

IQCS CHANGE MANAGEMENT BOARD

Boise, ID

November 13, 2017

Participants

Garth Fisher-BIA, Mike Ellsworth-BLM (chair), Scott McDermid-USFS, Russ Babiak-FWS, Jason Steinmetz-DOI, Roger Kennedy-USAF, Marley Marshall-IQCS, Shannon Tippett-IQCS, Wendy Christopher-IQCS, Guy Colwell-IQCS

IQCS Operation Update (Tippett/Marshall)

- Completed the implementation of the Air Force in to the IQCS application for qualification management. Imported approximately 800 responders in the system. The future is to expect other DOD services to come to IQCS.
- System functionality update.
 - Ability for user to delete/remove responder PTBs took effect in June. Over 230 PTBs have been deleted by users. An additional tab on the page records information for auditing purposes.
 - IRWIN responder interface. The responder data exchange will not occur in the version 5 but plan to connect in their version 6 when other applications will be ready to receive data. Currently IQCS receives incident header data. YTD there have been over 28,462 incident records imported from IRWIN.
 - User can print Master Record from the Red Card.
 - Data cleanup is ongoing.
 - Once key areas in the application have been completed the programming to keep sources pages (Training, PTB, Licenses and Certificates) in sync with the Competencies page will be implemented.
 - Location code clean up.
- Added two new CDL licenses (CDLA and CDLB) per agencies request due to upcoming enforcement of license requirement on the Driver Class A (DRVA) and Driver Class A (DRVB) positions.

IQCS Business Study (Tippett)

- Requirement and alternative document is completed by independent contractor. The indent was to evaluate other option to the current PeopleSoft platform.
- **Action: Tippett will send out to CMB.**
- Currently we have to upgrade what we have with PeopleSoft.
 - This will be a phased approach.
 - Should keep us current in for at least a couple of years.
- Evaluating the alternatives of Oracle, IQS, self-development of software.
- Will continue to discuss in the spring meeting.

Document Upload to IQCS Update (Tippett/Christopher/Marshall)

- Tippett started a project plan to evaluate the functionality of document upload.
- No concern with storage capabilities. IQCS staff uploads and stores documents for user account management.
- Business requirements must be identified prior to beginning programming changes.
- **ACTION: Need to get a group to talk about the business detail.**
 - Ellsworth, Russ, Garth, Marley, Jill.
 - What would a “self-service” function look like?

DOI All Hazard Update (Steinmetz)

- Big response year with FEMA surge.
 - Office of the secretary was heavily involved.
 - Agreements for non-fire is a huge issue.
- Supporting Small Business Administration.
- Push every responder into IQCS and used ROSS for orders.
- Other non-fire bureau to use IQCS.
- Pushing new qualification into IQCS for BOR response
- Potentially adding more qualification in the future.
- New DOI Preparedness Response Division Lead- John Juskie.

Administrative Action Validation (Marshall)

- Ensure program is accurate with apply logic for administrative actions.
- Example: If a responder with a qualification in an override status becomes unqualified due to lapse of recurrent training (RT, WCT, license, etc.), when they become re-qualified what status should they be returned to? A system generated status or return to admin action status?
- Currently returns to a system status but the admin action is still checkbox.
- **Action: Decision is to have the responder return to previous admin action status.**

INAC/Archive Records Programing Change (Marshall)

- INAC/ARCHIVE responder records are currently editable and viewed by all users.
- Request to implement programming that would have inactive (NWCG0) and archive (NWCG1) records be view only except on the Job Data page. Users could view records based on their roles but could not take any action on the records qualification management.
- To edit a record will required it to be transferred from INAC/ARCHIVE to an agency org code.
- **ACTION: Accepted the proposed change is to have the INAC and archive records as view only. Job Data would be the only editable page.**

Reduction of Action/Reason Codes for Responder (Christopher)

- Revised handout on proposal to reduce the number of action code to three options: Change, Add, or Transfer.
- **ACTION: Decision is to have only two option (add new, data change).**

Web Page Update (Christopher)

- Website went live on Wednesday, November 15th, 2017.

Annual Account Audit (Christopher)

- Due end of the month.
- Discussed if there is a better time to perform the audit.

User Survey (Christopher)

- Received 103 user comments.
- Will be included in the new website.
- Would like to have the webpage be the focal point of information.

FMO/AFMO Roles Entering Experience (Christopher)

- From the user survey a request to have FMO/AFMO role to include adding 'Experience by Group' and 'Experience by Responder' functions.
- **ACTION: Christopher will review if training module are aligned with the request. CMB accepts change if training module are a non-issue.**
- **ACTION: Approve request for Group Leader and Training Officer roles to have capability to run 'Responder Master Record.'**

Capturing Personal Information on Forms (Christopher)

- Currently in the application we can capture email (business, home and other) phone (10 different types), and address (7 different types). Too many choices.
- For address, phone and email, what types are needed to be captured? For the protection of responder information, only the business types are printed on reports and sent to ROSS.
- **ACTION: Decision to capture Business, Other option. Ensure the area code is captured for phone and the zip code for address.**
- Future Bin Item - Evaluating the entire Job Data and Update Personal Information page to help streamline information.

Duplication of Records Options (Christopher)

- In spring the CMB decided to remove the ability to capture birth date in the application.
- Field did not like this change because it was more difficult to evaluate duplicate records.
- Issue is noticeable when ROSS accepts names from IQCS and IQS.
- IRWIN is requesting another field to be able to check against to see who is who.
- Possible month and day, not the year.
- **ACTION: decision to add month and day to all responder personal data page and be able to show it.**
 - Include a text message on why collecting information.
 - Information will be displayed.
 - Include a 'nag' message for existing responder records without a MM/DD DOB.
 - Required for all new responder records now.
 - 2 year implement plan to make this a required field for current responders: Ellsworth will develop transition plan

Emergency Contact Information on Printed Incident Qualification Card (Ellsworth)

- A request from Nevada to better utilize the back of the Incident Qualification Card (aka red card) for responder emergency contact information.
- There is no emergency contact information captured and stored in the application. The responder's contact information (email, phone) are not well maintained in IQCS. When a QC is printed, the application does not print any data the back of the card.
- Concern on what information would contact info be on the back and how it may be an issue with agency notification processes.
- Is there a better place that emergency contact information could be populated (i.e., ROSS during a dispatch). Is this our lane? Is there other unforeseen consequences?
- Talk to OTC and Risk Management.

Role of IFPM (McDermid)

- Issue: only the Manager Role with addition IFPM role can make changes to the IFPM data.
- Do we even need the page as this is captured in the hiring process and the IFPM report?
- Currently the USFS is the only agency using the IFPM pages in the application for the FS-FPM implementation. All responders, regardless of agency, have an IFPM page that can be included in their Responder Master Record (C028) report.
- **Action: Give all roles (except Training) ability to view/edit IFPM roles. Delete IFPM user role.**

FWQS Position Clean Up (Ellsworth)

- **ACTION: Ellsworth send proposed archive list to CMB.**

Spring Meeting

- Align with OTC spring meeting if possible. Will send notification when date are set.

Bin Items

- Code freeze is coming so any future modification will be affected. Freeze would go in affect end of February/March.
- **ACTION: Approved the RFC on updating the Qualification Master List (C050) and Responder List (003) reports.**
- **ACTION: Approved move to have default reports to be .xls vs .pdf as appropriate.**

Comp/Qual Clean-up Effort

- Currently any manually award competency can be deleted. For the current programming being done to clean up and keep in sync the responder's entire qualification record, if a manually awarded position has experienced against it, should a user be able to delete the position competency and thus the qualification for the responders Incident Qual Card page?
- **ACTION: Decision is users cannot delete a manually awarded position competency if there is any associated experience.**

Future Agenda Items

- Review all User Roles.
- Evaluating the entire Job Data page to help streamline information. Including the display of the Dispatch Unit ID. The responders current Dispatch Unit ID is displayed on the Unit Summary page and is just fine.
- Extend out the capability to the regional agency representatives to run an org code user audit report thus allowing them to review/audit user access and roles accounts for their region/state when needed.