

# **Incident Based Automation Project**

**An NWCG Sponsored Project**



## **Project Implementation Plan**

**Working Copy**

**Version 2.0  
September 15, 2011**

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## VERSION HISTORY

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Document Revision and History			
Revision	Date	Author	Comments
Version 1.0	April 19, 2010	Sue Shirts	Original Version
Version 1.01	June 11, 2010	Sue Shirts	Updated based on comments received from G. Bald 6/3/2010 and discussions from meeting on 6/7-11/10 at McClellan.
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# 1 Introduction

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## 1.1 Purpose

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The purpose of this plan is to outline the implementation strategy and specific activities for successful deployment of e-ISuite.

This is intended to be a working document which will be updated continuously in order to serve as a useful reference to project and Incident Management personnel.

## 1.2 System Overview

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The National Wildfire Coordinating Group (NWCG) sanctioned the Incident Based Automation (IBA) Project in 2003 to review the current business practices for incident management and develop recommendations for process improvement. The business tool used by incident management teams, I-Suite, was included in this review. The IBA Project was divided into phases: Phase 1 was the I-Suite Stabilization and Support Project; Phase 2 was the Incident Based Automation Strategic Planning Project. The IBA Strategic Plan dated April 10, 2006, recommended that the current client/server I-Suite application be replaced by a browser-based system to better utilize improved technology and updated processes. In June 2006, the NWCG chartered Phase 3 of the IBA Project to implement the action item from the Strategic Plan in developing a browser-based application. This project is known as e-ISuite, with the USDA Forest Service as the sponsoring agency.

### 1.2.1 System Description

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e-ISuite is the next generation of I-Suite, and is being designed to continue to provide a useful tool for the business management of all types and complexity of incidents. Version 1.0 will be the initial version implemented, and will include all functionality currently available in I-Suite with some enhancements that can be incorporated easily with the updated technology used in the development of e-ISuite. Updates, changes and further enhancements will be included in future versions as identified by the IBA Project Team, Business Lead, users, and the Change Management Board (CMB).

e-ISuite consists of two areas: Site and Enterprise. Each area is explained below.

e-ISuite Site is intended to be used as a networked application on an incident, similar to how I-Suite is used today with the exception that e-ISuite will be accessed via a web browser. e-ISuite Site will be utilized primarily for Type 1 and 2 complexity incidents by Incident Management Teams (IMTs) to create and manage Incident Action Plans (IAP), costs, payment documents, track supplies received and issued, track injuries and illnesses for preventive actions, and generate reports for the incident. An incident may be started on e-ISuite Enterprise with the initial response information, and then transferred to a Site database for use by an IMT. Data will be transferred to e-ISuite Enterprise at the end of the IMT's tenure so that a complete record of the incident

resides on the Enterprise system. Access to e-ISuite Site functionality will be role-based, with users being given roles according to their expected duties on an incident.

e-ISuite Enterprise can be accessed via internet browser (office, virtual workplace, etc.) and used for any complexity of wildland fire or other all-hazard incidents to create and manage IAPs, costs, payment documents, track supplies received and issued, track injuries and illnesses for preventive actions, and generate reports for the local unit. e-ISuite Enterprise will provide the ability to document initial response efforts using the resources inventoried in the Enterprise database. The initial response data can be transferred from Enterprise to the Site level should an incident transition to a higher complexity (e.g. Type 1 or Type 2 incident). Similarly, the Type 1 or Type 2 incident data can be accessed via the Enterprise level when transferred back to the local unit. The data will be stored in an Operational Data Store and available to meet diverse needs of stakeholders. This will provide new capability to capture the entire history of an incident in one database, and to capture all incident activity for upward reporting to the Geographic Areas and National offices to respond to Congressional inquiries, FOIA requests, or as needed by Agency officials.

Since the Enterprise level provides potential access to the entire database, it will be divided into Work Areas defined by the user's dispatch center boundaries responsible for dispatching a defined set of resources. A user will be given rights and roles to manage resources and incidents within their Work Area according to their expected duties. e-ISuite will also allow the flexibility for users to be given access to other Work Areas as needed.

### **1.2.2 Assumptions and Constraints**

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#### **Assumptions:**

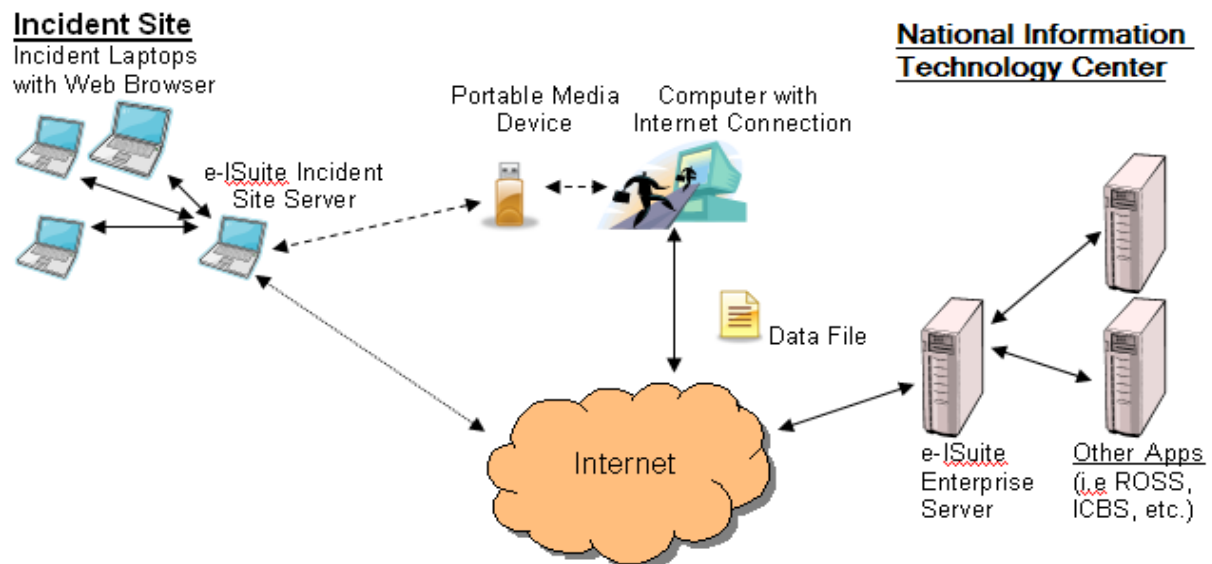
- Implementation of the application is complete by the target date, or an acceptable timeframe has been negotiated with the software developer.
- Actual funding is in line with the requested budget amount.
- Design, development and implementation were completed within the approved funding levels.
- Application testing has been completed and performance is as designed and expected.
- The application has received agency certification and accreditation (C&A), and has been granted Interim Authority to Operate or Final Approval for production use.
- A service level agreement (SLA) is in place between the Forest Service and the host location.
- The production version of the application and all supporting application/services have been installed and tested at the host location.
- Network and back-up connectivity performance has been verified (i.e. users on various networks can access e-ISuite).

- An application operations and maintenance (O&M) organization is in place to perform ongoing system maintenance and upgrade work, and to configure and test future releases of the software with any modifications.
- User guides and training materials (e.g. PowerPoint presentations, classroom curriculum, Quick Reference Cards, etc.) have been developed and tested.
- The Interagency Helpdesk is trained and ready to provide user support.

#### Constraints:

- Interface with other systems is dependent on web services still being developed by other project teams.
- A “slow” fire season or lack of other all-hazard occurrence would potentially reduce the scope of initial deployment in terms of number of offices utilizing the application to its full potential.
- Some Geographic Areas historically do not have a large occurrence of fire or other all-hazard events, so utilization of the application after training could be up to one to two years in those areas. This could require additional training or refresher training not currently estimated.
- Implementation may be affected by employees’ normal work schedule preventing them from training with and using the new application.
- The number of potential users to train versus the number of available trainers will impact full utilization of the application should trainers be unavailable due to budget reductions or lack of supervisory support.

### 1.2.3 System Organization



### 1.3 Glossary

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The glossary is attached to this document as Appendix C.

## 2 Management Overview

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Implementation of e-ISuite will be accomplished by the IBA Project Team, under the oversight of the Project Business Lead and the Senior Project Manager. The Deputy Project Manager has responsibility for the day-to-day activities of the Project Team, and to ensure overall goals and timeframes are met within the identified project budget. Primary responsibility for documentation, planning and preparation resides with the Lead Implementation Subject Matter Expert (SME). The Lead Technical SME has primary responsibility for accuracy of business requirements and ensuring that functionality meets or exceeds what is available in current I-Suite. (See Section 2.2 Points of Contact for individual names). Other involved stakeholders/managers include the Incident Business Specialists and Fire and Aviation Management Directors for each NWCG affiliated agency, as well as agency financial payment centers.

The scope of this project involves the following major implementation tasks:

▪ **Preparation of project management documents in addition to this Implementation Plan**

Expected Deliverables	Resources Required
<ul style="list-style-type: none"><li>▪ Operating Principles document</li><li>▪ Staffing Plan</li><li>▪ Communication Plan</li><li>▪ Roles Description</li><li>▪ Concept of Operations</li><li>▪ Security Plan</li><li>▪ Disaster Recovery Plan</li><li>▪ Contingency Plan</li><li>▪ Configuration Management Plan</li><li>▪ Training Plan</li><li>▪ Organization Chart</li><li>▪ Glossary of Terms</li><li>▪ Operations and Maintenance Plan</li></ul>	<ul style="list-style-type: none"><li>▪ Deputy Project Manager</li><li>▪ Lead Implementation SME</li><li>▪ Software development contractor</li><li>▪ Review and approval by Senior Project Manager and Business Lead</li></ul>

▪ **Quality Assurance**

Expected Deliverables	Resources Required
<ul style="list-style-type: none"><li>▪ Business requirements accurately reflect intended functionality</li><li>▪ Current business practices are included accurately</li><li>▪ I-Suite functionality is considered in the overall development</li><li>▪ Defects found during development are corrected or scheduled to be</li></ul>	<ul style="list-style-type: none"><li>▪ Business Lead</li><li>▪ Senior Project Manager</li><li>▪ Deputy Project Manager</li><li>▪ Lead Technical SME</li><li>▪ IBA Project Team</li></ul>



<ul style="list-style-type: none"> <li>corrected</li> <li>Change requests are addressed and prioritized</li> <li>Design of application is flexible in order to incorporate changes in future business practices</li> <li>Application is tested and ready to deploy</li> </ul>	
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▪ **Communication with stakeholders and potential users**

<b>Expected Deliverables</b>	<b>Resources Required</b>
<ul style="list-style-type: none"> <li>Education on the application and its uses</li> <li>Benefits of using e-ISuite</li> <li>Recommendations for successful implementation by the Agency(s)</li> <li>Timeframes for training and deployment</li> <li>Updates on any changes to the implementation schedule</li> </ul>	<ul style="list-style-type: none"> <li>Business Lead</li> <li>Senior Project Manager</li> <li>Deputy Project Manager</li> <li>IBA Project Team</li> </ul>

▪ **Preparation of the tools that will assist in using the application**

<b>Expected Deliverables</b>	<b>Resources Required</b>
<ul style="list-style-type: none"> <li>User Guide</li> <li>Quick Reference Cards</li> <li>Help within the application</li> <li>On-line help</li> </ul>	<ul style="list-style-type: none"> <li>Software development contractor</li> <li>Deputy Project Manager</li> <li>IBA Project Team</li> <li>Review and approval by Senior Project Manager</li> </ul>

▪ **Testing**

<b>Expected Deliverables</b>	<b>Resources Required</b>
<ul style="list-style-type: none"> <li>The system has been fully and successfully tested</li> <li>Field testing on actual incidents</li> <li>Testing for system updates is planned for in the O&amp;M Plan</li> </ul>	<ul style="list-style-type: none"> <li>Software development contractor</li> <li>Deputy Project Manager</li> <li>IBA Project Team</li> <li>Other subject matter experts as needed</li> </ul>

▪ **Training**

<b>Expected Deliverables</b>	<b>Resources Required</b>
<ul style="list-style-type: none"> <li>Preparation of the training materials</li> <li>Training &amp; Practice Instances set up and ready for use</li> <li>Train-the-Trainer sessions are scheduled</li> <li>Assist individual Agencies and/or offices in conducting training</li> <li>Development of Webinars as training tools</li> </ul>	<ul style="list-style-type: none"> <li>Software development contractor</li> <li>Deputy Project Manager</li> <li>IBA Project Team</li> <li>Other subject matter experts as available</li> </ul>

▪ **Importing ROSS data for use in the Work Areas (initial set-up)**

<b>Expected Deliverables</b>	<b>Resources Required</b>
<ul style="list-style-type: none"> <li>▪ Prepare ROSS data export</li> <li>▪ Import ROSS data into each Work Area of e-ISuite</li> <li>▪ Review to ensure data integrity</li> </ul>	<ul style="list-style-type: none"> <li>▪ Software development contractor</li> <li>▪ ROSS Reports SME</li> <li>▪ Lead Technical SME</li> <li>▪ IBA Project Team</li> </ul>

▪ **Establish database at host and back-up locations**

<b>Expected Deliverables</b>	<b>Resources Required</b>
<ul style="list-style-type: none"> <li>▪ Database set up and tested <ul style="list-style-type: none"> <li>○ Host location</li> <li>○ Back-up location</li> </ul> </li> <li>▪ Service Level Agreement is signed</li> <li>▪ Support personnel are identified and in place</li> </ul>	<ul style="list-style-type: none"> <li>▪ Senior Project Manager</li> <li>▪ Deputy Project Manager</li> <li>▪ Host location personnel</li> <li>▪ Back-up location personnel</li> <li>▪ Software development contractor</li> </ul>

▪ **Change Management process established**

<b>Expected Deliverables</b>	<b>Resources Required</b>
<ul style="list-style-type: none"> <li>▪ Initial review to reject the change, combine with another request, or accept and refer for level of effort</li> <li>▪ Review after level of effort to approve, prioritize, defer, or reject change</li> <li>▪ Develop business requirements to implement approved changes</li> <li>▪ Test prior to implementation</li> <li>▪ Release change in future software version</li> </ul>	<ul style="list-style-type: none"> <li>▪ Change Management Board <ul style="list-style-type: none"> <li>○ Business Lead</li> <li>○ Senior Project Manager</li> <li>○ IBA Core Team</li> <li>○ Other SMEs as needed</li> </ul> </li> <li>▪ Software development contractor</li> </ul>

## 2.1 Description of Implementation

e-ISuite will be developed using a two phase approach with each phase divided into increments, however deployment/implementation of e-ISuite will begin when all functional areas are designed and tested successfully so that the entire application is available. Changes, enhancements and new functionality will be contained in future version releases. e-ISuite will be available for use by all Agencies in concert with their individual implementation plans as their needs arise.

The decision to have all functional areas included in the initial deployment of e-ISuite, as opposed to releasing them incrementally, is based on the following points:

- Each functional area is dependent to a certain degree on others; releasing the application with full functionality makes the most sense
- Current I-Suite has been widely used by all agencies for 10 years; the users are experienced with the full application and would not want to be limited with incremental release
- Time and funding for the project is better spent on e-ISuite alone after it is deployed rather than continuing with updates to I-Suite and design of e-ISuite simultaneously
- I-Suite will be decommissioned after successful deployment of e-ISuite; no further updates will be implemented and support of I-Suite will be discontinued
- Taking advantage of the business requirements already in place for I-Suite with some enhancements is less time consuming than if e-ISuite was being developed from scratch
- Providing e-ISuite in whole meets the requirements outlined by NWCG and better meets the needs of stakeholders and users

Agency implementation plans (see a sample plan in Appendix D) should include the following considerations:

- Direction from headquarters offices to use e-ISuite
- Utilization for their local and project incidents
- Identification of individuals/positions responsible for using e-ISuite at the local offices
- Identification of individuals who will attend the train-the-trainer sessions
- Identification of individuals who need e-ISuite training
- Training schedule

Training materials will be developed as a part of an increment in Phase 2. Due to the large number of potential users, the e-ISuite Project Team will initially conduct train-the-trainer sessions and will be available to assist with future training sessions. Each Agency will be responsible for identifying employees to attend the train-the-trainer session, and conducting further training sessions for their users. The Interagency Incident Helpdesk will be trained by the e-ISuite Project Team in a separate training session. The train-the-trainer sessions will begin in May 2013, with other training sessions conducted prior to the scheduled release date of June 2013. Reference the e-ISuite Training Plan for additional information on training.

User support materials are scheduled for design as part of an increment in Phase 2. These materials will include a User Guide, Quick Reference Cards, and within-application help and tips. User support materials will be available with the deployment of the e-ISuite application.

## 2.2 Points-of-Contact

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Role	Name / Agency / Location
Business Lead	Sarah Fisher, USFS WO Fire/Aviation Management, Boise, ID, srfisher@fs.fed.us
Project Manager	Jon Skeels, Senior Project Manager, USFS WO Fire/Aviation Mgmt, Information Systems Project Office, Lakewood, CO, jskeels@fs.fed.us
Deputy Project Manager	Gina Bald, USFS WO Fire/Aviation Mgmt, Salt Lake City, UT, gbald@fs.fed.us
Lead Implementation Subject Matter Expert	Sue Shirts, USFS WO Fire/Aviation Mgmt, Lincoln, CA sshirts@fs.fed.us
Lead Technical Subject Matter Expert	Donna Tate, USFS WO Fire/Aviation Mgmt, Camptonville, CA, dltate@fs.fed.us
Information Systems Security Officer	Robert Anderson, USFS WO Fire/Aviation Management, IT Programs, Boise ID reanderson@fs.fed.us

**Table 2.2 – Points-of-Contact**

## 2.3 Implementation Schedule

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Date	Action	Dependencies
March 2012	Training materials development begins	Requirements and Design complete
August – October 2012	<ul style="list-style-type: none"><li>▪ User Acceptance testing</li><li>▪ Field testing on incidents</li></ul>	Scenario testing completed successfully
October 2012	Software issues and Change Requests from field testing addressed	UAT testing complete
May 2013	Training instance set up	Software issues resolved and change requests complete as necessary
June – October 2013	System rollout into Production	Training complete or substantially complete

**Table 2.3 Implementation Schedule**

## 2.4 Security and Privacy

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The e-ISuite system will be hosted at the US Forest Service Fire and Aviation Management National Enterprise Support Service (NESS), and is officially “owned” by the Forest Service as the Managing Agency.

Security and privacy of the e-ISuite Enterprise system will follow the guidelines outlined by the NESS Application Portal (NAP) processes.

e-ISuite Site will require the user to accept a Rules of Behavior form prior to logging into the system, which will be stored in the system and available for audit purposes.

Separation of duties will be accomplished through the role(s) assigned to a user account. There are two types of user accounts in e-ISuite: 1) privileged, and 2) non-privileged. Account Manager access to the system is defined as 'privileged' access. Access to the functional areas in the system is considered 'non-privileged'. A privileged user account will not have access to any non-privileged area of the system. Similarly, a non-privileged user account will not be able to access the privileged area, and will have access to the system according to non-privileged roles assigned by an Account Manager. Reference the e-ISuite Roles document for further information on access to the e-ISuite system for each type of user account and role.

### 3 Implementation Support

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#### 3.1 Client Hardware

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e-ISuite will be hosted on the National Enterprise Support Service (NESS) Environment. The NESS is located at the USDA National Information Technology Center in Kansas City, MO and the USGS EROS Data Center in Sioux Falls, SD.

No special client hardware requirements exist for e-ISuite other than the need for a laptop or personal computer that meets the following minimum standards (at the time of this writing):

- Intel (or compatible) Processor – 2.5 Ghz or higher
- Operating System – Windows XP or Windows 7 (32 or 64 bit)
- 2 GB of memory or better
- 200 GB hard drive with 100mgs of available hard drive because Internet Explorer may cache some data on the hard drive
- Wireless Network (802.11 b/g/n) if a laptop is being used
- Good quality, high resolution video card

#### 3.2 Software

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User software utilization and installation requirements include Adobe Flash Player version 9, and MS Internet Explorer version 7 or higher. The system will accommodate newer versions of Adobe Flash Player and Internet Explorer as they are released. Future e-ISuite releases will accommodate other browser types as determined by the user community.

Production, training and practice databases will all be available for users and will reside at the host location. New releases, patches and emergency bug fixes will be deployed based on the Configuration Management Plan.

### 3.3 Outstanding Issues

There are no known issues or problems related to implementation planning at this time. The host site has been identified and has agreed to host the application. The Service Level Agreement will be developed by the Senior Project Manager and other appropriate FS leadership as required. A back-up site has been identified.

No restrictions or limitations requiring consideration relevant to implementation planning have been identified. Risks specific to implementation are identified in the next section.

## 4 Risks and Contingencies

<b>Risk</b>	<b>Consequences</b>	<b>Contingencies/Mitigation</b>
An unacceptable number of defects and/or bugs are detected	<ul style="list-style-type: none"> <li>Need for additional review of finalized requirements would impact schedule</li> <li>Delay to project implementation</li> <li>Application deployed with errors</li> </ul>	Deputy PM to evaluate severity and impact to continued testing. Options: <ul style="list-style-type: none"> <li>Continue testing</li> <li>Stop testing for a short duration to allow contractor to address issues</li> <li>Stop testing and reschedule</li> </ul>
System completely fails	<ul style="list-style-type: none"> <li>Application not deployed on schedule</li> <li>Application not deployed</li> </ul>	Deputy PM to consult with PM and software development contractor and evaluate next steps.
Host location failure	<ul style="list-style-type: none"> <li>No accessibility to application to test</li> <li>Delay to deployment</li> <li>Not able to deploy application at all</li> </ul>	PM to consult with FS leadership and NESS to resolve issues <ul style="list-style-type: none"> <li>Initiate the Contingency Plan</li> <li>Delay deployment</li> <li>Utilize Back-up location as the main host until NESS is available</li> </ul>
Agency(s) not adequately prepared to implement	<ul style="list-style-type: none"> <li>Impact to number of trainees</li> <li>Impact to training schedule</li> <li>Additional train-the-trainer sessions needed</li> <li>System not utilized effectively</li> <li>Benefits of the system not fully recognized or used</li> </ul>	<ul style="list-style-type: none"> <li>Ensure widespread distribution of the sample Agency Implementation Plan</li> <li>Communication and presentations at interagency meetings</li> <li>Business Lead assistance in communicating with stakeholders</li> </ul>
Agency(s) budget shortfall prevents travel for training users	<ul style="list-style-type: none"> <li>Impact to train-the-trainer schedule</li> <li>Impact to overall training</li> </ul>	<ul style="list-style-type: none"> <li>Utilize trained individuals from nearby offices to prevent the need for travel</li> </ul>

	<ul style="list-style-type: none"> <li>▪ schedule</li> <li>▪ System not utilized effectively</li> <li>▪ Benefits of the system not fully recognized or used</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide on-line training and Webinars</li> <li>▪ Provide independent study training materials</li> </ul>
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## 5 Implementation Verification and Validation

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At this time, no outside independent review is planned. Internal reviews will be conducted to ensure project management principles and best practices are adhered to and software design meets stated requirements and expectations. Thorough testing will be accomplished prior to the decision to implement the system. See the Risks and Contingencies section above for information should the system fail to operate as expected.

## 6 Acceptance Criteria

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Acceptance of the software for transition into production will be based on the following:

- All of the intended functionality is included
- User Interface testing has been completed successfully
- Regression testing has been completed successfully
- The initial ROSS data import has been successfully completed and verified
- Training materials have been tested and are ready for use
- User guide/help documents are ready for use
- The helpdesk is trained in the use of the application
- Internal reviews indicate the system is ready to deploy
- Interagency IT testing and acceptance has been accomplished
- The Managing Agency has given approval

## ➤ **APPENDIX A: Project Implementation Plan Approval**

The undersigned acknowledge that they have reviewed the e-ISuite Implementation Plan and agree with the information presented within this document. Changes to this Project Implementation Plan will be coordinated with, and approved by, the undersigned, or their designated representatives.

Signature:	<u>/s/ Jon C. Skeels</u>	Date:	<u>9/15/2011</u>
Print Name:	<u>Jon C. Skeels, PMP</u>		
Title:	<u>Senior Project Manager</u>		



## APPENDIX B: REFERENCES

*The following table summarizes the documents referenced in this document.*

Document Name	Description	Location
IBA Strategic Plan April 2006	Identify automation and business process changes	<a href="http://iba.nwcg.gov/Phase_2/Documentation">http://iba.nwcg.gov/Phase_2/Documentation</a> Click on the Strategic Plan link
e-ISuite Charter 2006	NWCG Charter for the e-ISuite Project	<a href="http://iba.nwcg.gov/eISuite/documents_library.htm">http://iba.nwcg.gov/eISuite/documents_library.htm</a>
Implementation Documents	As titled	<a href="http://iba.nwcg.gov/eISuite/documents_library.htm">http://iba.nwcg.gov/eISuite/documents_library.htm</a>
e-ISuite Glossary	Definition of terms used in the e-ISuite application	Attached as Appendix C
Sample Agency Implementation Plan	Example of a document to assist an Agency in implementing e-ISuite	Attached as Appendix D

## **APPENDIX C: Glossary**

### **A**

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#### **Accounting Code**

A combination of numbers and letters entered by the user to identify the financial account to which transactions will be charged. An accounting code is used when creating payment documents or performing certain transactions (e.g. posting time) that support payment documents for services rendered on an incident. The type of accounting code used is based on the type of incident and response an agency provides.

#### **Adjustments**

A transaction entered in the Time module that either deducts from or adds to an invoice, based on commodities or categories of items. In e-ISuite, those commodities or categories include, but are not limited to, commissary, meals, medical expenses, or travel costs.

#### **Agency**

A government organization that is responsible for the administration of specific functions, such as managing National Forests. In the Incident Command System, agencies are defined as either jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance). Governmental organizations are most often responsible for an incident, although in certain circumstances, private-sector organizations may be included. Additionally, non-governmental organizations may be included to provide support.

#### **Assign**

Assign is the act of associating a resource with an active incident. The resource will participate in the operational tactics of the incident, and their costs will be charged to the incident's accounting code.

#### **Assignment**

An Assignment is the period of time that a resource is associated, or assigned, to an incident. A typical assignment in wildland fire or other emergency is 14 days, but could last from only a few days to 30 days. An assignment may also be defined as a task that is given to a resource to perform within a given operational period. The operational period is defined in the Incident Action Plan.

## C

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### **Contractor**

A person or organization holding a contract with the government to perform a certain task or provide a certain item for the government in support of managing an incident.

### **Cooperator**

Cooperator is a term used to describe a government entity holding an agreement with another government entity to perform a certain task or provide a certain item in support of managing an incident.

### **Cost Group**

A Cost Group is a set of data within an incident that allows a user to identify a portion of costs for which a given agency is responsible. There are multiple Cost Groups for an incident, which are usually identified according to a Cost Share Agreement for that incident.

### **Custom Work Area**

A subset of resources and incidents from one or more Standard Work Areas. Any user can create a Custom Work Area. (See *Work Area definition*)

## D

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### **Delete**

Delete is a user-initiated action that marks data so that it does not appear within the e-ISuite application and is no longer usable. Typically, a user will perform the delete action to remove data that was accidentally or incorrectly entered and needs to be removed. Deleted data will still reside in the database and may be present in backup files and system logs.

### **Disable**

Disable is the act of preventing an item from displaying in e-ISuite so that it can no longer be assigned to an incident, without deleting the data. The resource will display when viewing incidents where the resource was previously assigned. Once disabled, the resource may be viewed by a user with the appropriate role in the View Disabled Resources screen. This user may also return the resource to an enabled state. A user would disable a resource when the resource has dependent data associated with it that prevents it from being deleted (e.g., a resource with time postings that will no longer be used). A user may also want to temporarily prevent a resource from being used with the intent of enabling the resource at a future time.

## **Dispatch Center**

The agency or jurisdictional facility that has the responsibility to assign resources to incidents.

## **E**

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### **e-ISuite**

e-ISuite is a web-enabled application used as a tool for managing an incident. There are two versions of the e-ISuite system: Enterprise and Site.

#### **e-ISuite Enterprise**

The Enterprise system is a centralized application that users can access from a common URL. The e-ISuite Enterprise system requires internet connectivity and can be accessed through a web browser. As a centralized database, the e-ISuite Enterprise system will contain all e-ISuite data (both Enterprise and Site data). A user will login to the Enterprise system and select a Work Area in order to access their data. *(See definition for Work Area below)*

#### **e-ISuite Site**

e-ISuite Site is accessed through a browser, but will not require internet connectivity. It will be run independently from Enterprise to assist an Incident Management Team (IMT) at a remote site. When internet connectivity is available, data can be transferred to and received from Enterprise and will facilitate communication with other applications such as ROSS, ICBS-R, etc.

### **Employment Type**

Within the e-ISuite system, employment type is associated with a government employee using three different mnemonics: FED, AD and OTHER

- FED employment type is assigned to resources that are employed by a federal government agency regardless if they are permanent or seasonal employees.
- AD employment type is assigned to resources hired under the federal Administratively Determined pay plan, or Pay Plan or Emergency Workers.
- OTHER employment type is assigned to all other government employees, including but not limited to state, county or local governments.

### **Enable**

Enable is the act of allowing a previously-disabled item to be accessible by a functional user. This action is only available to a privileged user.

### **Event Type**

Event type is a category that identifies the kind of incident being managed – for example wildfire, flood, hurricane, etc.

## F

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### **Fire Code**

A Fire Code is a type of Accounting Code that applies to multiple Federal agencies for the same Incident. An Incident will only have one Fire Code but may have multiple Accounting Codes. A Fire Code is only applicable to the following five Federal agencies:

- Forest Service
- Bureau of Land Management
- Bureau of Indian Affairs
- Fish and Wildlife Service
- National Park Service

### **Forest Service Region/Unit**

An established set of data that identifies the Forest Service office with jurisdiction for an incident. This information is used in conjunction with the accounting code for the incident. For example, the Region/Unit for an incident on the Willamette National Forest in the Pacific Northwest Region would be 0618.

## I

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### **Incident**

An incident is a type of emergency event that poses a threat to people or property. An incident can be a natural event such as wildfire, hurricanes or tornados; or a man-made event such as an oil spill, bombing or shuttle disaster.

### **Incident Action Plan (IAP)**

The Incident Action Plan (IAP) is a set of strategies and information used to implement objectives for an incident. The IAP outlines where resources will be assigned and what duties they are responsible for carrying out during a given operational period.

### **Incident Group**

A grouping of incidents that allows a user to view and manage all resources associated with the incidents in the group in a flattened view (i.e., all resources will display as if they were assigned to the same incident).

### **Incident Jurisdiction**

The government organization that has authority for an incident.

## **Item Code**

An Item Code is a shortened version of an incident qualification and reflects the position of that resource on an incident. For example, the Item Code FFT1 indicates that a resource is assigned to that incident as a Type 1 Fire Fighter.

## **Item Name**

The description for an Item Code (*see Item Code above*).

## **J**

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### **Jurisdiction**

*See Incident Jurisdiction*

## **N**

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### **NAP – NESS Application Portal**

The NESS Application Portal is a web-based interface to provide a secure unified access point through which information from the NESS will be aggregated to application-specific ports.

### **NESS – National Enterprise Support Service**

Located at the National Information Technology Center, this is the organization that is responsible for providing computer operating environments for US Department of Agriculture information technology systems.

### **Non-Privileged User Account**

A user account that cannot perform administrative functions within e-ISuite, such as creating a user account and assigning roles to that user account. A non-privileged user account only has access to the functionality in e-ISuite associated with their assigned role(s), such as Cost or Time.

## **P**

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### **Permanent Resource**

A permanent resource is used in e-ISuite Enterprise only, and refers to a resource that will reside in a user's Work Area as an inventory item. A permanent resource is typically a local resource that will be used multiple times throughout the year.

### **Primary Resource**

Primary resource references the "main" name of a resource. For example: A crew of 20 individual firefighters is called the Zig Zag IHC, which would be the primary resource name recorded on the resource order, C-3. The individual crew members would be subordinate resources to the Zig Zag IHC, and would have resource

orders using the crew's order number – i.e. C-3.1 for Joe M Superintendent, C-3.2 Scotty Squadboss, C-3.3 Filipe Faller, etc. In most cases, the subordinate resources are rostered to the primary resource, creating a hierarchy of resources.

## **Privileged User Account**

A user account limited to the ability to change the roles of another user account. A privileged user account does not have access to any of the functional areas within e-ISuite, such as Cost or Time.

## **Q**

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### **Quick Stats**

An area in the e-ISuite application where a user can quickly view statistics on the number and type of resources assigned to an incident.

## **R**

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### **Reassign**

Reassign generally means a change in the assignment of a resource during the same mobilization period. Example 1: Jose Rivas was originally assigned to the Rattle incident as a Field Observer. The Rattle incident no longer needs Jose Rivas and he has time left on his 14 day assignment. The Done Rock incident puts an order in for a Field Observer, and the order is filled with Jose. The user reassigns Jose Rivas from Rattle to Done Rock in e-ISuite. Example 2: Jose Rivas was initially assigned to Rattle as a Field Observer. The IMT decides they really need a Safety Officer, which is also one of Jose's qualifications. Jose is reassigned within the Rattle incident as a Safety Officer.

### **Reference Data**

A common set of values a user can select when adding or editing data.

### **Request Number**

A number assigned to a resource when the resource is dispatched to an incident through the Resource Ordering and Status System. Also known as a Resource Order Number.

### **Restricted Incident**

An incident that was set up so that only specified user accounts have access to manage the resources. This term applies to e-ISuite Enterprise only.

### **Restricted Work Area**

A Work Area that includes restricted incidents that can only be managed by specific users. Each user account will have a Restricted Work Area that includes the restricted incidents to which that user has access.

## Role

When assigned a particular role, a user account is authorized to access specific data and perform specific functions within the e-ISuite system. A user account may have more than one role associated to it, but will not have both privileged and non-privileged access combined. For example: a user account assigned the Check-In role will only be able to perform the functions associated with checking in a resource at an incident. A privileged user account is the only user account that can assign or edit roles.

## ROSS

The Resource Ordering and Status System used by dispatch offices nationally to dispatch resources to wildland fire and other emergency incidents.

## Roster

Roster is the act of associating one resource to another resource with one resource being the primary resource and the other being a subordinate resource, creating a hierarchy of resources. This association can be created from within the e-ISuite application or passed from the ROSS application to e-ISuite. Example: An e-ISuite user wants to manage an engine and crew members as one resource. The user performs the steps to associate, or roster, the crew members to the engine.

## S

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### Shared Work Area

A Standard or Custom Work Area where access was given to one or more user accounts that would not otherwise have access to that Work Area.

### Standard Work Area

A Work Area that is based on the primary dispatch center associated with a user account. *See Work Area definition below.*

## Status

The status of a resource identifies in which state the resource resides on an incident in the e-ISuite system. The following is a list of the terms that define the state of a resource:

- Filled – the order for a resource has been filled, but the resource has not yet checked in.
- Checked-in – the resource is at the incident in an active state.
- Pending Demob – the resource will soon be leaving the incident.
- Demobed – the resource is no longer assigned and has left the incident.
- Reassigned – the resource was given a new assignment at a new incident.

## Subordinate Resource



A resource that is secondary in a hierarchy to the Primary Resource. For Example: A crew member is a subordinate resource to the Crew; an engine operator is a subordinate resource to the Engine. (*See Primary Resource*)

## T

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### **Task Force**

Different types of resources that have been grouped together to perform a specific set of duties on an incident.

## U

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### **Un-Roster**

Un-roster is the act of removing the association of a subordinate resource from its primary resource. The subordinate resource becomes an individual resource and is no longer associated with the primary resource for future actions.

### **Unit ID**

A national system used to shorten the name and location of a government entity. For example, the Unit ID of Yosemite National Park in California is CA-YNP.

### **User**

A user is an individual who has access to the e-ISuite software via a user account login. There are two general types of users: A functional user, who has access to the operational aspects of e-ISuite (e.g., resources, time, cost) and an account manager, who has access to system functions (e.g., user accounts). An account manager user account cannot have access to operational areas of e-ISuite.

Example of a functional user: A user that has access to the Cost functions.

Example of an Account Manager: A user that has access to create user accounts.

### **User Group**

A set of user accounts that facilitates quickly adding users to an incident, incident group or shared work area.

## W

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### **Work Area**

Work Area applies to e-ISuite Enterprise only, and determines the incidents and resources to which a user will have access, based on the dispatch center boundaries

associated with that user. There are three types of Work Areas: Standard, Custom and Shared.

**Standard Work Area:**

A Standard Work Area is the user's default "home page" when logging into Enterprise. It reflects a collection of incidents and resources within a geographic area defined by the dispatch center boundaries associated with the user. For example: a user assigned to the Shoshone National Forest would have access within e-ISuite to all units, incidents and resources that are managed by the Cody Interagency Dispatch Center.

**Custom Work Area:**

A Custom Work Area is a subset of resources and incidents from one or more Standard Work Areas. Any user can create a Custom Work Area.

**Shared Work Area:**

A Standard or Custom Work Area where access was given to one or more user accounts that would not otherwise have access to that Work Area.

## **APPENDIX D: Sample Agency Implementation Plan**

**Date:** May, 2011

**Prepared by:**

**Topic:** Implementation Plan for e-ISuite

### **History**

The I-Suite application is a portable, client/server application that can be used at any incident to capture data and to help manage resources and costs at remote incident locations. The application is organized into modules based on the Incident Command System (ICS). The data captured within I-Suite includes check-in data, plans, demobilization, time, cost, injury/illness, and supply.

e-ISuite is the next generation version of I-Suite and, when fully implemented, will replace the current I-Suite application. The e-ISuite system is a web browser (i.e., Internet Explorer) enabled application for use at the Incident Command Post (ICP) and in agency offices to manage emergency incidents and planned events. Used in agency offices, e-ISuite Enterprise will bring most of the current I-Suite capabilities to users connected to agency networks via the internet. At that level, it can be used for activities such as initial attack, type 3, 4, and 5 incidents, search & rescue incidents, and to generate invoices or timesheets for casual hires supporting activities such as training, dispatch, and cache work. e-ISuite Remote Site will be used at an incident similar to the way current I-Suite is used, with capability to interface with e-ISuite Enterprise. If access to the internet is not available, the incident data can be loaded onto a portable media device and downloaded to e-ISuite Enterprise. e-ISuite Enterprise will have the ability to store the entire life-cycle of the incident and provide upward reporting capability previously not available in I-Suite.

There is no software to be installed on the user's computer and no software licenses required to use e-ISuite. Each user will only require a web browser to run the application.

### **Benefits**

- Integration with other systems
  - ROSS
  - FireCode
  - Albuquerque Service Center
  - Other Agency payment centers and financial systems as capability is developed
- Centralized Enterprise system
  - Ability to track costs beginning with initial-attack on a local unit
  - Issue payment documents as needed for local incident
  - Data Warehouse/Operational Data Store allows for data-mining capability
- Ability to manage data based on incident type (e.g. hurricane, oil spill, fire, special event)
- Ability to transfer information between Site and Enterprise
- Ability to gather information on a local/geographic/national scale for upward reporting
- Enhanced security
- Ease in preparing local pay documents
- Ability to track costs for the entire life-cycle of an incident

### **e-ISuite Timelines:**

Implementation of e-ISuite is targeted to begin in June 2013, with full implementation by the end of October 2013. The target date to de-commission the current I-Suite program is December 2014, however after e-ISuite is implemented only limited updates to I-Suite will be provided (e.g. AD rates will be updated and the Helpdesk will still address questions). Once I-Suite is

decommissioned, no further development or support by the IBA Project Team or the Interagency Incident Application Helpdesk will be provided to the current I-Suite application.

**Testing Timelines:**

A two-phased approach will be used for subject matter expert (SME) testing that will incorporate both the Site and Enterprise functional areas in each phase. The Phase 1 SME testing target is January 2012 and will include login, user accounts, incidents, resources, time, ROSS import, and associated reports. The Phase 2 SME testing target is November 2012 and will include the cost module, IAP, custom reports, additional audit functionality, financial export, supply, and injury & illness. Field/user acceptance testing target dates are March - May 2013.

The following individuals have volunteered to assist in field testing e-ISuite:

- *(Insert names)*

**Implementation Plan:**

All units hosting an incident or event shall use e-ISuite Site to record time, print timesheets and track and report costs. e-ISuite Enterprise will be used by all units with high occurrences of SAR, all-hazard incidents, prescribed burn projects, step-up or severity funding.

e-ISuite will require that each Agency establish Account Managers. The Account Manager will have the following responsibilities:

- Retrieve requests for User Accounts (This process is still under development and will be available prior to deployment)
- Review and approve User Accounts
- Establish User Accounts (both other Account Managers and regular User Accounts)
- Edit or delete an existing User Account
- Enable or disable a User Account
- Add, edit or delete a User Group

The following positions have been identified as Account Managers for *(Agency)* for e-ISuite:

- *(Insert names)*

Within e-ISuite, access to the different functional areas will be governed by roles that are requested at the time the User Account request form is submitted. A User Account may have one or more of the roles assigned, and the roles should be consistent with their expected performance either at the Enterprise level or at the Site level. However, a functional area User Account will not have the Account Manager role assigned to it, which is not to say that an Account Manager cannot be a functional user or vice versa. In that case, the user will have two User Accounts; one that allows the Account Manager access, the other to allow access to the functional areas. The roles in e-ISuite are as follows:

- Check-in/Demob
- IAP
- Time
- Cost
- Injury/Illness
- Supply
- Supply Clerk
- Supply Communications
- Data Steward

- The (Agency) has identified the following positions as responsible for the use of e-ISuite Enterprise at the local unit:

- *Name of position*
- *Name of position*

**Training Plan:**

The e-ISuite Project Team will conduct Train-the-Trainer sessions for all personnel identified by their respective agencies. The following individuals volunteered to enroll in the Train-the-Trainer course for e-ISuite:

- *(Insert names)*

These trainers will be responsible to train the local unit users on a *(Regional, Park, geographic area basis – whatever is determined to be the best approach)*. The trainers will have responsibility to coordinate, schedule and conduct training sessions until all of the individuals in the positions identified above have been trained.

**Key (Agency) contacts:**

(Agency) points of contact will be \_\_\_\_\_, all of whom will be tasked with:

- promoting the use of e-ISuite;
- communicating issues to the e-ISuite Project Team;
- answering questions from the users or managers on agency implementation; and
- staying current with the application, the project team, and the (Agency) national incident business lead.

Fire & Aviation Management will fully support these employees and units who have agreed to become trainers by fully funding one train-the-trainer session (including travel costs for trainers and trainees). Units will also provide the time and funding for the individuals identified in the Plan to attend training sessions to become proficient in the use and application of e-ISuite. It is understood that trainers will be available to units that need assistance with the e-ISuite program. (Agency) fully supports the e-ISuite initiative and will implement its use Service-wide for *(include all program areas intended to use e-ISuite, e.g. all incidents/events, including suppression, severity, step-up, prescribed fire projects, and all-hazard incidents)*.

Reviewed by:

Approved by: *(Approval and/or Review according to Agency protocol)*