Incident Based Automation, IBA, System
Business Process Modeling, Interview
Check-In
Gina Bald
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Interview Notes by Smith Young, IBM Senior Architect

NOTE: See interviewer questions at bottom based on interview write-up. Answer to be provided for finalization of interview notes.

Gina is part of Planning and works with both a Type I and Type II teams and is not assigned to work with the same team members between different incidents.

Question: Is the IBA Planning Check-in person required to attend the in-briefing?

Answer: Not necessarily, depending on whether part of the team. The roster by geographic area determines whether particular check-in person is part of the team attending. If the Check-in is acquired as a "single resource" then he or she is not part of team. (Check-in can be ordered through ROSS as a single resource.)

1. Report directly to "Incident Command Post", ICP
2. Check-in self
3. Briefed by "Resource Unit Leader "
    a. Hours
    b. What's going on
    c. Resources ordered and filled

Question: What are the activities of the Check-in person upon arrival?

Answer: Upon arriving at the camp the Checkiner begins receiving the "Resource Order Form" for each resource type (listed below) that shows "cancelled", "filled," or "open" with estimated time of arrival.

a. Overhead
b. Crews
c. Equipment
d. Aircraft, aircraft doesn't normally checkin, but the module (people who work on the aircraft will checkin. Sometimes they have an "A" request number.)

Question: What are the physical resources maintained by Check-In?
Answer:

1. Check-In binder that includes
    a. Check-In form, ICS 211, "templates"; the templates are derived for incident and customized by the team

        i. Used for every resource except aircraft and supplies (not every individual)
    b. Resource Order Form (constantly changing)
        i. Dispatch sends fax, or go get from Dispatch, or sometimes print from ROSS if available
    c. Crew Manifest
        i. Each manifest provided by crew leader
        ii. Name
        iii. Weight
        iv. Gear
        v. Gender
        vi. Attach to check-in form
2. laptop (provided by CTSP); but not required for each check-in to start working
3. table, resource binder, fax, basket of forms, telephone (shared within Planning)

Question: What are the average check-in durations?

Answer:

1. Assuming a ROSS import: 7 minute average per person
    a. 5 minutes is best case
    b. up to 15 minutes
2. CTSP or the Resource Unit Leader decides on whether ROSS import will be used
3. 300 people would be an average number to check-in; 100 would be minimum and 700 would be a maximum for a Type I or II; (although the maximum can be much greater) 30% of incidents may have more than 500 check-ins.

Question: What are the type of exceptions that occur on the part of the check-in person?

Answer:

1. Check-in does not have a copy of "Resource Order"
2. The resource does not have a copy of "Red Card" "Incident Qualification Card", IQC – Cannot complete check-in process without verifying IQC.
3. Incident not expecting the resource, e.g., the resource is arriving at wrong incident
4. Situations that extend check-in
    a. Language
    b. Uncooperative
    c. Check-in is performed by substitute or Check-in trainee

Question: What's the business process for using ISuite for check-in, specifically from beginning to end.

Answer:

1. Check-in setup in I-Suite is part of incident setup. CTSP (e.g., Doug Wagner) imports from ROSS into I-Suite.
2. Check-in receives userid/password

3. I-Suite, during checking in a person, I-Suite is used to access information already on record and downloaded from ROSS. In general, no data entry will be made but edits can be made to a record if the check-in person had been granted privilege through their I-Suite role. In addition to using check-in display, lookups are sometimes performed for ancillary information.

Question: What is the manual check-in procedure?

Answer:

1. A batch of check-in forms is collected, but not entered into Iuite while people are being checked in.
2. Minimal data entry on the form is made for each person during their face-to-face check-in. The information below is required with or without ROSS import. A record of their personal information is retrieved taking only about 1 minute to verify:
    a. Status (a drop down in I-Suite form)
    b. Agency (a drop down in I-Suite form)
    c. See if a "composite"(or subordinate) resource, e.g., firefighter associated with a particular engine
    d. Jet port (if not in I-Suite then write down on paper form for subsequent batch data entry)
3. Data entry into I-Suite from batch of forms with ROSS import
    a. Best case scenario for each person (3 minutes for required fields only)
        i. Ditto steps above for required fields
        ii. For optional fields, may enter up to 23 data items and can add up to 4 minutes of data entry time
        iii. For optional fields may discover missing or incorrect data so add to "exception" stack batch for reconciliation
4. When finished with batch of data entry
    a. Add entry forms to binder
    b. Take action to reconcile stack of exceptions

Question: How does Check-in process people who did not check-in?

Answer:

1. Discovery
    a. From "Resource Order" form
        i. Operations informs Planning about who's at camp
            1. Operations daily roll call for who's on each Division (Safety requirement)
            2. Division Group Supervisor gives roll call to Operations Section Chief who gives to plans
        ii. Plans receives roll-call. Normally check-in person who is familiar with all who checked in will match names on roll call with either names on Resource Order Form or list of names in I-Suite.
            1. Task for Plans is to look for "no check-in"

2. Announce at morning briefings names of resources that need to check-in.

iii. Another way "no check-in" is discovered is when Finance (time keeper) receives time sheet and tries to enter time information into I-Suite—where there will be no existing record for that resource.

2. Find, Locate and Request person to check-in

Question: What's required for Check-in to maintain check-in data within I-Suite?

Answer:

- Cleaning up check-in data with I-Suite is a regular, daily task
    a. Corrections
    b. Modifying for compliance with naming standards

Question: What's the impact if I-Suite is not maintained?

Answer:

1. Incorrect IAP information
2. affect on reports
3. Cost portion of I-Suite
    a. Finance and Dispatch
        i. Will challenge if wrong, specifically about correctness of
            1. Agency
            2. employee type
            3. wrong airport
4. Role of "Plans Resource Unit Leader" when not maintained
    a. Approve corrections
    b. Approve changes

<u>Recommendations</u>:

1. Make ROSS import mandatory for Type 1 and 2 teams via NWCG policy and not necessarily by the program.
2. Implement bar coding on IQC that would effect rate of check-in throughput
3. Provide access to ROSS by all the teams, e.g., Dispatch
    a. Check-in can better monitor the status of resources, e.g., get copies of resource orders.

<u>Questions based upon write-up of Interview Notes</u>:

1. Please verify, are the following roles all part of Planning section?
    a. On-site
        i. Situation UnitLeader
        ii. Field Observers
        iii. Training Specialists (optional)
        iv. HR Specialist (optional and usually > 500 resources)
    b. Off-site
        i. GIS

ii. Dispatch

Answer:

1.a) Yes, these are all part of the Plans section.
1.b.i) Some teams will work with the Local Agency GIS staff, but they are not part of the Plans section.
1.b.ii) Plans works with Dispatch, but Dispatch is not part of the Plans section.

2. What are the impacts without a ROSS import?
    a. Wouldn't the recommendation for a mandatory ROSS import implicitly be a mandate to use I-Suite? The answer of course is yes, but when would I-Suite be used and not perform a ROSS import? And this decision is made by the CTSP who does the import, right?
    b. In addition to check-in itself, which other sections can be affected without a ROSS import for check-in?
    c. In addition to import for check-in, what are the different import components? Specifically, there's an IAP module, is that a separate import into I-Suite for the daily IAP or is this a part of ROSS that's separate and not part of I-Suite?

Answer:

2.a) There are times that the CTSP or team cannot download the ROSS import file for whatever reasons: time, accessed. For Ty 3 and 4 incidents, not all resources may be entered into ROSS (i.e. Initial Attack resources).If the application made it mandatory, then that might limit smaller incidents.
2.b) If an incident doesn't have a check-in unit, then sometimes Finance will enter resources.
2.c) IAP is not an import or part of ROSS. IAP uses the information in the I-Suite database to develop the forms that make up the Plan.

3. Isn't the plan to implement bar coding of IQC already underway?

Answer: 3.) That is the plan, but don't know when.

4. If any, which teams have mandatory access to ROSS? Likewise, which teams are optional and perhaps won't have access without requesting?

Answer: 4.) There is no mandatory access for teams to ROSS. ROSS was designed to be used at dispatch, not incidents. But, if there is a role in ROSS called "Incident Management Team." If Expanded Dispatch is willing to grant the team this role, then the team can checkin the status of their requests, create supply requests, and print reports. The Resource Unit Leader needs to talk to the Supervisory Dispatcher to see if they are comfortable with letting the team have this access.

5. What actions does check-in do (besides filing) when receiving the Resource Order Form for each resource type. Is this part of maintaining I-Suite? Who are the consumers of the Resource Order Form, for example, the Operations Division Chief, Planning Section Chief, and Logistics Section Chief? Do they depend on check-in for its distribution?

Answer: 5.) Check-in does not file the Resource Order form. from each resource. Each resource that checks in should have a copy they keep so that check-in can look at it and pull the necessary information. Plans will receive a copy of the entire incident Resource Order from the Ordering Manager. If a resource doesn't have a copy of their Resource Order, then check-in can look at the Resource Order received from the Ordering Manager. To get the information. If there is ROSS access, then check-in can get the information fro it.

Consumers: Every Section is given a set of the incident Resource Orders from the Ordering Manager. In addition, each resource is a consumer since they are supposed to come with a copy of their own Resource Order.

6. Would it help if each person were given a username with their IQC whereby I-Suite could provide a self-help capability for check-in? At a minimum they could walk up to a station and login just establish they've arrived. Other last minute information could be presented and if they're a crew chief schedule a time to meet with the Time Unit Lead.

Answer: 6.) This might work if every resource were an agency resource. But, there are contractors and AD's of which we don't know if they will be dispatched, so it would be hard to establish usernames/passwords for them. The bar code on each IQC or contract would work better since every resource is supposed to have an IQC and/or contract.

7. Is Dispatch part of the team at camp? Are they setup by the CTSP as part of the standard network configuration?

Answer: 7.) Dispatch is not part of the team at camp. They are located away from camp. The CTSP doesn't setup dispatch.

8. Is Check-in (always) responsible for I-Suite data entry, or is sometimes done by another role (where correctness is responsibility of Plans Resource Leader)? Is this documented any where as part of the role for Check-in?

Answer: 8.) Dispatch is not part of the team at camp. They are located away from camp. The CTSP doesn't setup dispatch.