APPENDIX C

IQS SUPPORT INFORMATION

Support Policy

All questions must be directed through your state's IQS Administrator. If IQS is distributed to other agencies within your state, they must all use these procedures. The administrator will proceed as follows: 1) Check the IQS web FAQ http://www.vdatasys.com/iqs for frequently asked IQS questions and answers, 2) then contact one of the regional IQS Development Team members for assistance. The regional team member will contact the support contractor if they are unable to solve the problem.

The above process will allow for efficient use of the contract support funds.

If your state has a special need that you would like to see incorporated into the software, please contact your regional IQS Development Team member listed below, to discuss whether this enhancement could be included in the next release of the software:

Contact Information

Northeastern States Representatives
Steve Maurer – State of New Jersey – 609-984-3851 – smaurer@dep.state.nj.us
Mike Bowden – State of Ohio – 614-265-1088 – Michael.Bowden@dnr.state.oh.us

Southern States Representatives
Dean Groe – State of Florida – 407-251-2352 – groed@doac.state.fl.us
Ira Jolly Jr. – State of Florida – 850-487-2060 – jollyi@doacs.state.fl.us

Western States Representatives
Mike Kopitze – State of Montana – 406-542-4223 – mkopitzke@state.mt.us
Keith Smith – State of Washington – 360-902-1321 – keith.smith@wadnr.gov

List of Publications

The following publications contain standards on which much of the IQS system is based upon.

UNIT IDENTIFIERS, April 1997, NFES #2080

WILDLAND FIRE QUALIFICATION SUBSYSTEM GUIDE, January 2000, PMS 310-1, NFES #1414

Both publications are available from:

National Interagency Fire Center
Great Basin Cache Supply Office
3833 South Development Avenue
Boise, ID 83705
http://www.nifc.gov

Documenting Problems

The following error sheets should be used to document a problem when encountered. Fax or e-mail the error log to your IQS support person.

A. CONTACT INFORMATION   (LEAVE BLANK)

Date:	IQS Version:	Priority/ Complexity	
IQS Support Contact:		Reference No.:	
Users Name:		Status:	
Users Phone/Fax/Email:			

B. SYSTEM INFORMATION
(X EACH THAT APPLY)

	WINDOWS 98
	WINDOWS NT/2000
	WINDOWS XP
	STAND-ALONE PC
	LAN
	WAN

C. PROBLEM LOCATION - WHERE DID THE PROBLEM OCCUR WITHIN THE IQS SYSTEM?
(MARK WITH X NEXT TO SYSTEM MODULE)

	IQS MAIN MENU		**PERSON/ORG**	
	CERTIFICATIONS		**POST FITNESS**	
	QUALIFICATIONS		**POST EXPERIENCE**	
	TRAINING		**REPORTS**	
	EXPERIENCE		**TRAINING**	
	TASK BOOKS			WORKFORCE REQUIREMENTS
	TARGET POSITIONS			TRAINING NEEDS ANALYSIS
	SYSTEM ADMINISTRATION			SCHEDULE TRAINING
	USERS AND GROUPS			STUDENT SELECTIONS
	ORGANIZATIONAL LEVEL ACCESS			POST COURSE RESULTS
	IMPORT/EXPORT/COMPACT (CIRCLE ONE)			INSTRUCTORS & COORDINATORS
	PREFERENCES			**INSTRUCTOR/COORD QUALS/HISTORY**
	MAINTAIN REFERENCE DATA – (WRITE IN SCREEN NAME)			

D.   SPECIFICS - PLEASE PROVIDE THE EXACT STEPS YOU DID WITHIN THE SYSTEM PRIOR TO RECEIVING THE ERROR:

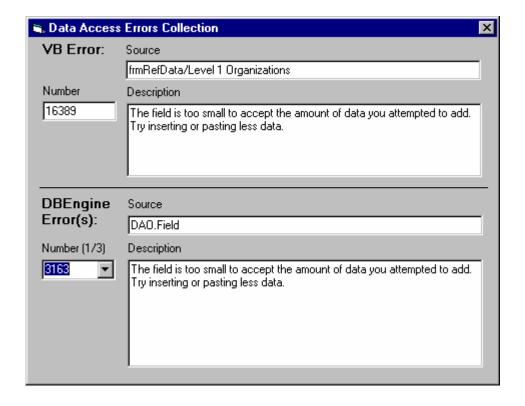| |
|---|
| |

E.   ERROR MESSAGE - PLEASE WRITE THE ERROR MESSAGE(S) BELOW EXACTLY HOW IT APPEARS ON THE SCREEN:

HAS ERROR OCCURRED PREVIOUSLY?

F. PLEASE LIST THE STEPS YOU HAVE TAKEN TO CORRECT THE PROBLEM OR ANY OTHER INFORMATION YOU FEEL IS PERTINENT.

SAMPLE ERROR DISPLAYS.