ICBS

Interagency Cache Business System

Re-Engineered for the Future

ICBS-R Guide to Alerts

Working Copy
Revision 003
12/6/2010

Change Log

Rev #	Date	Change(s)	Changed By
R001	10/4/2010	Initial draft	Danilo Rodriguez
R002	11/29/2010	Reviewed and substituted “cache terminology” to better explain several processes	Andrew Gray
R003	12/6/2010	Edited steps and screen shots to clarify several processes	Jeri Billiard

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II. Handling Incident Success Alerts

Alerts for new incidents will be in the "NWCG_INCIDENT_SUCCESS" alert queue ("Incident Success Queue" from here on). Each open alert in the Incident Success Queue represents a newly created Incident in ICBS. Before taking any action on a new incident, the ICBS user will need to enter one or more account codes, as appropriate for their cache (e.g. FS, BLM or other).

They should also monitor the alert queue throughout the day. Whenever a new incident is created and requests (or a "bundle" of multiple requests) are placed with the cache by a ROSS user, this alert queue will indicate that new business is waiting.

The open alert in the Incident Success Queue contains information in the comments area about the notification of the alert, why the alert was created and steps need to be taken to resolve the alert. Please see Figure 1.

Figure 1

Definition of ICBS Account Codes

ICBS Account Codes must be comprised of one or more of these values: FS Account Code and a four digit Override Code; an Other Account Code; or BLM Account Code.

How To View Issues for an Incident from the Incident Details Screen

After entering any valid combination of ICBS Account Codes for an Incident, the ICBS user should click on the View Issues for Incident / Year link on the Incident Details screen to view a list of Issues that may be held because their Incident was lacking ICBS Account Codes. Please see Figure 2.

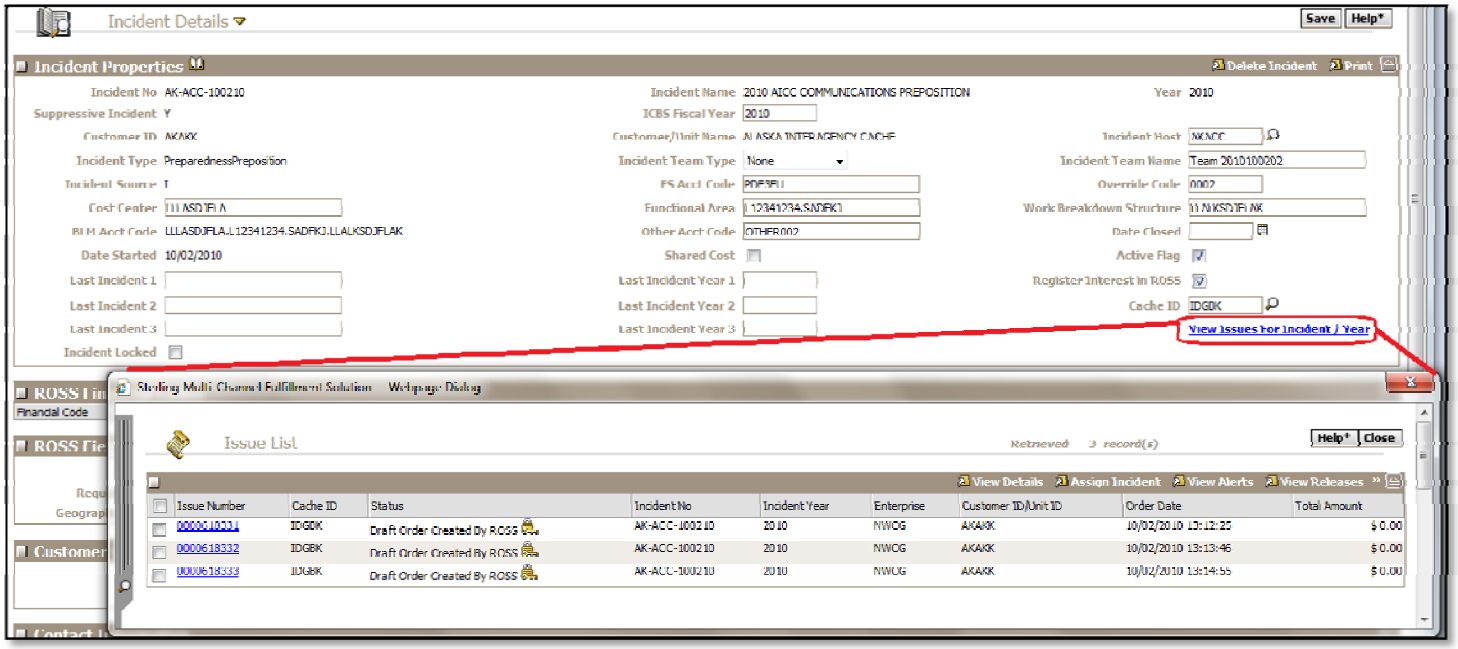


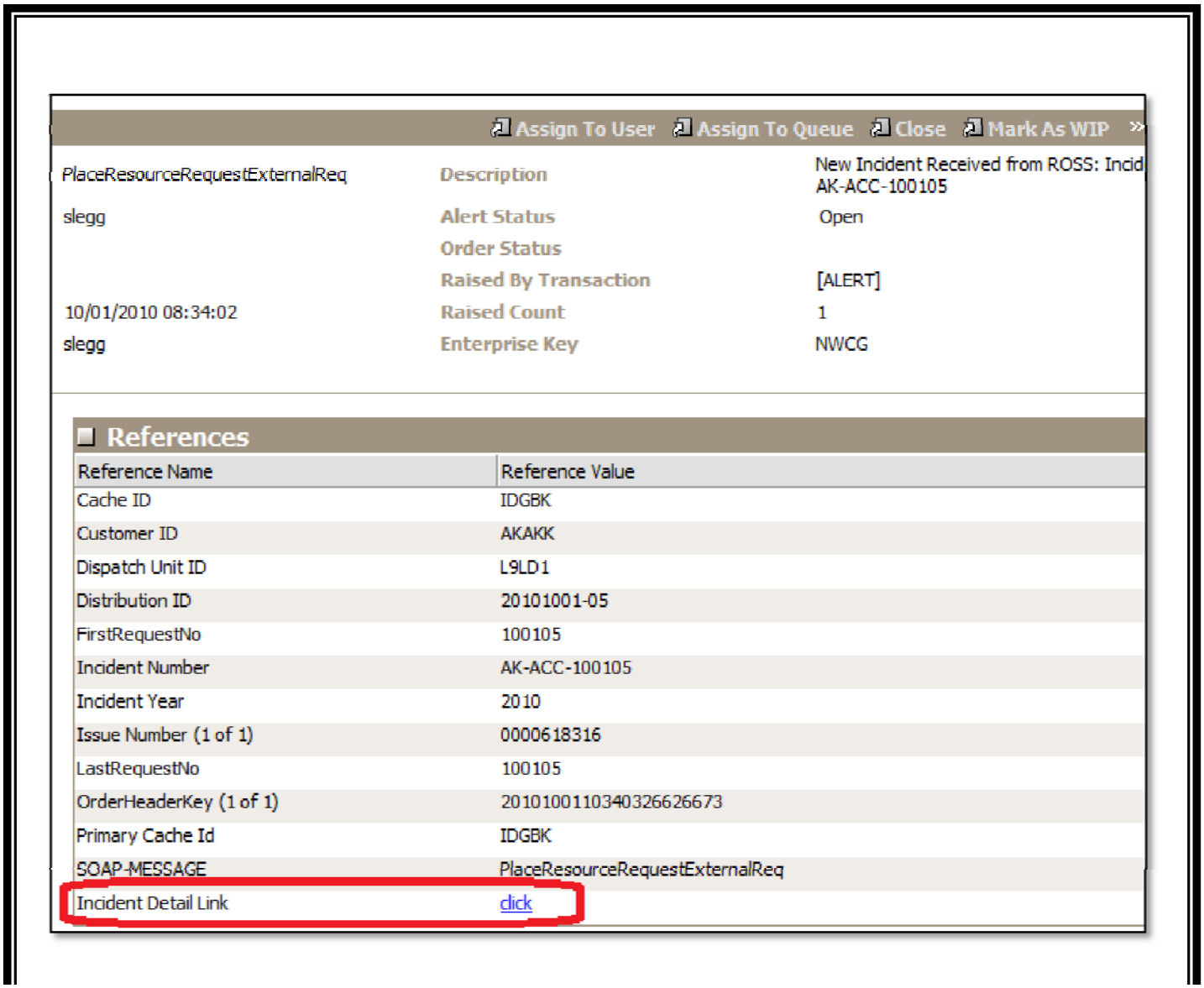
Figure 2

To remove these holds, the ICBS user needs to only open each Issue by clicking on the Issue Number in the Issue List pop-up screen.

Note: The actual opening of an Issue in the Issue Details screen is the ICBS system event that triggers the removal of the NEW_INC_BY_ICBS hold type that may be applied on an Issue *and* closes the open alert in the Incident Success Queue.

Tip for Handling Many Open Incident Alerts

From the Incident Success Queue, the user can select multiple alerts at once and navigate to each new Incident via the Incident Detail Link provided in the References Panel within the alert. Please see Figure 3.



Assign To User | Assign To Queue | Close | Mark As WIP

PlaceResourceRequestExternalReq	Description	New Incident Received from ROSS: Incid AK-ACC-100105
slegg	Alert Status	Open
	Order Status	
	Raised By Transaction	[ALERT]
10/01/2010 08:34:02	Raised Count	1
slegg	Enterprise Key	NWCG

References

Reference Name	Reference Value
Cache ID	IDGBK
Customer ID	AKAKK
Dispatch Unit ID	L9LD1
Distribution ID	20101001-05
FirstRequestNo	100105
Incident Number	AK-ACC-100105
Incident Year	2010
Issue Number (1 of 1)	0000618316
LastRequestNo	100105
OrderHeaderKey (1 of 1)	20101001103403266266 73
Primary Cache Id	IDGBK
SOAP-MESSAGE	PlaceResourceRequestExternalReq
Incident Detail Link	click

Figure 3

Handling Incident Failure Alerts

Alerts will be generated in the NWCG_INCIDENT_FAILURE alert queue ("Incident Failure Queue" from here on) for a variety of different reasons.

Due to Resource Reassignments from ROSS

One of the primary scenarios where alerts are created in the Incident Failure Queue occurs whenever ICBS receives a Resource Reassignment from ROSS to reassign a resource to a Destination Incident (or "To Incident") that does not exist in ICBS.

This only applies to a very small number of NFES items that are designated as "ROSS Tracked National Resources" (currently NIRSC and AKK radio equipment, RAWs and smoke monitoring units).

In this scenario, the ICBS system will automatically create the Destination Incident and will also create an Incident to Incident Transfer Order. But ICBS cannot complete the transfer of the resource because the Destination Incident just created by ICBS is lacking ICBS Account Codes.

In this scenario, there will be two alerts created:

- One in the Incident Failure Queue containing hyperlinks to the Source and Destination Incidents along with a link to the Incident to Incident Transfer screen, and
- One in the Issue Success Queue with the same hyperlinks

The intent is for the ICBS user to:

1. Navigate to the Destination Incident via the link in the alert,
2. Enter the necessary ICBS Account Codes,
3. Save the Incident,
4. Then return to the alert and navigate to the Incident to Incident Transfer Order screen.

Upon loading the Incident to Incident Transfer Order screen, ICBS automatically copies the ICBS Account Codes from the Destination Incident. The ICBS user needs only to press the "Confirm" button in order to complete the resource reassignment.

III. Handling Issue Success Alerts

Assigning all open alerts to another user

Upon receiving new requests from ROSS, the ICBS system is designed to automatically assign alerts to a default ICBS user at the cache where the request is placed but allow other users to view and take action on them. Any ICBS user has the option to assign alerts to other users if appropriate.

For example, the login ID of Stan Legg ("slegg") is configured as the default "Assign To User" login ID of all alerts relating to the IDGBK cache.

After adding ICBS Account Codes for all of the Incidents referenced in the Incident Success Queue, the "slegg" user can select all open alerts in the NWCG_ISSUE_SUCCESS alert queue ("Issue Success Queue" from here on) on the Alert List console screen and re-assign all of these alerts to another ICBS user within the cache. Please see Figure 4.

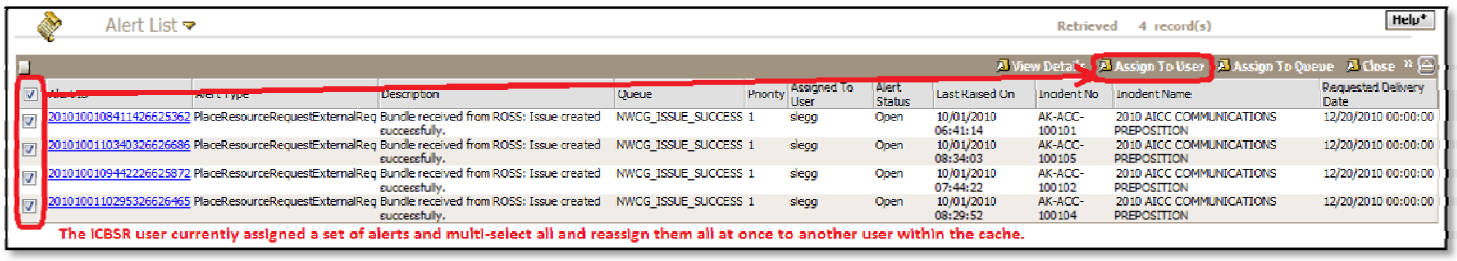


Figure 4

Please see section IV below on how to configure the "Assign To User" for a particular cache.

Requests containing radio or other communication equipment

Upon receiving any new requests from ROSS, the ICBS system is (as stated previously) designed to automatically assign alerts to a certain user at the cache.

When multiple requests (a "bundle") are placed with a cache and at least one item in the request bundle is of the Product Line "NIRSC Communications, or "Communications" alerts are created in a set of differently named alert queues called "NWCG_ISSSUE_RADIOS_SUCCESS" ("Issue Radios Success Queue") and "NWCG_ISSUE_RADIOS_FAILURE" ("Issue Radios Failure Queue"). These alert queues function in the same exact manner as the non-radio alert queues.

Assigning open alerts to different users

The user may also select all or some of the open alerts in the Alert List screen, click the View Details button, and go through each open alert, one by one. Please see Figure 5.

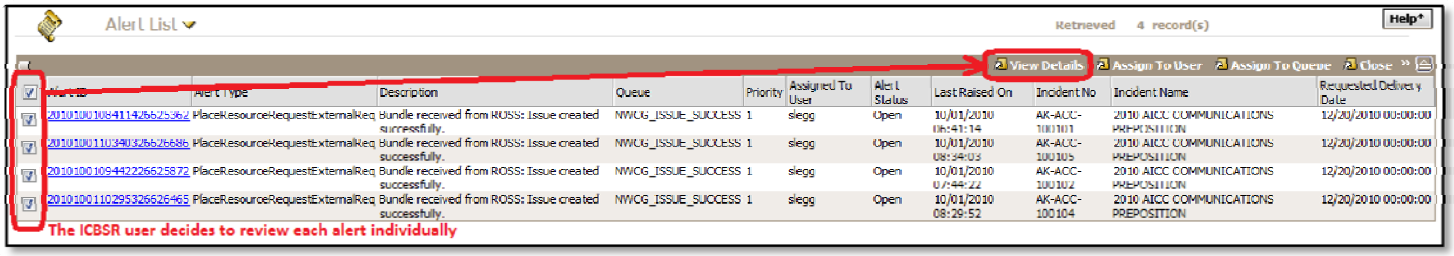


Figure 5

Upon viewing the alert details in the Alert Detail screen, the ICBS user can decide to either "work on" the issue associated to the current alert they are viewing (i.e. fulfill the Requests on the Issue), or re-assign the alert to another ICBS user within the cache. Please see Figure 6.

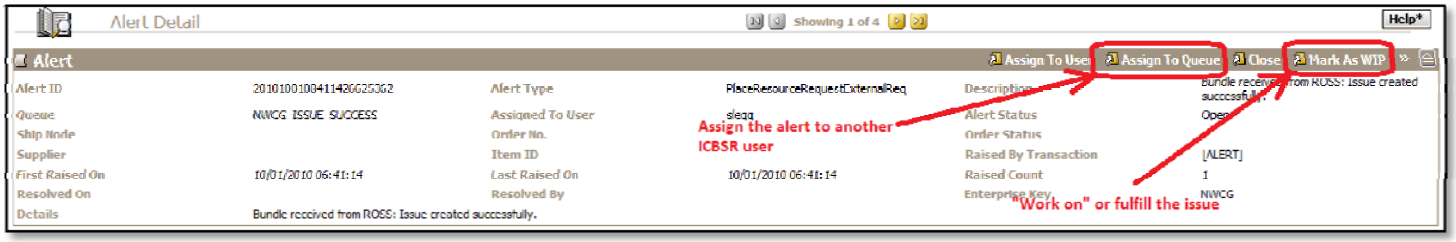


Figure 6

If the user decides to fulfill the Issue, the user *must* first mark the alert as a "Work In Progress" by clicking on the "Mark as WIP" button. This will update ICBS and lets other ICBS users in the cache know that the current user will be working on bringing this alert to close.

IV. Configuring default "Assign to User" for cache alerts and user alert queues.

As previously mentioned, ICBS will automatically assign alerts created by the ROSS-ICBS interface to the ICBS user associated with the cache receiving a Resource Request bundle, Retrieval Request, Resource Reassignment, etc.

To add or modify existing associations between caches and "Assign To User" login IDs requires a user with "Enterprise" level permissions. This user is the NWCG System Administrator.

In order to have the ability to view and act on alerts, a Cache Account Administrator (CAA) will need complete the following these steps for each user (Please see Figures 7 and 8):

Configuration > Launch Configurator > Applications > Platform > Security > Users

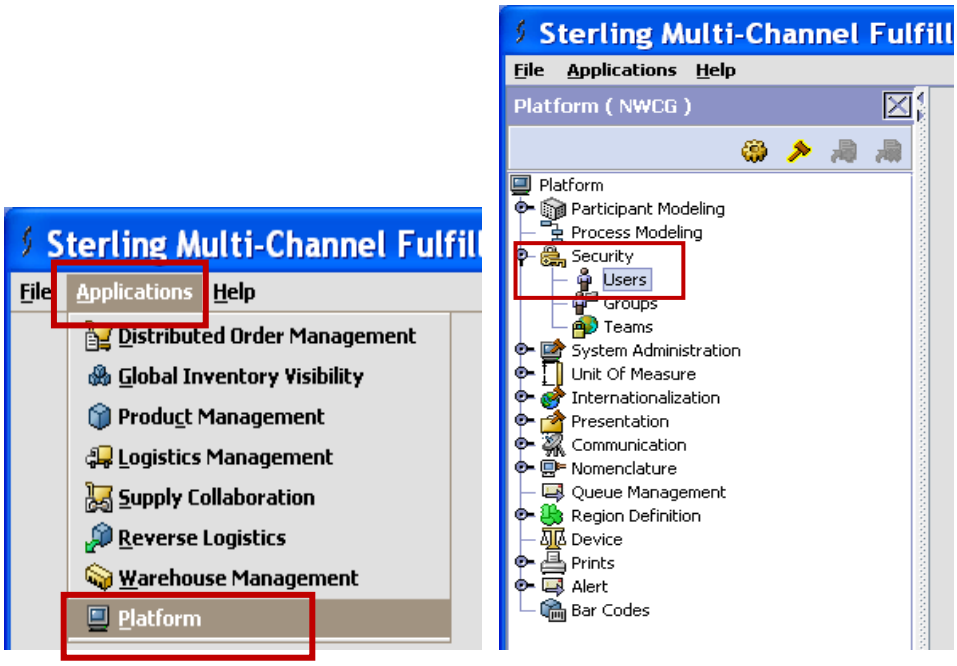


Figure 7

Query the user account to be updated and from the 'user details' page, select the Queue Subscription tab and select that appropriate Queue ID(s). Click on the → to add to the user account. When finished, click on the SAVE icon and close the page.

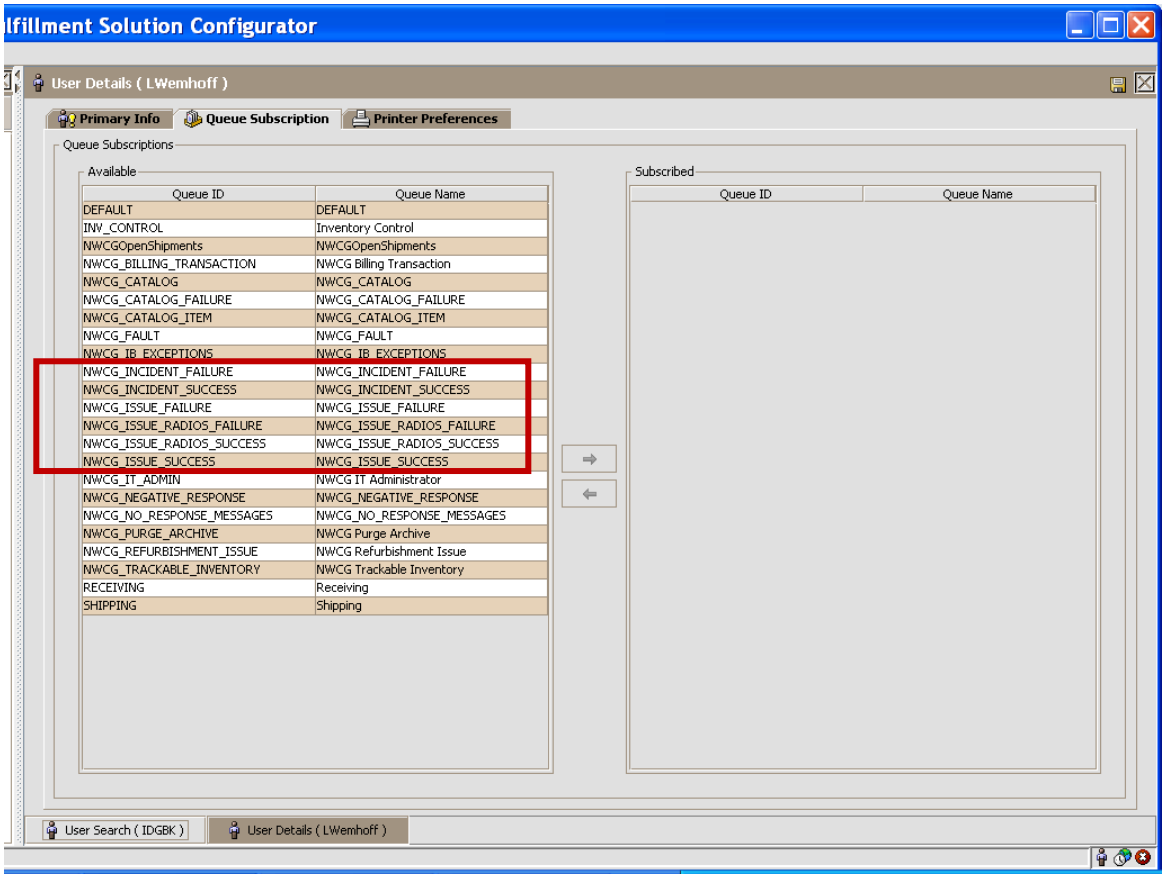


Figure 8

V. Automatic resolution of open alerts

Alerts in the Issue Queues and in the Issue Radio Queues are automatically resolved, in other words, marked as closed, for a variety of different events occurring in ICBS:

- The most common action that closes an open **Issue Alert** is when an ICBS user Schedules and Releases an Issue to the warehouse floor for picking and shipping.

- Alerts created in either set of the **Issue Queues** are automatically resolved if ICBS receives a Retrieval Request for a Request Number on an Issue in which the retrieval causes the entire Issue to be cancelled (because there are no more non-cancelled lines on the Issue).

- Alerts in the **Incident Success Queue** are automatically resolved when an ICBS user first navigates to the Issue Details screen of an Issue for that Incident (assuming that the appropriate ICBS Account Codes have been set on the Incident).

- Alerts in the **Incident Failure Queue** are automatically resolved after an ICBS user has entered the appropriate ICBS Account Codes on the Destination Incident (if the alert is due to a Resource Reassignment from ROSS), and the user has navigated to the Incident to Incident Transfer Order.