



D-110 Unit 3: Getting Acquainted with the Electronic Resource Tracking System (IROC)

Unit Objectives:

- Describe the electronic resource tracking system Interagency Resource Ordering Capability (IROC).
- Identify and navigate the IROC Home Screen.
- Demonstrate the functionality of personal settings.
- Identify the following IROC screens and functions:
 - New Request, Resource Status, Pending Request, Request Status, and Documentation.

Unit at a Glance:

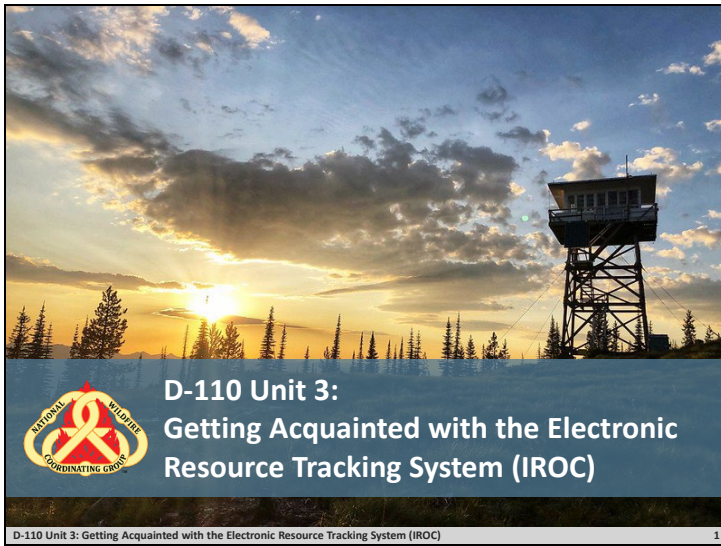
Topics	Method	Duration
Introduction to IROC	Presentation	10 Minutes
IROC Security	Presentation/Activity	10 Minutes
User Roles	Presentation	10 Minutes
Interface Icons	Presentation	30 Minutes
IROC Screens and Functions	Presentation	45 Minutes
Exercise	Group Activity	15 Minutes
Total Unit Duration		2 Hours

Materials:

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

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- ☐ Review unit objectives.

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What is IROC?

- The National Interagency Resource Ordering Capability (IROC) is utilized in an estimated 300 interagency dispatch and coordination centers throughout the nation.
- IROC tracks all tactical, logistical, service and support resources mobilized by the incident dispatch community.

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IROC Security

- Accessible to anyone with internet.
- ONLY work under YOUR username account.
- IROC session will time out after thirty minutes.
 - Any unsaved work will be lost.

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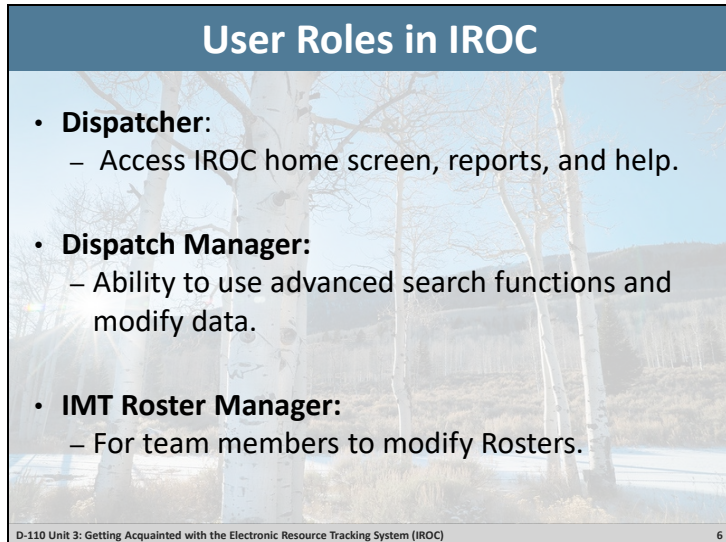
- The same username and password are used for both IROC User and IROC Web Status accounts. Security rules apply to both.
- Dispatchers must always work in IROC under their username and password. Never share your IROC account information. All documentation in IROC is stamped with date/time and username. Dispatchers are responsible for all activity tied to their username.
- Auto-doc vs. User-doc: There are several actions in IROC that will be automatically documented:
 - Creating an order.
 - Cancelling an order.
- You can also manually add documentation to include additional information, i.e., who you received the order from, why an order was cancelled, etc.

Exercise

- ☐ Have students log into IROC Practice.

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User Roles in IROC

- **Dispatcher:**
 - Access IROC home screen, reports, and help.
- **Dispatch Manager:**
 - Ability to use advanced search functions and modify data.
- **IMT Roster Manager:**
 - For team members to modify Rosters.

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- ☐ Discuss roles that can be assigned to dispatchers.
- ☐ Display your IROC Dispatch Manager profile.
- ☐ Identify which role is assigned to the students.
- ☐ Explain each role.

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User Roles in IROC

- **IMT Ordering Manager:**
 - For Ordering Managers Access.
- **Web Status:**
 - For detailing online status.
- **Selection Area Manager:**
 - To create selection areas for direct ordering authority.
 - Most EDRCs will not be Selection Area Managers.

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




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- ☐ Display your IROC Dispatch Manager profile.
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IROC Portal User Interface Icons

Common features and commands are represented by icons in the IROC portal

Icon	Name	Action
	Edit	Edit a record
	Delete	Delete a record
	Documentation	Add documentation/journal entries
	Add	Create a record
	Menu	View menu options
	Download	Export records to MS Excel or PDF
	Calendar	Set the date/time
	Watch	Watch an incident
	Roster	Create and view rosters
	Search	Open the search screen
	Create	Create a new record
	Attach	Attach files to a record

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- ☐ Introduce common icons and characters found throughout IROC.

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Content Selectors, Action Tiles and Main Work Area

- ☐ **Display IROC and identify screens and functions.**

A. IROC Banner

- IROC Version
- International Clock
- Quick Links

B. Content Selectors

- Watched Incidents
- Dispatch
- Catalog

C. Action Tiles & List Selectors

- Incidents
- Pending Request
- Request Status
- Resources

D. Main Work Area

- List View
- Accordion View

- Demonstrate A, B, C, and D in IROC.

- ☐ Briefly discuss the four functional areas: Overhead, Crews, Equipment, and Supplies, which will be discussed in detail later.

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Exercise:

- ☐ Have coaches assist students with logging into IROC Portal and practice hands-on use of A, B, C, and D.
- ☐ Have students identify the time zone in the IROC banner.
- ☐ Have students identify one item in Quick Links in the IROC Banner.
- ☐ Have students select their dispatch unit and catalog from the Content Selector.

Materials Needed: Laptop with Chrome and internet access.

Time: 5-15 Minutes

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- ☐ Review unit objectives.

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