The Wish Factory

Goal: Share remaining requests for resources/tools if they were not addressed in the Resources/Tools Showcase. Constructively share how state and local departments feel NFIRS can work better or what would help them complete reports more accurately. Is there a particular report that could be generated quickly such as an extra SORT report? Is there a field that should be added to NFIRS for the next version?

Prompt questions:
- Are you looking for a resource/tool that was not discussed in the Showcase?
- Do you wish a certain field worked differently?
- Do you have a new field in mind that would benefit the system and FD's?
- Do you have ideas for modules that would benefit the system and FD's?
- Are you looking for a particular industry contact?
- How would you like NFIRS to interact with other missions?

Please see the spreadsheet Wish Factory Wishes to view everything discussed.

After each person was able to share their wishes (big and small), wishes were categorized and attendees split up to work on the category of their choice.

Training: A group of attendees held a discussion on the training they would like to see.
- Continuing Education Training
- Continuing with the Coffee Break Training
- New users trained differently versus veteran users
- Training based on the audience
- Functional modular teaching that would cover a topic (coding, narratives, software use, technical vs conceptual)
- Training that uses feedback and QA apps
- Targeted training at fire schools with recruits in FF1 and FF2.
- Additional fire school training for instructors
- Training for consistency in entry
- Basic documentation skills and concepts
- Making training a priority
- Cheat sheets paired with training

WIIFM (What's In It for Me): a group of attendees held a discussion on reasons that FFs and FDs should care about NFIRS
- Grants
- Research
- Happy data collectors (no letters from the State PM)
- Predictions
- Know what a FD is doing most or least
- Know where the improvements are needed
- Equipment failure (Consumer Product Safety Commission)
- Safety issues inside a FD (fire service casualty module)
- Apparatus/personnel needs
- Funding

TurboNFIRS: a group of attendees held a discussion on the idea of TurboNFIRS, a software similar to the premise of TurboTax which prompts users along the way by asking real-world questions.
- Market Solutions
  - Complex logic models exist and can be applied to NFIRS
  - Narrative driven-text analysis can pull key points out a narrative and get the correct codes
  - Open data APIs-existing solutions can get the report closer using existing processing solutions
  - Prediction Analytics-existing processing solutions applied to NFIRS

- Wants
  - Revolutionary vs evolutionary
  - Tied to metrics
  - Easy user interface
  - Real time Analytics
  - Remove user errors
- Opportunities
  - Working group-develop decision trees together to figure out what questions the software should ask
  - Testing Group-we have a lot of people we can pull from to be testers and look over the decision tree.
- Challenges
  - Leadership
  - Top down/bottom up (it all has to be addressed)
  - Funding-logic like TurboTax is NOT cheap to obtain with programming.

Vendors: a group of attendees held a discussion on the problem of vendors providing outdate NFIRS versions
- Hold vendors accountable
- Create validation and recertification process to make sure vendors are keeping their products up to date
- NFIC should create a vendor committee to champion the cause
- Expand the Federal NFIRS system (Federal Client Tool) to be competitive with the private sector software
- Put a notice on the USFA home page about updates to software. In general, the front page needs an update.
- Look into partnering with the Center for Public Safety Excellence.