

IQCS Change Management Board

October 26, 2021

Attended: Mike Ellsworth (FWS, CMB Chair), Garth Fisher (BIA), Mike Black (BIA), Joe Sean Kennedy (USFS), Heath Cota (USFS), Marlene Eno-Hendren (BLM), Mark Skudlarek (BLM), Greg Shelton (DOI EM), Percy Metivier (US Air Force), Neil Clineman (US Army), Michael Pena (IQCS), Shannon Tippet (IQCS), Marley Marshall (IQCS), Wendy Christopher (IQCS), Guy Colwell (IQCS)

IQCS Operational Update (Pena)

- IQCS 2.0 Task Team Development
 - Starting to train in-house developers in APEX.
 - In the initial stages of building the team and potential timelines.
 - First year will be focused on business requirements and user stories.
 - Second year of the contact will start development.
 - **Decision:** Ellsworth, Skudlark, and Cota will be user representatives to the development team.
- DOE and Marines have shown interest in joining IQCS.
- Security audit was completed. No critical issues were identified.

IQCS Annual Audit Report (Christopher)

- Spreadsheet should be out to regional representatives by end of the week.

IQCS Training Transition to the Wildland Fire Learning Portal (Christopher)

- All training was moved over July 2021.
- Currently 344 certificates have been issued since.
- 100% of troubleshooting is now on Wendy (as the course creator role).
- All files are created in Articulate and can take a long time to upload in WFLP due to security checks.
- WFLP does provide more flexibility for changing/updating content.
- There have been some questions on how to find the training in the portal.
- **Action:** Evaluate how to make it easier to find the IQCS training in the WFLP. Lead: Wendy Christopher. Target Completion Date: Spring 2022.

Application Improvement

- **Responder Self-Login Project Update/Demo (Christopher/Colwell)**
 - Self-registration for an account is on hold due to security issues.
 - An alternative process will be implemented for responder registrations. A form will be developed for a responder to request access until the security issues can be resolved.
 - Still coordinating with the IQCS help desk on support.
 - Several security issues exist for pre-creating accounts for all IQCS users.
 - Reviewed approved Business Requirements for the project.
 - **Action:** Go-live with responder user login feature after the first of the year. Leads: Wendy Christopher and Guy Colwell. Target Completion Date: February 1, 2022
- **DOI ECI Project Update (Shultz)**
 - Project completed: 10/05/2021
 - <https://iqcsweb.nwcg.gov/news-updates/doi-eci-and-fs-empowhr-id-project>
- **Passport Project Update (Kennedy)**
 - **Decision:** Pausing project due to business requirements not being defined and success being largely dependency of user data input. Reevaluate business need for IQCS 2.0 build.
- **Removal of Reports Based on Spring Survey Results (Christopher)**
 - Four minimally used reports could be removed from user access.
 - The time and energy to change role access for the reports is not worth the effort.
 - **Decision:** No change to report access in current system. Minimally used reports will remain available to users.
- **Lost Currency Business Rules (Ellsworth)**
 - **Decision:** Changes to lost currency business rules not a critical need and can be implement in IQCS 2.0.
- **Automatic Training Certificate Upload, Ticket 121487 (Kennedy)**

- RFC: Auto load to responder's training records or the ability to add from the session management attendance page.
- Is a lead instructor signature on a course completion certificate a requirement or not? Need to review the direction of the NWCG PMS 901-1 regarding the requirement of a lead instructor signature prior to the application loading unsigned certificates to responder records.
- **Action:** Work on a request to NWCG for clarification on lead instructor signature requirement and report back to CMB. Lead: Joe Sean Kennedy. Target Completion Date: Spring 2022
- **Master Record Report, IFPM Section Modification** (Kennedy)
 - RFC: Display only positions that are identified as IFPM requirements. Currently the report lists all qualified positions a responder and creates some confusion for HR specialist.
 - Request is to only list IFPM related positions only on the Master Report's last page.
 - **Decision:** Support making the list focus on IFPM requirements only.
 - **Action:** Create the IFPM requirements list of all positions associated with IFPM for IQCS to use. Lead: Joe Sean Kennedy. Target Completion Date: Spring 2022
 - **Action:** Modify the IFPM section of the Responder Master Report (C028) to display only IFPM/FS-FPM requirements. Lead: Marley Marshall. Target Completion Date: Spring 2022.
- **Ability for Account Manager to Uncertified a PTB, Ticket 121217** (Marshall)
 - RFC to allow account managers the ability to remove a PTB certification without IQCS staff involvement. Tickets regularly submitted from users asking for certification to be removed.
 - When a user certifies a PTB and the responder does not meet all requirements the responder becomes unqualified (previously trainee due to active PTB).
 - Request is for the user to have the ability to remove the certification and return responder to previous status.
 - **Decision:** Board did not support changing functionally to allow a user to uncertified a PTB but did support adding a popup notification notifying the user that the responder is missing requirements and may become unqualified upon certification.
 - **Action:** IQCS will implement a pop message identifying the responder is missing a competency that may unqualify the responder in that position. Missing requirements to be displayed. Lead: Marley Marshall. Target Completion Date: Spring 2022.

IQCS Agency Lead Access Removal (Ellsworth)

- Currently new agency leads get access to all IQCS responders (all agencies) per previous CMB decision. There is no formal process on removing access when an agency lead leaves.
- **Decision:** When an agency lead leaves their role, the access to all agencies should be removed. The new agency lead is responsible for clarifying access for the departing agency lead. Any removal or addition roles should still follow the standard user security request process.
- **Action:** Develop a formal process on changing access for incoming and outgoing agency leads in the official IQCS CMB charter. Lead: Mike Ellsworth. Target Completion Date: Spring 2022.

IROC Employee Record Source for Federal Agencies (Marshall)

- A data clean-up issue has been identified by IROC for overhead records. Records, including qualifications, created and managed in IROC for agencies that utilize the IQCS application for qualification management.
- Duplicate records exist for some responders with a qualification source from IROC and from IQCS.
- Issue is why are there IROC source qualification records for federal employees.
- IROC wants to get away from dispatchers (IROC users) creating overhead records when the record should be sourced from a qualification system.
- IROC would like to have clear direction from IQCS agency leads regarding the source of their agency responder certifications.
- Duplicate record cleanup is continuing across all resource integrated systems.
- If records are identified with a federal agency, can IROC inactivate them?
- **Decision:** CMB supports that for the agencies utilizing IQCS for qualification management the overhead responder records will be sourced from IQCS, not directly created/entered in IROC, thus ensuring they are going through their agency's certification process.

- **Action:** Create Red Book policy that reflects the decision with an implementation date. Lead: Mike Ellsworth and Marlene Eno-Hendren. Target Completion Date: November 5, 2021.
- **Action:** Notify IROC business lead to inactivate any IROC records with an agency provider that is using IQCS. Lead: Marley Marshall. Target Completion Date: November 5, 2021. Completed: 10/27/2021

Endorsements in IQCS (Ellsworth/Marshall)

- In October 2020 a tasking from NWCG Executive Board to NIMSC to developed and coordinate the implementation of endorsement for NWCG.
- Two groups were developed, A qualification system group to define a process for endorsement evaluation of a NWCG positions (group lead: Mattfeldt), and an applications group to evaluate implementation of the business changes tied to endorsements (group lead: Griffin)
- IQCS (and other systems) still need to know what the requirements are before moving forward. IQS has endorsement functionality already built out, IRWIN has an endorsement data field identified.
- NWCG as dissolved the groups and NIMSC will carry the project forward.
- The 'system' and the applications will continue to work on accepting endorsements, but the tasking is closed.
- IQCS ability to add endorsement into the control table may be easy once the business rules are identified.

Federal Wildland Qualification Supplement Updates (Ellsworth)

- Adding Army Logo to FWQS and identified qualifications
- Updated 'A' courses to reflect title changes and current course offerings (A-103, A-116, A-104)
- **COPA** (FS Only)- Add requirement to have a warrant
- **ATVO** (USAF Only) - Update language
- **ACMR** (FS Only)- Add Completion of PTB for ACMR
- **DZOP** (USAF Only) - Remove SAF2022 and Certification Record
- **DZIA** (BLM Only) - HEQB will maintain currency for DZIA
- **DZIA** (FS Only) - HEQB will be required experience and required arduous fitness
- **ENOP** (USAF Only) - Remove L-2280, Add N-9018, S-211, Require CDL were appropriate
- **TPOP** (USAF Only) - Remove SAF2022 and Certification Record
- **UTVO** (USAF Only) - Update language
- **RXB3** (USAF Only) - Remove ICT5 path
- **AADM** (BLM Only) - Remove IM reference
- **BNML, DZIA, TPIA, WTOP, AEMT, AEMF, EMTP, EMPF, READ** (USAF Only) - Add new
- **WMTM and WMTL** (FS Only) - waiting for qualification standard
- **Action:** Any last-minute changes to FWQS need to be to Ellsworth by November 15, 2021

Round Robin

- BLM - Transition to Skudlark as BLM agency lead and BLM CMB representative.
- DOI - New IQCS DOI EM agency lead will be on board by Thanksgiving. Vice Steinmetz.
- FS - Looking at adding a new position to FS-FPM crosswalk, currently updating FSFAQ guide, Kennedy will stay on as CMB representative until position is filled (2-3 months), looking at adding document upload policy for all FS with 5-7 years.

Decisions/Actions Summary

- **Decision:** Ellsworth, Skudlark, and Cota will be user representatives to the development team.
- **Action:** Evaluate how to make it easier to find the IQCS training in the WFLP. (Christopher, due Spring 2022)
- **Action:** Go-live of responder user login feature by first of February. (Christopher/Colwell, due February 1, 2022)
- **Decision:** Pausing project due to business requirements not being defined and success being largely dependency of user data input. Reevaluate business need for IQCS 2.0 build.
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- **Action:** Notify IROC business lead to inactivate any IROC records with an agency provider that is using IQCS. (Marshall, due November 5, 2021). Update: completed 10/27/2021.