

DETAILED LESSON OUTLINE

- COURSE: ROSS Dispatch – Advanced
- UNIT: 4 – Merge Incidents
- SUGGESTED TIME: 1 Hour 30 Minutes (0:45 Lecture, 0:45 Practice)
- TRAINING AIDS: Computer projector, screen, PowerPoint presentation, computers (one for instructor and one per trainee) with Internet connection.
- OBJECTIVES: Upon completion of this unit, the trainee will be able to:
1. Grant Merge Authority to another dispatch.
 2. Merge two incidents.

ADVANCED UNIT 4 – Merge Incidents

Changes since last version:

1. None.

OUTLINE	AIDS & CUES
<p>INTRODUCE THE UNIT.</p> <p>PRESENT UNIT OBJECTIVES.</p> <p>Summary.</p> <ul style="list-style-type: none"> • Accessed by 'Incident' menu. • Only users with 'Dispatch Manager' role can access. • Used to merge one incident (source) into another incident (destination). After merge only destination incident remains open. • Incidents being merged do not have to be managed by same dispatch, and do not have to involve dispatches at same level in dispatch hierarchy. <p>BEFORE CONTINUING THE UNIT LECTURE:</p> <ul style="list-style-type: none"> • PERFORM A QUICK, UNINTERRUPTED WALK-THROUGH OF THE SCREENS AND MAJOR FUNCTIONS TO BE COVERED IN THIS UNIT. • USE THE 'EXTRA' RESOURCES IN THE TRAINING DATABASE AS APPROPRIATE TO DEMONSTRATE MAJOR ACTIONS. • DO NOT FIELD STUDENT QUESTIONS DURING THE WALK-THROUGH (HAVE STUDENTS SAVE THEIR QUESTIONS FOR THE LECTURE). 	<p>04-01-ROSSD-SL</p> <p>04-02-ROSSD-SL</p> <p><u>Log into Pagosa Springs Dispatch.</u></p> <p>Select Merge Incidents under Incident menu.</p>

OUTLINE	AIDS & CUES
<p>I. 'Set Filter for Incidents' Section of the Screen - Filter for desired incidents.</p> <p>II. 'Incidents' Section of the Screen</p> <ul style="list-style-type: none"> • Following incidents cannot be merged: Preposition, Complex, and Closed. • Internal incidents can be merged into External incidents and vice versa. • Table columns of note: <ul style="list-style-type: none"> – Non-Local – Non-local incidents display because another dispatch has granted your dispatch authority to merge the non-local incident into one of your incidents. – Merge Authority – Displays non-local dispatch that has granted authority to your dispatch to merge the incident into one of your incidents. <p>III. 'Action' Button.</p> <p>A. Grant Merge Authority – Allows your dispatch to authorize another dispatch to merge your incident into one of their incidents.</p> <ul style="list-style-type: none"> • An incident can only have one authorized merge dispatch at any one time. • Selected incident cannot have already been identified as a Source or Destination incident. • Merge authority cannot be granted to a status-only or external dispatch. • Use 'Grant Merge Authority' dialog box to select organization that will perform the merge. • Displays dispatches that are not status-only, external, or removed. Does not display external supply caches. <p>B. Clear Merge Authority – Removes merge authorization that had been granted to a dispatch for selected incident.</p>	<p>Click Filter button.</p> <p>Select <u>Teller Peak</u> incident.</p> <p>Click Action. Select Grant Merge Authority.</p> <p>Search for and select <u>Buena Vista</u> Dispatch. Click OK.</p> <p>Click Action. Display drop-down list.</p>

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<p>C. Set Source Incident – Used to designate incident that is being merged into another incident.</p> <p>D. Set Destination Incident – Used to designate incident into which ‘Source’ incident is being merged. Destination incident cannot be non-local (i.e., can only merge a non-local incident into your local incident).</p> <p>POINT OUT THAT INCIDENTS DISPLAY IN THE ‘SOURCE INCIDENT’ AND ‘DESTINATION INCIDENT’ FIELDS.</p> <p>E. Merge Incidents – Used to merge Source incident into Destination incident. Option only displays after both Source and Destination incidents have been set.</p> <ul style="list-style-type: none"> • Cannot perform a merge if: <ul style="list-style-type: none"> – Destination incident does not have a default financial code, and either of following requests exists on Source incident: <ul style="list-style-type: none"> ▪ Request that is pending with an external supply cache. ▪ Open request with a resource whose original assignment was filled by an external supply cache. 	<p><u>LOG OUT of Pagosa Springs Dispatch.</u></p> <p><u>LOG IN to Buena Vista Dispatch.</u></p> <p>Select Merge Incidents under Incident menu.</p> <p>Click Filter button.</p> <p>Select <u>Teller Peak</u> incident. Click Action. Select Set Source Incident.</p> <p>Select <u>Sage Brush Hill</u> incident. Click Action. Select Set Destination Incident.</p> <p>Click Action.</p>

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<ul style="list-style-type: none"> - Source or destination incident has a request in process of being placed to or retrieved from an external supply cache. - There are resources in process of being reassigned from Destination incident to Source incident, and whose original assignments were filled by an external supply cache (because cancel reassignment is not permitted for these resources). • If there are pending requests on Source incident, the 'Merge Pending Requests Confirmation' dialog box displays. Select a radio button: <ul style="list-style-type: none"> - Cancel Pending Requests. - Copy Pending Requests to [Incident Number/Name] • Regardless of merge option selected, following pending requests are always copied to Destination incident: <ul style="list-style-type: none"> - Subordinate requests along with their parent request. - NFES requests pending with an external cache <p>IV. Source Incident field – Displays Source incident once it is set.</p> <p>V. Destination Incident field – Displays Destination incident once it is set.</p> <p>VI. 'View' Button.</p>	<p>Select Merge Incidents Action button option.</p> <p>Open Request Status screen from Request menu.</p>

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<p>POINT OUT TO STUDENTS THAT THE AIRTANKER TYPE 2 REQUEST THAT USED TO BE PENDING ON TELLER PEAK INCIDENT IS NOW PENDING ON SAGE BRUSH HILL INCIDENT.</p> <p>POINT OUT TO STUDENTS THAT THE AIRTANKER TYPE 2 REQUEST THAT HAD BEEN FILLED ON TELLER PEAK INCIDENT WAS MERGE-REASSIGNED TO SAGE BRUSH HILL INCIDENT.</p>	<p>Click Search. Select <u>Sage Brush Hill</u> Incident. Click OK.</p> <p>Filter for 'Pending' Aircraft requests.</p> <p>Filter for 'Filled' Aircraft requests.</p> <p><u>LOG OUT of Buena Vista Dispatch.</u></p> <p><u>LOG IN to Pagosa Springs Dispatch.</u></p>
<p>POINT OUT TO STUDENTS THAT THE TELLER PEAK INCIDENT WAS CLOSED DUE TO THE MERGE.</p>	<p>Open <u>Incident</u> screen in context of <u>Teller Peak</u> incident.</p>
<p>VII. PRACTICE SESSION.</p> <p>REVIEW UNIT OBJECTIVES.</p> <p>QUESTIONS?</p>	<p>04-03-ROSSD-SL</p>
<p>REQUEST STUDENTS FILL OUT UNIT EVALUATION.</p>	