INTELLIGENCE OPERATIONS

SIT/209 PROGRAM MANAGER'S TOOLS

Manager's Guide

April 2017

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This document is available electronically at:

http://gacc.nifc.gov/predictive_services/intelligence/national_intelligence_operations_program/index.htm

Introduction

This document is to be used by those who will manage the Situation Report and ICS-209 programs for their units at the local, geographic and national levels. Access to the manager tools outlined in this document must be granted by either a Geographic Area or national level manager. Many local units have at least one manager who can assign access and roles to employees within their respective offices. Each Geographic Area Coordination Center (GACC) has at least one manager who manages all user accounts within their Geographic Area. GACC managers assign access privileges to incident management team members from outside their Geographic Area who are assigned to manage incidents. Usually this is the Situation Unit Leader, Plans Section Chief, or another designated person who has the training and knowledge to use the program.

A manager grants user access to the Situation Report/ICS-209 applications at the level that the manager has managerial privileges. For example, a local area manager can grant access to the Sit/209 application for their local unit. A Geographic Area manager can grant access to the local units within their Geographic Area, and at the Geographic Area level. A national level manager can grant access to any geographic or local unit.

To obtain manager level privileges, submit an on-line request on the FAMWEB homepage. Either the Geographic Area manager responsible for that unit or the national level manager then approves and sets up the account. The process is similar to setting up an account for a data entry or reports only user.

The first section of this guide covers access to the program, and logging on and off FAMWEB. These directions are identical to those found in the ICS-209 User Guide. Following that section are detailed directions for setting up user accounts, managing resources, and associating incidents with external units.

Logging on and off of the Management Tools Application

The Tools application is accessible from the internet through the National Fire and Aviation Management Web Applications site (FAMWEB). Microsoft Internet Explorer (IE) is the preferred browser for working in the SIT/209 application (including the tools application). Other browsers may be used but there may be difficulties and the site could look slightly different when viewed in each browser.

The Tools application shares incident information with the SIT Report application for purposes of data entry, summaries and reports. User names and passwords are assigned to individuals and should be protected.

> ➢ **NOTE**: You must NEVER share a user name or password with the public or the media as this is a government program.

To get to the Tools application on the FAMWEB site, you must enter the site through the URL-- http://fam.nwcg.gov/fam-web/. The image below is an example of what the main FAMWEB homepage looks like.

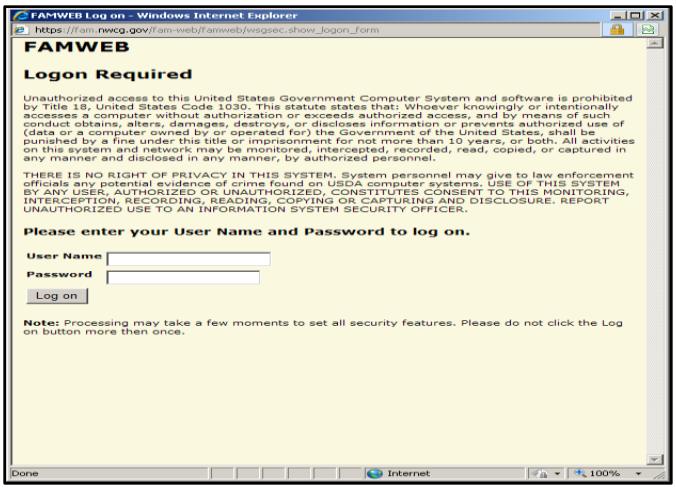
:

To log into the Tools Application:

1. From the FAMWEB homepage, click **Log on**. The Logon popup screen appears.

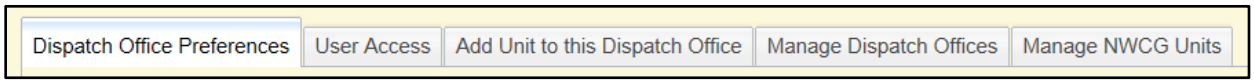
> ➢ **Note:** When the pop-up box does not appear, be sure to **turn** off **pop-up blocker** settings for this site in your web browser, and try again.

2. Enter your **User Name** and **Password.**
3. Click **Log on** .
4. From the SIT/209 homepage, select the Tools tab and click **Tools**.



Manager's Tools Application Menu Bar

There are five manager options available on the Tools tab.



- **Dispatch Office Preferences:** Allows a manger to set up default resource preferences list for that dispatch office. The resources selected here will be the default list that appears anytime a new 209 report is created. These resources appear in the Resource Commitment Summary tab of the 209 application.
- **User Access:** Allows a manager to create user accounts, assign roles and manage those accounts.
- **Add Unit to this Dispatch Office:** Allows a manager to associate an external unit (outside of the dispatch office's zone) so that non-local fires and acres can be reported. This feature is used only by those dispatch offices that may take action on incidents located outside of the office's dispatch zone.
- **Manage Dispatch Offices:** Allows a manager to edit the name and associated information for a dispatch office, or create a new dispatch office. Changes are reflected only in the Sit/209 program.

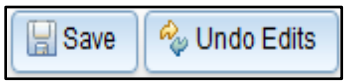
> ➢ **Important note**: Care should be taken when using Manager's Tools to create or modify user accounts, dispatch office information or NWCG units. Changes may adversely affect user access, program performance or existing data archived in the program. If in doubt about making changes, consult a program administrator.

Manager's Tools Data Entry

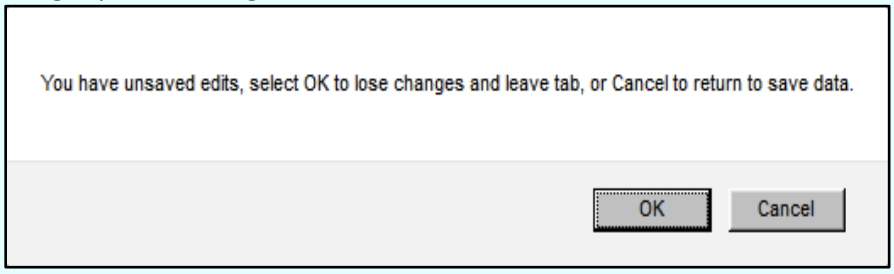
SIT/209 users must have Manager privileges to access the Tools tab.

Tips for Effective Data Entry:

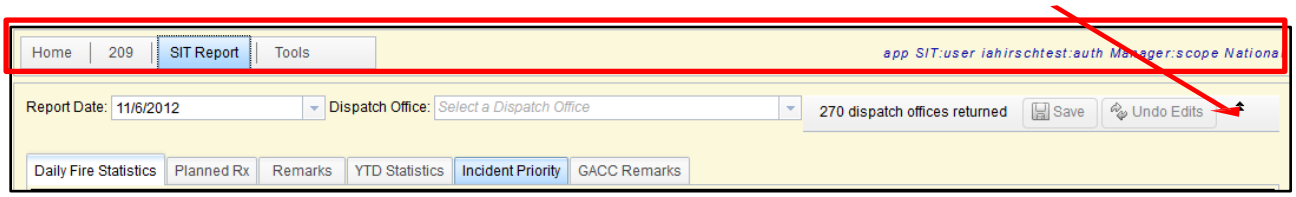
- ✓ Save data before leaving each tab in the application by clicking **Save**. Click **Undo Edits** to clear any incorrect, unsaved data from that screen.



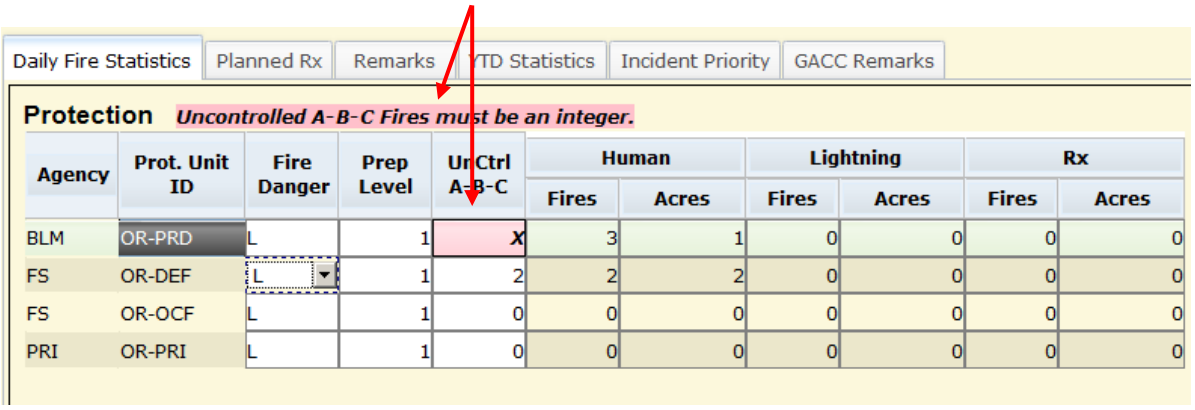
➢ **Note: Save data frequently.** Should the program become disconnected from the server, saved data and reports can be retrieved from the server. Moving to a new tab without saving data brings up this message:



- ✓ Press the Tab key on the keyboard (instead of the mouse) to move between data entry fields more easily.
- ✓ To display or hide the menu top bar, toggle the double triangle icon.

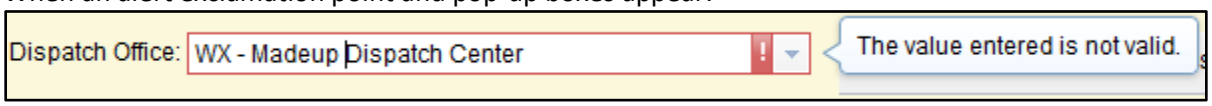


- ✓ The application alerts you by displaying a red-shaded error message when data is entered in an incorrect format or is not recognized by the application and

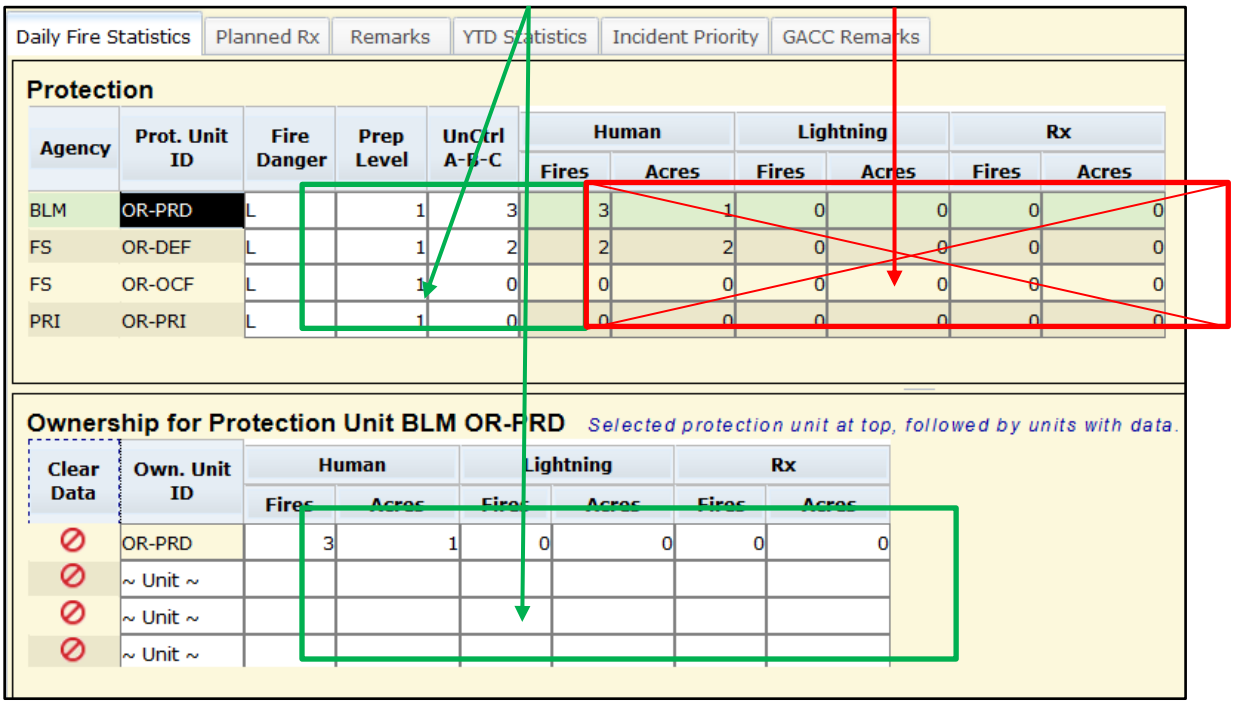


Agency	Prot. Unit ID	Fire Danger	Prep Level	Un Ctrl A-B-C	Human		Lightning		Rx	
					Fires	Acres	Fires	Acres	Fires	Acres
BLM	OR-PRD	L	1	X	3	1	0	0	0	0
FS	OR-DEF	L	1	2	2	2	0	0	0	0
FS	OR-OCF	L	1	0	0	0	0	0	0	0
PRI	OR-PRI	L	1	0	0	0	0	0	0	0

When an alert exclamation point and pop-up boxes appear:



Enter data only in fields with a white background, not in shaded fields.



Colored text areas are updated by the program based on information entered by the user in the white text entry fields.

- ✓ **Fire Danger and Preparedness Level** values by Protection Unit **carry over** from the previous day. Make sure to verify each day whether or not a new value needs to be entered.

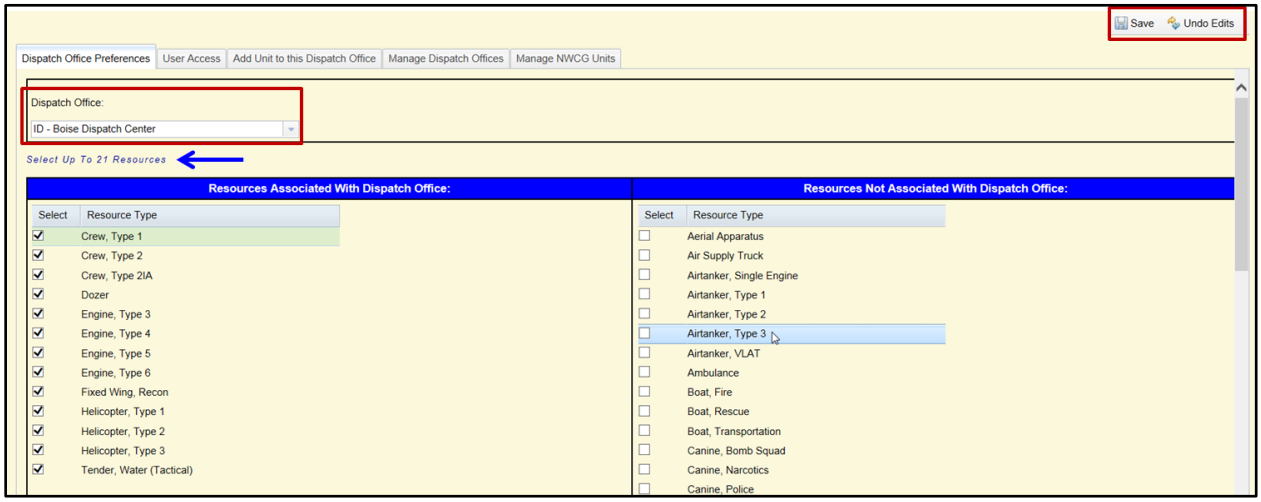
To enter Tools information:

1. Log onto the SIT Report application.
2. Click the Tools tab**.**
3. Select Tools from the drop-down list. The Tools application tabs appear.
4. Select the appropriate tab and begin data entry.

Selecting Dispatch Office Preferences

The Dispatch Office Preferences screen allows you to select a variety of resources available for the Dispatch Office. The screen is divided into two panes. The left pane lists the resources that appear by default in the Resources Tab of the 209 program for the dispatch office. The right pane lists all resources you can choose from.

> **Note:** The list of resources is being refined as new resources for non-wildfire incidents are identified by the intelligence community.



> **Note:** The Situation Report program no longer reports resources. The resources on this page only apply to the 209 program.

To Add or Delete Resources:

1. From the SIT/209 homepage, select the Tools tab and click Tools.
2. Select the Dispatch Office Preferences tab. The Dispatch Office Preferences page appears.
3. Select a dispatch office, or accept the one already listed in the Dispatch Office field.
4. To add resources to the dispatch office, check all appropriate boxes in the right pane and click **Save**. The selected resources move from the right pane to the left pane. To undo all changes, click **Undo Edits** at the top right of the screen. Once changes are saved, Undo Edits becomes inactive. Undo Edits only works before changes are saved.
5. To delete resources from the left pane, check all appropriate boxes in the left pane and click **Save** to complete the deletion. To undo all changes, click **Undo Edits** at the top right of the screen. Once changes are saved, Undo Edits becomes inactive. Undo Edits only works before changes are saved.
6. Select another tab, or log out of the application.

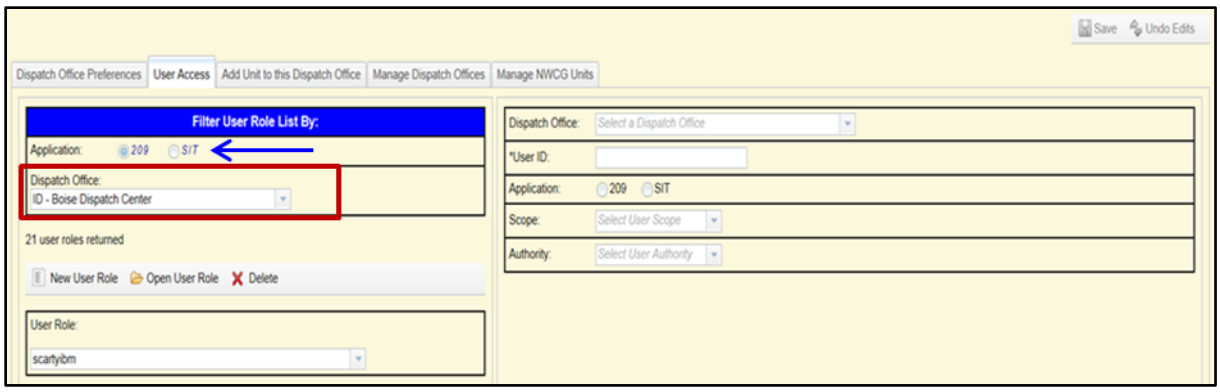
> **Note:** Resources added to the *Resources Associated with Dispatch Office* list for become the default for every initial incident 209 report for that dispatch office. The default list may be edited as needed for individual incidents in the 209 application *Resources* tab.

> **Note:** In the ICS-209 application, you may choose up to 21 resource types for a single incident (blue arrow in the example above).

Creating User Access

The **User Access** screen allows managers to create new user accounts, and assign **Scope** and **Authority**.

> ➢ **Note:** New user accounts are still initiated in FAMWEB in Administer Users. Managers approve access requests in FAMWEB, then assign Scope and Authority to the Sit/209 program in **User Access**.



To create a new user account:

1. From the SIT/209 homepage, select the Tools tab and click **Tools**.
2. Select the User Access tab. The User Access page appears.
3. Select a dispatch office, or accept the one already listed in the Dispatch Office field.
4. Under Filter User Role List By, select the application, either 209 or SIT, the new user needs to access.
5. Click **New User Role**.
6. In the right pane the previously selected dispatch office appears by default. When you need to select another office (can only be done by a Geographic Area or national level manager), select a new dispatch office from the drop down list.
7. Enter the same User ID in the text field. The User ID must match the User Name created in FAMWEB or the user will not have access to the Situation Report of 209 applications. All User IDs and User Names are case sensitive letters consisting of numbers; spaces, and special characters.
8. Select the application(s) the user need to access. When a user needs access to both the Situation Report and 209 application, repeat the entire process for each application.
9. From the drop-down list, select the user scope. Refer to Scope and Authority for further information about scope and authority.
10. From the drop-down list, select the user authority. Refer to Scope and Authority for further information about scope and authority.
11. Verify all information is correct before saving changes.
12. Click **Save** to save your entries, or click **Undo Edits** to re-enter information or exit the screen without saving changes. Once changes are saved, Undo Edits becomes inactive. Undo Edits only works before changes are saved.

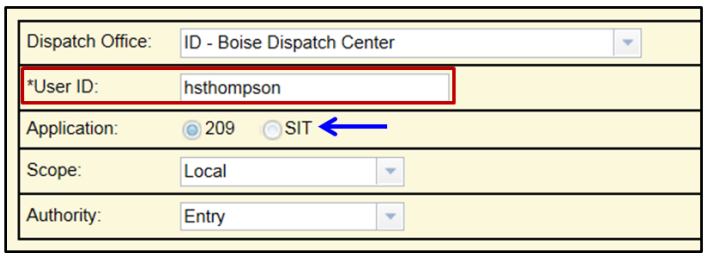
Field Descriptions

*User ID**

Enter the same User ID in the text field. The User ID must match the User Name created in FAMWEB or the user will not have access to the Situation Report of 209 applications. All User IDs and User Names are case sensitive letters consisting of numbers; spaces, and special characters.

Application

Identifies which applications the user can access: 209, SIT, or SIT and 209.



> ➢ **Note**: Selecting the wrong dispatch office or Geographic Area office from the drop-down list results in the new user not having access to the right dispatch office or Geographic Area office.

Scope and Authority

Select the **Scope** and **Authority** for the user.

Scope:

- **Local:** Local dispatch office access only.
- **GACC:** Access to all dispatch offices within a Geographic Area, including the GACC itself.
- **National:** Access to all GACCs and dispatch offices nationally.

Authority:

- **Report:** Access only to Sit/209 reports. No data entry allowed.
- **Entry:** Data entry for submitting Situation and 209 reports (if access is provided for both applications).
- **Manager:** Manages user accounts and the application at the local, GACC and national levels (depending on scope). Can also delete 209 reports from the system if needed.

> ➢ **Important note**: Verify that all information is correct *before* saving **User Access** changes:
> ➢ - Dispatch office is the right one.
> ➢ - User ID matches User Name in FAMWEB **Administer Users** for that user.
> ➢ - Correct Application (Sit or 209) is selected.
> ➢ - Correct Scope is selected (Local, GACC or National).
> ➢ - Correct Authority is selected (Report, Entry or Manager).

> ➢ **Note**: If a new user account containing incorrect information is created and saved, that account must be deleted from the Sit/209 program (process described below). That user account must be re-created from scratch with the correct information.

To update an existing user account:

1. From the SIT/209 homepage, select the Tools tab and click **Tools**.
2. Select the User Access tab. The User Access page appears.
3. Select a dispatch office, or accept the one already listed in the Dispatch Office field.
4. Under User Role, select the appropriate user.
5. Click **Open User Role**.
6. Under User Role, select the appropriate user.
7. Enter updated Scope and or Authority as needed. You cannot edit the Dispatch Office or User ID.
8. Click **Save** to save your entries, or click **Undo Edits** to re-enter information or exit the screen without saving changes. Once changes are saved, Undo Edits becomes inactive. Undo Edits only works before changes are saved

➢ **Note:** If an existing user account contains incorrect information for **Dispatch Office** and **User ID**, or if that information has changed, the entire account must be deleted and re-created as a new user account (following the steps outlined above under **Creating New Accounts**).

To delete a user account:

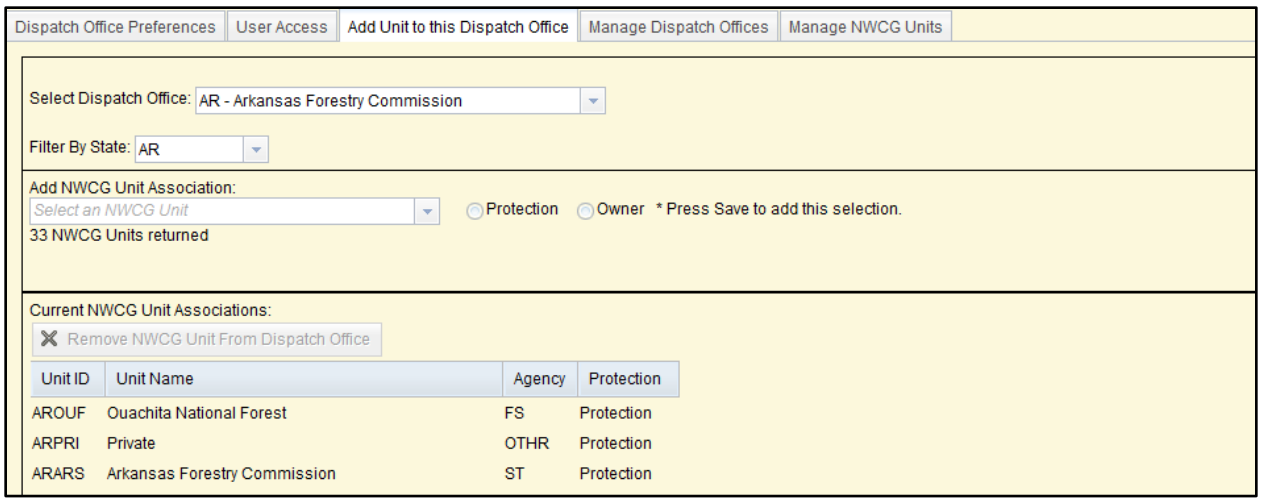
1. From the SIT/209 homepage, select the Tools tab and click **Tools**.
2. Select the User Access tab. The User Access page appears.
3. From the drop-down list, select the appropriate user in the User Role.
4. Click **Delete**.
5. Click **Save** to save your entries, or click **Undo Edits** to re-enter information or exit the screen without saving changes. Once changes are saved, Undo Edits becomes inactive. Undo Edits only works before changes are saved.

➢ **Note**: Once deleted, accounts cannot be retrieved within the Sit/209 applications. You must re-create a new user account.

➢ **Note:** Deleting a user account in the Sit/209 program does not delete that account from FAMWEB. If an account needs to be created again in the Sit/209 program, use the same process for creating a new user account outlined above.

Adding a Unit to this Dispatch Office

Dispatch offices that respond to and are responsible for managing incidents in other states, or across dispatch boundaries use the Add Unit to this Dispatch Office tab to add a unit that is not normally associated with that dispatch office so that fires and acres can be reported for the correct unit.



To add a unit to a dispatch office:

1. From the SIT/209 homepage, select the Tools tab and click **Tools.**
2. Select the Add Unit to this Dispatch Office tab. The Add Unit to this Dispatch Office appears.
3. Select a dispatch office from the drop-down list, or accept the one already listed in the Dispatch Office field. All the units associated with this dispatch office appear in the list at the bottom of the screen.
4. Select a State where the external unit is located from the drop-down list.
5. From Add NWCG Unit Association drop-down, select the appropriate unit.
6. Select Protection or Owner. A Protection unit is not a land owner or land manager. An Owner unit is a land owner or someone who directly manages land. For example, the Idaho Department of Lands manages state land, so is considered an owner. The Boise Fire Department does not own or directly manage land, so falls under protection.
7. Click **Save** to save to associate with the dispatch office, or click **Undo Edits** to re-enter information or exit the screen without saving changes. You can report incident information for the external unit. Once changes are saved, Undo Edits becomes inactive. Undo Edits only works before changes are saved.

➢ **Note**: Before associating an external unit to a dispatch office, verify that the unit is not already associated with that dispatch office in the Unit ID list.

To delete a unit from a dispatch office:

1. From the SIT/209 homepage, select the Tools tab and click **Tools.**
2. Select the Add Unit to this Dispatch Office tab. The Add Unit to this Dispatch Office appears.
3. Under Current NWCG Unit Associations, select the external dispatch unit you want to delete.
4. Click **Remove NWCG Unit from Dispatch Office**.
5. Click **Save** to save to delete an NWCG Unit from the dispatch office, or click **Undo Edits** to re-enter information or exit the screen without saving changes.

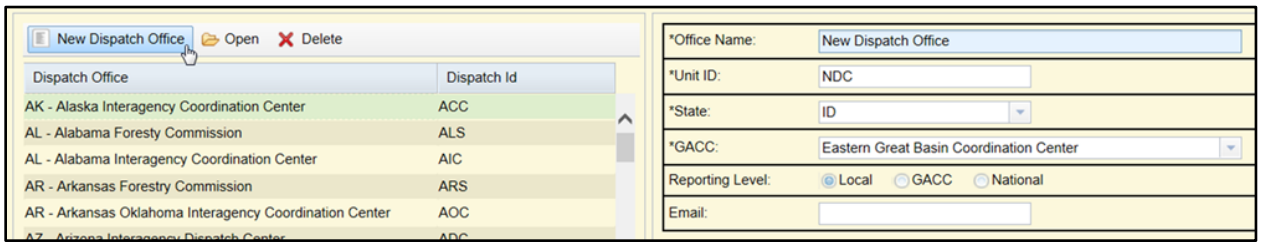
➢ **Note**: An external unit associated with a dispatch office cannot be disassociated from that dispatch office once it has incident information associated with it under that dispatch office. Only before information is reported for an external unit can it be disassociated from the dispatch office.

- **Note**: It is very important that careful consideration be given before an external unit is associated with a dispatch office.

- **Note**: Unintentional deletion of units can occur if a manager is not careful in selecting only units meant for deletion. Deleted units must be added back to the home dispatch office.

Managing Dispatch Offices

Managers use the Manage Dispatch Offices tab allows create new dispatch offices or modify existing ones only within the Sit/209 applications.



- **Note**: Creating a new dispatch office record in the Sit/209 program should only be done after the dispatch office has been sanctioned and recorded in the official NWCG Unit ID book of record.
- This also applies to modifying or deleting an existing dispatch office's record.
- Caution must be exercised before changes are made to the Sit/209 program list of dispatch offices.

To create a new dispatch office:

1. From the SIT/209 homepage, select the Tools tab and click **Tools**.
2. Select the Manage Dispatch Offices tab. The Manage Dispatch Offices screen appears.
3. Click **New Dispatch Office.**
4. Enter all appropriate information.
5. Select the appropriate reporting level.
6. Click **Save** to save your updates, or click **Undo Edits** to re-enter information or exit the screen without saving changes.

To make updates to an existing dispatch office:

1. From the SIT/209 homepage, select the Tools tab and click **Tools**.
2. Select the Manage Dispatch Offices tab. The Management Dispatch Offices screen appears**.**
3. From the drop-down list, select the appropriate dispatch office.
4. Click **Open**.
5. Enter the updated information.
6. Click **Save** to save your updates, or click **Undo Edits** to re-enter information or exit the screen without saving changes.

- **Note**: Changes to a dispatch office name are reflected in both the 209 and Situation Report applications.

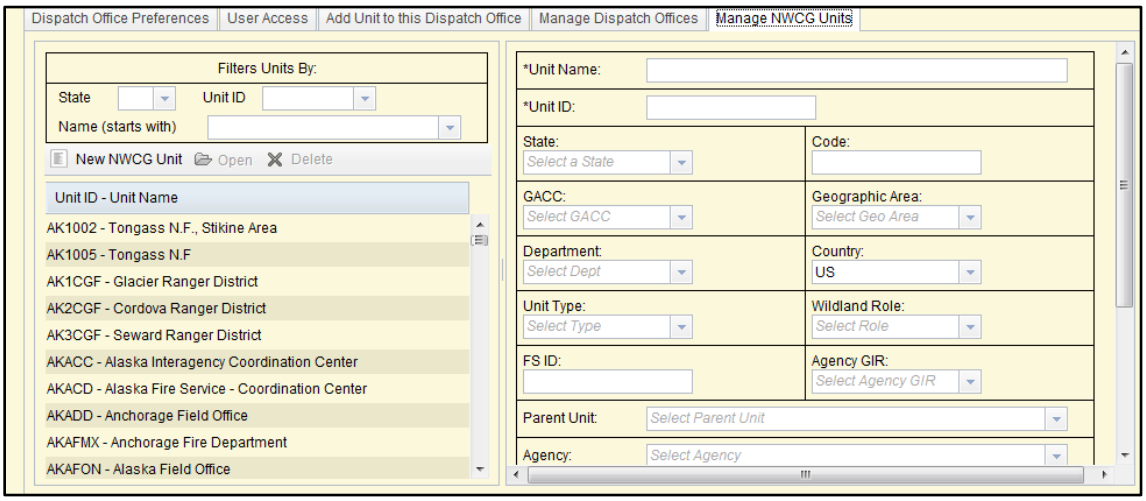
To delete an existing dispatch office:

1. From the SIT/209 homepage, select the Tools tab and click **Tools**.
2. Select the Manage Dispatch Offices tab. The Management Dispatch Offices screen appears**.**
3. From the drop-down list, select the appropriate dispatch office.
4. Click **Delete**.

5. Click **Save** to save your updates, or click **Undo Edits** to re-enter information or exit the screen without saving changes.

Manage NWCG Units

Managers use the Manage NWCG Units tab to create a new temporary unit within the Sit/209 applications, or modify an existing unit only within Sit/209.



- **Notes**: Creating a new unit, or modifying existing unit information within the Sit/209 is a temporary measure meant to meet immediate incident or dispatch office reporting needs.
- If changes are meant to be permanent, they must be recorded in the official NWCG Unit ID book of record.
- Periodically the Sit/209 unit ID list will be updated with the latest official NWCG unit ID information. Any temporary unit ID's created in the Sit/209 program will be deleted if they are not included in the NWCG list.
- Any changes made to Sit/209 unit ID list should only be done in consultation with the national office due to the potential for program malfunction or data errors to occur.

To find an NWCG Unit ID:

1. From the SIT/209 homepage, select the Tools tab and click **Tools**.
2. Select the Manage NWCG Units tab. The Manage NWCG Units screen appears.
3. From Filter Units by box, select State and/or Unit ID, and/or Name from the drop-down list. The application displays Unit ID and Unit Name for your search parameters.

To create an NWCG Unit ID:

1. From the SIT/209 homepage, select the Tools tab and click **Tools**.
2. Select the Manage NWCG Units tab. The Manage NWCG Units screen appears.
3. Click **New NWCG Unit.**
4. Enter all appropriate information in text boxes and drop-down lists. Fields denoted with an asterisk are required, others are optional. Verify that the information is correct before saving the record.
5. Click **Save** to save your updates, or click **Undo Edits** to re-enter information or exit the screen without saving changes.

To update information for a NWCG Unit ID:

1. From the SIT/209 homepage, select the Tools tab and click **Tools**.

2. Select the Manage NWCG Units tab. The Manage NWCG Units screen appears.
3. From Filter Units by box, select State and/or Unit ID, and/or Name from the drop-down list. The application displays Unit ID and Unit Name for your search parameters.
4. Click **Open**. The right pane of the Manage NWCG Units screen displays the unit's information.
5. Enter the updated information.
6. Verify that the information is correct before saving the record.
7. Click **Save** to save your updates, or click **Undo Edits** to re-enter information or exit the screen without saving changes.

To delete a NWCG Unit ID:

1. From the SIT/209 homepage, select the Tools tab and click **Tools**.
2. Select the Manage NWCG Units tab. The Manage NWCG Units screen appears**.**
3. Select the appropriate Unit ID and Unit Name from the list in the left pane.
4. Click **Delete**.
5. Verify that the information is correct before saving the record.
6. Click **Save** to save your updates, or click **Undo Edits** to re-enter information or exit the screen without saving changes.