



D-110 Unit 4: Creating a Resource Request, Pending Request, Resource Status, and Edit Request

Unit Objectives:

- Complete resource orders for overhead, crew and equipment requests from general message forms using the electronic resource ordering system (IROC).
- Describe the use of the Pending Request Screen.
- Describe the use of the Request Status Screen.
- Demonstrate the ability to use the Edit Request functionality.

Unit at a Glance:

Topics	Method	Duration
Request Sources	Presentation	10 Minutes
Incidents to Watch	Presentation	20 Minutes
Resource Items	Presentation	1 Hour
Exercise	Group Activity	5 Minutes
Request Form Details	Presentation	1 Hour
Exercise	Group Activity	5 Minutes
Crews	Presentation	5 Minutes
Exercise	Group Activity	15 Minutes
Equipment	Presentation	5 Minutes
Exercise	Group Activity	20 Minutes
Manage Request	Presentation	15 Minutes
Exercise	Group Activity	30 Minutes
Request Status	Presentation	10 Minutes
Exercise	Group Activity	10 Minutes
Total Unit Duration		4.5 Hours

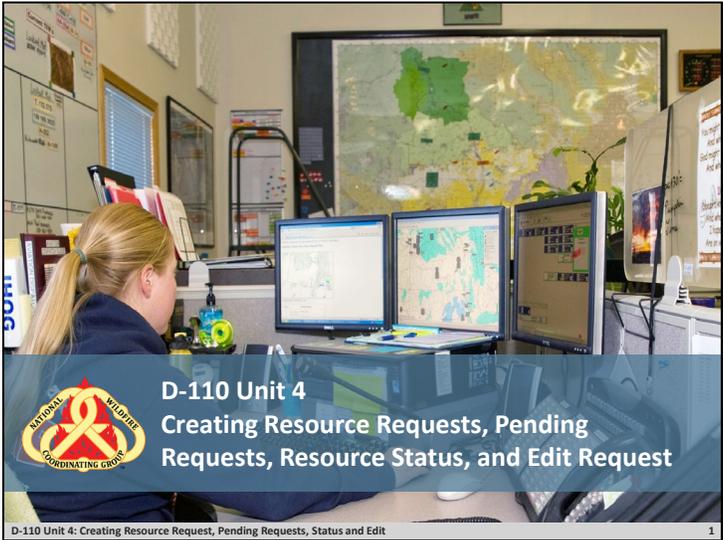
Unit 4: Creating a Resource Request, Pending Request, Resource Status, and Edit Request

Materials:

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

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Slide 1



Unit 4: Creating a Resource Request, Pending Request, Resource Status, and Edit Request

Slide 2

Objectives

- Complete resource orders for overhead, crew and equipment requests from general message forms using the electronic resource tracking system (IROC).
- Describe the use of the Pending Request screen.
- Describe the use of the Resource Status screen.
- Demonstrate the ability to utilize the Edit Request functionality.

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- Review unit objectives

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Slide 3

Source of Resource Request

- From Initial Attack (IA)
- From the Incident (ORDM)
- By telephone, General Message, fax, e-mail, or radio

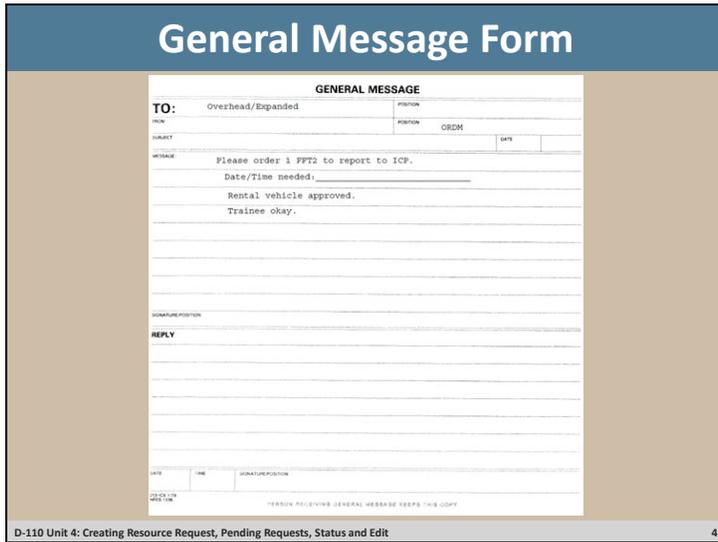


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- Resource requests are typically received in expanded dispatch in two ways:
 - From Established Dispatch (IA).
 - From the Incident Ordering Manager (ORDM).
- The requests typically come via:
 - Telephone
 - Radio
 - Email/text
 - Fax – Forms received from the ORDM at incident may be via fax.
- General messages are tri-carbon forms.

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The image shows a 'General Message Form' with a blue header. The form is titled 'GENERAL MESSAGE' and contains several sections: 'TO:' with fields for 'Overhead/Expanded', 'PERSON', 'POSITION', 'CEDM', and 'DATE'; 'MESSAGE' with the text 'Please order 1 FFT2 to report to ICP.', 'Date/Time needed:', 'Rental vehicle approved.', and 'Trainee okay.'; 'SIGNATURE/POSITION'; 'REPLY'; and 'DATE TIME SIGNATURE/POSITION'. At the bottom, it says 'PERSON RECEIVING GENERAL MESSAGE KEEPS THIS COPY' and has a small number '4' in the bottom right corner.

- ❑ Discuss what information is necessary before you create a request.
 - Requestor Name. Who sent the general message, fax, or called?
- During an initial briefing, your supervisor should identify individuals from whom resource requests will be accepted.
 - For example: Ordering Manager, Center Manager, Logistics Section Chief, Incident Commander, etc.
 - Resource requests from any other sources should be brought to the attention of the EDSD or EDSP.
- Incident name. **Why** is this important – **Answer:** Expanded may be dealing with multiple incidents.
- Item requested.
- Quantity.
- Date/time needed.
- Reporting or delivery location.
- Special needs, if any.
 - For example: Crews double-lunched, rental car approved, special skills necessary, trainee acceptable, etc.
- Signature of authorized approver (discuss local protocol).

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Content Selectors, Action Tiles and Main Work Areas

Watched Incident: All | Dispatch: All ACC | Catalog: Supply

INCIDENTS	PENDING REQUESTS	REQUEST STATUS	RESOURCES
Local Incidents	Pending Requests	Local Requests	Current Resources
Open: 4	All: 0	Pending: 0	Aircraft: 59
Closed: 18	Local: 0	Final: 2	Crew: 3
All: 22	Placed Out: 0	Complete: 0	Equipment: 138
Can Be Closed: 0	By Command: 0	All: 28	Overhead: 444
Quarantined: 0	All Claimed: 0		Supply: 36
Not in IROCN: 1	Unclaimed: 0		
Watched: 3	Non-Local: 0		
	Named Request: 0		
	Post-Inspection: 0		

Showing: 29 of 29 Total Records | Rows Selected: 0

Select	Manage	Support Indicator	Incident #	Incident Description	Request Number	Request Catalog	Catalog Item	Filed Catalog Item	Resource	Requested Resource	Quantity	Item Desc.	Status	ICRS Status
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Parent	2023.ACC.COMMUNICATIONS	AR.ACC	S-1	Supply	06420-KIT-STARTER SYSTEM	06420-KIT-STARTER SYSTEM	4200-PCU-SET	1/1	At Position (Available)	Filed	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Subordinate	2023.ACC.COMMUNICATIONS	AR.ACC	S-1.1	Supply	06420-KIT-ACCESSORY	06420-KIT-ACCESSORY	4200-PCU-SET	1/1	At Position (Available)	Filed	

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- Select incidents to watch in IROC.
- Have Students follow along and set up their incident list:
 - IROC Portal.
 - Incidents Action Tile > Open Incident.
- Describe what the List Selector mean.
- Describe how to sort and filter the Incidents Work Area – List View.
- Explain how watching an incident populates the Watched Incident content selector.
- Assign each group one of the Incidents in the list. Have students watch their incident.
- Have students randomly select another incident, so that they will have at least two incidents in their content selector.

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Resource Orders

Tools

- **NWCG Standards for Wildland Fire Resource Typing, PMS 200,**
<https://www.nwcg.gov/publications/200>

- **National Interagency Mobilization Guide,**
<https://www.nifc.gov/nicc/mobguide/index.html>

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Creating a Resource Order

- Have students navigate to IROC Portal.
- Demonstrate how to search using the Catalog Item field IROC Portal.
 - In the Incident Content Selector, selected assigned incident.
 - Pending Request Action Tile > + icon.
- Show students how to select an incident from the Pending Request screen.
- Select Catalog.
- Describe overhead, crews, and equipment with examples of each type.
- Demonstrate Catalog dropdown:

There are 5 resource functional area catalog choices:

- Aircraft (typically handled by IA).
- Crew
- Equipment
- Overhead
- Supply (will be addressed in Unit 7).

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Creating a Crew Request

- Select Catalog for Crew.
- Select Catalog Category: Fire.
 - Explain the following:
 - Crew, Military, Battalion.
 - Crew, Type 1 (National Resource, Interagency Hot Shot crews [IHC]).
 - Crew, Type 2, or Crew, Type 2IA (IA/breakdown capable and have sawyers).
 - Crew, Type Any.
- Select Catalog Category: Non-Fire.
 - Explain the following:
 - Camp crews.
 - Kitchen crews.
 - Trail crews.

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Creating an Equipment Request

- Select Catalog for Equipment.
- Scroll through Catalog Categories.
 - Catalog Category: Dozer.
 - Catalog Category: Engine.
 - Catalog Category: Engine, Strike Team.
- Discuss local protocols.
 - Catalog Category: Food Service, Mobile.
 - Once certain criteria are met on an incident a National Caterer must be request.
 - NICC dispatches all National Caterers. These requests are placed to the GACC and ted.
 - See *National Interagency Mobilization Guide*, <https://www.nifc.gov/nicc/mobguide/index.html>. subsequently placed to NICC.
 - Local caterers may be used when incident does not meet criteria or National Caterer is unavailable.
 - Orders for caterers are handled by EDSs or EDSPs.
 - Discuss local protocol.
 - Catalog Category: Grey Water Truck.
 - Grey Water is all wastewater except toilet waste and food waste.
 - Catalog Category: Medical.
 - Catalog Category: Potable Water Truck.
 - Potable water is safe and suitable for drinking.

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- Catalog Category: Shower, Mobile.
 - NICC dispatches all National Mobile Shower Units. These requests are placed to the GACC and subsequently placed to NICC.
 - Orders for showers are handled by ESDs or EDSPs.
 - Discuss local protocol.
- Catalog Category: Task Force.
 - Task force requests are filled with resources of different types.
 - Support overhead will be ordered as needed.
- Catalog Category: Tender, Water (Support).
- Catalog Category: Tender, Water (Tactical).
- Catalog Category: Tractor Plow.
- Catalog Category: Trailer.
 - Scroll through the items.
- Catalog Category: Transportation.
 - Scroll through the items.

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Creating an Overhead Request

- Set Catalog to Overhead.
 - Catalog Category: Groups.
 - Scroll through the items.
 - Identify that Incident Management Teams are listed here.
 - Discuss modules and squad.
 - Catalog Category: Positions.
 - Catalog items are in alphabetical order and show the 4-letter position code.

Exercise

- Have students practice using the search field on Catalog Item to locate position codes.
- Students will search for various positions using the Search field in Catalog Item and position codes.
- Select and filter several positions.

Materials: Needed: Laptop with Chrome and internet access.

Time: 5 minutes.

- Input **GM 2 – SUBJECT OH Order 1**.
 - Students will create a Fire Fighter Type 1, FFT1(t) request as the instructor demonstrates.
 - Enter Request for FFT1.
 - Number of requests block.
 - Ensure students have all selected FFT1 as the requested item.
 - All fields marked with * are required fields.

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- In the # of requests block, input the number of requests (1) to be created for the type of resource requested.
- If more than 1 FFT1 were requested, each request would be given its own number.
- Example: 4 FFT1 requests would create O-1, O-2, O-3, O- 4.
- Financial Code.
 - Financial codes are created by the Established Dispatch when the incident is created.
 - If no code is shown, add a financial code using the Add New Financial Code button.
- Next Number.
- Custom Request Block discuss local protocol.
- Discuss Date/ Time Needed.
 - Using the calendar select a date.
 - Enter the requested time, using military time.
 - Time zone will be automatically selected.
- Deliver To.
 - Enter desired location.

Note to Instructor

Demonstration only. Default incident name will be used.

Select the incident name from the Deliver to drop down.

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Too Many Contacts

RESOURCE ORDER		Initial Date/Time		2. Incident / Project Name		3. Incident / Project Order Number		4. Office Reference Number		5. Jurisdiction / Agency																																																			
OVERHEAD		09/15/13 0901		Alum		WY-YNP-001310				Yellowstone National Park																																																			
5. Descriptive Location Report to Alum 120. 120° is at the Lake Mead Hill. From Flaming Bridge Junction to YNP. Go South 1 Mile. Turn West on Road in to Govt. Area. Mead Hill is 200 yds. in on the Right.		6. TYPN RWS SEC Base MCM		7. Incident Base / Phone Number George McAdams (307) 344-2196 307-343-8005 307-344-2420 Brent Spencer IEC1 (308) 959-9374 307-242-7438 Jerry Ryler or Lloyd Kortege (307) 344-2576 406-961-1691 Lloyd Kortege 307-344-2129 307-344-2420 Mike Linehan 307-242-7438 307-344-2338 307-242-7427 307-344-7101 WY-YNPC (Dispatch) 307-344-2181 307-344-7178 Toni On COM (307) 344-7182, 7178 307-344-2182 309-916-3477 307-344-2181 Mike Linehan (307) 344-7178 406-431-9090 307-242-7438 Brent Spencer Logistics Section Chief (208) 559-5374		8. Ordering Office Yellowstone National Park Dispatch																																																							
11. Aircraft Information <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Seating</th> <th>Distance</th> <th>VOR</th> <th>Contact Name</th> <th>Frequency Type</th> <th>Assigned Frequency</th> <th>Related Base</th> <th>Other Aircraft / Hazards</th> </tr> </thead> <tbody> <tr> <td>333</td> <td>46</td> <td>DHW</td> <td>Tac 1</td> <td>Tactical</td> <td>168.0500</td> <td></td> <td></td> </tr> <tr> <td>362</td> <td>59</td> <td>JMC</td> <td>Alum NEMO Air To Air</td> <td>Air to Air</td> <td>118.525</td> <td></td> <td></td> </tr> <tr> <td rowspan="3">169</td> <td rowspan="3">67</td> <td rowspan="3">LVM</td> <td>Fire Cache Ops</td> <td>Air to Ground</td> <td>172.5000</td> <td>103-50</td> <td></td> </tr> <tr> <td>Alum Air to Ground</td> <td>Air to Ground</td> <td>169.300</td> <td></td> <td></td> </tr> <tr> <td>Alum Air to Air</td> <td>Air to Air</td> <td>118.525</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>Alum Command S.O.A. 2</td> <td>Command</td> <td>163.1290 TX</td> <td>167.1500 RX</td> <td>318.10</td> </tr> </tbody> </table>												Seating	Distance	VOR	Contact Name	Frequency Type	Assigned Frequency	Related Base	Other Aircraft / Hazards	333	46	DHW	Tac 1	Tactical	168.0500			362	59	JMC	Alum NEMO Air To Air	Air to Air	118.525			169	67	LVM	Fire Cache Ops	Air to Ground	172.5000	103-50		Alum Air to Ground	Air to Ground	169.300			Alum Air to Air	Air to Air	118.525						Alum Command S.O.A. 2	Command	163.1290 TX	167.1500 RX	318.10
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- Consult EDSD or EDSP prior to adding new Deliver To location.
- Show types of Deliver To locations, i.e., airports, locations, incident, Incident Command Post (ICP), staging area, or field office.
 - If reporting instruction are completed in Deliver To location, then Navigation/ Reporting Instructions is automatically populated.
- Create New Location using Select from Existing and from Create New.
 - Students will use the default incident name for this request.
 - Request Contact.
 - Use Request Contact dropdown to make selections.
 - Avoid creating new contacts.

Incident Ordering Contact

- Create New Contact > Ordering.
 - Who requested this resource?
 - Can be combination of name, position code, or phone number per local protocol, i.e. Tim Jones, ORDM, 555-1234.
 - Where can you find information on local protocol?
 - Ask your EDSD or EDSP.
 - Host unit's expanded dispatch plan.

Special Needs

- This block is used to justify and/or authorize specific needs or special skills required, such as:
 - POV Authorized, uniform required, strong IROC/ WildCAD skills, etc.
 - Must be self-sufficient.

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- Can work remotely.
- Justification of name requests.

All the above need to be approved by the incident. These are not decided at dispatcher's discretion.

- Inclusions/Exclusions.
 - Federal vs. non-federal only.
 - Host agency only vs. state only.
 - EFF/AD Exclusion.

This indicates that the incident does not want EFF/AD in this position. EFF/AD = Emergency Firefighters & Administratively Determined employees.

- Contractor not acceptable.
- Portal-to-portal acceptable.

Overhead Details

- Trainee: No trainee vs. trainee acceptable vs. trainee required.
- **GM 2 – SUBJECT: OH Order 1** states trainee okay, so have students select Trainee Acceptable.

Named request

- Refer to policy in National Mobilization Guide.
- Explain the use of Name Requests, giving examples of when appropriate.
- Demonstrate the use of the search field by searching for a local individual.

Special Approval Check boxes

- Rental Vehicle Approved.
- Cell Phone Approved.
- Laptop Approved.

Exercise:

- Practice finding a specific resource (Name request).
- Coaches assist students.
- Guide students through steps to find and select the name requested FFT1 associated with their student number on list.

Materials Needed: Laptop with Chrome and internet access.

See Reference Material: FFT1 Name Request .

Time: 5 Minutes.

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- Create the Request.
 - Review request.
 - Is this request being created on the correct incident?
 - Is this the correct catalog item/position code?
 - Check the number of requests you are creating.
 - Has the date/time needed been adjusted?
 - Are there any necessary reporting instructions?
 - Has the financial code been selected?
 - Are there any special needs to add?
 - Save button:
 - Save button creates the request.
 - Click save to create the request.
 - Request will appear in the “Recent Records list” box at the right of the screen.
 - Requests will also populate the Pending Request and Request Status Action Tiles in the IROC Portal.
 - Document the request number generated (O-xx) on the general message form used to create the resource request.
 - -Students need this request number later to know which order is theirs when they work on the request filling process.

Exercise

- For students to independently apply what has been covered so far.
- Students work independently using coaches as needed.
- Have students create DIVS request with special needs.

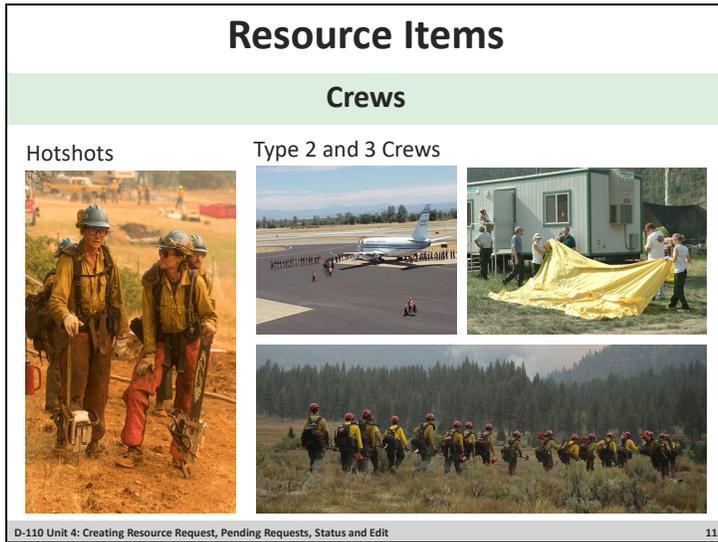
Materials Needed: Laptop with Chrome and internet access Instructions

Reference Material: GM 3 – SUBJECT OH Order 2. DIVS Name Request.

Time: 15 Minutes.

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Creating Crew Request

- Create New Request screen, Catalog: Crew.
 - Category:
 - Select Catalog Category: Fire.
 - Select Catalog Item: Crew, Type 2 Any.
 - Either a T2 or T2IA crew is acceptable.
 - Request Features:
 - Inclusion/Exclusion: There is an option to exclude contract crews (Contractor Not Acceptable) and to approve portal-to-portal crews.
 - Special Needs: Examples: Lunched, double-lunched, tooled, will be spiking out, must be self-sufficient, etc.

Exercise

- Have students apply previous knowledge with new resource type.
- Students work independently with help from coaches, as necessary.
- Have each student create 1 crew request (T2, any crew).

Materials Needed: Laptop with Chrome and internet access.

Reference Material: Crew Request.

- Time:** 15 Minutes.

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Resource Items

Equipment

Creating an Equipment Order

- Create New Request screen, Catalog: Equipment.
 - Category.
 - Catalog Category: Engine.
 - Select Catalog Item: Engine, Type 3, 4, 5, or 6.

Request Features:

- Special Needs.
 - Examples: Double-shift capability, 3- way blade, self-sufficient, etc.
- Features.
 - Dependent on the catalog item chosen.
 - Selecting features could limit the receiving unit's ability to fill the request.

Exercise

- Have students independently create resource order for equipment.
- Have students work independently with assistance from coach and/or other students.
- Have students create the 2 equipment requests (engine, type 3, 4, 5, or 6, and dozer, type any).

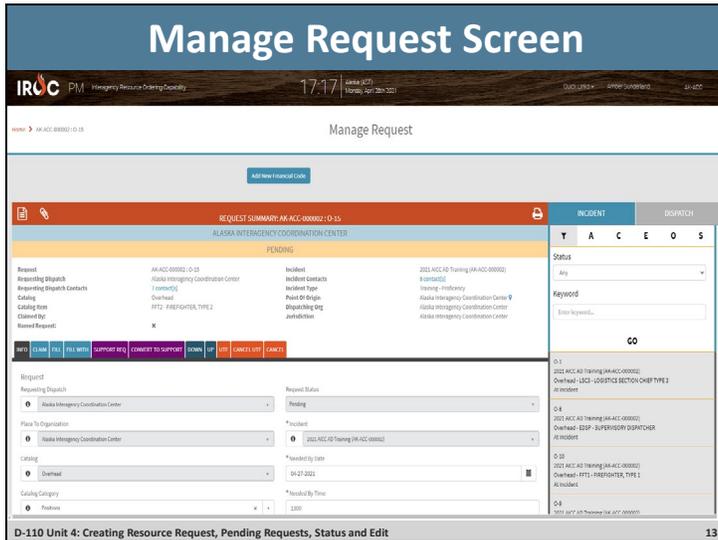
Materials Needed: Laptop with Chrome and internet access.

Reference Material: GM 5 Subject: Equipment Order

Time: 20 Minutes.

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Manage Request

- ❑ Demonstrate the Pending Request list selector and describe the options on the Pending Request Action Tile.
 - Pending Request Action Tile > All.
 - Select incident in Watched Incident content selector OR search for incident in the Pending Request work area column header search field.
 - Explain claimed vs. unclaimed.
 - After selecting the student's incident in Watched Incidents or searched for the incident in the work area, the students pending requests will be seen in the work area, list view.
 - To search for another incident's requests, repeat the process.
 - Work Area – List View.
 - Action Buttons.
 - Most action buttons will become active once one or more requests are selected.
 - Action buttons will vary based on the work area (pending request, request status, etc.).
 - Identify Claim Button and Generate Resource Order Form Button.
 - Column Headers – can be search fields, drop downs, or sort.
 - Selected column – allows you to select one or more requests.
 - Manage column – clicking on the manage icon takes you to the Manage Request Screen.
 - Support Indicator column – indicates if a request is a parent, subordinate, or support.
 - Incident column – search for incident name.
 - Incident Dispatch column – search for dispatch unit ID.

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- Request Number column – search for request number.
 - Point out that the O numbers present coincide with those the student wrote on the general message form after creating the request.
 - Need by Date/ Time column – sort by ascend or descend.
 - Needed by Time Zone (TZ) column – search by time zone.
 - Last Action column – indicates the last action taken on the request.
 - Request Catalog column – indicates the catalog of the request.
 - Catalog Item column – search for catalog item.
 - Requested Resource column – search for catalog item.
 - Resource Current Dispatch column – once a request is filled, search for current dispatcher unit ID.
 - Special Needs column – search for special needs.
 - Item Description column – search for item description.
 - Quantity R/A column – search for quantity requested and quantity assigned.
 - Previous column – indicates the last action that was taken on a request.
 - Current column – indicates the current dispatch center.
 - Trainee column – indicates is a request have trainee acceptable, trainee required, or no trainee.
 - Claimed column – indicates if a request is claimed or not.
 - Claimed by column – indicates who has claimed the request.
 - Nav Instructions column – indicates the navigation instructions.
 - Created by column – indicates who created the request.
- Have students claim their FFT1 request from **GM 2 – SUBJECT OH Order 1**, using Claim action button.
- Important to claim when multiple dispatchers are working in the same functional area to avoid duplication of effort and confusion.
 - Navigate the columns to the far right to display that their name is now listed in the Claim column.
- Click on Manage Request icon for their FFT1 request.
- This will open a new tab with the Manage Request screen.
 - The top portion of the Manage Request screen displays the request’s current location, current status, and incident information.
 - Using the Info Action Tab, show students how to edit the request.

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Exercise 1:

- Have students become more familiar with the Action Tabs on the Manage Request screen.
- Students work independently with help from coaches as needed.

Materials Needed: Laptop with Chrome and internet access.

Time 10 Minutes.

- Complete the following:
 - Have students review the Info Action Tab.
 - Coaches will point out and discuss the difference between UTF, Cancel UTF, and Cancel.
 - Demonstrate what can and cannot be edited on the Info Action Tab.
 - Distribute GM 6 – SUBJECT Crew Desk Edits to students with request to edit need by Date/Time for the Crew – Type 2, Any from the GACC.
 - Explain that students should talk to the incident ordering contact before making ANY changes on a request.
 - Have students click on the Fill Action Tab.
 - The resources displayed under the Available tab indicate resources that have been stasured as available (Local, State, GACC, or National), and can fill the request.
 - Explain the Non-Local, Preposition, Reserved, At Incident, Mob En-Route, Demob En-Route, Other (neighbors), IR, Tactical, Contracts, Exclusive Use, and VIPR tabs, and when to use.

Exercise 2:

- Apply what was learned to fill a resource order and introduce ETD/ETA travel.
- Students work independently with help from coaches as needed.

Materials Needed: Laptop with Chrome and internet access.

Time: 20 Minutes.

- Complete the following:
 - Students make available and fill their FFT1 name request.
 - Fill Action Tab.
 - Search for Name Request. If not available, make resource available.
 - Click Assign.
 - Explain ETA/ETD.
 - Set travel for tomorrow 0700-0800, click save.
 - Check Print icon to generate resource order form.
 - Click Generate PDF.
 - Review resource order form.

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- Review the location of all blocks on the resource order form.
- Guide students through placing their respective DIVS requests to a neighboring center on the Pending Request Work Area.
- Students fill DIVS order following same process as FFT1.
- Discuss any issues that need clarification.

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attached.

- Provider – is the organization responsible for the resource.
- Owner – the organization or company to be compensated financially for providing a resource to an incident.
- Unavailability- Demonstrate how to set an unavailability period.
- Show students how to return from accordion view to list view.
- ❑ Have one student from each table search for and highlight their coach (or other local instructor).
 - Search using Operational Name column then clear searched results.
 - Search using the Search Icon on the Resources Action Tile.
- ❑ Demonstrate clicking on column headers to filter ascending to descend.

Exercise

- ❑ Have students understand the variety of ways to search for resources and discover information about them in IROC.
- ❑ Coaches assist students with navigating the screens.
- ❑ Have Students work with coaches to investigate Resources Action Tile and Work Area.
- ❑ Navigate to Resources Action Tile and use the search icon.

Materials Needed: Laptop with Chrome and internet access.

Time: 10 Minutes.

Unit 4: Creating a Resource Request, Pending Request, Resource Status, and Edit Request

Slide 15

Objectives

- Complete resource orders for overhead, crew and equipment requests from general message forms using the electronic resource tracking system (IROC).
- Describe the use of the Pending Request screen.
- Describe the use of the Resource Status screen.
- Demonstrate the ability to utilize the Edit Request functionality.

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- Review unit objectives.