

User Group Session 3 - NextGen WFDSS Focus Group

Response – Resolution

1. What is your first impression of the new user roles: Viewer, Incident Editor, Fire Behavior Analyst, Geographic Area Editor, and Support?

- 80% of Users had a positive impression of the new arrangement of user roles.
- The other 20% of users were confused or had questions on user roles.

2. Comments on initial impressions of WFDSS NextGen User Roles?

- **Users had questions about what is meant by additive roles**
 - System roles will be additive, which means that each system role adds privileges to the previous role. In essence each elevated role includes all the privileges of the previous role.
 - For example the additive role means that GAEs and Support roles will also be able to run fire behavior analysis.
- **Users were confused by the term collaborator**
 - Since the term “Collaborator” is confusing we are considering aligning this system privilege with the incident privilege and retitling it “Incident Editor”
- **Users had questions about what is meant by an implicit collaborator**
 - In essence an implicit collaborator will not need to be added as a collaborator before editing a decision or creating or copying analyses. Even though their role is implicit their actions within an incident will still be recorded in the incident history. Being an implicit collaborator is imperative for the Fire Behavior Analyst, Geographic Area Editor and Support roles so that they can support incidents as needed without being added as a collaborator, this will ensure users with these roles can provide timely support to users.
- **Users had concerns about GAEs being able to have national access and how the role will work**
 - Technically GAEs have national access in WFDSS Classic, all that is required is for a GAE to change their GA and agency to whichever area they would like to have access to. This process however is an additional burden on GAEs who typically already have large workloads. By giving GAEs national access we are giving them the flexibility to execute their responsibilities in NextGen in a more flexible and efficient manner while trusting them to do so by obeying the current norms of not affecting incidents outside the purview.
 - No matter what role a user has in the system or incident a user’s activity will be recorded in the incident log so if there are concerns with an user’s actions in the system the incident history can be examined.

- While the GAE role works well for those who's agency regions align with the GACC boundaries, for those serving multiple agencies or units with multiple GACCs the single GA and Agency combo in Classic is less than ideal and leads to issues with users not being able to find their GAE easily. To solve this we have allowed users to add multiple GAs and agency combos if they have a GAE role. This will ensure users will always be able to find the correct GAE to assist them with either management of their role in the system or to assist with decision support for an incident.
 - GAEs will be responsible for System Role management in NextGen as they are in WFDSS classic, the only current difference being that the role management will likely be controlled through the iNAP portal.
 - All new users with BIA, BLM, NPS, USFWS, USDA or a firenet address will automatically be given system access with a viewer role (as they are now). In addition to viewing and editing their own user profile information the only other thing a "Viewer" can do is click on the "GAE Report" so that they can find the appropriate person to assist them with adjusting their system roles in a timely manner.
- **Users had questions about system roles vs incident roles**
 - System roles will allow a user to conduct a series of activities through out the application.
 - Incident roles are controlled by system roles.
 - For WFDSS NextGen any user who is at least an Incident Editor can initiate an incident record. When the user initiates the record they become the "Lead Collaborator" (Lead Incident Editor). That person is then responsible for adding additional collaborators.
 - If a user is at least a Fire Behavior Specialist they can access an incident without being added as a collaborator so that they can run analysis for the incident without being expressly added by another collaborator. When an Fire Behavior Analyst (or higher role) creates an analysis or edits an incident record in any way they will be added as either a Fire Behavior Analyst or Collaborator depending on what actions that user took in incident record.
 - The only incident role not cross-walked to a system role is "Approver". In order to be an approver on an incident the user must certify in their user profile that they are qualified to act as a decision approver. That same user must also be a Collaborator (Incident Editor) on an incident and be marked as an approver for that incident.
 - System and Incident roles and the associated privileges have been simplified to the greatest extent possible in WFDSS NextGen. In some cases this requires trusting users with the ability to conduct new capabilities and in most cases just eliminating the need for workarounds to allow users to do tasks they are responsible for.

- **Users had questions about gaining system access**
 - Use of FAMAuth for user authentication is not optional it is required of all fire applications. WFDSS Classic, IFTDSS, the Fire Modeling Service Framework (FMSF), and the Fire Environment Mapping System (FEMS) are all examples of applications moving to FAMAuth.
 - Currently WFDSS NextGen is planning on using iNAP for role management (authorization). However even if role management is managed inside the application the roles being used for development of the application will continue into the future as they are interlaced through out the application.
 - There will likely be several user transfers to WFDSS NextGen from WFDSS Classic. At least one when the Operational Acceptance Testing (OAT) environment is made available, one when the Training (EDU) environment is made available, and one when the Production (PROD) environment is made available. In order for a user to be included their account will have to be active and unlocked. Disabled and locked accounts will not be migrated and users will need to follow the process of requesting access as a new user once WFDSS Classic is no longer available.
 - All new users with BIA, BLM, NPS, USFW, USDA or a Firenet address will automatically be given system access with a viewer role. In addition to viewing their own user profile information the only other thing a viewer can do is click on the GAE report so that they can find the appropriate person to assist them with adjusting their system roles in a timely manner.
 - There are a few advantages to moving to FAMAuth/iNAP for users.
 - Users will only need to maintain 1 user account to access multiple systems so less password and account management.
 - Users will be able to use the helpdesk to get their account unlocked and their password reset.

3. Additional Comments?

- **Users had questions about the data manger role and the Spatial Fire Planning Service and changes from WFDSS Classic.**
 - The Data Manager role in WFDSS Classic responsibilities extend to only the Spatial Fire Planning data and have nothing to do with incident records. Incident records are maintained/retained at the system level so that we can maintain compliance with NARA and FOIA.
 - The Spatial Fire Planning Service will be managed through AGOL not within the WFDSS in NextGen application. NextGen will consume the SFPS as will other applications in which SFP information in needed. Any subsequent data created in WFDSS based on information from the SFPS will be retaining in WFDSS NextGen itself and not pushed back to the service. Any changes that need to be made to the Spatial Fire Planning information will need to be made in the AGOL interface in the SFPS.

- We are working to establish editing and approval privileges and processes within SFPS, which will replace the current data manager role in WFDSS Classic.
- For more information on the SFPS, the story map can be found here: <https://storymaps.arcgis.com/stories/dbb790995f9e4d9aa5fad40997cf7236>

4. **Additional User Role:**

- **Users had questions on how GAEs will be notified fire behavior requests**
 - Notifications will be developed soon and will follow the model in classic to the greatest extent possible, if possible we will keep notifications as pertinent to the users needs as possible, it remains to be seen how specific notifications will be able to be made. That said specificity of notifications is independent of a user's system (application) role and will more likely be limited by available data and technologies used.
- **Users has questions on what the Lead Collaborator on an incident can do and how the lead role is assigned.**
 - The first Collaborator (Incident Editor) to "Initiate Record" is automatically assigned as the Lead Collaborator (Lead Incident Editor)
 - A lead collaborator (Lead Incident Editor) is the collaborator responsible for sending a decision for approval.
 - At any time any incident collaborator can change themselves or another collaborator to the lead collaborator.
- **Users had questions on how they will contact their GAE**
 - All users including "Viewers" will have access to the GAE Report, which can be accessed by clicking the user silhouette in the upper right corner. The GAE report will list all GAEs and the associated GA and Agency combinations.

5. **Feedback on Session**

- **Users would like PPTs posted on the website before the session**
 - The sessions are posted here: <https://famit.nwcg.gov/node/2664> as soon as they are prepared, they can be updated multiple times so check back before the session to make sure you have the most up to date version.
- **Users would like these sessions posted on the RDA website**
 - The sessions are posted on the FAM IM WFDSS website but are linked on the RDA site from the NextGen page.
 - <https://famit.nwcg.gov/applications/WFDSS>
 - <https://famit.nwcg.gov/node/2664>

6. **Additional comments/feedback**

- **Users want to know about the role crosswalk from Classic to NextGen**

- When users are transferred from Classic to WFDSS NextGen their roles will be cross-walked as follows:

Classic WFDSS Role	NextGen Role
Anonymous	Viewer
Dispatcher & Data Manager	NOT Transferred if sole role
Viewer & Author	Incident Editor (Collaborator)
Fire Behavior Analyst & Super Analyst	Fire Behavior Analyst
Geographic Area Editor & Administrator	Geographic Area Editor
Support	Support

- If a user holds multiple roles, their highest role will be applied when transferred.
- **Users want to know if there is a separate user group for GAES**
 - No, there is currently only one user group. Those interested can sign up here: <https://famit.nwcg.gov/node/2664>