

Important Transition Dates

- February 26th
 - IQS V6 is available for download
 - After installing IQS V6
 - Make sure you have the passphrase saved from your IT that was provided during the installation. You will need it later.
 - Go to **Enter Required Information for IQSv6** section in this document and follow the instructions to ready your IQS data for integration.
 - Contact your IQS Regional Representative to schedule your connection to the IRWIN Integration Service.
 - Make sure you have the passphrase from your IT that was provided during the installation.
 - Your IT department DOES NOT need to be involved for completing the IRWIN connection. This is done by an IQS user with the role of IQSManager.
- March 5th
 - ROSS Management is Disabled in IQS v6.
 - You can continue using IQS as normal with the exception of process pending ROSS requests.
- March 10th
 - IQS V6 begins connecting to IRWIN Production

IQS V6 - Getting Started with IRWIN Integration

The purpose of this guide is to help IQS users understand the integration features within IQS V6. The Resource Ordering and Statusing System (ROSS) is being decommissioned on March 5th and replaced by a new system called IROC. For IQS systems that currently connect to ROSS, IQS v6 has been modified to use the IRWIN integration service to pass resource, qualification and experience data between IROC and IQS.

IQS V6 Integration Features

The list below represents a summary of features new in IQSv6 for connecting to the IRWIN integration service.

1. The direct connection to ROSS will be replaced by a real-time connection to IRWIN.
2. IROC and some CAD's(Computer Aided Dispatch programs such as Texas FS Wires) will read overhead resource information from IRWIN.
3. The connection to ROSS will remain functional until ROSS is decommissioned at 2400 EST on March 5th, 2020.
4. An IRWIN username and password will be required for each installation of IQS. Steps for applying for IRWIN credentials have been sent to you via your geographic IQS representative.
5. The "ROSS" checkbox on Person/Org and Qualifications is now labeled "Integration".
6. Person/qualification updates will be sent to IRWIN by background processes rather than manually sending the updates. Unsuccessful updates can be reviewed, reconciled and resent.
7. All resources shared through IRWIN will be assigned a unique IRWIN resource ID. The Resource Clearinghouse ID will no longer be generated or used. However, the RCID will still be visible on those records that have one for purposes of resolving possible duplicate resources.
8. Reconciling potential duplicates will be handled by the IQS Manager as there will no longer be a "Resource Clearinghouse".
9. IQS will share the "Dispatch Level" on National, Compact, and State qualifications allowing IROC users to fill compact orders.
10. Experience will be available for all incidents including initial attack when tracked by IRWIN-integrated systems. Experience will be updated nightly. The current functionality in IQS for entering an incident and experience directly will not change.

Enter Required Information for IRWIN Integration

Once IQSv6 has been successfully installed on your IQS server, you will need to prepare your database for the IRWIN integration. The IRWIN Integration will require additional fields to be entered on the Person/Org page in addition to the fields that were required for ROSS.

NOTE: It is important to enter the required fields for as many resources as you can before actually connecting to the integration service which is explained in the next section.

Person/Org and Certifications

The **ROSS** check-box has been replaced with an **Integration** check-box. When upgrading from IQSweb V5.0 to IQSweb V6, persons that had the ROSS box checked will now have the Integration box checked. Likewise, the qualifications that were checked for ROSS will also be checked for integration.

1. Go to the Person/Org page, and enter the required integration fields for the persons you want to send to the integration service.
2. Optional - Go to the Certifications page and review the qualifications that will be sent to the integration service.

All the required fields for IRWIN are shaded green just as they were with ROSS. The NEW required fields are:

- **Home Unit** (IQS will copy the value in Provider to this field during the v. 6 installation process)
- **Email Address**
- **Work/Cell Phone**
- **Alt Cell Phone (Optional)**
- **Birth Month Day**

Person/Organization

*Last Name: <input type="text" value="Bender"/>		*First Name: <input type="text" value="Michael"/>	Middle: <input type="text" value="Lee"/>	(Tag): <input type="text"/>
IQS ID: <input type="text"/>	Quals Updated: <input type="text" value="MM/DD/YYYY"/>	Fitness Level: <input type="text" value="Arduous"/>		
RC ID: <input type="text"/>	Review Date: <input type="text" value="MM/DD/YYYY"/>	Certifier: <input type="text" value="Affuso, Julian"/>		
Integration? <input checked="" type="checkbox"/>	Job Title: <input type="text"/>	Effective: <input type="text" value="11/30/2019"/>		
Dispatch: <input type="text" value="TXTIC"/>	Emp. Status: <input type="text" value="Permanent Full Time (ROSS)"/>	Expires: <input type="text" value="11/30/2020"/>		
Provider: <input type="text" value="TXTXS"/>	Ant. Sep. Date: <input type="text" value="MM/DD/YYYY"/>	Comments: <input type="text"/>		
Home Unit: <input type="text" value="TXTXS"/>				
*State-NWCG: <input type="text" value="TXTXS"/>	Station: <input type="text"/>	Work/Cell Phone 1: <input type="text" value="111-222-1234"/>		
*Org Level 1: <input type="text" value="TXF"/>	Address: <input type="text"/>	Work Phone 2: <input type="text" value="222-345-6789"/>		
*Org Level 2: <input type="text" value="(Placeholder)"/>	Home Address: <input type="text"/>	Alt Cell Phone: <input type="text" value="111-234-3434"/>		
*Org Level 3: <input type="text" value="(Placeholder)"/>	City, State, Zip: <input type="text"/>	Pager: <input type="text" value="- - -"/>		
*Org Level 4: <input type="text" value="(Placeholder)"/>	Email Address: <input type="text" value="mbender@txfs.org"/>	Fax Number: <input type="text" value="- - -"/>		
*Org Level 5: <input type="text" value="(Placeholder)"/>	Home Phone: <input type="text" value="- - -"/>			
Archive: <input type="checkbox"/>	Allergies: <input type="text"/>	Team/Crew: <input type="text"/>		
Birth Month Day: <input type="text" value="08/06"/>	Medications: <input type="text"/>	Jet Port 1: <input type="text" value="DFW"/>		
Sex: <input type="text"/>	Clothing Sizes: <input type="text"/>	Jet Port 2: <input type="text"/>		
Height: <input type="text"/>	Emergency Contact Info: <input type="text"/>	Comments: <input type="text"/>		
Weight: <input type="text"/>				
<input type="button" value="Save Changes"/> <input type="button" value="Cancel Changes"/>				

NOTE: It is strongly suggested to enter a person's middle name or initial as it will reduce the possibility of conflicting with an existing person in IRWIN.

Connect IQS to IRWIN Integration Service

PLEASE, before proceeding CONTACT your IQS Regional Representative to Schedule an appointment to receive your IRWIN credentials and complete the connection.

Once you have completed entering the required Integration data on the Person/Org screen, you can then connect IQS to the service to begin sending persons and their qualifications to IRWIN.

To connect your IQSweb V6 to IRWIN:

1. Log into IQSweb V6.0 as a user with IQS Manager role.
2. From the IQS main menu, go to **Administration/IQSweb Settings**.
3. Click on the new tab at the far right "**Integration Settings**".
4. Enter the Default Contact Information and then click "**Save Contact Information Settings**". See below for a description of how this information will be used in IQS.
5. Enter the Integration Authentication Settings and click "**Save Integration Settings**".
 - a. Your IQS Regional Representative will help you to complete this section.
6. If the Integration Settings are successful, you will get a notification that the settings were successful.
7. Click the **Refresh** button on the Integration Status to also verify the connection is now successful.

IQSweb Settings

System Settings	IQSweb News	Email Settings	Integration Settings
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Integration Status

The integration certificate is missing or not set up properly.

Default Contact Information

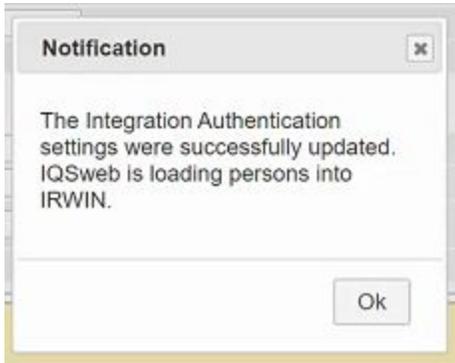
* Name:	<input type="text" value="Jim Mortland"/>
* Phone:	<input type="text" value="555-445-5454 x342342"/>
* Email:	<input type="text" value="mortlandj@saic.com"/>

Integration Authentication Settings

* Pre-Production Integration Username:	<input type="text"/>
* Pre-Production Integration Password:	<input type="text"/>
* Integration Username:	<input type="text"/>
* Integration Password:	<input type="text"/>
* Integration Certificate Passphrase:	<input type="text"/>

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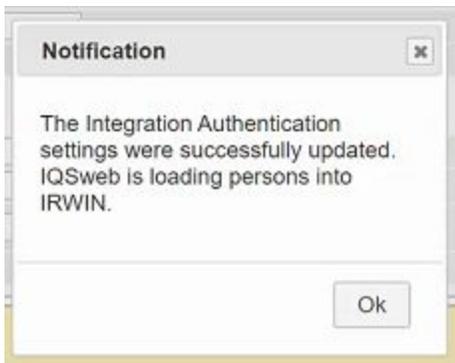
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Integration Status – indicates if IQS is successfully connected to IRWIN. Click the REFRESH button to update the status.

Default Contact Information – Enter the default name, phone and email sent with an update to IRWIN and then click “Save Contact Information Settings”. This information is used when needing to contact another system to resolve duplicates, prepare for transfers, etc.

Integration Authentication Settings – Enter the IRWIN username, password that was provided to you by the IRWIN team. Then enter the PASSPHRASE Key that was provided to you during the installation. Click “Save Integration Settings”. Once these settings have been saved, click REFRESH on the integration status and the green “Successful” should be displayed.



Check the Integration Logs

Once your IQS system is successfully connected to IRWIN, the persons and qualifications that have been checked for integration will begin flowing into IRWIN. Once they are in IRWIN, they will be read by IROC.

1. From the IQS main menu, go to **Integration/Integration Management** to view the history of transactions and look for requests that may have failed.
2. Click on the **Batch Processing** tab to further inspect the integration results.
 - a. It may take several hours up to a few days for batch processing results to appear, depending on the number of persons who were marked for integration.
 - b. Your IQS Regional Representative can help you better understand this section.

The screenshot displays the 'Integration Management' section of the IQSweb application. The 'Batch Processing Results' table shows the following data:

Start Date/Time	End Date/Time	Job	Type	Action	Total	Successful	Error
02/25/2020 04:00:07	02/25/2020 04:00:09	Inactive Qualifications Removed from IRWIN	Qualification	Delete	0	0	0
02/25/2020 03:30:15	02/25/2020 03:30:15	Inactive Persons Removed from IRWIN	Persons	Delete	0	0	0
02/25/2020 03:00:12	02/25/2020 03:00:22	Update Qualifications in IRWIN	Qualification	Update	13	13	0
02/25/2020 02:30:07	02/25/2020 02:30:10	Qualifications Added to IRWIN	Qualification	Add	3	0	3
02/25/2020 02:00:07	02/25/2020 02:00:07	Update Persons in IRWIN	Persons	Update	0	0	0
02/25/2020 01:30:19	02/25/2020 01:30:19	Persons Added to IRWIN	Persons	Add	0	0	0
02/25/2020 00:30:08	02/25/2020 00:30:10	Update Qualifications in IRWIN	Qualification	Update			
02/25/2020 00:00:11	02/25/2020 00:00:19	Import Jobs from IRWIN	Capability Types	Update	547	547	0
02/25/2020 19:12:05	02/25/2020 19:19:59	Qualifications Added to IRWIN	Qualification	Add	882	888	4
02/25/2020 19:09:17	02/25/2020 19:12:05	Persons Added to IRWIN	Persons	Add	252	252	0
02/25/2020 19:08:12	02/25/2020 19:08:17	Import Jobs from IRWIN	Capability Types	Update	547	547	0

The 'Details' table shows the following data:

Person	Qualification	Type	Action	Outcome
BARRETT, WILLIAM THOMAS	RESL - WF - Resources Unit Leader	Qualification	Update	Success
BARRETT, WILLIAM THOMAS	SRKN - WF - Status/Checklist Recorder	Qualification	Update	Success
BARRETT, WILLIAM THOMAS	DMOB - WF - Demolition Unit Leader	Qualification	Update	Success
BARRETT, WILLIAM THOMAS	PSC2 - WF - Planning Section Chief Type 2	Qualification	Update	Success
BARRETT, WILLIAM THOMAS	PSC3 - WF - Planning Section Chief Type 3	Qualification	Update	Success
MILAM, TODD M	ENGB - WF - Engine Boss, Single Resource	Qualification	Update	Success
MILAM, TODD M	FFT1 - WF - Firefighter Type 1	Qualification	Update	Success
MILAM, TODD M	FFT2 - WF - Firefighter Type 2	Qualification	Update	Success
MILAM, TODD M	ICT1 - WF - Incident Commander Type 4	Qualification	Update	Success
MILAM, TODD M	STEN - WF - Strike Team Leader Engine	Qualification	Update	Success
MILAM, TODD M	TFLD - WF - Task Force Leader	Qualification	Update	Success
MILAM, TODD M	HEQB - WF - Heavy Equipment Boss, Single Resource	Qualification	Update	Success
MILAM, TODD M	STEQ - WF - Strike Team Leader Heavy Equipment	Qualification	Update	Success

Batch Processing

After the initial connection the IRWIN Integration Service, IQSweb V6 sends updates to IRWIN immediately whenever possible (e.g. adding a person who is marked as an Integration resource on the Person/Org page will immediately send the update to IRWIN).

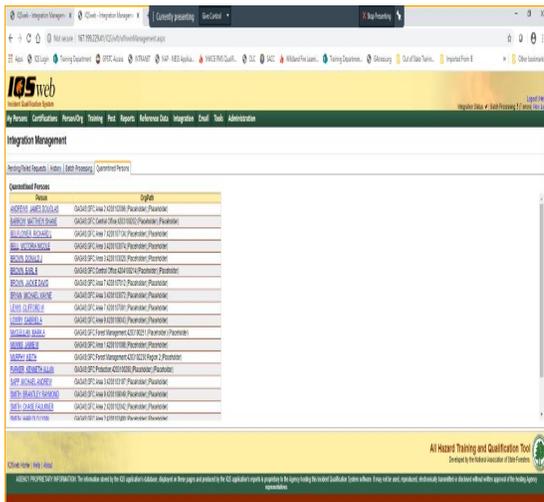
IQSweb V6 also utilizes background processing to send batch updates (e.g. importing experience records or removing inactive qualifications) to IRWIN. The background processing jobs are scheduled and most run nightly. If a system is shut down overnight, the processing jobs will resume in the morning when the system is restarted.

Technical Note: The IQSweb V6 installer will modify the IIS application pool that the IQSweb application uses to always be running and to automatically start when the system is restarted. **If the IQSweb application files are originally installed to a test server and then copied to a production server, contact your IQS Regional Representative to determine how to enable the IIS changes needed for the batch processing.**

Resolving Potential Duplicates

If a person is checked for “integration”, the first time that person is saved in IRWIN, several criteria are checked against existing persons within IRWIN to ensure the person being entered is unique. For potential duplicates that need further inspection, the record will be quarantined. The following rules will ensure uniqueness. If there is an exact match found that already exists, the record will not be successfully submitted.

- NameFirst plus NameLast plus NameMiddle plus HomeDispatch plus ProviderUnit plus BirthMonthDay must be unique.
- If NameFirst plus NameLast plus NameMiddle plus BirthMonthDay match, the resource is quarantined.
- If all but one of the following are the same, the resource is quarantined - NameFirst plus NameLast plus NameMiddle plus HomeDispatch plus ProviderUnit plus BirthMonthDay.
- If the BirthMonthDay plus the NameLast match, the resource is quarantined.
- If the BirthMonthDay plus the NameFirst plus NameMiddle (first letter) match, the resource is quarantined.



When a resource is “quarantined”, IQS will allow you to inspect the record and resolve the potential duplicate.

1. From the **Integration Management** screen, click on the **Quarantined Persons** tab.
2. A list of quarantined persons will be displayed.
3. Click the Person’s Name link and you will be displayed with a list of persons that are potentially in conflict with the person you have entered. Inspect the information displayed. You may need to reach out to another agency if you suspect the person you are trying to enter is currently owned by another agency. If that is the case, you will need to work with that agency to have them transfer that person OUT of IRWIN.
 - a. Please work with your IQS regional representative if you have questions about this process.

Refreshing List... ✕

The Integration operation was successful with below conflicts.

OperationalName	ManagerContactInfo
> Andrews, Keith S	IQCS Contact: Matthew Kilgriff Phone: 9076561222 Provider Unit ID: AKGAD E-mail: mkilgriff@bim.gov

Records Per Page: 5

IQS - Person Duplicate Resolution

The person you are trying to enter has been identified as a potential duplicate with:

	Integration	IQS
First Name:	Keith	JAMES
Last Name:	Andrews	ANDREWS
Middle Name:	S	DOUGLAS
Month/Day:	0924	0924
Home Dispatch:	AKGADC	GAGASC
Provider:	AKGAD	GAGAS
Home Unit:	AKGAD	GAGAS
Parent Resource ID:	{5F588363-DC04-429C-B616-AC7E083C46D1}	
System of Record:	iqcs	
Manager Contact Info:	IQCS Contact: Matthew Kilgriff Phone: 9076561222 Provider Unit ID: AKGAD E-mail: mkilgriff@bim.gov	
Valid:	Yes	
Quarantined:	No	

Choose One of the Following to Continue:

This is the **SAME** person, do not add my person

This is the **SAME** person, take over the person's record

This is **NOT** the same person, add my person

No Integration Capability.
No Integration Experience.

What Screens have Changed

This section gives you a quick summary on the changes made to each screen for V6 to accomplish the new integration process.

Help/About

IQSweb
Incident Qualification System

About IQSweb

Program Version: V6.0.0 Alpha

Database Version: V6.0.0 Alpha

IRWIN Connection: **Successful**

IRWIN Environment: OAT

ROSS Connection: **Successful**

Total Persons: 3379
Total Integration Persons: 472

SQL Server Version: 11.0.5058.0 Enterprise Edition (64-bit)

Database Size: 314.13 MB

[File Download Test](#) - Click this link to ensure that your browser pop need to make adjustments to your browser settings if you cannot c

- IRWIN Connection - status of connection to IRWIN.
- ROSS Connection - will disappear after March 5th, 2020
- Total Integration Persons - has replaced Total ROSS Persons

Integration Status Header on All Pages

Integration Status: ✓ | Batch Processing: ! (5 errors) [View Logs](#)

[Logout](#) | [Help](#) |

The Integration Status shows the current status of the IRWIN connection. If it is an exclamation point, that means that IRWIN is currently unavailable to the IQS instance. If there is a checkmark (as above), the IRWIN connection is successful.

IQS Managers will also see the current state of the batch processing jobs that ran in the past 24 hours. If all the jobs were successful, there will be a checkmark. If any of the updates sent to IRWIN failed, there will be an exclamation mark with the count of how many updates failed. To see more details on the failed updates, click the **View Logs** link to go to

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the Integration Management page. From there, you can select the job that had the error and view the details, which will show which person records were rejected by IRWIN.

[more to come...