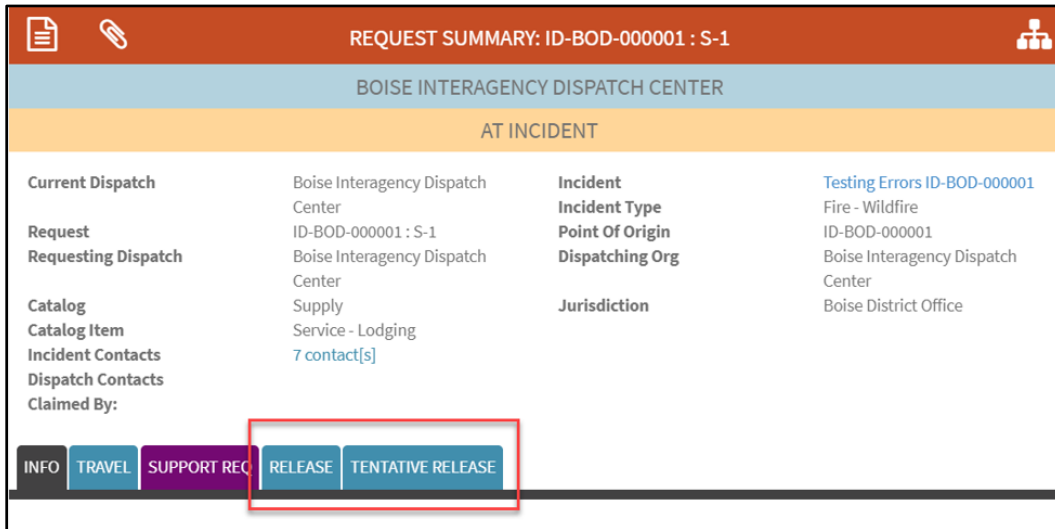
e *Optional:* Enter any relevant information about the release in the **Documentation** field.

f When done, click **Release**.

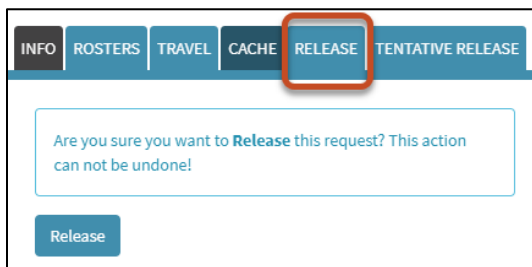
Releasing a Resource in the Manage Request Screen

This section describes how to release a resource from an incident when you are in the Manage Request screen. This is where you go to release or tentatively release a specific resource from an incident.

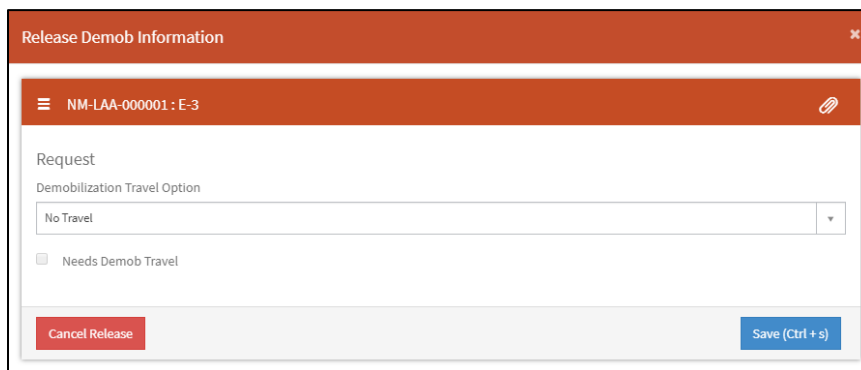
- 1 Navigate to the **Manage Request** screen. Here you can choose either **Release** or **Tentative Release**.



- 2 Follow these steps to *release* a resource:



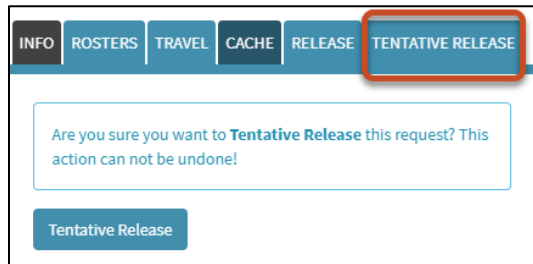
- a Click the **Release** tab.
- b When asked to confirm, click the **Release** action button.
- c In the Release Demob Information screen, choose a travel option from the **Demobilization Travel Option** drop-down.



Note: See *Travel Student Guide* for more information about the travel options.

- d Click the **Needs Demob Travel** checkbox if necessary.
- e When done, click **Save**.

- 3 Follow these steps for a *tentative release*:

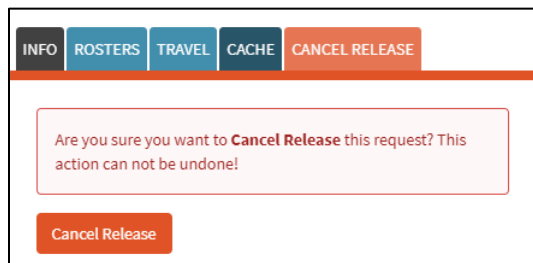


- a Click the **Tentative Release** tab.
- b When asked to confirm, click the **Tentative Release** action button.

Canceling a Release

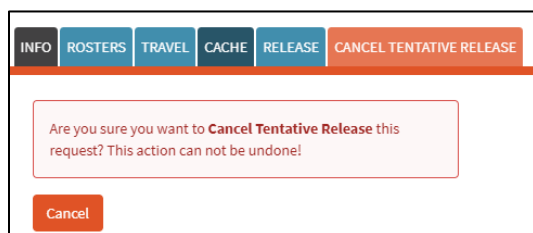
Follow these steps to cancel a release.

Note: You can follow this same process to undo a Temporary Flight Restriction cancellation.



- 1 To cancel a release, navigate to the Manage Request screen.
- 2 Click the **Cancel Release** tab.
- 3 Confirm the cancellation by clicking the **Cancel Release** action button.

Canceling a Tentative Release



- 1 To cancel a tentative release, navigate to the Manage Request screen.
- 2 Click the **Cancel Tentative Release** tab.
- 3 Confirm the cancellation by clicking the **Cancel** action button.

4 Modifying a Resource's Release

As a dispatcher, you may edit the information for a released resource.

Modify Resource Release in Manage Request Screen

Note: Due to the size of this screen, the screenshot above does not capture the entire work area.

- 1 Click on the **Travel** tab in the Request Summary portion of the Manage Request screen.
- 2 Make any changes necessary in the form.
- 3 When done, click **Save** at the bottom of the screen.

5 Reassigning a Resource to Another Incident Request

Example Scenario: Dispatcher Nancy needs to reassign a resource that is currently at incident to another incident request. She navigates to Pending Request list view to find the request and double-clicks on it to move to accordion view. From there, she clicks the **Edit** icon to open the **Manage Request** screen. Because Nancy needs to fill the request, she clicks the **Fill** action tab and selects the **At Incident** tab to find the resource she wants to move to the new incident.

As a dispatcher, you may need to reassign a resource that is mob en route, at incident, or demob en route to another incident. All three actions take place in the Request Summary portion of the **Manage Request** screen and involve the same steps.

Decline	Resource Name	Unit ID	Provider Org	Available Area	Current Dispatch	Prepos	Qual Status	Emp Class	Action
<input type="checkbox"/>	[Redacted]	NV-ECFX	Elko County Fire Protection District	Local	Nevada Division of Emergency Management Dispatch Center	No	QUALIFIED	GOV	Assign Decline
<input type="checkbox"/>	[Redacted]	NV-TDOX	Tahoe Douglas Fire Protection District	Local	Nevada Division of Emergency Management Dispatch Center	No	QUALIFIED	GOV	Assign Decline

- 1 Navigate to the **Manage Request** screen for the request you want to fill.
- 2 Click on the **Fill** action tab.

- 3 Click on the appropriate header to see the resources that you can reassign from other incidents.
 - a **Mob En Route** – Shows resources that are mob en route.
 - b **At Incident** – Shows resources that are at incident.
 - c **Demob En Route** – Shows resources that are demob en route.

- 4 Search for the resource in the list.

Tip: Use the **Search Resource By Name** field, if needed, to find the required resource.

- 5 Click the **Assign** button in the row for that resource to open the Incident Request screen.

- 6 *Optional:* Select a **Financial Code** for the assignment.

- 7 You must select a **Travel Option** from the drop-down.

Note: See the *Travel Student Guide* for more information on these options.

- 8 When done, click **Save** to reassign the resource to your request.

Note: Keep the following in mind when you reassign a resource:

- The dispatch center you're logged into must be in the filling chain if the resource is mob en route.
- The resource's current dispatch center must be the dispatch center you're logged into if the resource is at incident, tentatively released, released (at incident), or reassigned (at incident).
- The dispatch center you're logged into must be in the home chain if the resource is demob en route.