

<b>IQCS Change Management Board Meeting Notes</b>			
<b>MEETING DATE(s):</b>	May 8, 2013		
<b>MEETING ATTENDEES</b>			
<b>AGENCY LEADS</b>			
Russ Babiak – USFWS	Craig Cook – BIA	Mike Ellsworth – BLM	Jim Shultz – NPS
Jill McCurdy – USFS	Tony Doty – DOI		
<b>IQCS STAFF</b>			
Rhonda Toronto	Michael Morgen – IQCS	Cindy Schafer – IQCS	Guy Colwell – IQCS
<b>GUESTS</b>			
Kevin Conn – OWDC Rep.	Dianna Hampton - FEMA	Marley Marshall - FEMA	
<b>AGENDA ITEMS</b>			
<ol style="list-style-type: none"> <li>1. <a href="#">IQCS operations update</a></li> <li>2. <a href="#">DOI All Hazard update</a></li> <li>3. <a href="#">FEMA update</a></li> <li>4. <a href="#">Expiring administrative action for certified positions</a></li> <li>5. <a href="#">Fireline EMT position change communication strategy</a></li> <li>6. <a href="#">Changes to IQCS roles matrix</a></li> <li>7. <a href="#">IQCS response to conversion to the FEMA national training curriculum</a></li> <li>8. <a href="#">Connection of IQCS to the Incident Command Application system (ICAP)</a></li> <li>9. <a href="#">NWS request for IMET inclusion in IQCS</a></li> <li>10. <a href="#">IQCS governance discussion</a></li> <li>11. <a href="#">Review of IQCS CMB charter and MOU</a></li> <li>12. <a href="#">USFS change requests</a></li> <li>13. <a href="#">Bin items</a></li> <li>14. <a href="#">Agency updates / last minute change requests</a></li> <li>15. <a href="#">Next Meeting</a></li> </ol>			
<b>EXHIBITS</b>			
<ul style="list-style-type: none"> <li>- <a href="#">Old IQCS CMB draft charter</a></li> <li>- <a href="#">ICAP Interconnectivity Proposal</a></li> </ul>			

## 1) IQCS Operations Update

(Rhonda Toronto)

- No issues currently with the NWCG instance of IQCS.
- Training instance management:
  - There have been some problems (GATRs mentioned in their recent meeting) with the training site because changes were being added to the system while the training environments were being used.
  - To remedy this problem in the future, the environment will be frozen on a certain date to avoid future problems.
  - The freeze date for changes will occur on about November 1.
  - Dates associated with this fix/freeze date will be posted on the training site so users can plan accordingly.
- Development of the online training for IQCS account managers/users is moving forward:
  - Requirements documents for online training are complete.
  - The requirements documents will lead to a task order.
  - Expect the online training contract to be awarded around October 2014.
  - Optimistic that online training will be available by October 2015.
- Question was posed to the group about the need for need for the live training sites after online training is available?
  - The group agreed there will be lingering need for live training for some time after online training becomes available.

**DECISION: Agreed to update/maintain live training materials for 1-2 years after online becomes available.**

- User survey is closed, results forthcoming.
- IQCS will go through a major upgrade that includes significant changes to the user interface.
  - Upgrade will not occur for at least 1-1 ½ years.

**DECISION:**

- **CMB agreed to take an opportunity to incorporate some changes to the user interface that would increase the usability and intuitiveness of the system.**
- **CMB members will build a list of suggested interface improvements (i.e. simple changes such as changing menu names) and work with IQCS staff to assess feasibility once timeframes for the upgrade become clearer.**
- **The DOI and FEMA will also need to assess impacts and weigh in on whether or not to adopt proposed changes.**

## 2) DOI All Hazard update

(Tony Doty)

- 12 positions were approved and will be added to the DOI Incident Positions Qualifications Guide (IMWG). There are increasing amounts of integration of between PMS 310-1 and the DOI qualifications guide.
- Ongoing work and coordination is occurring with the Unit ID task group and incident business community.
- A draft DOI Supplement to the Incident Business Management Handbook (Appendix A) is out for review
- Briefed the NCS Committee (aka National Center Managers) and discussed plugging into the national dispatch system.
- Implementation guidance for 3 of 4 of the DOI fire bureaus is out for IQCS implementation.
  - Will share copies of what is available from DOI bureaus with the group.
  - (Ellsworth) The BLM will be conducting remote delivery training for IQCS AH account managers at the end of May.
    - BLM remote training will be condensed and likely not cover all modules.
    - Other bureaus could attend training if interested.
  - BLM will certify AH qualifications at a National level through a document review process.
  - The Bureau of Reclamation and US Geological Survey are trying to implement a plan to use IQCS.
- Having discussions with NICC and other coordination centers about possibly having a DOI funded dispatcher for national level support for AH mobilizations for the Office of the Secretary, Bureau of Security and Environmental Enforcement, Bureau of Ocean Energy Management and the Office of Surface Mining.
- A memorandum of agreement (MOA) for interagency support for AH incidents that would allow resources from other agencies to be mobilized with a commitment to build an interagency agreement for payment is in the surnaming process.
  - No estimate for completion of the MOA.
- A DOI Mobilization Guide for all hazard incidents is in the works.
- (McCurdy) The Forest Service will likely only mobilize resources under an ESF4 and thus have minimal need for other qualifications outside of fire.

### **3) FEMA Update**

(Dianna Hampton)

- Upcoming IQCS training session to be held at the Great Basin Training Unit in Boise is full.
- Had a ROSS conference call recently but FEMA is not likely to move towards using ROSS for mobilization because it lacks 2-way communication abilities.

### **4) Expiring administrative action for certified positions**

- The group discussed what maintains qualification for something w/an external qualification.
- From the systems perspective, an administrative action is essentially good for life and the group discussed if this was really acceptable.
- Discussed the merits of having adding a certificate/license feature that was tied to an expiring competency with an editable field for date.

**DECISION: The expiring competency issue will be addressed and finalized at the fall CMB meeting.**

**5) Fireline EMT position change communication strategy**

- The Risk Management Committee (RMC) has created three new arduous duty line emergency medical positions:
  - Emergency Medical Technician, Fireline (EMTF)
  - Advanced Emergency Medical Technician (AEMF)
  - Paramedic, Fireline (EMPF)
- The positions are being implemented under the NWCGO setid and managed and communicated through agency channels.
- To date, only the FS has communicated the change to the field.
- DOI bureaus are coordinating guidance for the implementation of these new positions.
- CMB discussed options with implementing these positions in IQCS and agreed on the following point:
  - Certifying officials must manage incident qualifications card expiration and EMT/Paramedic credential expiration to ensure personnel are not mobilized with expired medical credentials.
  - The arduous EMS qualifications were not built with automatically expiring credentials. Work capacity test date and Refresher Training (RT-130) date are the only elements that establish currency in IQCS for these new qualifications.

**DECISION: The CMB will collect verbiage that the RMC uses to communicate the change and use that to craft additional follow-up guidance for implementation in IQCS.**

**ACTION: Babiak with agency RMC member and the rest of CMB to bring together verbiage.**

**6) Changes to the IQCS roles matrix**

- The group discussed the possibility of separating the PTB Certification page from the PTB initiation page so that only the Certifying Official had access to this feature.
- Also discussed the fact that the roles of FMO, Certifying Official, and Supervisor can all enter Experience by Incident.

**DECISION: CMB decided both of these topics did not warrant system modification.**

**7) IQCS response to conversion to the FEMA national training curriculum**

- The 12 courses that are now under FEMA will create a need for complex competencies (CPX) under the current paradigm (e.g. S-400 would now also be E/L950 Incident Commander)
- It was proposed (Colwell) that translate tables be used to eliminate the need for CPXs.
  - Translate table would translate course naming internally without adding CPXs to the responder records.

**DECISION: The CMB agrees with the need and utility and will look for an update on this topic at the next meeting.**

## **8) Connection of IQCS to the Incident Command Application system (ICAP)**

- Dale Guenther, Forest Service Information Specialist Fire and Aviation Management Oregon/Washington/Alaska presented.
- The proposal was to allow the ICAP system to cross-verify qualifications for incident management team (IMT) applicants with a connection to IQCS.
- The CMB discussed the issue at length but found there to be numerous structural issues with the proposal including:
  - IQCS qualifications data does not necessarily reflect the intentions of a certifying official to allow an employee to mobilize (signed qual card does this)
  - Qualifications cards will often show “Unqualified” in the off-season due to missing annual requirements (WCT/RT-130, etc.)
  - States have a strong presence on IMTs but do not use IQCS.

**DECISION: The proposal was rejected in its current form. The proposal was a complex technical, solution that could be addressed through simpler, more broadly effective means.**

## **9) NWS request for IMET inclusion in IQCS**

- Incident Meteorologists (IMETs) approached OWDC with a request to include the IMET qualification in the PMS 310-1.
  - The request was denied because the position is a technical specialist.
- The CMB debated how best to incorporate the IMET qualification into the system under existing SOPs and how to handle future requests from similar bureaus.
  - Currently, the practice has been for member agencies to internally manage qualifications under their own agency Policy SetID when they were not accepted into the 310-1.
  - The NWS currently lacks their own Policy SetID for inclusion in IQCS.
- The group agreed conceptually to inclusion of other bureaus when responder numbers are small and they require few qualifications.
  - Small numbers in this case is relative to number of licenses required to host the bureau (small is <50-100 responders).
  - It was agreed that any newly included agencies should have a business lead/agency sponsor from one of the existing CMB member agency representatives. This provides a link to the CMB for that new agency in the event the new bureau has system concerns or otherwise needs representation regarding issues with IQCS.

**DECISION: The CMB agreed to include the IMET position under a new NWS Department SetID using the NWCG0 SetID for Policy with the Forest Service as their agency sponsor.**

## **10) IQCS governance discussion**

- The request by the NWS spurred a side conversation with the NWCG Preparedness Branch Coordinator and the Chair of OWDC about IQCS and governance. This discussion was carried forward to the CMB meeting.

- Ellsworth correctly pointed out that a strict interpretation of IQCS suggests it should/could be a non-NWCG product because it is not a true interagency product (states don't participate in IQCS).
- Most everyone agreed however that the connection between IQCS and the 310-1 is relevant and that states have a vested interest in the implementation of IQCS because IQCS management affects how the participating agencies implement qualifications on the ground.
- This indirect connection to states and direct connection to the 310-1 suggests that CMB should remain closely aligned with OWDC.

**DECISION: An updated Charter will be drafted along with an intent statement for the IQCS CMB. The relationship of the CMB to OWDC will remain unchanged. The MOU will remain unchanged.**

**ACTION: Babiak will provide a draft Charter before the next CMB meeting in the fall/winter and share with OWDC for their input/concurrence.**

**Ellsworth will assist with the accompanying Intent Statement.**

#### **11) Review of IQCS CMB charter and MOU**

- See number 9.

#### **12) USFS change requests**

- The request was to add a EmpowHR ID to the New Employee IQCS form.

**DECISION: Change accepted.**

- A request to allow employees in INAC status have their Master Records accessed so they can pull personal records to apply for jobs.

**DECISION: Account Managers will be allowed to access Master Records of employees in INAC.**

#### **13) Bin items**

- CMB will discuss what to do with the SSN field for New Employees at the next meeting.

#### **14) Agency updates / last minute change requests**

BLM

- The Forest Service use of a separate UTV Operator card has created some confusion about agency requirements related to the use of ORUVs in the field.
- Ellsworth requested the addition of a UTVO qualification in the system under the NWCGO Policy SetID.

**DECISION: Ellsworth and Morgen will work together to get the UTVO mnemonic approved by the PNB and entered for use in IQCS. Respective agency policy will apply.**

- Ellsworth updated the group on the Technical Specialist Guide concept presented at the last meeting. The guide is expected to be drafted by this fall.

NPS/FS/FWS

- No new updates.

**15) Next Meeting**

December 11, 2013 at 0830 in Boise.

## Exhibits



## **CHARTER**

### **INCIDENT QUALIFICATIONS AND CERTIFICATION SYSTEM**

#### **CHANGE MANAGEMENT BOARD**

#### **(IQSCMB)**

##### **I. INTRODUCTION**

The National Wildland Fire Coordination Group (NWCG) sanctioned the development, implementation, and maintenance of the Incident Qualifications and Certification System (IQCS). This system was developed in order to certify and manage individual qualifications as defined by the NWCG Wildland and Prescribed Fire Qualification Subsystem Guide PMS 310-1.

IQCS is an interagency computer application which addresses:

1. Wildland and Prescribed Fire, and technical specialist position standards
2. Individual qualification and certification for personnel
3. Tracking of individual training and identification of training needs
4. Provides a system for employee development and work force planning.

In order to provide consistency, oversight, and continued management of IQCS this change management board, under the auspices of the Incident Operations Standards Working Team (IOSWT), will be established as defined by this charter.

##### **I. NAME**

The name of this board is the IQCS Change Management Board of the National Wildfire Coordinating Group, hereinafter referred to as the IQSCMB or the Board.

##### **II. AUTHORITY**

The IQSCMB is established pursuant to the charter authority granted to the IOSWT by the parent NWCG in October 2004.

##### **III. MISSION**

To make recommendations and business decisions pertaining to operations and maintenance of the IQCS, efficient and timely change/enhancement management input and to plan for the future of the system.

#### IV. OBJECTIVE

The Board will provide input to the IQCS Operating Plan for the following functional areas. See IQCS Operating Plan

- IQCS Change Management Procedures

- Communication Plan

- Data Management

- Coordination with the IOSWT

#### V. ORGANIZATION

The Board is under the direction of the NWCG IOSWT, hereinafter referred to as the Team. The Team Chair (or designee) is assigned overview responsibility for the Board's activities.

#### VI. MEMBERSHIP

The membership shall consist of a representative from each Federal agency with wildland fire protection responsibilities (BIA, BLM, FWS, NPS, and USDAFS), other participating federal agencies, one individual from the National Association of State Foresters (NASF), when they are participants, the IQCS Application Steward, and the IQCS Business Steward. Non-voting members (Advisors) are: one individual from the BLM IRM Group and one representative of the Project Management Office (PMO). Additional Advisors will be represented as defined in the IQCS Change Management Procedures.

#### VII. IQCSCMB CHAIR AUTHORITIES AND RESPONSIBILITIES

The Board Chair will be selected by the IQCSCMB members and approved by the IOSWT chair.

The Chair is authorized to convene meetings at such times and places as deemed necessary by the Board.

The Chair has broad authority to make contacts, negotiate work assignments, make commitments on behalf of the Board, and commit such resources as are available within the Board. The Chair shall recommend to the Team the need for changes in resource needs and/or authorities as they become evident.

#### IX. MEETINGS

Meetings will be scheduled as needed and agendas provided to the Board members and Team Chair in advance. Meetings will be held to the minimum number necessary to accomplish the purposes of the Board and of the Team.

Sub-groups, if any, within the Board will meet at the direction of the Board Chair.

Each member's costs for time and travel will be borne by the member's sponsoring agency. Costs other than the above will be borne by the Operations and Maintenance budget, or by a member's agency if agreed upon by the said agency.

#### X. RESPONSIBILITIES

The Board will be responsible for ensuring the IQCS appropriately reflects the business community policy, guidance, and direction for training, qualification, and certification as approved by the NWCG. The Board is also responsible for ensuring the other IQCS functional areas meet the needs of the fire community. This includes managing the functional areas identified in the Operating Plan. The Board also ensures that resulting systems/applications are in alignment with NWCG application and data standards and the National Wildland Fire Enterprise Architecture (NWFEA).

The Board Chair will provide the IOSWT with progress updates prior to each regularly scheduled Team meeting.

#### XI. REPORTS

Accurate minutes of each Board meeting will be provided to the IOSWT chair within two weeks after each meeting.

#### XII. ITEMS NOT COVERED

Procedures not covered in this charter will default to standard operating procedures or decisions by the IOSWT.

#### XIII. APPROVAL

This Charter is effective as of the date of approval by the Chair of the IOSWT. The Charter may be revised upon recommendations of a majority of the Board members and with the concurrence of the IOSWT.

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Chair, Incident Operations Standards Working Team

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Date

# IQCS and ICAP Integration Proposal

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## **ICAP Background:**

The Incident Command Application system (ICAP) was developed to facilitate Incident Management Team recruitment and selection of team members. Used by all Geographic Areas and all teams, Incident Commanders (ICs) open and close team positions, allowing applicants to enter their qualifications, work history, and apply to specific positions on each team. ICs then close the position and select applicants to build their team roster.

Prior to team selection federal agencies in each Geographic Area assign Training Coordinator(s) to verify applicant qualifications. When an applicant applies to a position the Training Coordinator is notified via email the applicant name, Geographic Area, Team, and position they applied to. The Training Coordinator must then key in the applicant name into the Incident Qualifications and Certification System (IQCS) for each employee to determine if the applicant has the training and qualifications in order to perform in the requested position. If they do not then the Training Coordinator must notify the applicant and the IC.

The Geographic Areas are very concerned with validating applicants and their qualifications. ICAP was designed to track this validation by the Training Coordinators.

## **IQCS and ICAP Integration Proposal:**

The goal is to automate the validation process between the ICAP and IQCS systems. Linking the two systems would greatly reduce the workload for the Training Coordinators.

Security is a primary concern, maintaining the integrity of both systems must be the main focus. All options will be a read only approach. No edit or update access will be established with either system. Agency Information System Security Officers (ISSO) will need to review and validate any proposed options. Once the primary option for integration is selected this proposal must go before the Wildland Fire Information Technology Program Board for approval.

There are several secure options for linking IQCS and ICAP; ranging from generating a report combining information from both systems, emails to Training Coordinators may contain both sets of information to facilitate a decision, to linking the systems real-time through web services so that ICs can view applicant qualifications along with their application.

Systems analysis will be needed to determine the integration option that meets the business requirements for qualification validation, with the least impact to IQCS or ICAP, and meets security requirements as outlined in NIST guidelines.