Unit Objectives:

- Navigate to and describe the Request Status screen.
- Describe the difference between support and subordinate requests.
- Demonstrate the ability to utilize the Edit Request functionality.

Unit at a Glance:

<table>
<thead>
<tr>
<th>Topics</th>
<th>Method</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Status</td>
<td>Presentation</td>
<td>1 Hour</td>
</tr>
<tr>
<td>Subordinate vs. Support Requests</td>
<td>Presentation</td>
<td>30 Minutes</td>
</tr>
<tr>
<td>Exercise</td>
<td>Group Activity</td>
<td>15 Minutes</td>
</tr>
<tr>
<td>Edit Request</td>
<td>Presentation</td>
<td>15 Minutes</td>
</tr>
<tr>
<td>Total Unit Duration</td>
<td></td>
<td><strong>2 Hours</strong></td>
</tr>
</tbody>
</table>

Materials:

- Student laptops with IROC.
- Internet access.
- Ability to display images and video on large screen.
Objectives

- Navigate to and describe the Request Status screen.
- Describe the difference between support and subordinate requests.
- Demonstrate the ability to utilize the Edit Request functionality.

- Review unit objectives.

**Request Status Action Tile**

- IROC Portal

- Select an incident from Watched Incident Content Selector.

- In the Request Status Tile List Selectors, demonstrate filter by different categories.
  - Local Request.
  - Non-local.
  - Requests by Catalog.
  - Requests Needing Travel.
  - Closed Incidents.
    - By hovering over each category, it will give you a brief description of the filter criteria.
    - You can also click in the tile itself to select filter criteria.
  - This will populate the Work Area.
  - Selecting a request will activate the Action Buttons.

- Demonstrate Request Status, List Selectors, and Action Tile Options.

- Discuss the changes that occur in the main work area.

- Demonstrate how selecting a request by checking the box activates action buttons.

**Subordinate vs. Support Request**

- Subordinate requests.
  - Associated with a parent request by extension.

**Example**: A Crew request is C-1. Crewmembers (subordinates of the crew) are C-1.1 thru C-1.20.
  - Support requests.
• One request associated with another request.
• Each request may be from a different catalog item.

**Example**: An overhead request (DIVS, O-1) associated with a support equipment request. (Pick-up truck, E-1).

  o When the parent request is viewed in Accordion View, it will have a request listed as a Child Request.

**Exercise**

- Ensure students understand the difference between subordinate and support requests.
- Students work independently with assistance from coaches, as necessary.
- Have students create a support request for a bus for the T2 crew request.
- Demonstrate the request has been completed.

**Materials Needed**: Laptop with Chrome and internet access.

**Time**: 15 minutes

**Edit Request Functionality**

- Demonstrate how to edit a request.
- Discuss the importance of documentation when editing a request.