IQCS Training Manual User Guide

MODULE 3: MANAGING RESPONDER DATA

OVERVIEW

Welcome to the Managing Responder Data module. In this module, we will discuss how responder data is managed within the Incident Qualifications and Certification System (IQCS). This includes how to search for current responders, how responders are added to IQCS, how IQCS interacts with the Integrated Reporting of Wildland-Fire Information (IRWIN), transferring responders between organizations, updating responder information, and how to use groups.

IQCS users are not allowed to enter, edit or remove their own data on any pages, with the exception of experience records, in the IQCS application.

NEW July 2020

- Updated screen captures
- Minor updates to content and formatting
- Updated list of reports

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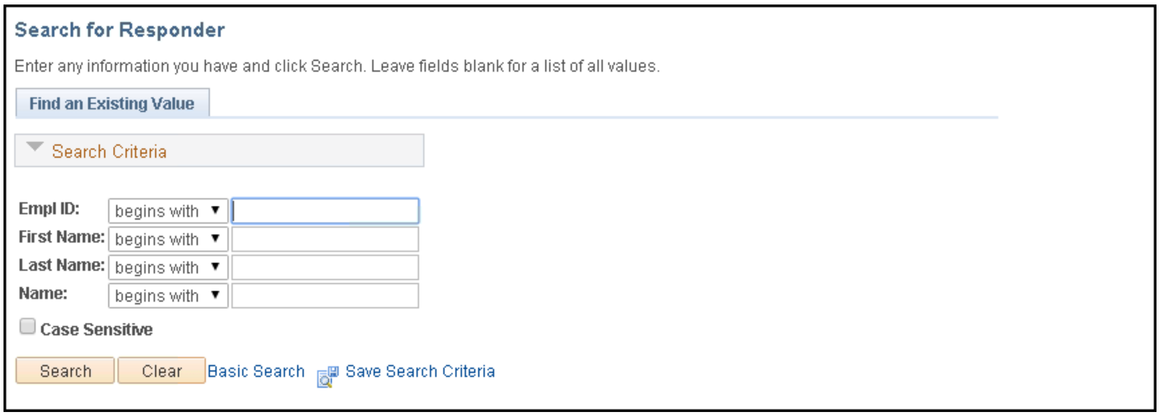
SEARCH FOR EXISTING RESPONDER RECORD

Your permission list, those organization codes requested on your account list, limits the responders that you can view in IQCS. However, any user can search for a responder in the application and see basic information associated with the responder.

In order to manage a responder's information, you will first need to locate the responder's record and ensure that they exist in the IQCS database.



INSTRUCTIONS – SEARCH FOR RESPONDER

To search for a responder within IQCS, follow the steps listed below.

1. Navigate to the **Responder Administration > Search for Responder**.
2. Search for your responder using either the Employee ID (EmplID), First Name, Last Name, or Name (multiple criteria) fields.

   NOTE: The Search Results box will only display 300 results. If you receive too many results and cannot find your responder, try to refine your search by using more specific criteria such as EmplID.

3. Select your desired responder from the Search Results box.

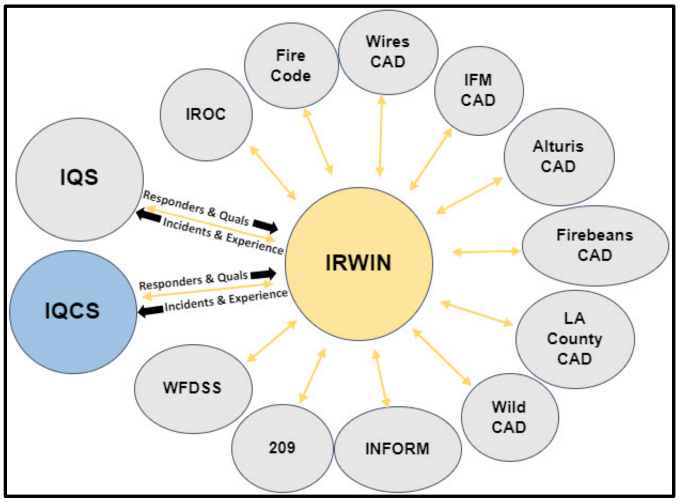
Once you find the individual, you can view the record to find more information, such as current agency, org code, the assigned training officer and account manager. If a phone number is listed, you can call to have the responder's record transferred to INAC.

If the responder record is in the INAC organizational code, then the **Go to Job Data** to transfer the record. **Go to Responder History** to look at responder qualification and training summary.

IQCS and IRWIN Integration

With the implementation of IRWIN v6 on March 9th, 2020 the qualification applications became part of the read/write systems in the IRWIN integration. IQCS will write (send) responders and their qualifications to IRWIN using existing business rules and then read (import) incident and responder experience records.

Information on IRWIN can be found at:
https://www.forestsandrangelands.gov/WFIT/applications/IRWIN/index.shtml



New Responder Records

When a responder is entered into IQCS for the first time, the account manager will establish a new record for that responder and the system-generated Responder Identification number (EmplID) becomes the unique number associated with that responder's record. The tables in IQCS are designed to maintain personal data such as name, address, and phone numbers. They also maintain job information history, such as organization and unit ID.

In IQCS, adding a responder is treated as a "new hire" of a new responder. IQCS is not the System of Record (SOR) for personnel data, it is a training and qualifications application. The information entered here is used to track training, certification, and qualifications for incident responders and to perform analysis of the incident responder workforce.

There are three options for adding a responder record to the IQCS application.

1. **Add Responder**: Creates new responder record for qualification management.
2. **Add Non-Employee**: Creates new non-employee record for course session roster management.
3. **Import IQS xml file**: Creates a new, or merges with an existing, responder record for qualification management.

IRWIN Required Data

Required information to get a responder into IRWIN is a combination of newly required information for IRWIN in addition to IQCS required information. That combination of data includes: First Name, Last Name, SETID, Org Code, Unit ID, Dispatch, Empl Kind, Business Phone, Business Email, Birthday/Month, and Jetport.

At a minimum, data needed to save an IQCS record is: First Name, Last Name, Setid, Org Code, Unit ID, and Birth Month/Day. Business phone and email is strongly encouraged.

Responders Not Needing to go to IRWIN

You may have responders that do not need to go to IRWIN and the ordering system. To create an IQCS only record, for managing certifications and qualifications without going to the ordering system, Create your responder as normal. However, do not put in a dispatch or jetport. Please still include contact information. You will get a one-time message warning that the responder does not have all the required information. Click on No. You will not receive any further messages that the responder is missing IRWIN required data. The exception:

- At some point the required data is filled-in and the record saved.
- An IRWIN ID is received – indicated by the status of Integrated.
- Required data is removed after an IRWIN ID is received.
    - ✓ In this case, you will get a message each time you visit pages with missing data.

Once any piece of IRWIN required information is removed, the status in IRWIN will be System of Record (SOR)=NONE to indicate that IQCS is no longer updating the responder information in IRWIN. Any quals that had the send to IRWIN check will become unchecked and will have to be re-sent upon integration.

Instructions - Adding New Responders

To add a new responder, follow the process below working through all tabs.

1. Navigate to **Responder Administration** > **Add Responder**.

Name History tab.

2. **Effective Date**. Confirm that the **Effective Date** is correct.
3. **Person Name**. Enter the responder's properly formatted legal name in the appropriate fields.
    - Do not use periods, tilde (~) or commas.
    - Hyphens or apostrophes can be used, except as the first and last characters.
    - Middle name is required, if there is no middle name select No from the drop-down menu.
4. **Name Lookup**. The application will perform a query determine if any records in the application match the name of the responder you just entered.
    - If possible matches exist, a list of will be returned.
        1) Selecting the EmplID hyperlink will open an information page for that responder. If the responder is in INAC then two quick link buttons will appear.

2) **Please take the time to verify the responder record you are entering does not exist.**
3) If the responder record does not exist, select the **Return** button to continue.
4) IQCS will not allow the creation of an exact match. Exact match is a match on name, dispatch, org code, unit id, and birth month/day.

- If there are no possible matches, the system will notify you of no similar records and you can select the **OK** button to continue.

5. Select next tab.

Contact Information tab.

6. **Address Type**. Select the **Address Type** of either **BUSN** (business) or **Other** to indicate type of address entered.
7. **Effective Date**. Confirm that the **Effective Date** is correct.
8. **Status**. Accept the default of **Active**.
9. **Address**. Select the **Edit Address** button.
    - Enter the responder's mailing address and select the **OK** button to return to the Address History page.
10. **Phone Type**. Select the **Phone Type** of **Business**, **Business Secondary** and/or **Other**.
    - If more than one phone number is entered, identify one as a **Primary**.
    - Only the type Business will be displayed on reports for phone, email, and address.
11. **Email Type**. Select the **Email Type** of **Business** or **Other**.
    - If more than one email addresses is entered, identify one as a **Primary**.
    - Only the type Business will be displayed on reports for phone, email, and address.
12. Select next tab.

Birth Month/Day

13. Enter the Birth Month and Day

Work Location tab.

14. **Effective Date.** Confirm that the date is correct.
15. **Setid.** Enter or look up the **Setid** for the hiring agency.
16. **Organization Code**. Enter or look up the **Organization Code.**
17. **Org Entry Date**. Accept the default for **Org Entry Date** (this is optional) or change as needed.
18. **Unit ID.** Enter or select the correct **Unit ID**.
    - The look up will only return Unit ID(s) associated with the Organizational Code that was entered.
    - **Training Officer and Alt (Alternate) Training Officer.** Look up and select a **Training Officer.**
        - A training officer or alternate is required to utilize the nomination workflow process.
19. **Admin Location:**
    - **Setid**. Accept **NWCG0**.

- **Location**. Admin Location should auto populate based on the Org Code. Enter or look up a different **Location**.

20. **Duty Station**:
    - **Setid**. Accept **NWCG0**.
    - **Location**. Duty Location should auto populate based on the Org Code. Enter or look up a different Enter or look up a different **Location**.
21. **Dispatch Unit Id.** Enter or look up the **Dispatch Unit Id**.
    - Leave blank if you do not need your responder to got to IRWIN.
22. **Jetport**. Enter or look up the Jetport.
    - Leave blank if you do not need your responder to got to IRWIN.
23. Select next tab.

NOTE: If you do not have an option for Unit ID, Admin/Duty Location Code, Dispatch Unit Id, or Jetport, contact the help desk.

<u>**Job Information** tab.</u>

24. **Empl Kind**. Select the **Empl Kind** from the dropdown menu.
25. **Full/Part**. Identify whether the employee is Full Time or Part Time.
26. If entering a USFS responder hired for an IFPM-covered position, select the IFPM Job Data tab if not select the **Save** button.

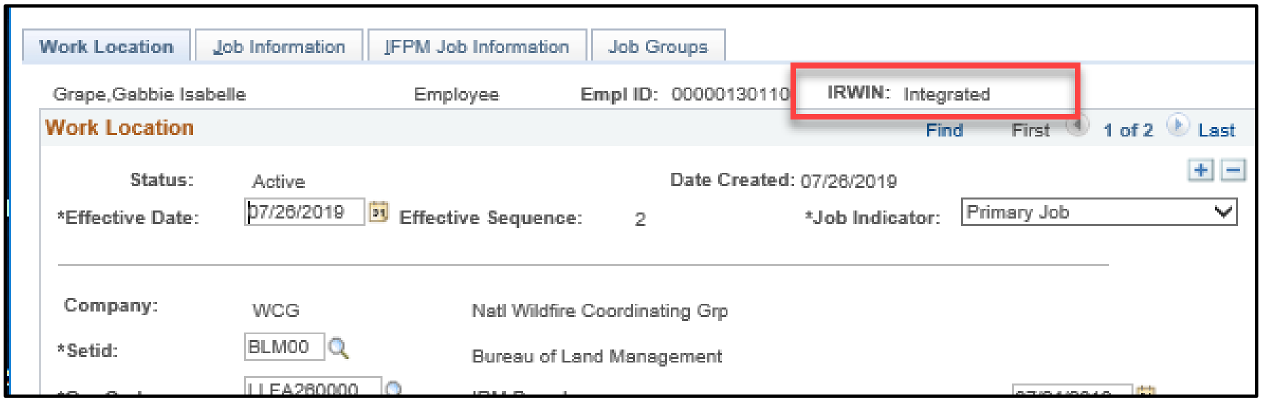
<u>**IFPM Job Data**.</u> ONLY used by USFS to track FS-FPM positions.

27. **Position**. If the responder is hired for an IFPM-covered position, select the **Look Up** icon to select the responder's IFPM position.
28. **Job Task**. Select the appropriate **Job Task**.
29. **Save**. Select the Save button

<u>**Upon Save**.</u>

- A new **Empl ID** will be automatically assigned to the responder.
- If all required information has been entered, the responder will receive an IRWIN ID and have one of three IRWIN Status described below. IRWIN IDs are not displayed due to the length of the ID. An IRWIN ID looks like this: {3F3463EF-6E13-4D41-BDB1-D36F2AEEB63D}.
- If you have left off IRWIN required data, you will receive a one-time message letting you know that your responder will not be available to the ordering system. Review the Responder not needing to go to IRWIN section for further details.
- IRWIN status will be indicated next to Empl ID. IRWIN Status:
  - ✓ **Integrated**. The responder is in IRWIN.
  - ✓ **In Conflict**. The responder is in conflict with an existing responder record in IRWIN. The Conflict Link will take you to the conflict resolution table.
  - ✓ **Not Integrated**. The responder is not in IRWIN. The responder does not have all the required information to be integrated. This could be by choice; the responder does not need to be in IRWIN and available to the ordering system.

NOTE: You may have to return to search and come back to the Job Data page to see the updated IRWIN status.



Instructions - Adding Non-Employees

This function is to add non-employees to enable student rostering during training. **Non-employee records are never sent to IRWIN.**

To add a new record for a non-employee, follow the process below.

1. Navigate to **Responder Administration** > **Add Non-Employee**.

<u>**Name History** tab.</u>

2. **Effective Date**. Confirm that the **Effective Date** is correct.
3. **Person Name**. Enter the responder's properly formatted legal name in the appropriate fields.
    - Do not use periods, tilde (~) or commas.
    - Hyphens or apostrophes can be used, except as the first and last characters.
4. **Name Lookup**. The application will perform a query determine if any records in the application match the name of the responder you just entered.
    - If possible matches exist, a list of possible matches will be returned.
        i. Selecting the EmplID hyperlink will open an information page for that responder. If the responder is in INAC then two quick link buttons will appear.
        ii. **<u>Please</u> take the time to verify the responder record you are entering does not exist.**
        iii. If the responder record does not exist, select the **Return** button to continue.
    - If there are no possible matches, the system will notify you of no similar records and you can select the **OK** button to continue.
5. Select next tab.

<u>**Contact Information** tab.</u>

6. **Address Type**. Select the **Address Type** of either **BUSN** (business) or **Other** to indicate type of address entered.
7. **Effective Date**. Confirm that the **Effective Date** is correct.
8. **Status**. Accept the default of **Active**.

9. **Address**. Select the **Edit Address** button.
    - Enter the responder's mailing address and select the **OK** button to return to the Address History page.

   Phone Type. Select the **Phone Type** of either **Business** or **Other** to indicate type of phone entered.
10. **Phone Type**. Select the **Phone Type** of **Business**, **Business Secondary** and/or **Other**.
    - If more than one phone number is entered, identify one as a **Primary**.
    - Only the type Business will be displayed on reports for phone, email, and address.
11. **Email Type**. Select the **Email Type** of **Business** or **Other**.
    - If more than one email addresses is entered, identify one as a **Primary**.
    - Only the type Business will be displayed on reports for phone, email, and address.
12. Select next tab.

Non-EE Job Data tab.

1. Confirm that the **Effective Date** is correct.
2. **Org Code**. Enter or look up the **Organization ID** according to the state/local organization represented.
3. **Unit ID**. The **Unit ID** field is optional for non-employees.
4. **Training Officer.** Leave blank for a non-employee.
5. **Admin Location:**
    - **Setid**. Accept **NWCG0**.
    - **Location**. Admin Location should auto populate based on the Org Code. Enter or look up a different Location.
6. **Save**. Select the Save button.

IQS File Import into IQCS

Data from personnel who are tracked by a state's Incident Qualification System (IQS) can be imported directly into the IQCS application. In order to import the responders IQS record into IQCS, the account manager must request and be provided the encrypted XML IQS transfer file from the respective IQS state manager. IQS state managers can be found at the IQS website http://www.vdatasys.com.

The correct file will be auto named from when the responder is transferred out of IQS and **must** look like **IQSwebTransfer_01_16_2016_14-24-46.xml** with the only difference being the date and time (the numbers). Newer versions of IQS produce a compressed (zipped) file that contains both the XML document and any attachments that have been saved to the record. If you receive (via email, thumb drive, etc.) a compressed file from an IQS manager, the XML document must be extracted before importing into IQCS. The XML document is what you will import.

The process of loading an IQS file in to the IQCS application is in three sections:

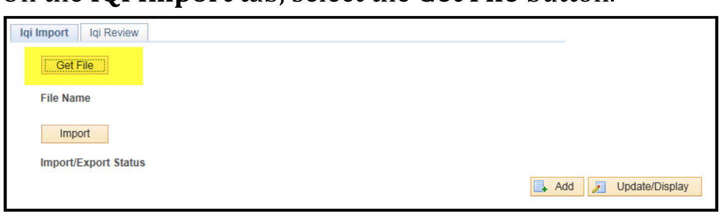
1. Upload the XML file.
2. Import data to an existing or new responder record.
3. Remove data that was not imported.

Once the XML file has been successfully uploaded to the application and the data staged to tables, the account manager can then select which data records to bring into IQCS. If the IQS responder does not come with an IQCS EmplID, any responders with possible matches will be displayed. You can choose to merge newly imported data with an existing IQCS record or create a new responder record. The uploaded file will be staged for 30 days before being removed.

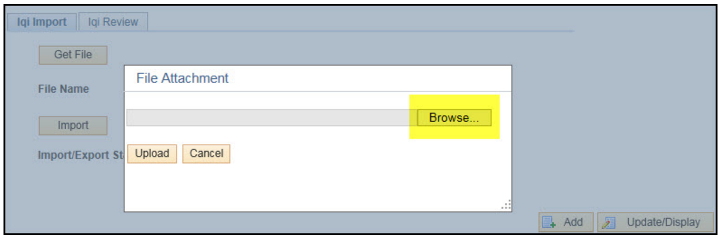
For step by step instructions for file import, please following the instructions below.

Instructions – IQS File Import

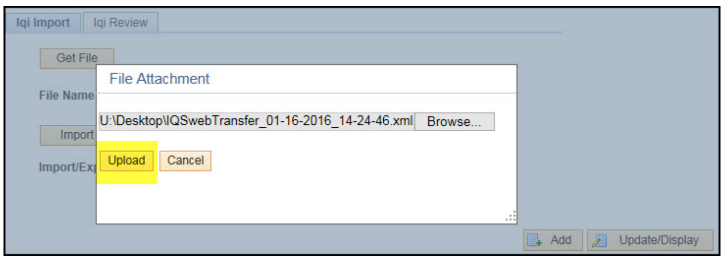
1. Navigate to **Responder Administration** > **IQI Import/Export** > **IQI File Import and Review**.
2. Select the **Add a New Value** tab to initiate a new file upload.
3. Select the **Add** button.
4. On the **IQI Import** tab, select the **Get File** button.



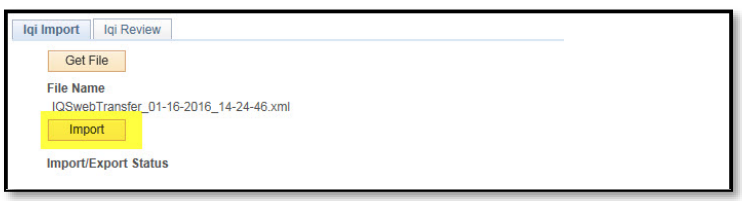
5. Find and select the **XML document** for import. Must be an XML document, no other file type (zip, pdf, jpeg, etc.) will load.
    - If the file is in compressed (zipped) format, the XML document must be extracted for upload.



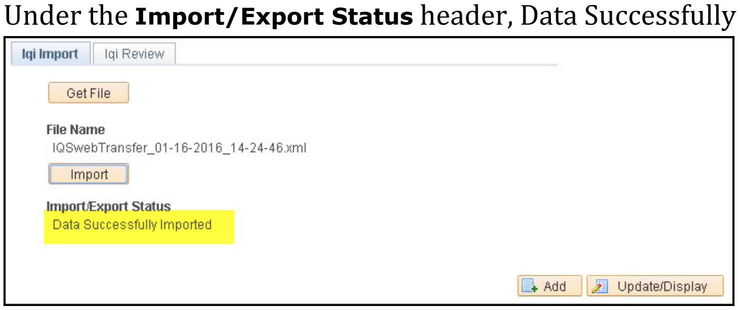
6. Once you have selected the XML document, the file name will appear in the File Attachment window.
7. Select the **Upload** button.



8. The document will be displayed under the File Name header.
9. Select the **Import** button to bring the data into IQCS staging tables.

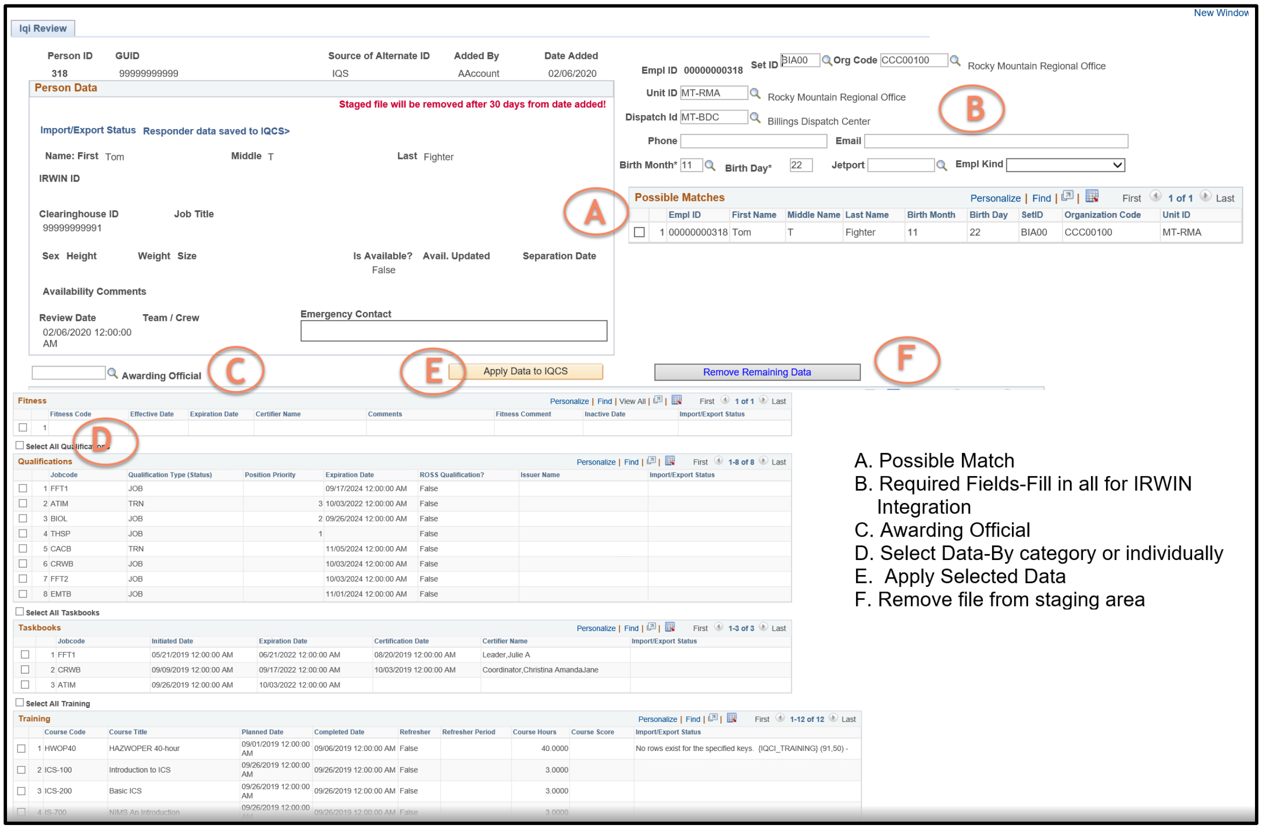


10. Under the **Import/Export Status** header, Data Successfully Imported should be displayed.



11. Upon completion of above steps, select the **Update/Display** button to return to the **Search** page.
12. Select the **Search** button to show the entire list of staged responders.
13. Select the responder you want to review and save to IQCS.

14. The imported responder data is displayed.



15. **Possible Match or Create New Record (Item A).**
    - **Possible Match**. If there are responders in IQCS that have a similar name, they will be listed in the grid labeled **Possible Matches**. If one of the possible matches is the same responder, select the check box next to that responder to import data to that responder's record.
    - **Create New Record**. To create a new responder record, do not select any possible match records. You can enter a **Set ID** and **Org Code** for the new record to have the responder record placed directly into the organization. However, if you do not identify a **Set ID** and **Org CodeD** for the new record, the responder record will be placed into **INAC** and can be transferred into a valid Org Code later.
16. **Required Fields (Item B).** Required fields when creating a new record.
    - Fill in all data for IRWIN Integration. Fill in all but Jetport and dispatch to create an IQCS only record, no IRWIN integration.
17. **Awarding Official (Item C).** It is required to identify an Awarding Official. This identified person will be displayed as part of the justification on the responder's Competencies page.
18. **Selecting Data (Item D).** Review the responder data in the Fitness, Qualifications, Task books and Experience sections. Use the check boxes (select all or individual) to select which will be saved in IQCS.
    - Select the Fitness entry, even if there only value is 'N'.

- If the import file has a large number of rows and you may receive timeout errors, try checking a section at a time. If the section is large, import 3-5 rows at a time.

19. **Apply Selections to IQCS (Item E).** Select the **Apply Selections to IQCS** button at either the top or bottom of the screen to apply the selected records.
    - An import status for each record will be displayed.
    - If you get kicked out of the application, IQCS is still processing your selections. Return to the import file and review.
20. **Remove Remaining Data (Item F)**. Any data that did not import, either by choice or data that could not be imported, can be removed so that the record no longer exists in the staging table by select the **Remove Remaining Data** button.
21. Select the **Return to Search** button.

Transferring Responder Records

A responder is transferred from one organization to another, including INAC (Inactive), by changing the Org Code on the responder's Job Data page. Once account managers change the Org Code to one outside their permissions, with the exception of INAC, they will no longer have access to that responder's qualification record.

If you have a responder who has left your organization or is no longer actively participating as an incident responder, you may want to transfer their record to INAC.

When transferring a record, it is important to keep the following in mind.

- A record transfer will always remove the certifying official, training officer and alternate training officer.
- Dispatch can be updated when transferring.
- Do not transfer a responder record to ST000 but instead transfer to INAC.
- Transfer to NWCG INAC
  - ✓ Removes the record from your management organization in IQCS.
  - ✓ Updates the IRWIN status to SOR=None
  - ✓ Makes the record available for another account manager, or another qualification system, to manage.
- Transferring from NWCG0 INAC to an agency organization will:
  - ✓ Update the Responders IRWIN record to an SOR=IQCS, if IRWIN required data is updated.

  NOTE: Review the IRWIN Required Data section for required information to integrate into IRWIN.

Instructions – Transferring a Responder Record

Follow the process below to transfer a responder record to another organization (including INAC),

1. Navigate to **Responder Administration** > **Job Data**.
2. Search and select responder.
3. Click the + button in the top right corner of the **Work Location** page.
4. **Effective Date**: Confirm the date is correct.
5. **Setid**: Enter or look up the **SetID** for the new agency.
   - If transferring to INAC, enter NWCG0.
   - Do not transfer a record to ST000, instead set to INAC.
6. **Organization Code**: Enter or look up the **Organization Code** to transfer the record to.
   - If transferring to INAC, enter INAC.
     - ✓No further information is needed
     - ✓Click the **Save** Button
7. **Unit ID:** Enter or select the correct **Unit ID**. The look up will only return Unit ID(s) associated with the Organizational Code that was entered.
8. **Training Officer**: Enter or search for the **Training Officer**.

- This is required to utilize the nomination workflow process. **Alternate Training Officer** is optional

9. **Admin Location:**
    - Accept **NWCG0** as the **SetID** for the location code.
    - Admin Location should auto populate based on the Org Code. Enter or look up a different location.
    - If record was set to INAC, then Location will default to INACTIVE.
10. **Duty Station**:
    - Accept **NWCG0** as the **SetID** for the location code.
    - Duty Location should auto populate based on the Org Code. Enter or look up a different location.
    - If record was set to INAC, then Location will default to INACTIVE.
11. **Dispatch Unit ID:** Enter or look up the **Dispatch Unit ID**.
    - Leaving the Dispatch Unit ID blank will set the responder to SOR=None in IRWIN. Only leave blank for those that do not need to go to IRWIN. Please review the section on Responders Not Needing to got to IRWIN for rules on missing data messaging.
12. **Jetport.** Enter or look up the **Jetport**.
    - Leaving Jetport blank will set the responder to SOR=None in IRWIN. Only leave blank for those that do not need to go to IRWIN. Please review the section on Responders Not Needing to got to IRWIN for rules on missing data messaging.
13. **Save**. Select the Save button.

NOTE: If you do not have an option for Admin/Duty Location Code Dispatch, Jetport, or Unit ID, contact the help desk.

Export an IQCS File for IQS Import

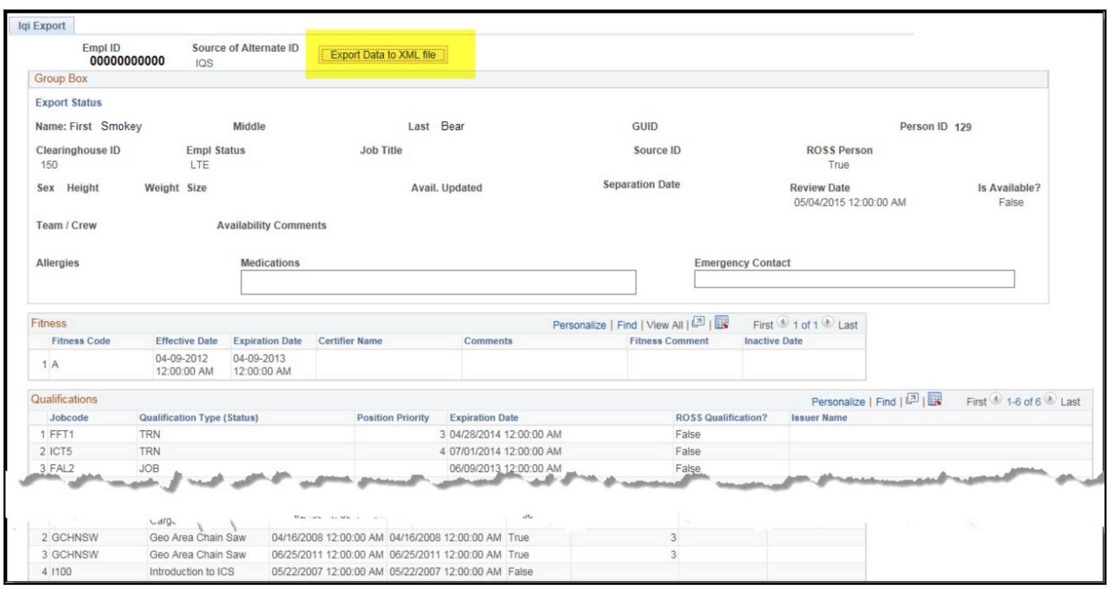
A responder's IQCS record can be exported and provided to an Incident Qualification System (IQS) manager for upload to the IQS application when the individual transfers to an organization utilizing IQS for qualification management. **Only IQCS responder records in the INAC (inactive) organization code can exported to a XML document**.

If the responder's record has been imported in to IQCS from an IQS XML document, any data fields that were not available for display in the IQCS application will be included in the export XML document. After the export file is created, it will be emailed to the IQCS user who is executing the export function and the archived IQS data will be deleted.

Instructions –Export an IQCS File

Before beginning the export process, confirm that the responder record has been transferred to the INAC organizational cade. **Only responder records in INAC can be exported.**

1. Navigate to **Responder Administration** > **IQI Import/Export >IQI Export.**
2. Search and select responder.
3. The responder data is displayed.
4. If you cannot find the responder for export, use the Search for Responder page to confirm that their IQCS record is in INAC.



5. Select the **Export to XML File** button.
6. The encrypted XML file is created and emailed to the IQCS user. The export status shows the file name and email address.
   - The email will be from nifchelp@blm.gov with the subject **File Export**.
7. The XML file can be provided to the requesting IQS manager via email, USB flash drive or other electronic media.
8. **Select Return to Search** button.

UPDATING RESPONDER INFORMATION

It is important to keep a responder's record current. Any time a responder's job or personal data changes, it should be updated in IQCS. Data such as location, training officer, and organization/unit is used with the training functionality of IQCS. Workforce analytics will also use personal and job data.

Job data includes:
- ✓ Org Code
- ✓ Unit ID
- ✓ Training Officer
- ✓ Admin/Duty Location

Personal information includes:
- ✓ Name
- ✓ Address
- ✓ Phone
- ✓ E-mail
- ✓ Birth month/day

When updating information in IQCS, select the + button to add a new row to the record. This maintains historical data. When adding a new row, all the data from the previous page will be copied from the previous record and editable. The easiest way to verify you are in a new record is by the effective date (which will be today's date).

INSTRUCTIONS - UPDATING JOB DATA

1. Navigate to **Responder Administration > Job Data**.
2. Search and select responder.
3. Select the plus button to add a new job data row.
4. Update the Work Location tab information.
5. Select the **Job Information** tab.
6. Select the appropriate **Empl Kind** value.
7. Set whether the responder is a full-time or part-time employee.
8. **Save**. Select the Save button.

INSTRUCTIONS - UPDATING PERSONAL INFORMATION

1. Navigate to **Responder Administration > Update Personal Information**.
2. Search and select responder.

Name History tab.

1. Select the plus button to update information on the Name bar when the responder's name has changed. Use of the **Correct History** button should be limited to correcting errors only.
2. Add the middle name. If no middle name, change the dropdown to No.

Contact Information tab.

Update the information on the Address History tab when the responder's address information has changed.

1. Select the + button in the Address Type box to add a new type of address ("BUSN," or "OTH,").
2. Select the + button in the Address History box to add a new row for that type of address.

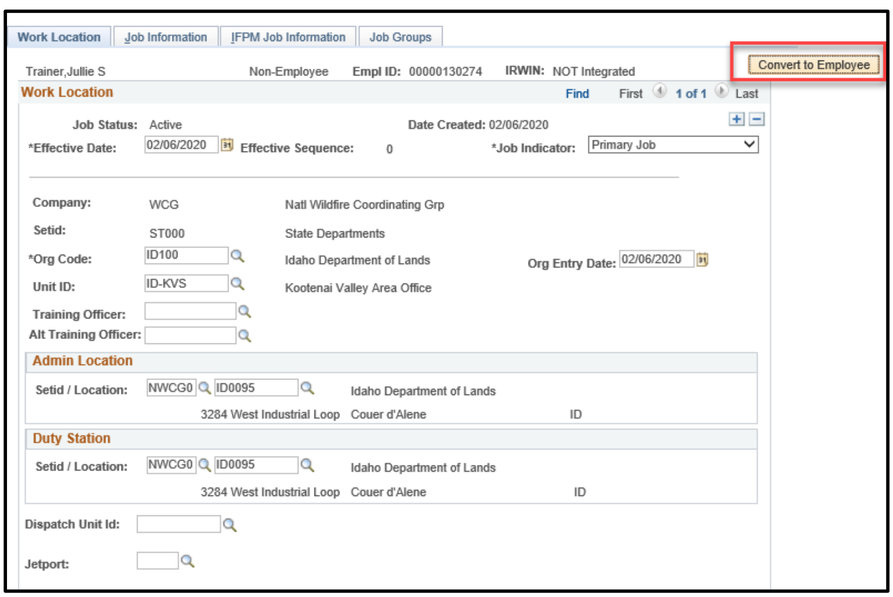
3. A new effective date row will appear in the header bar. "1 of 2" will be followed by the highlighted arrow pointing to the right. The Last link will also be highlighted.
4. **Effective Date**. Accept the default unless there is a different effective date.
5. **Status**. Accept the **default** of "Active".
6. Select the **Edit Address** button and enter or edit the address.
7. Select the **OK** button.
8. Update phone and e-mail information as needed.
    - Only the type Business will be displayed on reports for phone, email, and address.
9. **Save**. Select the Save button at the bottom of the page.

View only access to Responders in INAC, Archive and State

Responders records in a Setid of NWCG0 (Inactive), NWCG1 (Archive) or ST000 (State) are view only in the application. The only exception is the ability to upload documents at the Document Summary page and take administrative action at the Job Data page.

Converting Non-Employees to Employees

After a non-employee has been added, it may be necessary to convert that record from non-employee to employee. For example, that person could transfer to a federal agency or the record might have been entered in error.



Instructions – Converting Non-Employees to Employees

Responders with an employment code of "Casual" and entered as a Non-employee are considered as employees during the time of deployment and should be converted to employee.

Navigate to **Responder Administration > Job Data**.

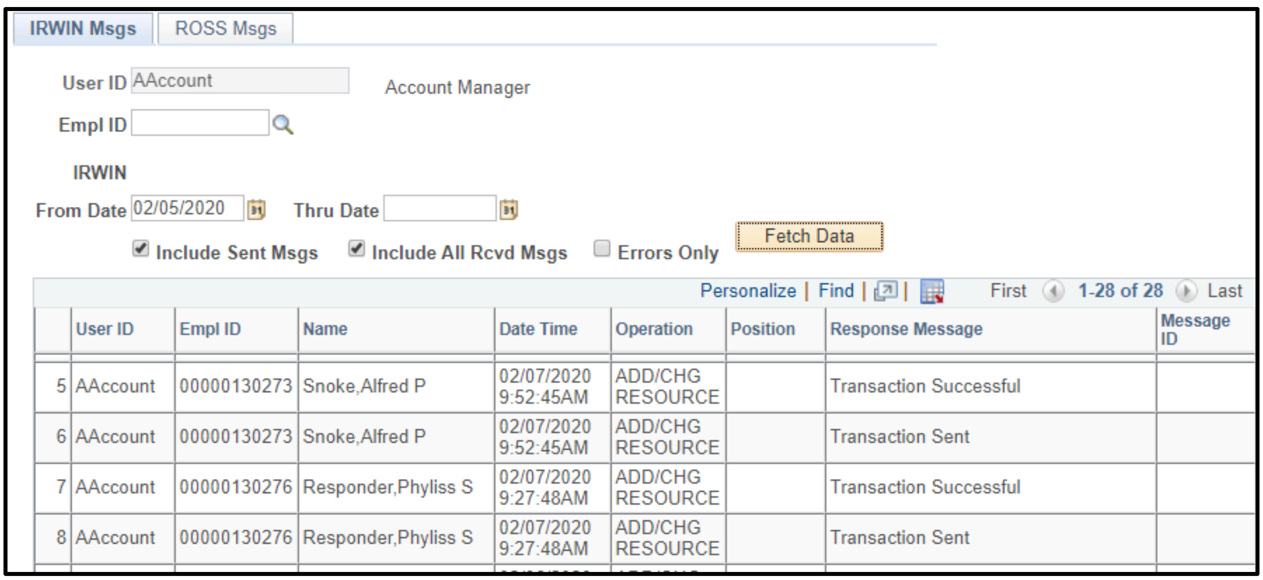
1. Search and select non-employee.
2. Select the **Convert to Employee** button.
3. Confirmation of the action is displayed.
4. Fill in each of the fields that were not previously required for a non-employee, such as **Work Location**, **Job Information**, etc.
5. **Save**. Select the Save button.

Responder Record Changes and IRWIN

Every action that results in a message sent to IRWIN is documented on a responder's record in IRWIN. The message includes the action taken, System Name (IQCS), Contact Information, and Date/Time.

IRWIN Response Messages

The account manager should closely monitor the Review IRWIN Response Messages page. For transactions on a responder, IQCS will send a message. For each message sent, we expect a response back from IRWIN. You should see a Transaction Successful for your actions. At times there may be an unsuccessful and those will likely need to be resolved. A common unsuccessful will occur when trying to INAC a responder that is on assignment and can't be put into INAC until they have returned from assignment. See additional information below.



IRWIN tracks the operational status of resources from information maintained by the ordering (IROC) and dispatch (CADs) systems. IQCS responders that are integrated with IRWIN can only be placed into INAC if they are unassigned or Returned from Assignment in IRWIN. Any other status (at incident, reserved, tentative release, etc.) will generate a message. If you receive an error message when trying to INAC a responder, review the IRWIN Messages. You should see a message that indicates the responder can't be updated due to an assignment. The account manager will need to return to this record and try again once they are no longer assigned.

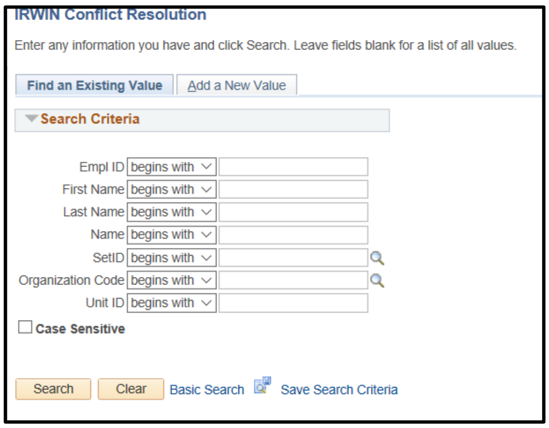
IRWIN Conflict Table

Managing conflicts with other responders in IRWIN is the responsibility of the IQCS Account Manager. Conflicts can be against records that have a System of Record (SOR) of IQS, IROC, or IQCS.

Access to the conflict table and responders on the table is based on IQCS roles and Org access.

Navigate to **Main Menu** > **Responder Administration** > **IRIWN Conflict Resolution**.

- From the Job Data Page, click on the In-Conflict Link to go to the conflict table.
    - ✓ Takes you directly to the in-conflict responder.
- Main Menu-Responder Administration-IRWIN Conflict Resolution.
    - ✓ Takes you to the search box.
    - ✓ Enter you responder information or Enter to see all conflicts.



Conflict Table

The conflict table presents the contact information that was available at the time the record was created or updated.

For a SOR of IROC, IQS or IQCS, reach out to the contact person and ask that they go through their process of making a responder available to another qual system. For IQCS, that is adding a new job data row and doing an INAC or transfer. For IQS, you will get a transfer file. For IROC, there is no transfer file therefore no electronic record for that responder.

Duplicate Button

Use with caution, likely only used when you created a responder that is a duplicate to an existing IQCS record, or a hire process was started but not completed.

Clicking the Duplicate button tells the two systems, IRWIN and IQCS, that you acknowledge that you created a duplicate record. The IQCS Application Steward will get a notice to remove the duplicate from IQCS.

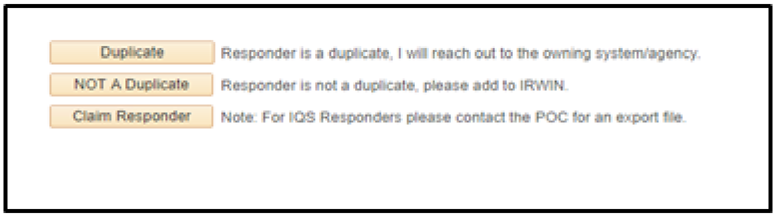
If the duplicate is somebody you are adding, **hold off on any action**. Make a call to the contact person and ask them to remove the responder from their system. This will update IRWIN ownership to SOR=NONE. Come back to the conflict table and use the Claim Responder Button.

Not a Duplicate button

Clicking the Not a Duplicate button tells the two system that you acknowledge that record is unique and can be added to IRWIN.

Claim Responder Button

If the conflict table shows SOR=NONE, clicking the Claim Responder Button will send a message to IRWIN to update the SOR to IQCS.



If the conflict table shows SOR NONE **OR** you have verified the other system has released the record:

1. Click the Claim checkbox in the In Conflict With table.
2. Click the Claim Responder Button.

If the conflict table shows SOR other than NONE hold off on any action until you have verified that the other system has removed their ownership. Clicking the Claim Responder Button if IRWIN has not been updated to SOR=NONE will generate an error message indicating that the responder is owned by another system. Our conflict table will not update the status to NONE, you will have to get that verification from the point of contact.

IFPM Job Information – USFS Responders

The Interagency Fire Program Management Standard (IFPM) is a collaborative effort between the U.S. Forest Service and the Department of Interior wildland bureaus to establish minimum qualification standards for key positions in Fire and Aviation Management (FAM). In addition, the U.S. Forest Service implemented an agency addendum to IFPM called the Forest Service Fire Program Management Standard (FS-FPM).

All Forest Service National Standard Position Descriptions (NSPD) are identified in the IFPM/FS-FPM Crosswalk.

As of 2015, the USFS is the only agency that utilizes the IFPM processing in IQCS to track FS000 responders in FS-FPM positions. IFPM was fully implemented for the DOI fire agencies, and as a result, the BLM, BIA, FWS and NPS are no longer using the IFPM Job Information tab on the responders Job Data page to track IFPM responders.

The following will describe how to add, change or remove a FPM position to a USFS responder record.

NOTE: All roles in IQCS except the training roles have access to the IFPM tab and reports.

Instructions - Add a FS-FPM Position to a USFS responder

1. Navigate to **Responder Administration** > **Job Data**.
2. Search and select responder.
3. Select the IFPM Job Information tab.
4. Select the search icon next to the Position field to open the look up page.
5. To separate out the FS-FPM positions use one of the following options.
    - Check the FS-FPM Position? box and click the Look UP button
    - Click on the FS-FPM Position header to sort all positions.
6. Choose a FS-FPM Position.
7. Click on the search icon next to the Job Task field and select from the values that are displayed for that position complexity on your unit.
    - It will either be 'H', 'M' or 'L' or 'Professional' or 'Technical'.
8. **Save**. Select the Save button.

Instructions - Change a USFS responder from IFPM to FS-FPM

1. Navigate to **Responder Administration** > **Job Data**.
2. Search and select responder.
3. Select the IFPM Job Information tab.
4. Click on the Plus button to add a new row.
5. Click on the search icon next to the Position field.
6. To separate out the FS-FPM positions use one of the following options
    a. Check the FS-FPM Position? box and click the Look Up button
    b. Click on the FS-FPM Position? header to sort all positions.
7. Choose a FS-FPM Position.
8. Click on the search icon next to the Job Task field. This code will default to the original IFPM code and must be changed to an FS-FPM Job Task code.
9. **Save**. Select the Save button.

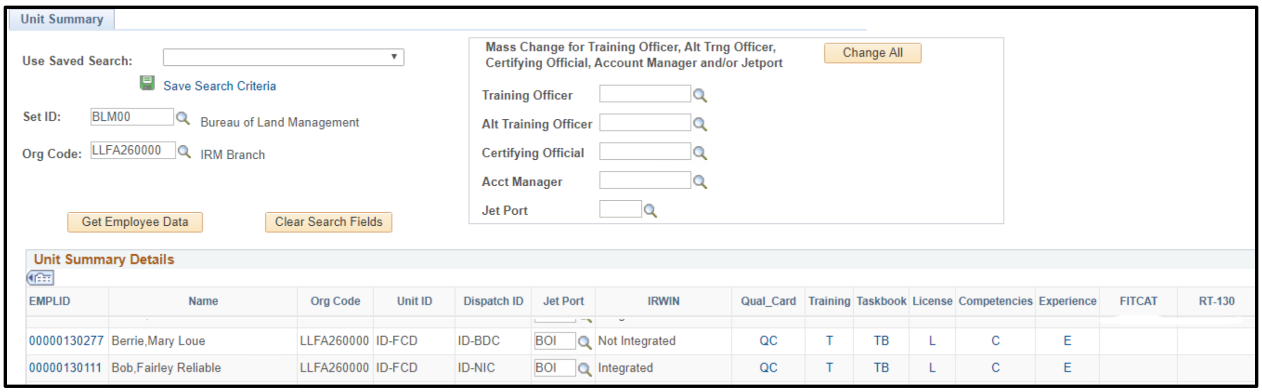
Instructions - Remove a FS-FPM Position from a USFS Responder

1. Navigate to **Responder Administration** > **Job Data**.
2. Search and select responder.
3. Select the IFPM Job Information tab.
4. Click on the Plus button to add a new row.
5. Click on the search icon next to the Position field.
6. Choose XIFPM Non IFPM Position
7. Click on the search icon next to the Job Task field.
    - This code will default and must be changed to the Non–IFPM code.
8. **Save**. Select the Save button.

Unit Summary

The Unit Summary page is designed to allow users a quick and convenient method of viewing, adding or correcting responder data. This page allows users to view, or have one-click access, to responder data. Access to responders is controlled by roles and permissions.

Mass changes to identified Training Officer, Alternate Training Officer, Certifying Official, Account Manager and Jetport is available. However, the ability to make changes to other responder data records from this page is not available. Changes made directly at this page leave no historical record for the responder. Those changes need to be made at the pages where that data is held in order to capture historical data; the hyperlinks identified in **Table 1** will assist you in navigating to those locations more efficiently.



Navigate to **Responder Administration** > **Unit Summary**.

Hyperlinks

To make the Unit Summary page function as a work center, hyperlinks will connect users to a specific responder's data source page. Hyperlinks have been added on the Job Data and Personal Info tabs. When a hyperlink is selected a new browser tab will open displaying the corresponding page for the responder. If a change is made to data that is displayed at the Unit Summary page, the users must select the Load Responder Data button again to refresh the page and display the change. For example, a name change performed via the hyperlink at the responders Update Personal Information page will not be reflected on the Unit Summary page until the page is refreshed.

Hyperlink	Unit Summary Tab(s)	Responder Data Page
EmplID	Job Data, Personal Info, Administrators	Job Data
QC	Job Data	Incident Qual Card
T	Job Data	Training
TB	Job Data	Taskbook
L	Job Data	License and Certificate
C	Job Data	Competencies
E	Job Data	Experience
P	Personal Info	Update Personal Information

Table 1

Tabs and Columns

Below is an overview of the structure and layout of the tabs on the Unit Summary page.

Job Data tab

This contains an overview of each responder in the selected organization code. Hyperlinks are available to edit responder data. **Table 1** provides an overview of each of the hyperlinks.

The FITCAT and RT-130 columns display the competency expiration dates for each responder. This display of information is modeled after Incident Qual Card page and the data is pulled from the responder's Competencies page.

Expired competency = date highlighted in red
Current competency = date no highlight
No competency = blank field

Personal Info tab

The Persona Info tab provides a quick glance at the information that comes from the responders Update Personal Information page. The last column contains the hyperlink to open the responder's Update Personal Information page in a new browser tab.

Administrators tab

The Administrators tab provides a user the ability to see all the IQCS administrators for responders at one location prior to making changes. A user will not be able to change his or her own administrator data on the Unit Summary page via an individual change or a mass change.

The persons identified on the Administrators tab can be edited in the Unit Summary page; this change will update where data is displayed (i.e. Certifying Official at the responder's Incident Qual Card page). The Mass Change functionality option works great to update/change an entire organization. However, an administrator changed via this functionality has no historical information retained in the system. Additionally, an Account Manager is only entered, and maintained, at the Job Summary page but this information is displayed on the Search for Responder page to provide a point of contact for the responder record that could be useful during a transfer.

Please keep in mind where the administrator data is coming from.

Administrator	Source Page
Training Officer	Responder's Job Data page
Alternate Training Officer	Responder's Job Data page
Certifying Official	Responder's Incident Qual Card page
Account Manager	**Entered at the Unit Summary page for reference, not pulled from another page**

Table 2

SAVE SEARCHES

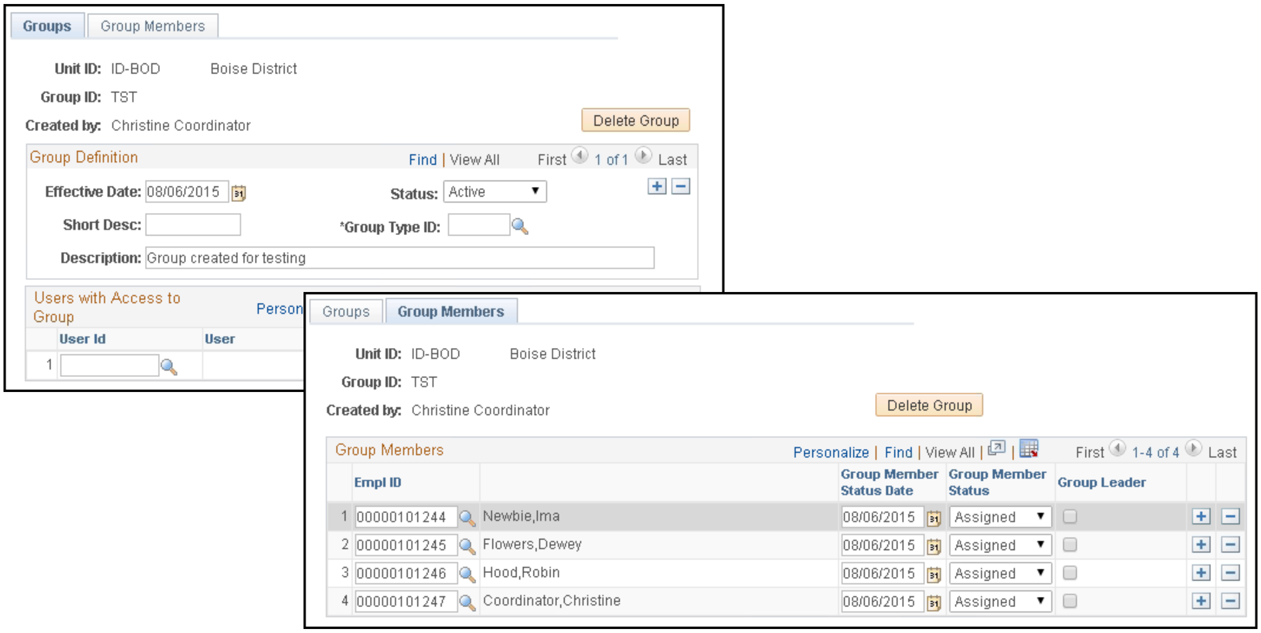
Throughout the application, there is the ability to save search criteria thus eliminating the need to re-enter the same information repeatedly.

You can create a new or use an existing saved search. Save as many as you need and/or delete the ones no longer used.

GROUPS

Each organization can define Groups to enroll a group of responders in a course session or document experience on an incident more efficiently than for each responder individually.

Groups defined in IQCS will not transfer to IRWIN. Defining a group does not define a search.



INSTRUCTIONS - CREATING A GROUP

To create a group, follow the process below.

1. Navigate to **Responder Administration** > **Groups**.
2. Select the **Add a New Value** tab.
3. **Unit ID**. Enter or search for the unit id for the new group you are defining.
4. **Group ID**. Enter the **group id** for the group you are defining. This should be a short, easy-to-remember code, up to six characters long.
5. **Effective Date**. Confirm the effective date.
6. **Status**. Confirm the **status** in the drop down menu. It will default to **Active**.
7. Enter a **Short Description** (10 characters max) for the group.
8. **Group Type ID**. Enter or look up the appropriate group type ID from the Group Type table.
9. **Description**. Enter a name or description for the group (60-character limit).
10. If necessary, select the users with access to the group. Remember that you use User ID and not EmplID.
11. **Save**. Select the Save button.

    NOTE: Save before adding responders

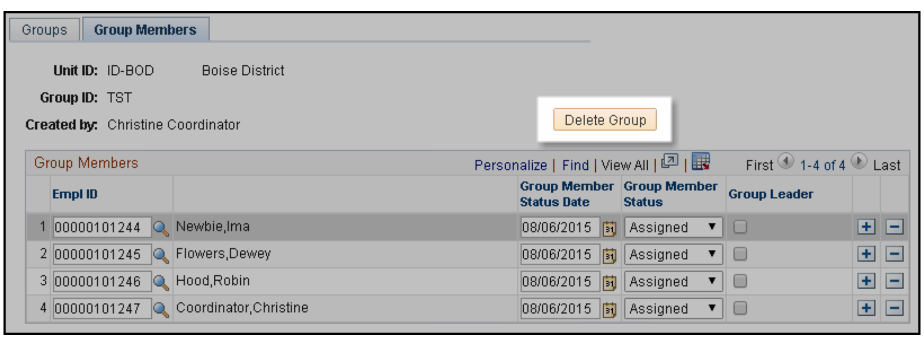
Instructions - Adding Members

To add, or edit, members to a group, follow the process below.

1. Navigate to **Responder Administration > Groups**.
2. **Search** for and select the group you want to add members to. Search by Unit ID.
3. Select the **Group Members** tab.
4. Group members can be loaded individually or by Org Code.
    - **Individually**.
        - **EmplID**. If the responder's EmplID is known, then enter it in a blank EmplID field and tab out for responder name to load.
        - **Look up**. Use the **Look Up** feature to find and select a responder.
    - **Load by Organization Code.**
        - To load an entire organization, enter or look up the Org Code in the Org Code field (located above the Group Members grid on the left side). Select **Load Responders** to populate Group Members list.
        - If responder is already in the list, they will not be added again.
5. **Group Member Status Date.** Confirm that the **Status Date** is correct.
6. **Group Member Status.** Confirm that the **Group Member Status** is correct.
    - **Released indicates that responder won't load when the group is used**
7. **Group Leader**. If this member is a group leader, mark the **Group Leader** check box.
8. Click the **+** button to add additional responders to this group.
9. Repeat steps 1–6 for each additional responder that needs to be added to the group.
10. **Save**. Select the Save button.

Instructions - Removing a Group

The creator of a group, or those assigned with access to group, can remove a group that is no longer relevant.



1. Select the group you wish to delete.
2. By clicking on the **Delete Group** button, the user will remove the Group from IQCS.
3. After clicking on the button, a warning window will open to ask the user to verify the requested action.
4. The deletion is executed by clicking on the **SAVE** button.
5. If you decide not to delete the group after clicking the Delete Group button, click on the **Return to Search** button and select **No** to continue.

Record Activity

IQCS uses a Last Activity Date field in IQCS to track how often activity is performed on a responder's account. This field is updated with the current date whenever any activity occurs on the responder's account.

If there is no activity on a responder's account, the Last Activity Date field is never updated.

After 3 years, IQCS will identify responders who have not had activity on their account and automatically place the account in INAC.

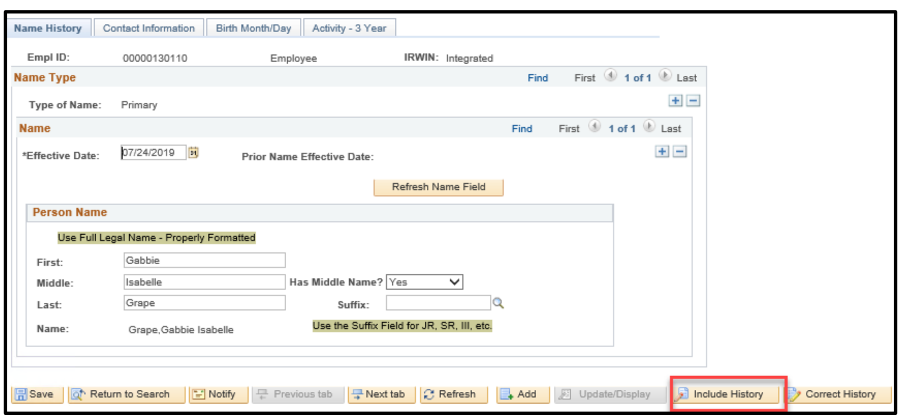
After 5 years of no activity, IQCS will be automatically placed in ARCHIVE.

Responders will still be available when performing searches and can be restored from INAC or ARCHIVE status to Active Org status in the event they become active again.

Include History Button

The Job Data screen is a key component of IQCS. When you add a new row of data in the Job Data component, the bar will show 1 of x.

After you save your new information and leave the Job Data page, the next time you return to that responder's Job Data screen, the bar will say 1 of 1. The historic record is still there, but to see the historic data, you must select the **Include History** button.



REPORTS

The following reports support this user guide. For a full list of reports available in IQCS and directions on how to run reports, or specifics on a report, please refer to the Reports Module.

Reports > IFPM	Report Number
IFPM Job Matching	C303
Unqualified IFPM EMPL's	C305
IFPM Position Quals	C321
IFPM Position Quals Sum	C322
Responder List	C003
FS EmpowHR List	C325
Master Record	C028
Org or Unit Full Data Report	C360