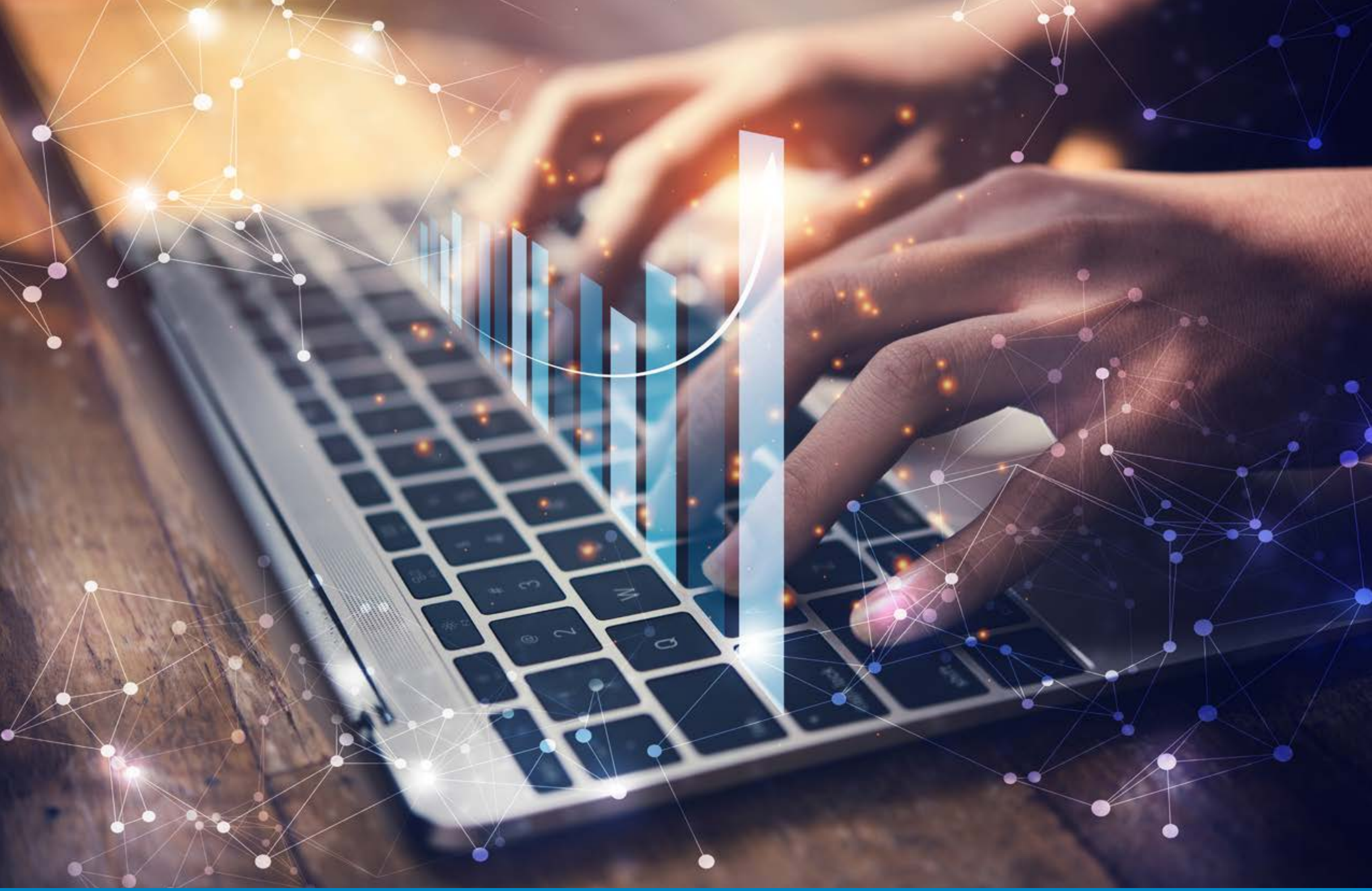

U.S. Fire Administration
Working for a fire-safe America

# National Fire Incident Reporting System Data Warehouse Reports User Guide — Part 1 For New Data Warehouse Users (Enterprise Data Warehouse Read-Only Permissions)

October 2023

FEMA

## Mission Statement

We support and strengthen fire and emergency medical services and stakeholders to prepare for, prevent, mitigate and respond to all hazards.

U.S. Fire Administration
Working for a fire-safe America

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# Part 1: Background

## Introducing the NFIRS Data Warehouse reports

The Department of Homeland Security (DHS)/Federal Emergency Management Agency (FEMA) Business Intelligence (BI) Team makes available the **National Fire Incident Reporting System (NFIRS) Data Warehouse (DW)** using the **SAP Business Objects (BO)** application and FEMA's Enterprise Data Warehouse (EDW) database and its Operational Data Store. The **BO Web Intelligence** querying and report writing capabilities provide users with robust and flexible report output. The **NFIRS DW** uses data from the NFIRS National Database submitted by fire departments (FDs) from 50 states and U.S. territories, the Department of Defense and the Native American Tribal Authority.

The **NFIRS DW** is used for output report capabilities only. Incident data cannot be edited in the NFIRS National Database via the **BO** report tools. The **NFIRS DW** is not a copy of the national database; it is a separate component. The data is refreshed once a day beginning at approximately midnight (Greenwich Mean Time), and the refresh takes about 4 hours to complete. It is recommended that users schedule them to run just after the nightly refresh period occurs.

More than 75 standard reports have been designed by the U.S. Fire Administration (USFA) NFIRS National Fire Data Center (NFDC) staff based on the needs and requests of NFIRS users with input from the National Fire Information Council. In addition to the standard reports available to all users, the **BO Web Intelligence** features enable users, with appropriate permissions, to save report queries and modify or customize them.

- State users will have the ability to customize a report, save it to their state directory and make it available for their state's **NFIRS DW** users.
- Users can schedule reports to run while the user is offline and retrieve the results later or by email.
- All users have the option of adding a chart or graph on the results page, much like Microsoft Excel's features.
- Report results can be saved (exported) in PDF format, Microsoft Excel or as delimited comma-separated value (CSV) files.
- In addition, a standard Excel Export Report is designed to obtain many NFIRS incident fields for use in pivot tables while excluding unnecessary fields or fields containing personally identifiable information (PII).
- Quick filters feature assists in reducing the results within a completed report. The Drill tool enables users to review further detail of the report results and will be further developed for NFIRS-specific needs in the future.

The **NFIRS EDW read-only** level permission is all that is necessary for a user to run more than 75 standard reports and to access their state's reports folder. State program managers can assign a user permission using the eNFIRS System Admin User Search function to locate the user account, then select the **Edit Groups and Permissions** link.

It is recommended that all users begin with read-only permission. Users are encouraged to become proficient in the Reading mode using the **Standard Reports** before using the Design mode to create custom report queries.

## NFIRS Data Warehouse guides

The guides are written for NFIRS users who have no **BO** experience and will assist NFIRS users to properly set up a work area within the **NFIRS DW** so they can generate and customize the NFIRS **Standard Reports**.

**NFIRS Data Warehouse Guide 1** (for users with **NFIRS EDW read-only** permissions) assists NFIRS users new to the DW with basic steps to log in to the **NFIRS DW**, set up preferences and acquire a consistent workflow when scheduling and exporting NFIRS **Standard Reports**. It includes sections for troubleshooting and FAQs.

**NFIRS Data Warehouse Guide 2** (for users with **NFIRS EDW Access** or **EDW Admin** permissions) describes the advanced steps to create new queries and custom reports. Steps will include modifying a standard report in **Web Intelligence** format, creating a new report, sharing a report and saving a report to the State Folder where it can be accessed by FD-level users. The NFIRS EDW permission level Access or Admin is required for modifying and creating custom queries and reports.

The guides are organized with the approach that the user will follow the steps from start to finish and establish the workflow of the **BO NFIRS DW**. As users become familiar with the **BO** interface and the tools, the guides can serve as a reference.

## Business Objects terminology

The terms displayed in the **NFIRS DW** interfaces and selection menus are specific to **BO**. The list below (in alphabetical order) will assist NFIRS users to identify features and functions while working in the **NFIRS DW** Reports.

- **Details** — View the description of the report.
- **Export** — Save the report to the computer as a file (Excel, PDF, HTML, TXT, CSV).
- **History** — Show a list containing information about reports that have been run previously or are currently running.
- **Instance** — A report that has been run (or a copy of the completed report).
- **Objects** — In **BO**, the term “object” refers to a Dimension or Facts item for the query or report. Objects represent the fields in NFIRS modules and the national database.
- **Prompts** — The parameters or filters for a report. The panel in which prompts are listed is named Prompts. On a completed report, the Parameters tab shows the filters that were used for the report.
- **Properties** — View information about the report.
- **Quick Filtering** — Applying filters to the results and not changing the underlying query or data.
- **Schedule** — Run a report by placing it into a queue.
- **View** — Open an existing report that you can refresh with the previous day’s data.
- **View Latest Instance** — Call up the latest copy of a scheduled report that you ran previously. A single left click will also bring up the last instance.

- **Web Intelligence Document** — A report. When a report is saved in the **Web Intelligence** format, the drill-down capability and drag-and-drop features enable further summary and analysis. The final output can be saved as PDF and other formats.

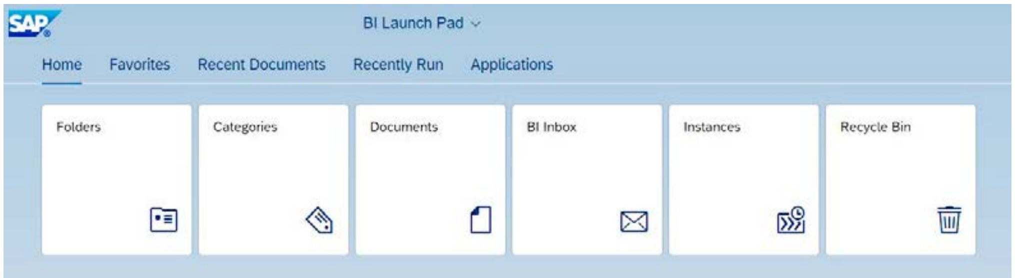
## General navigation

- The links in the ribbon navigate to: **Home** (the BO landing page), **Favorites**, **Recent Documents**, **Recently Run** reports and **Applications** (used only by users with Access or Admin permission).

- The tiles are links to: **Folders**, **Categories** (not used in NFIRS), **Documents** (reports that have been run), **BI Inbox** (where scheduled reports will be listed), **Instances** and **Recycle Bin**.

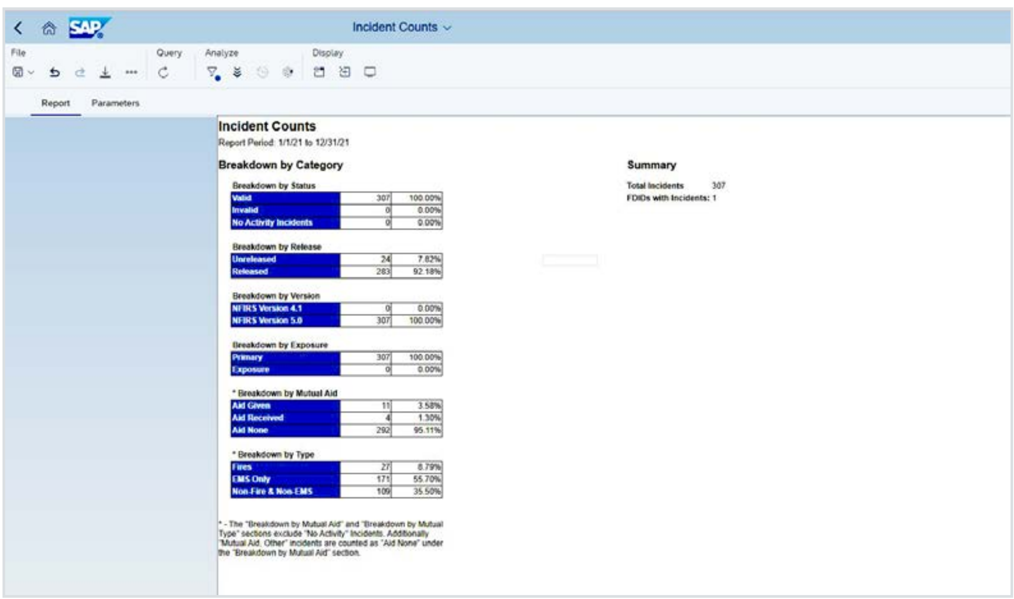
- In the center of the banner, the **BI Launch Pad** is a drop-down that will list reports after running them ("Currently Open Documents"). The drop-down list replaces individual report tabs used in the previous BO version.


- To locate the **Standard Reports**, click on the **Folders** tile, then expand **Public Folders** > **NFIRS** > **Standard Reports**.

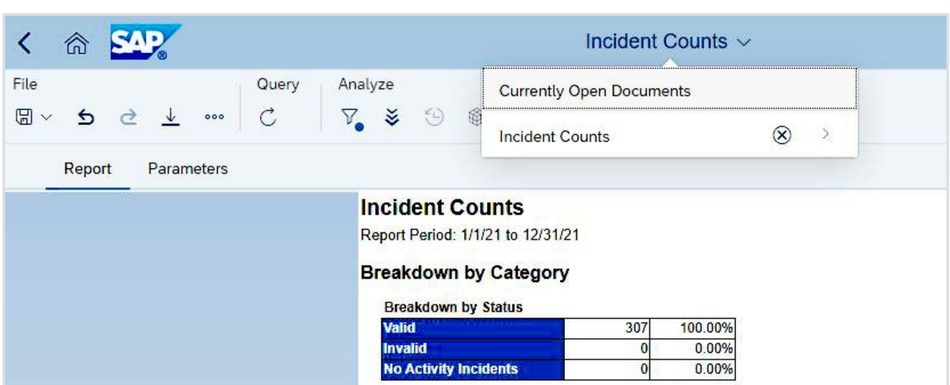



- Do not use the Back button of your web browser to navigate in **BO**; instead, use the arrow in the upper left of the screen to navigate to the previous screen, or select a link on the ribbon, such as the **Home** or **Favorites** tab or **Recent Documents**, or select a recently run report.

- Right-click on a report to access the actions menu. Most often, the actions menu will contain options for: **View**, **Properties**, **Schedule**, **History** and **Details**. The right-click on a specific feature of a report can alter the menu options.
  - The option **Modify** is available only for users with EDW Access or Admin permissions.
  - Users with read-only permissions will not see or use a **Personal Folder**.
- Completed reports are downloaded to the user's PC by using the **Export** icon.
- Use the **View** action to run a small report, or **Schedule** it if you are not sure of the data set's size.
- After scheduling a report to your **BI Inbox**, click the **BI Inbox** tile, then select the report in the left side of the Inbox screen, and click the **View** button in the far right to open the report.
- Once a report is open, additional report information and characteristics can be viewed by using the **right-side pane** to view the report's **Document Properties**; **General**, **Statistics**, **Document Options** and **Data Options**.




- In the middle of the main screen, the open reports (documents) are listed.



- Use the circled **X** icon to close a report. Click **OK** to the warning that unsaved modifications will be lost.
- Use the back arrow in the upper left to return to the main options (displayed in tile shapes).
- The Document Autosave and Recovery Alert, for users with NFIRS EDW Access or EDW Admin permissions, informs the user of the location of documents that are autosaved. Autosave occurs if an unsaved report is open at the time the session times out (20 minutes). The default location is the user's Personal folder's **Web Intelligence** folder. Check the "Do Not Display this Message" box to eliminate the alert.
- Users with NFIRS EDW read-only permissions must always export and download the report results. Users with Access and Admin permissions must use the "**Save As**" command and select the Personal Folder or the **State Folder** as the destination. Or, use the **Export** icon to download the report.
- Never delete from the **Public Folders** (**Standard Reports**) and never save to the **Public Folders**.

## NFIRS Data Warehouse/Business Objects permissions (roles) and Groups Access

State program managers can add the NFIRS EDW permission at any time to an existing user account. It is imperative that a user is assigned to the FD group or county level to which they report. This restricts access to PII in incident reports of other departments.

Only 1 of the 3 NFIRS EDW permissions is necessary for a user to access and run DW reports. It is recommended to assign the read-only permission to new users until they are accustomed to reports' workflow.

NFIRS EDW read-only users will not be able to modify or create a report.

Users with the **NFIRS EDW read-only** permission:

- Are limited to using the **Standard Reports** and reports in their **State Folder**.
- Will not view or be able to use **Personal Folders**.
- Will "export" report results to their computer in PDF, Excel, CSV or TXT format.
- Have access to **all** data in their group assignment (both Released and Unreleased status incidents).
- Have access to only **Released** data in groups and states outside their group assignment.
- Can use the Simple Filter and Drill tool when filters are available for the report.

Users with the **NFIRS EDW Access** permission have the same capabilities as read-only users **and**:

- Can create **Personal Folders** and save reports ("Documents") to them.
- Can copy and paste **Standard Reports** to their Personal Folder and use the **Modify** action.

- Can access **Applications > Web Intelligence** and select the new document icon, which allows custom query and report capability. 2 universes are available: Incidents.unx and Fire Departments.unx.

Users with the **NFIRS EDW Admin** permission:

- Can save or publish reports to **Public Folders**.

  **Reminder:** Do not save while in the **Standard Reports** folder.

- State users can save, copy and paste reports to the **State Folder**.

## Groups Access and Released/Unreleased Status data

Regardless of the NFIRS EDW **BO** permissions (EDW read-only, Access and Admin) assigned to your NFIRS account, you will see only Released status data outside your NFIRS group assignment.

When running reports to compare your state to another state, we recommend using Released status only so that your state's counts will align with the other state's parameter.

Example:

A state-level user's **NFIRS DW** account is mapped to their state group in NFIRS. The user can access all data for Released and Unreleased reports at and below that group in NFIRS. When the user runs the Incident Count report and selects Released and Unreleased status, all incidents in the state will be included in the report counts. Here is an example for the results:

Incident Counts

Report Period: 1/1/22 to 12/31/22

Breakdown by Category

| Breakdown by Status | | |
|---|---|---|
| Valid | 819,560 | 97.02% |
| Invalid | 24,933 | 2.95% |
| No Activity Incidents | 208 | 0.02% |

| Breakdown by Release | | |
|---|---|---|
| Unreleased | 25,201 | 2.98% |
| Released | 819,500 | 97.02% |

Summary

| | |
|---|---|
| Total Incidents | 844,701 |
| FDIDs with Incidents: | 364 |

Note there is a count greater than 0 for Unreleased incidents. There is also a count greater than 0 for Invalid incidents, which are always Unreleased status. Now compare this report to 1 run for All 50 States and All Fire Departments. Because the user has no groups mapped to their account other than their own state or FD, the report will count only Released status data from all other states and FDs. The Unreleased count and the Invalid count will reflect the user's state only.

Incident Counts

Report Period: 1/1/22 to 12/31/22

Breakdown by Category

| Breakdown by Status | | |
|---|---|---|
| Valid | 30,627,585 | 99.88% |
| Invalid | 24,933 | 0.08% |
| No Activity Incidents | 12,266 | 0.04% |

| Breakdown by Release | | |
|---|---|---|
| Unreleased | 25,201 | 0.08% |
| Released | 30,639,583 | 99.92% |

Summary

| | |
|---|---|
| Total Incidents | 30,664,784 |
| FDIDs with Incidents: | 22,768 |

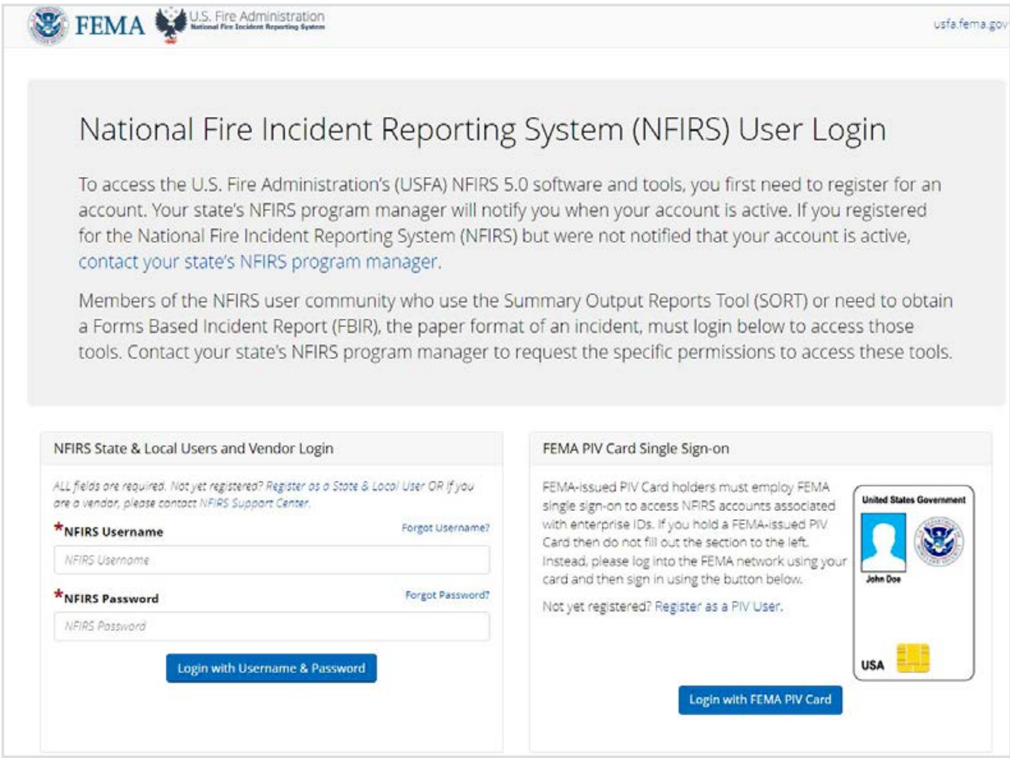
**Caution:** When generating a report to include states/groups outside your own, use the Released status filter only.

# Part 2: Login for New Users

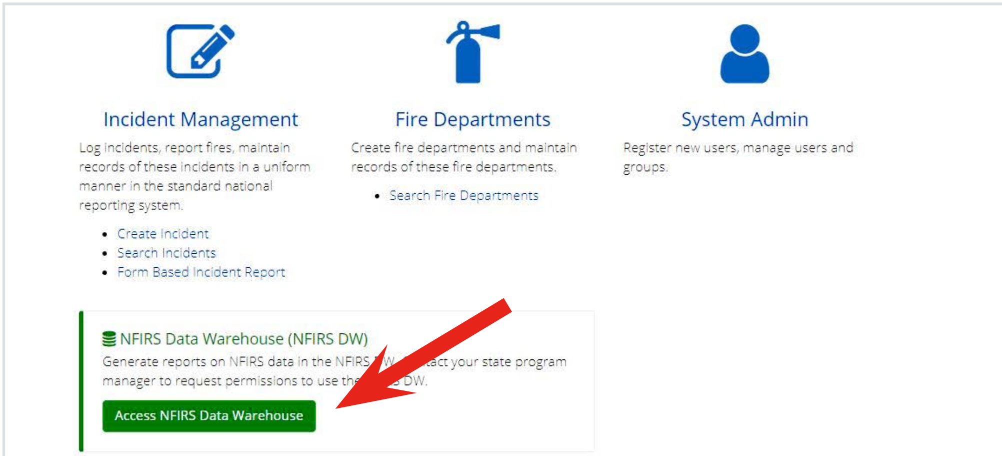
The series of steps that follow take the user through the basics of **NFIRS DW** report generation, starting with the login. These steps are designed to walk the user through their first session in the **NFIRS DW**. The workflow includes scheduling reports as the preferred method when running reports. Once the user becomes proficient in the DW, other workflows and features can be used.

## Log in to the NFIRS Data Warehouse — State and local NFIRS users

1. Log in to eNFIRS at https://www.nfirs.fema.gov/. Do not click the personal identity verification (or PIV) card icon.



2. On the landing page, select the **Access NFIRS Data Warehouse** button, which is a link. If you do not see the DW link, the NFIRS state program manager in your state needs to update and add the permissions to your account (https://www.usfa.fema.gov/pocs/).




3. Click **Continue** in the pop-up.

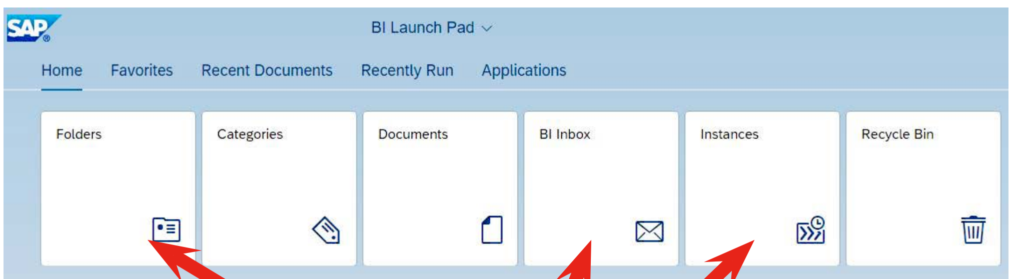

4. The next screen will be the **NFIRS DW BO** workspace.

# Part 3: Locating and Generating Standard Reports

The first time you log in to the **NFIRS DW**, the Home screen will resemble the one in the steps that follow. After running a few reports to get accustomed to the workflow, the display can be adjusted by changing the Account Preferences (steps later in Preferences section).

Take a moment to review the landing screen and locate these items:

- Top ribbon (links) for **Home**, **Favorites**, **Recent Documents**, **Recently Run** reports and **Applications**.
- The center **BI Launch Pad** pull-down menu. This will become the pull-down menu for open reports.




**Most-used areas are Folders, BI Inbox and Instances.**

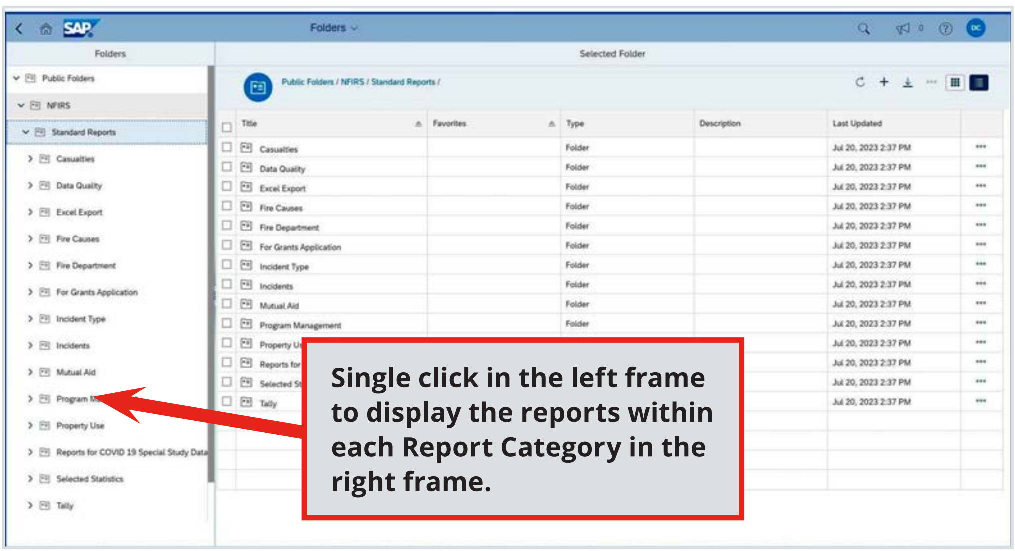
**Access and Admin users: The first time you view the NFIRS DW workspace, there will be no subfolders under Personal Folders. You will create subfolders to manage your reports.**

**EDW read-only users will not be able to view or use the Personal Folder (shown in the screenshot below).**

- The last icon in the far right contains Log Off and Settings (for **Account Preferences**).
- The "tiles" are links to **Folders**, **Categories**, **Documents**, **BI Inbox**, **Instances** and **Recycle Bin**. You will not use Categories, and rarely, if ever, use the Documents and Recycle Bin.

1. Select (click on) the **Folders tile**.

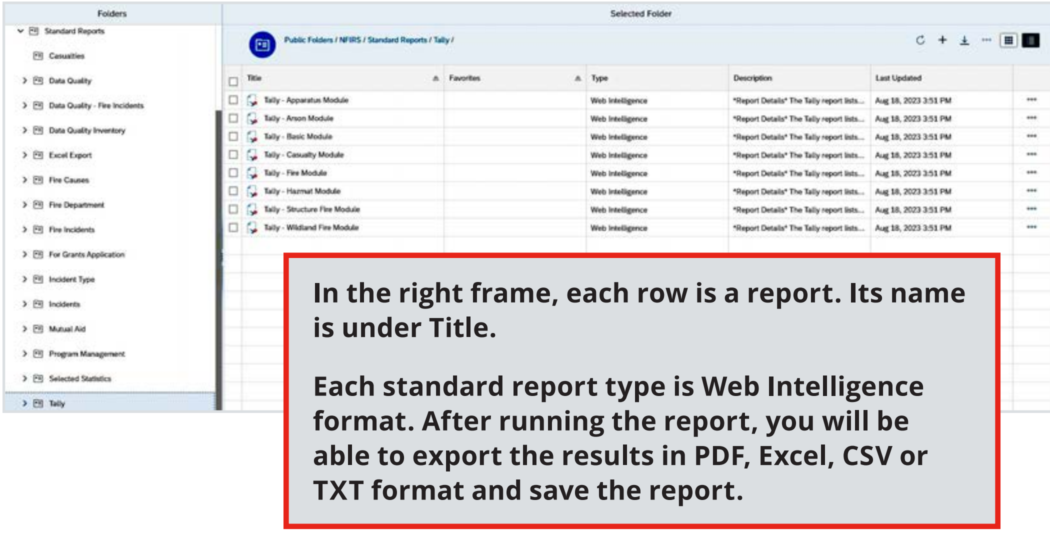
2. Click the arrow (>) sign to expand **Public Folders > NFIRS > Standard Reports** to view the standard report categories. The steps in this guide use a Tally report and the NFIRS Assistance to Firefighters Grant Summary in the examples, but the steps are the same for any report.

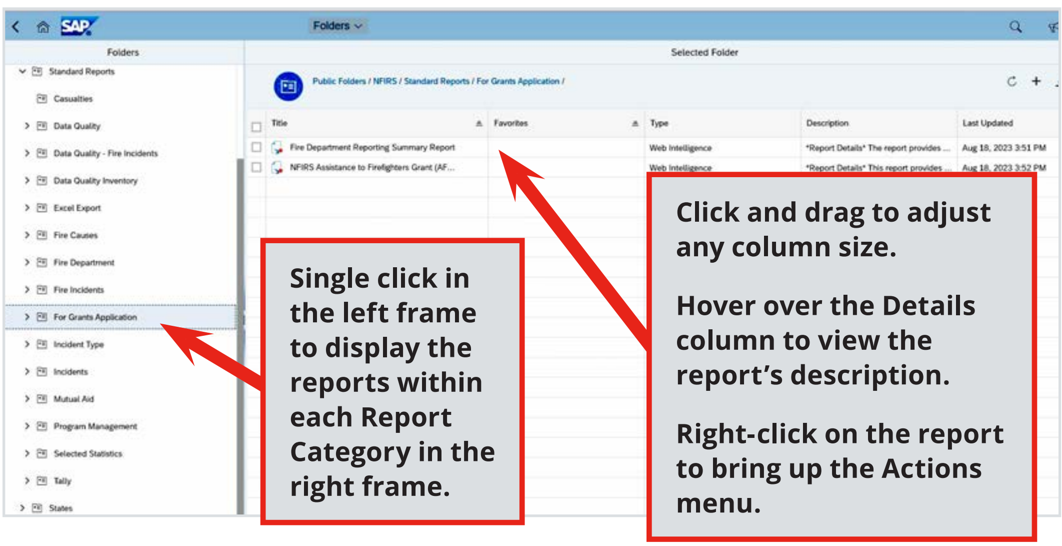

3. Single click on **Tally** report category in the left side panel.

4. The set of Tally reports will be displayed in the right frame area. Each row is a report (query).

Example 1 below shows the Tally reports.




Example 2 below shows the reports that are available for grant applicants.



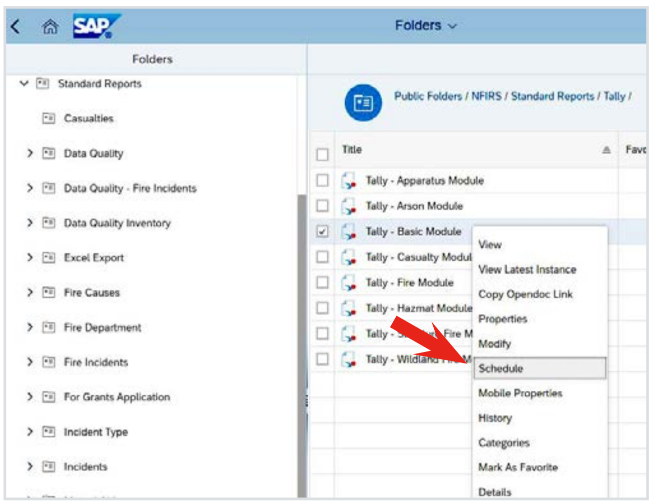
## Generating a report — Schedule versus View

Users can select a Standard Report and run ("View") the query at any time, but querying large data sets can affect the report completion time as will heavy network traffic. **Scheduling a report, therefore, is the preferred method of submitting the reports for generation**. Scheduling a report enables the user to close the browser and return later to retrieve the report, as well as use the email option to send the report to specific recipients.

Continue from Step 4 above, to schedule a Tally report:

5. Right-click on the **Tally - Basic Module** report.

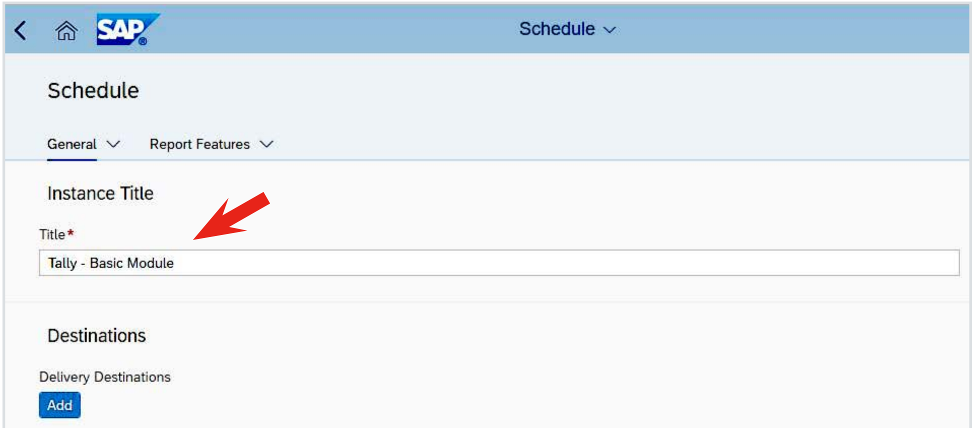
6. Select **Schedule**.




The Schedule pop-up page has 2 drop-down menu tabs, **General** and **Report Features**. The screen collapses or expands depending on your selection.

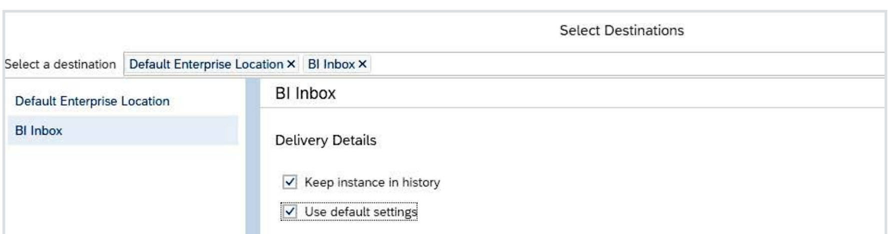
Continue with the steps for the recommended, quickest routine. Most often, the report scheduled with the default "Now" will run and complete immediately.

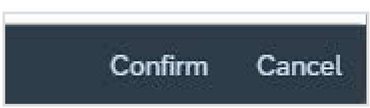
7. Change the report **Title** as desired. The title will appear in the report as well as the instance (report) name.




8. In **Destinations**, click **Add**.

9. Check **BI Inbox.** Check the box for **Use default settings**. Click **Confirm** in the lower right of the pop-up.

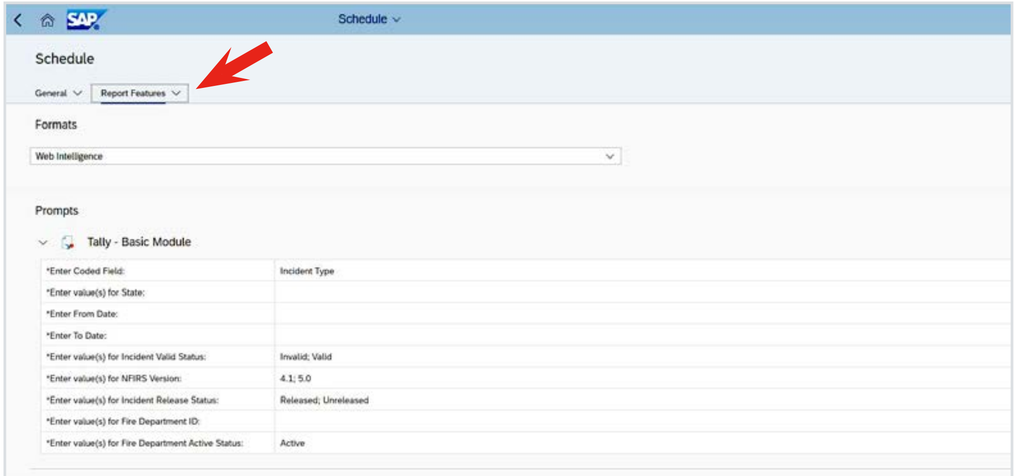




10. Do NOT change the Recurrence (leave it as Run Report Now).

11. Do NOT change Events, Scheduling Server Group and Notification (Notification feature and other options are explained later).

12. Click the **Report Features** tab.



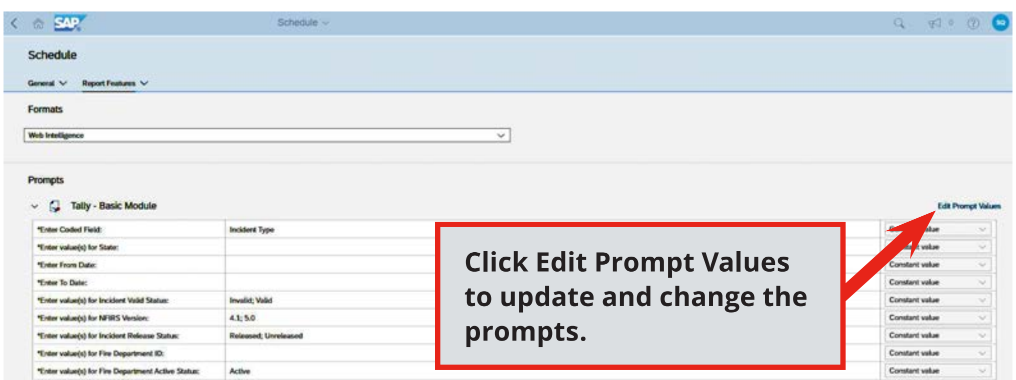

## Prompts selections (pop-up)

Prompts are the basic parameters for the report, such as incident date range, incident status (Valid, Invalid, No Activity or all), Released or Unreleased incidents or both, and the FDs that will be included.

- Prompts vary among the **Standard Reports** depending on the report's purpose.
- Some parameters will be required, some will have defaults designed for the reports and others will have a pick list to select a specific code or coded field, as in the Tally reports.

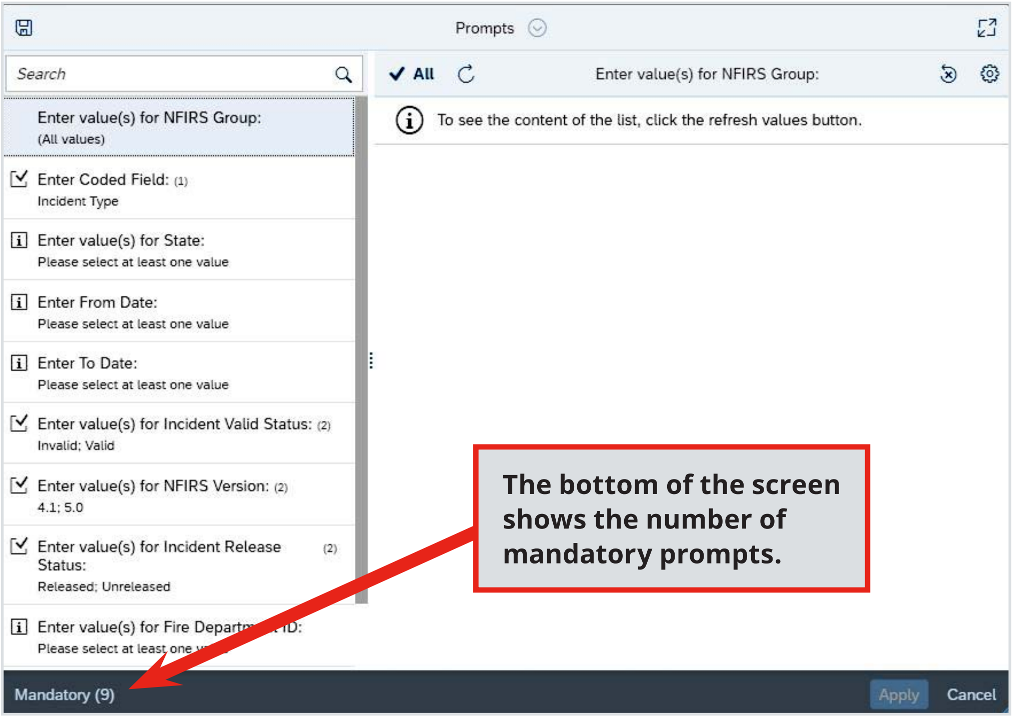
Proceed with the steps to update the prompts.

13. Click **Edit Prompt Values** (link).



The Prompts pop-up will display.

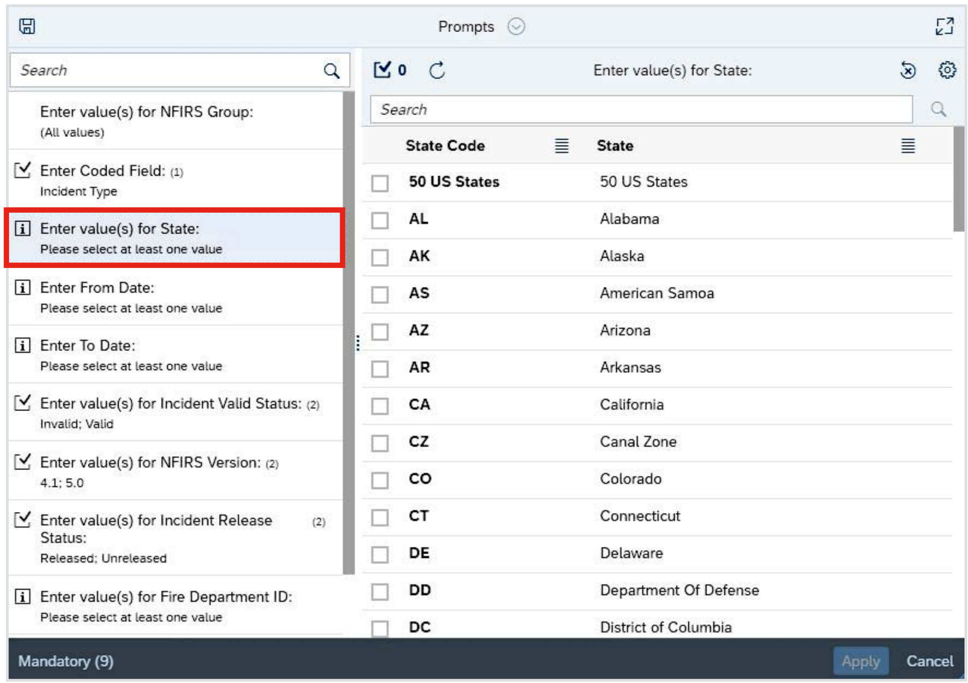
- All the prompts with an icon to the left need to have at least 1 value selected. Prompts without an icon to the left are optional.
- Reports have defaulted values for some prompts. Review and update as necessary.



14. Click the Prompt: **Enter value(s) for State**.

    a. Scroll down the list using the slider on the right and select your state. To search, enter your state's code in the Search lookup field, then select the code from the returned list. (The problem with entering it manually is the risk of misentering it; entering it in the wrong format will return no data.)

    **Note:** If a list of values is not showing for a prompt, click the clockwise arrow icon (Refresh) to refresh.




    **Reminder:** Choosing All 50 States will include only Released status incidents from states outside your own. Similarly, at the FD level, choosing All Fire Departments will include only Released status incidents from FDs outside your own group.

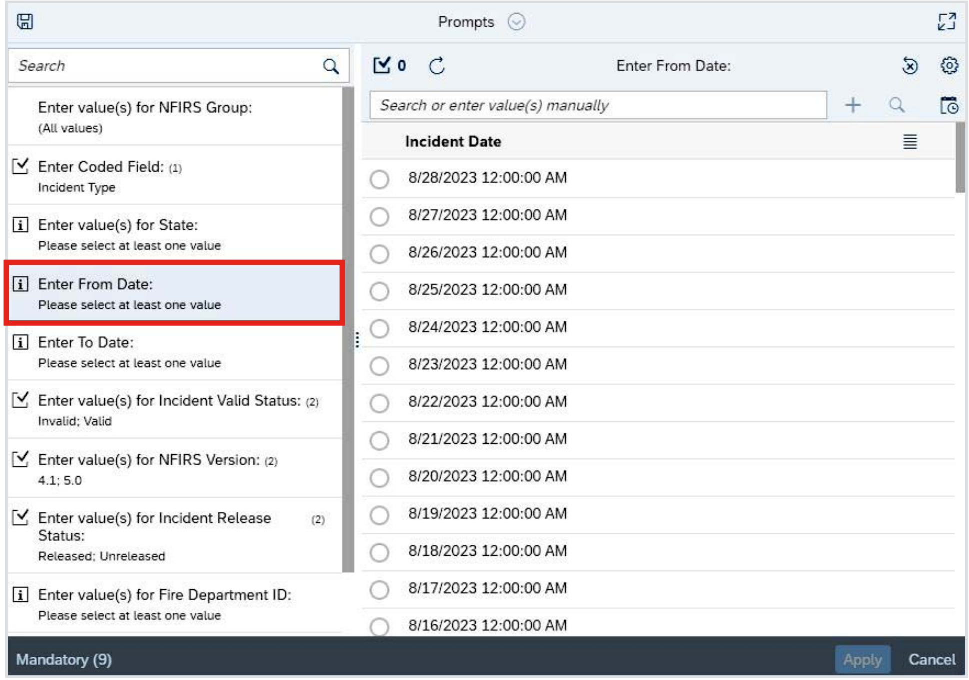
    b. Click the prompt for **From Date**. In the Search lookup field, enter the start date for incidents in the report. Leading zeros are not necessary; for example, 1/1/2022 is acceptable.

    c. Click **Search**, then select the date from the list.

    d. Click the prompt for To Date. Repeat to select the end date with the report.

e. You can also use the calendar icon to the right of the search bar to help you find the date if you prefer.

**Note:** Do not change the time portion value in the **From Date** and **To Date** prompts. The time portion is ignored in these prompts. Leave it as 12:00:00 AM.

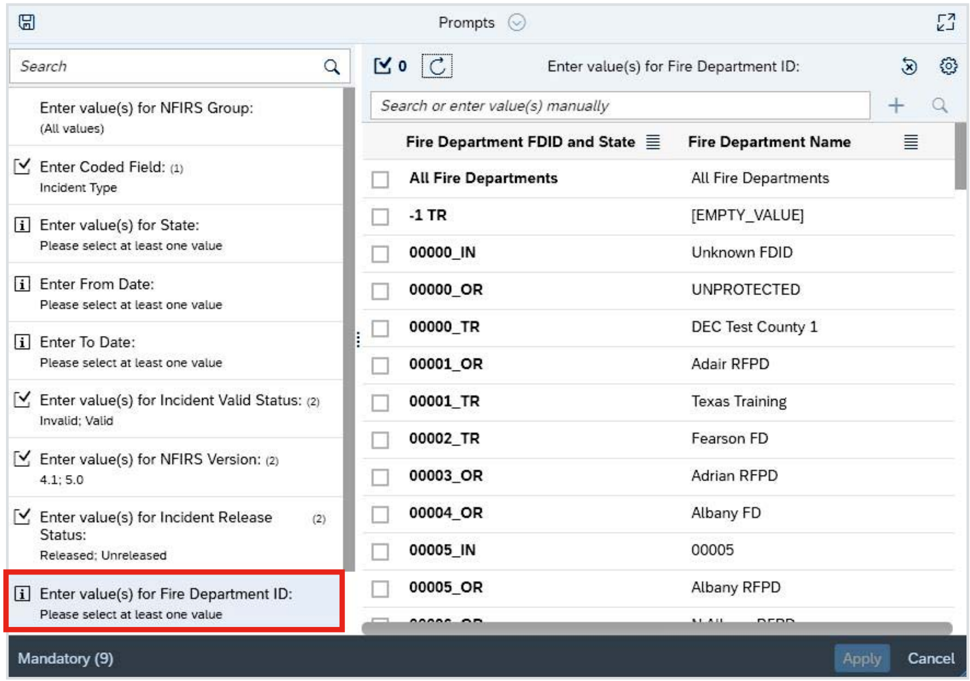



f. Click on the **Fire Department ID** (FDID) prompt.

g. Enter your FDID number or department name in the Search lookup field and click **Search**.

h. Select the FDID for your state.

**Note:** FDIDs are in the format: **#####_[state code].** To search for all FDIDs for a state, enter _VA such as for Virginia in the Search field and click the Search icon. To search for a specific FDID, always add the underscore and state code, for example, 54321_TR.

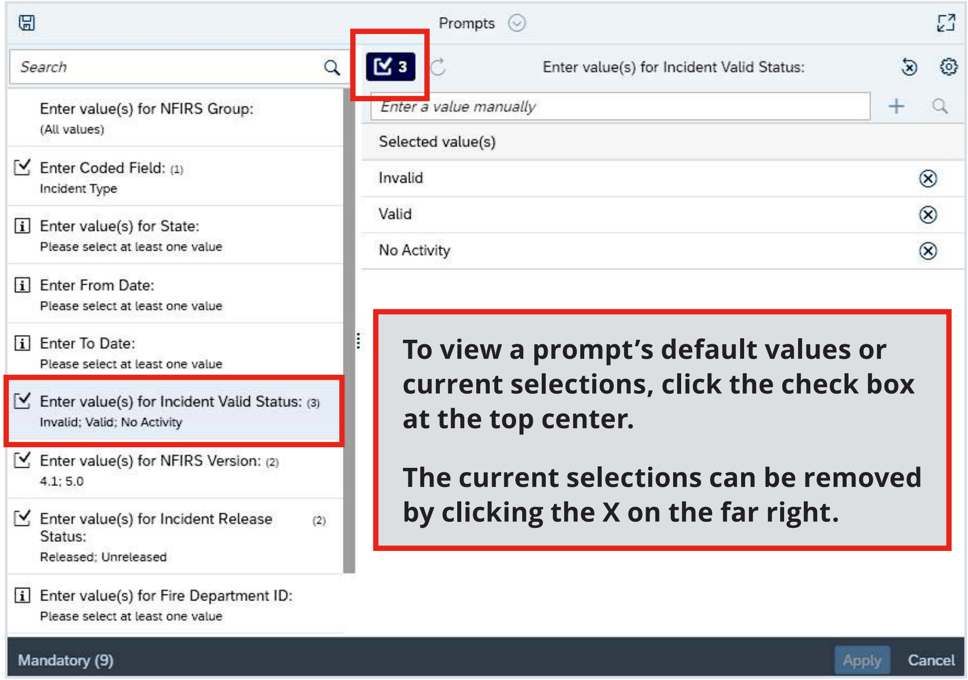



15. Review the remaining prompts and make any changes as desired.

**Reminders:**

- Activity summary reports should include **No Activity** status incidents.
- It is recommended to use only **Valid** status incidents for reports providing types of activity (analysis by Incident Types).
- You do not have to change all the prompts. For example, **Enter value(s) for NFIRS Version** does not need to be changed.

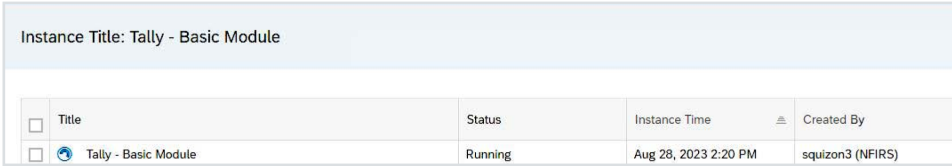
- All prompts should be reviewed and updated as needed. To edit prompts and remove selected values, select the prompt, click the check box icon and then click the **X** for values that you want to remove from the selected prompts.




16. After all values are selected, click the **Apply** button (it will not be enabled until all prompts have values).
17. The **Prompts** window will close, and you are returned to the Schedule screen.
18. In the bottom of the screen on the right, click **Schedule**.

19. The screen that displays shows the report and its status.

    This screen is referred to as the History window.

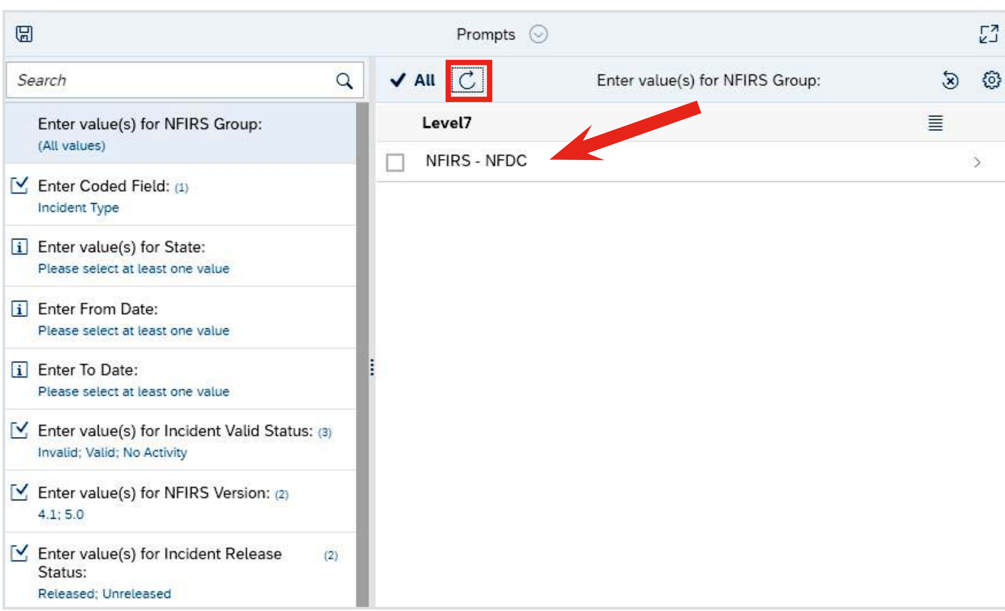




## The NFIRS Group prompt

Some reports have a prompt named **NFIRS Group**. This prompt allows access to subfolders like counties and regions in the state's group tree. You can leave the **NFIRS Group** default value as it is (All, or Level7), and make specific selections in the State and Fire Department prompts. Or use the NFIRS Group prompt to access the tree structure and make a selection by county level.

1. Click the **NFIRS Group** prompt.
2. Click the **Refresh** icon to its right.
3. The **NFIRS - NFDC** Level7 will display.



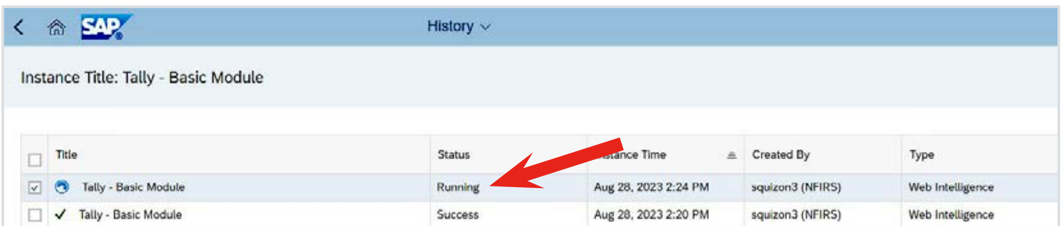

4. Click on the group or click the arrow at the far right of **NFIRS - NFDC**. The next level, States, will display.
5. Click on the desired state or click the arrow at the far right.

6. The next level, Counties, or subfolder like Regions, will display.
7. Check the boxes for any group(s) that you want selected for the report (such as a group county folder or a list of FDIDs). The selections will display in the Groups prompts on the left.
8. Fill out the remaining prompts and run or schedule the report.

   **Note:** There is no need to select each check box at each group level, only the group level in which you would like to run the report. If you select multiple groups (e.g., Virginia > Division 1 [Richmond] > Amelia Co. (007)), then the report will display data with the highest group selected.

## Locating completed reports

Most reports scheduled with **Run Now** or **Run Once** will complete right away and the instance will be accessible in the **History** window before navigating away. When the status is **Success** (green checkmark), before navigating away, click the report to open and view the results.




**Note:** A blue circle icon next to the report name means it is in process and running now. A gray clock icon means the report is scheduled to run. If a scheduled report is paused, the icon next to the name is a gray box with 2 vertical lines. It is not recommended to reschedule a report that is scheduled to be processed; rather, delete the report and create a new one with the appropriate schedule.

To view the report later if the report does not complete right away, you can find a copy in the **BI Inbox** tile on the DW's **BI Launch Pad**. Or you can view the **History** page anytime by going back to the report in the **Standard Reports** folders, then right-click on the report and select **History**.

In the **BI Inbox**, locate the report and click to highlight, then click the **View** button. When checking the **History**, click on a completed report to view, or you can click on the 3 dots on the far right and select **View**.

For completed reports in the default Web Intelligence format, to download and save the report or to print it, proceed to the Exporting Report Results steps. For scheduled reports in PDF and Excel format, you will get an option to **Open** or **Save** the report.

## Optional: Generating a report using View

Use the **View** option only when the report is for a small data set, such as a single FD within a single year.

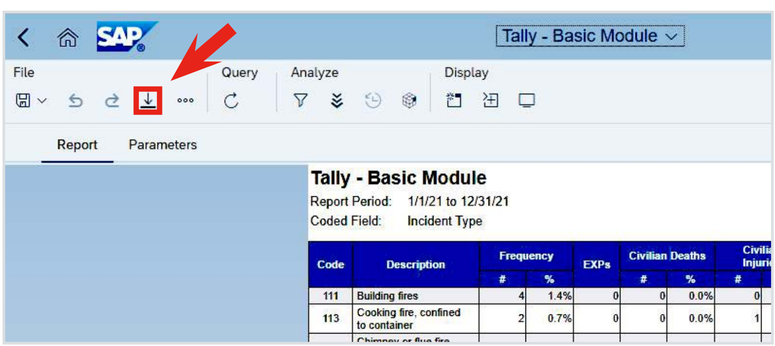
1. Right-click on the desired Standard Report and select **View**.
2. Enter the prompts values by clicking on each prompt.
3. After all the prompts are completed, in the lower right, click **Run**.
    a. The **Run** button will not be enabled until all prompts are entered.
    b. Always review the prompt entries before clicking the **Run** button.
4. The results will display. Completion time depends on the user's internet or network performance, the report complexity, and the size of the data set being queried. An error can occur due to timeout, and if so, schedule the report.

Proceed with the steps to export the results.

## Viewing a report and exporting report results

When you open a completed report, you will see multiple tabs. The first tab, in this example, is Report, which contains the summary report. The second tab, Parameters, contains the parameters used to run the query. While not all **Standard Reports** have multiple tabs, they will have at least 2: the main report and the parameters. Review all tabs in a completed report because some reports have more than 2 tabs.

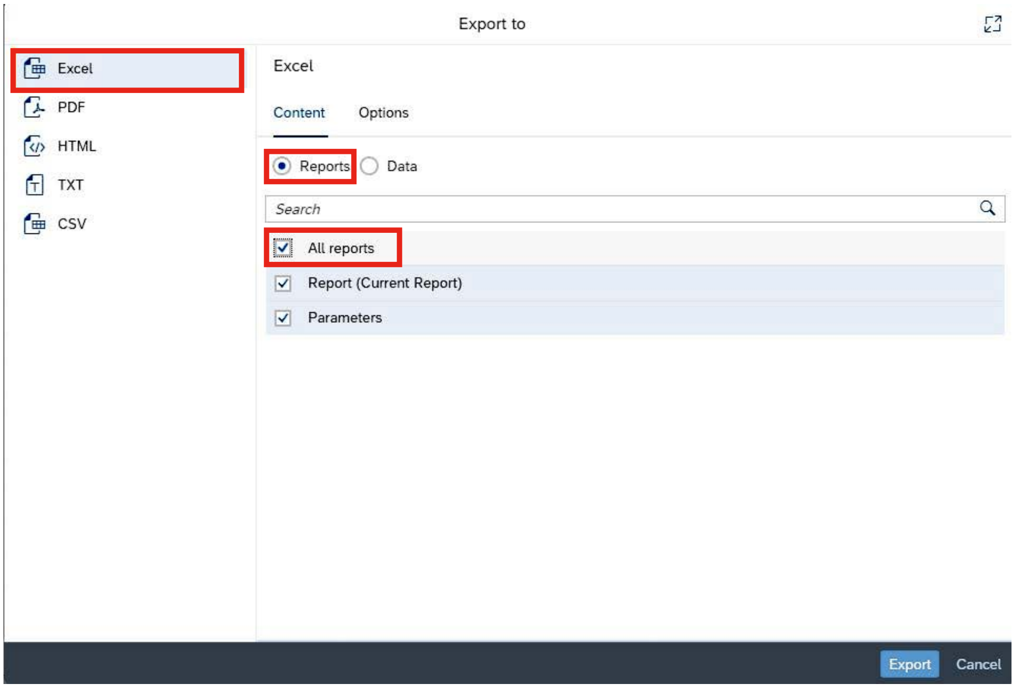
1. To export your report, click the **Export** icon that looks like a down arrow over a horizontal line. A pop-up window will appear.



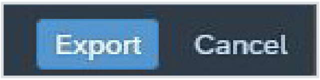
The default is Excel; however, many **Standard Reports** have been formatted for PDF.

2. Select the desired format (Excel, PDF, HTML, TXT, CSV).

3. Then select the radio button for **Reports** and then check the box for **All Reports**. This will ensure that you always have the **Parameters** page with your report.




4. Click the **Export** button. The file will download (check your PC's downloads folder) and can be saved on the computer as desired.




**Reminder:** The advantage to scheduling reports in the default **Web Intelligence** format is that you can decide on your download option (PDF, Excel, CSV, TXT) later after viewing the report. The **Web Intelligence** format has additional options available such as **Print** and **Filters**.

You have now completed the workflow to schedule and obtain a **Standard Report**.

## Scheduling a report — receive or send via email

1. Right-click on the desired report and select **Schedule**.

2. Click the **Add** button under **Delivery Destinations**.

3. Uncheck **Default Enterprise Location** and check **Email**.

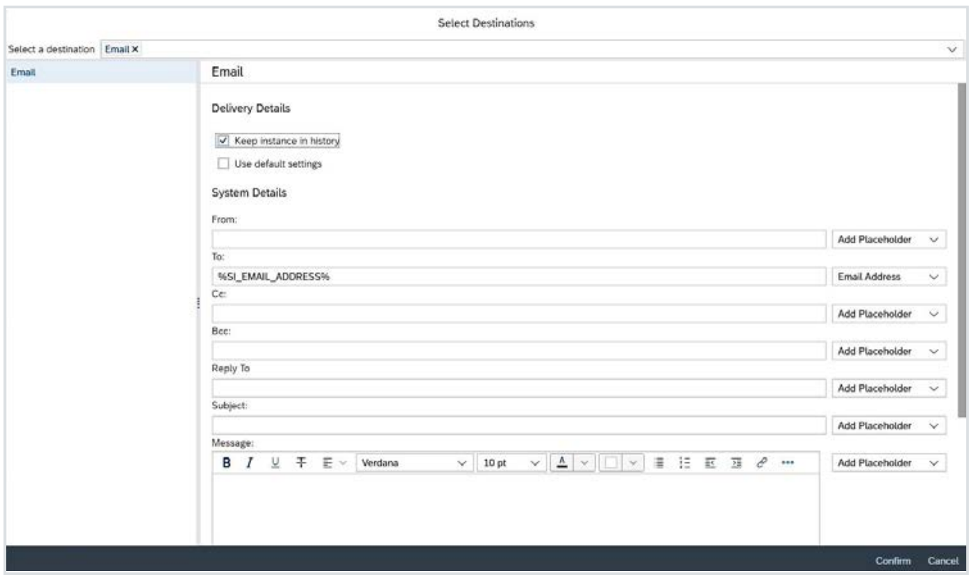
4. Check the box for **Use default settings** to send to the email associated with your NFIRS account.

5. For additional options with email, uncheck **Use default settings** and complete the following steps.

    a. Leave the **Keep instance in history** check box checked.

    b. In the **From** field drop-down box, select **Add Placeholder** (shows by default). You can also type your own email address, as it will be displayed in the sent email and can prevent this email from ending up in the spam folder.

    c. In the **To** field drop-down box, select **Email Address** and type in the recipient's email address. You will be typing over/replacing the text %EMAIL_ADDRESS% with the recipient's email address.

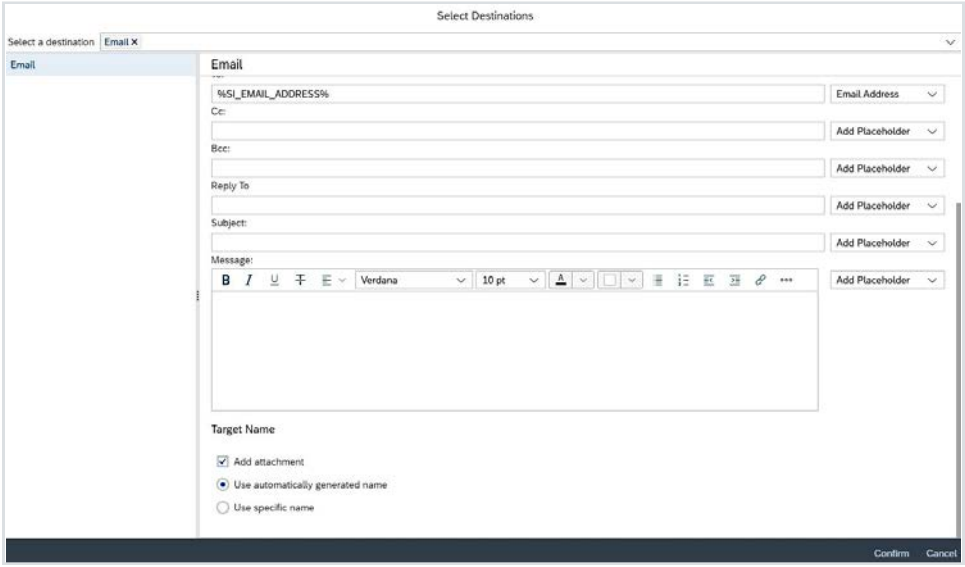



    d. Enter a **Subject** (or in the Add Placeholder drop-down, select Title for the report's name). Leaving the Subject and message body text blank increases the likelihood the message will be sent to the spam folder.

    e. Enter message body text.

    f. Under Target Name, check **Add Attachment**. Note the recipient will not be able to open a **Web Intelligence** format report from an email. Instead, schedule this report with a .pdf, .txt or .xlsx format so the recipient can open the attachment.

g. Optional: Check **Use specific name** to give the report a custom name. Leave the **Add file extension** box checked.




h. Click **Confirm**, located at the lower right of the window.

i. On the Schedule screen, click the **Report Features** tab.

j. Under **Formats**, select the file type for the report.

**Reminder:** Don't use **Web Intelligence** as the format for an emailed report, since the report will not be able to be opened.

k. Click the **Edit Prompts Values** link and fill out the prompts.

l. Click **Schedule**.

## Check the status of a scheduled report

If the report is small, often you will see the status change with each phase (**Pending**, **Running**, **Success**, **Failed**); or use the **History** window's **Refresh** icon to check for an updated status.

The **History** window displays the last 30 instances of the report.

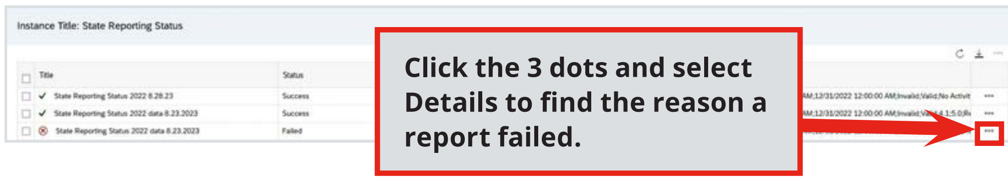
To close the **History** window, use the **X** in the upper-right corner.

Proceed to retrieve the report in the destination specified when scheduling it (**BI Inbox**).

If you log out of **BO** and return later but do find the report in the BI Inbox, it is not complete. Follow these steps to check its status:

1. Locate the report you selected to schedule (in **Standard Reports**' Tally category, for this example).
2. Right-click on the report (row).
3. Select **History**.

4. Check the **Status** column. The status will be **Pending**, **Running**, **Success**, **Recurring** or **Failed**. Click on the Status link to review information on the report. If it failed, check the information for a missing prompt. For example, a common cause of failure is not selecting a State value.

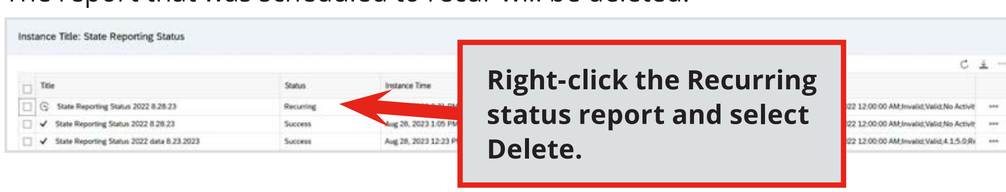



## Deleting a report instance

There is a difference between deleting a single report instance, such as 1 that failed or is not necessary, and a report that was scheduled to run on a recurring basis.

In the **History** window, locate the report and right-click on the 3 dots at the right. Select **Delete**. This deletes the report instance.

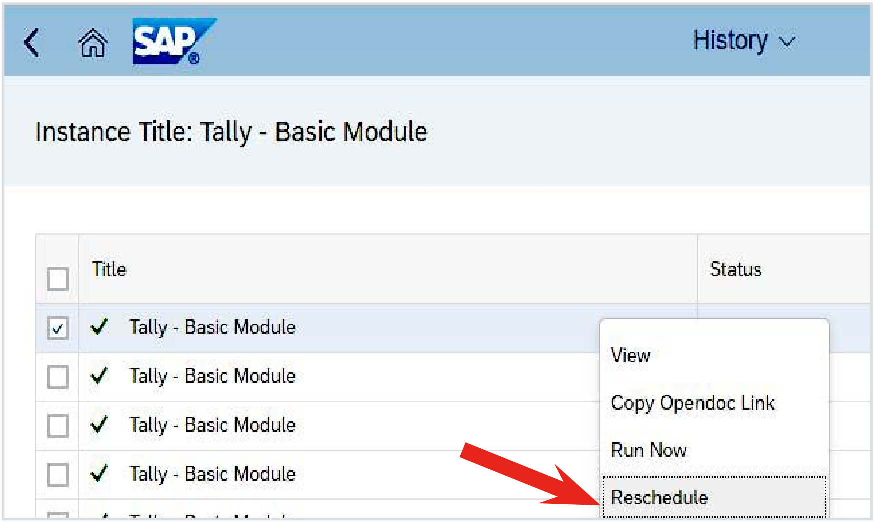

1. To delete a **Recurring** report, locate the report.
2. Right-click and select **History**.
3. Locate the report with the **Recurring** status.
4. Right-click and select **Delete**.
5. A message will appear in the confirmation pop-up reading, "This will delete the instance. Do you want to proceed?" Click **OK**.
6. The report that was scheduled to recur will be deleted.




**Reminder:** When scheduling, use the default **Run Now** or **Once** option. Before scheduling a recurring report, please contact the NFIRS Support Center for guidance. It is recommended your scheduled report lasts 1 to 3 years, not the default 10 years. The report queue is periodically reviewed for recurring reports, and they are deleted to avoid strain on DW performance.

## Rescheduling a completed report instance

To rerun a completed report with different prompts, go to the **History** page by going to the report in the Standard Reports folder, right-clicking the report name and selecting **History**. Then right-click on a report instance and click **Reschedule**. Review and update the report options/prompts as needed and click **Schedule**.

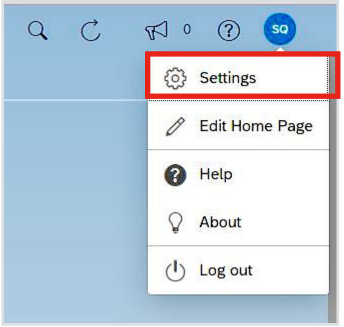



You have now completed the workflow to generate a Standard Report in **Web Intelligence**, PDF or Excel format by scheduling it to your **BI Inbox** or by sending the completed report via email.

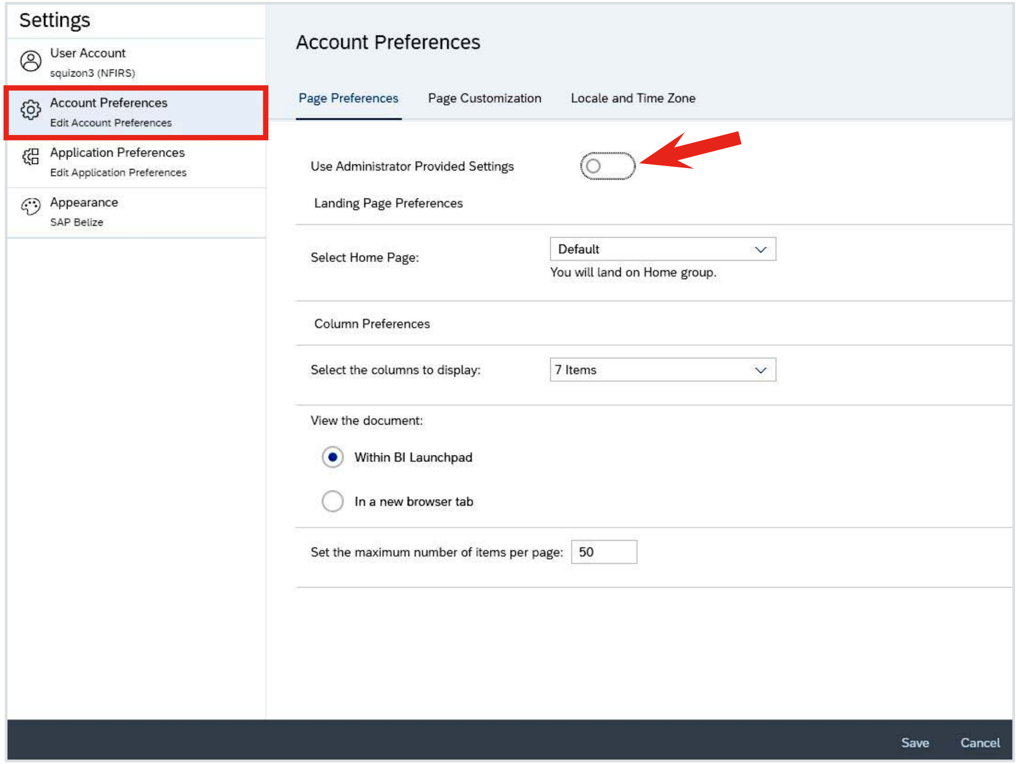
## Optional: Personalizing your BO workspace

To change the tiles that display on your landing page:

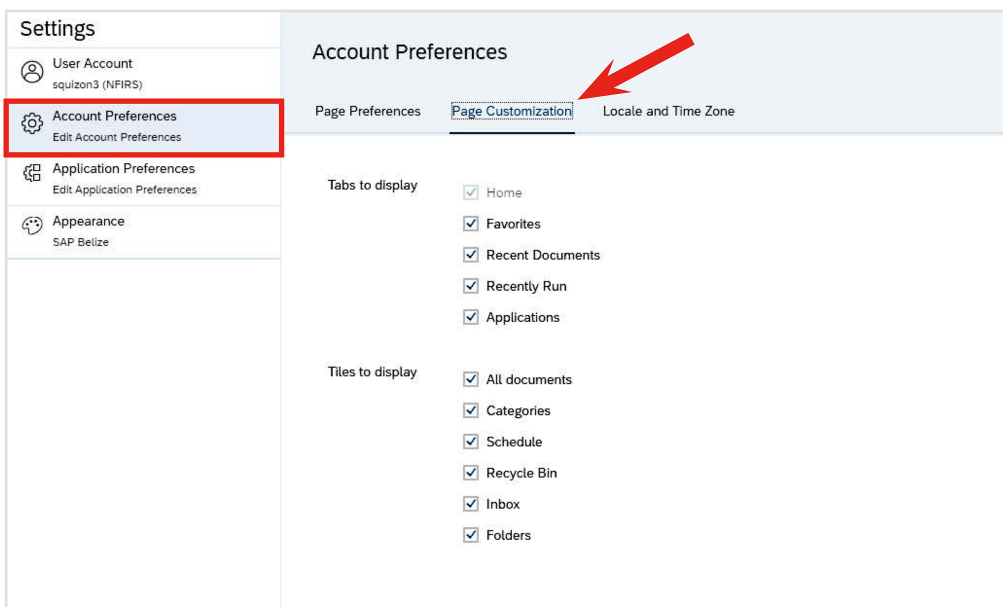
1. In the upper right row of icons, locate and select the icon for your username.
2. Select **Settings**, then select **Account Preferences**.



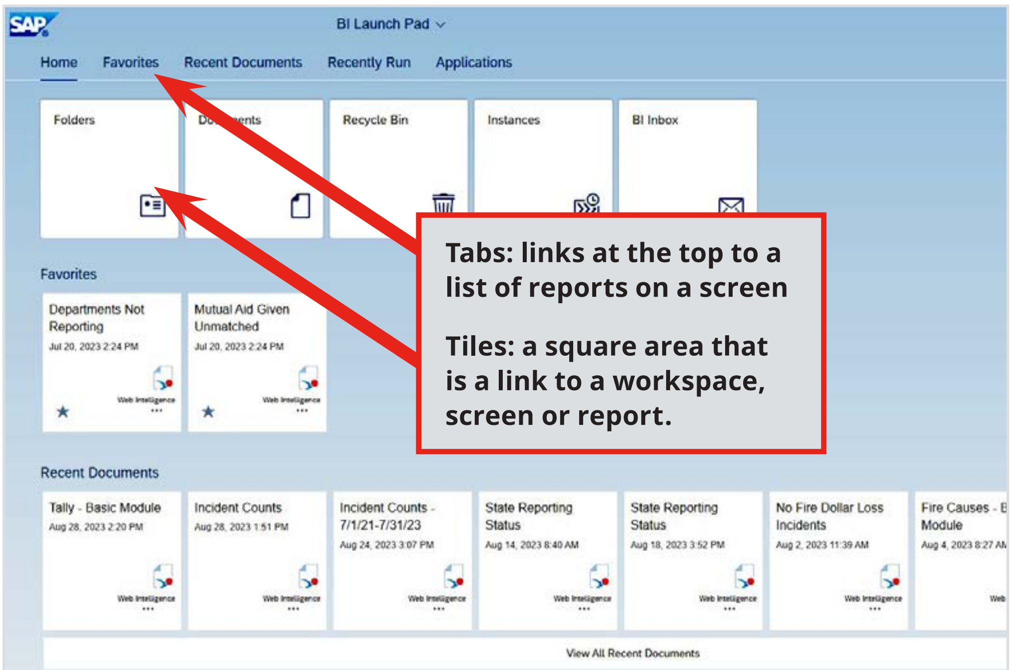
3. On the **Account Preferences** screen, slide the button for **Use Administrator Provided Settings** to the off position.




4. Select **Page Customization**.

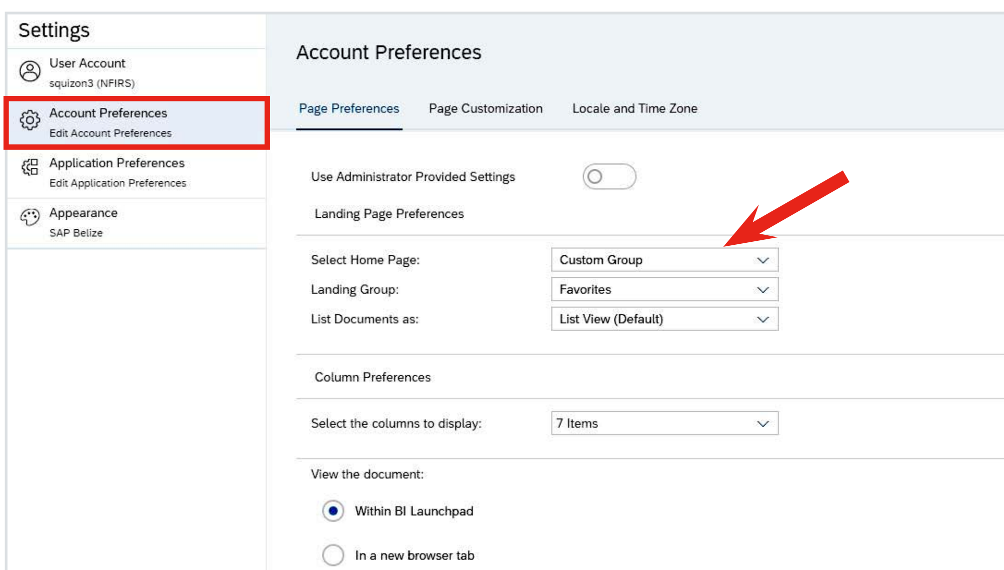


5. Uncheck the **Tabs** and **Tiles** you do not want to see when you use the tool. The tabs are text links that display above the main area. For example:
   - Users with **EDW read-only** permissions will not use the **Applications** tab, so remove it from view.
   - Since the **Categories** feature is not set up for NFIRS, remove the **Categories** tile from view.

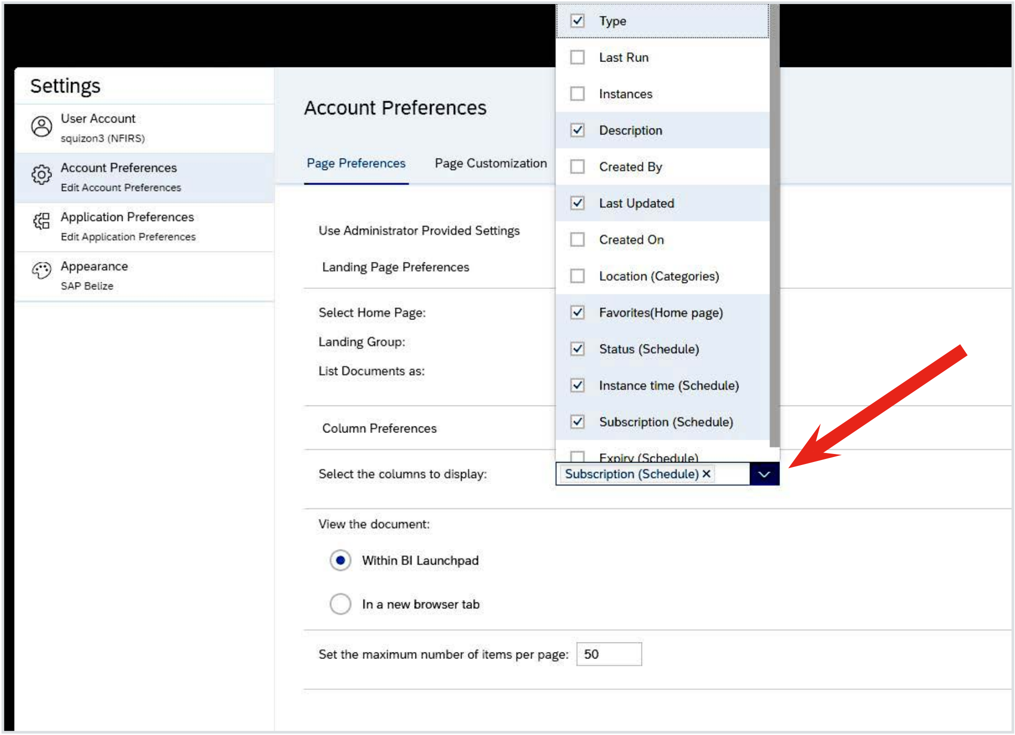



In the **Page Preferences** area, you can make further adjustments:

6. Select **Settings > Account Preferences > Page Preferences**.
7. Adjust the **landing page** as desired by selecting options under **Select Home Page**.



8. Under **Column Preferences**, adjust the columns as desired to display on the **History** screen and completed reports lists.




9. The view and preference selections will be in place the next time you log into the **NFIRS DW**.

   Do **not** change the **Locale and Time Zone** settings.

# Part 4: Frequently Asked Questions, Errors and Troubleshooting

### Why should I schedule my reports?

Users can select a Standard Report and run the query at any time, but querying large data sets will require more time to complete. Network traffic can have an impact on performance and completion times, as well as the number of reports in the processing queue. Scheduling a report, therefore, is the preferred method of submitting the reports for generation. Scheduling a report enables the user to navigate away or close the browser and return later to retrieve the report, as well as use the email option to send the report to specific recipients.

When scheduling, use the **Run Now** or **Run Once** option if the report does not need to be generated on a regular basis. Do not schedule a recurring report without contacting the NFIRS Support Center.

### Where do I find the reports I can generate?

In **BO** terminology, reports can be either public or personal. Public reports are in the **NFIRS DW's Standard Reports** folder and are accessible by any user who has the necessary rights to the **NFIRS DW**. These report queries are designed by USFA and NFDC staff for the NFIRS community. Click on **Standard Reports**, then click on a folder (report type) to see the reports. Each row represents a report.

**NFIRS DW** users with EDW Access and EDW Admin permissions will have the ability to copy these queries to the BO's **Personal Folder**, where they will be private and cannot be seen or altered by other **NFIRS DW** users. Click on **Folders > Personal** to see your own reports. Once copied to your **Personal Folder**, the report can be modified (personalized).

If your state created custom NFIRS report queries for its users, they will be stored in the folder for your state.

### Where can I find the description or definition of each report?

In the **Standard Reports** folders, point and hover the mouse pointer over the text ***Report Details*** in the **Description** column to view the report description tool tip.

### Can I still view more than 1 report at a time? The old BO version had tabs so several reports could be open at once.

The tab feature no longer exists, but in the top center of the screen is a drop-down box that will display **Currently Open Documents** for reports that are open.

### Where do I find the reports I ran yesterday?

Click on the **Instances** tile.

- Or if you saved them to your **Personal Folder**, look there. Right-click on **View Latest Instance**.
- Or if you scheduled a report and selected the **BI Inbox**, click the **BI Inbox** tile.
- Or locate the report, right-click it and select **History**.

### How do I refresh a report generated 3 days ago or last week?

Right-click on the desired report and select **View**. The report will generate using the most recent data. Verify by the date or time of last refresh in the lower right corner of the results screen.

When copying or creating queries, the default is to **Refresh data upon viewing** (running) the report. This is a setting that can be changed in the **Save As** box for each report when you are saving it to the **Personal Folder**.

### Is there a report that lists the validation errors for all my incidents?

No. The report named **Invalid Incidents** only provides a count of invalid incidents. When importing incidents to NFIRS, validation errors are provided after an import is completed in the import log files. Import log files are available in the Bulk Import **Recent Reports** tab for 30 days. When using the eNFIRS application to enter an incident, use the **View Errors** button to see the validation errors before closing the incident.

### I reviewed a report's results and decided not to save it or run it again. What do I do?

In the center of the screen is a list of open reports. Select the **X** in the upper right corner to close the report instance. If the report has been saved to your **Personal Folder** and is no longer needed, delete it by selecting it (the row), right-click and select **Organize > Delete**.

### I don't see the Personal Folder, and the Save icon is not available or not working.

These features are based on your **BO** permission level. At first, your permission level (**EDW read-only**) will allow you to run the **Standard Reports** only, and you will not see or create a **Personal Folder** (you will export and save the completed report you wish to keep to your computer). After you become familiar with the **Standard Reports**, you can request the **EDW Access** permission role in order to use the **BO Personal Folder**, which will become your workspace in the **NFIRS DW**. Until you have the **EDW Access** role, you cannot use the save action for a report in the **BI** format, you will only be able to export the report as a file and save it on your computer.

### I ran a report query which resulted in "No Data to Retrieve in Incidents." Is this a system error?

If the report result is "**No Data to Retrieve in Incidents**," there is no data that matches the query. Click on the **Parameters** link and review the filters used. To run the report again with different filters, click the **Refresh** icon to access the user prompt input fields. Modify them as needed for the data set and run the query again.

Note that the message will refer to the universe, Incidents.unx or Fire Departments.unx, such as "No Data to Retrieve in Fire Departments."

### In the From Date and To Date prompts, do I have to search for and select a date value?

No, you can type it in and add it manually. Enter the format **M/D/YYYY** (leading zeros are not necessary). Always spot-check the prompt values in the left before scheduling the report.

### In the From Date and To Date prompts, do I have to enter or change the time portion? Should it always show 12:00:00 AM?

The time portion is ignored in these prompts. Leave it **12:00:00 AM**. Do not change the time portion value in the **From Date** and **To Date** prompts.

### The Fire Department ID selection prompt displays "All Fire Departments" and shows the list with FDIDs in other states, even though I selected my state. Do I have to manually select the FDIDs in my state?

No. When you select a single state (or more than 1 state) for the **State** prompt, only the FDIDs in those states and their data will be included in the report. When you select "**All Fire Departments**," the report will contain data from all FDs in the selected state (or states). In the screenshots that follow, Arizona is the selected state, and the report will be run for all FDs in Arizona. You can select by the county or other group folder by changing the NFIRS Group in the Prompts.

### In the Fire Department ID prompt, how do I filter the list of FDIDs to see only those FDIDs in my state?

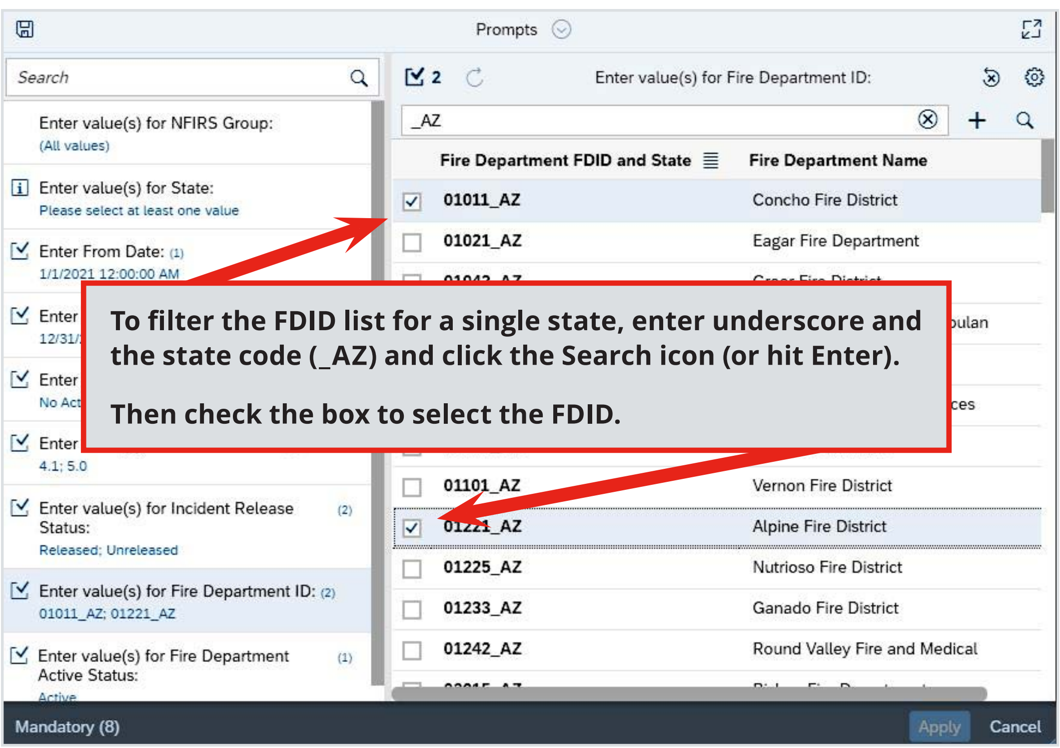
In the **Search** field, enter an underscore and the state code (for example: _KS), then click the **Search** icon or hit the Enter key. The FDID list will refresh and display those FDs specific to the state. Select the desired FDs to apply it to the prompt.

### In the Fire Department prompt, how do I filter the list for my FD (a single FD)?

In the **Search** field, enter the FDID number, the name of the FDID, or a partial value and click the search icon or hit the Enter key.

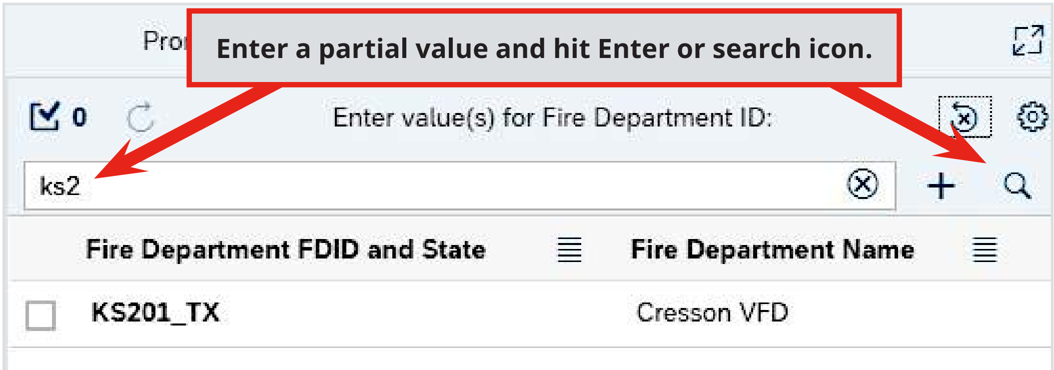
FDIDs are in the format: **#####_[state code]**. To search for all FDIDs for a state, enter _AZ such as for Arizona in the Search field and click the Search icon. To search for a specific FDID, always add the underscore and state code, for example: 54321_TR.

When the desired FD is listed, select it (click on it) or click **Manual entry** to apply it to the prompt. Be sure to verify it is added to the prompt on the left side of the screen.



### I am not sure of an FD's exact FDID number or its name. Can I search for it?

Yes. Enter a partial value and hit the search icon or hit the Enter key. You can also search by keywords with FD name.




### In Prompts, I clicked the Refresh button to update my selections, but nothing changed.

In the Prompts selections, the **Refresh** button will pull up selections if they are available. Click on the number of values in the prompt, then click **Run**. If an additional prompt is available, it will be displayed for selection.

### I clicked the Refresh button to update my report results, but nothing changed.

If no changes were made to the query and the data in the DW has not been updated since the report was generated, there is nothing to refresh. The DW data is updated nightly only. It is 1 day behind the NFIRS National Database.

### How can I get access to another state's Unreleased data?

You will need permission from that state. For more information, contact the NFIRS Support Center.

### When my session times out, how do I resume working? Will I lose the report?

As the pop-up states, your session timed out due to inactivity. If your account has **EDW Access or EDW Admin** permissions, check the Personal Folder for an instance prefixed "do_not_use." This is a partial report that might salvage the query, but not the results. The report or query must be rerun.

If your session was ended, after login, check in your Personal Folder for a report title that contains a system-assigned number, for example, 423432_Incident Listing_321234. Assume it is not complete. You can run (**View**) the report, then choose "Save As..." and select the **Personal Folder**. Check that all your previous query work exists.

### A pop-up states "invalid session."

Your session timed out. Click **OK** and log in again. Session timeout occurs after 20 minutes of no screen activity in the **NFIRS DW** reports. To prevent session timeout, perform an action, navigate to another feature or click the screen occasionally. Scheduling reports prevents the user from having to keep the browser open.

### How long will my queries and reports be available in the NFIRS DW?

Currently, there are no limits on the size of reports a user can store; however, only 30 successful reports can be listed in the History before the oldest ones get automatically deleted. The recurring instances will always be in view.

It is recommended to clean up your **Personal Folder** annually. If many reports are stored in the Personal Folder, use the page selector arrows in the upper right to view the next page.

### Will the system prevent me from modifying the main reports, the ones in the NFIRS folder?

Yes. Users at the state and FD level cannot modify or delete the **Standard Reports** in the NFIRS folder. In **BO** terms, these are "corporate level reports." To modify a report query, the user must copy a **Standard Report** and save it in their **Personal Folder**.

### Why do some reports like the Tally and Detailed Selected statistics omit incidents with aid given codes 3 and 4?

To prevent double counting of losses.

# Part 5: Frequently Requested Queries

Many common queries do not need a custom report.

### "I want the frequency of incidents with fireworks, by property use."

Assuming the question is how many fire incidents occurred by fireworks according to property use type, a Tally report is all you need. Since the heat source code set includes the code 54 for fireworks, when the tally is generated using the heat source-coded field, the report will be broken out by heat source codes.

There are 2 ways.

- Select **Tally - Fire** and, in the prompts, change the Select Coded field from Area of Origin to **Heat Source**. Enter the other prompts' values. Run the report. The frequency of code 54s will be a row in the report and show the frequency count.

Or:

- Select **Tally - Basic**, and instead of using the default Incident Type for the Coded Field filter, select **Property Use**. Run the report. Select "Save As," select your **Personal Folder**, and close the report. Right-click on the report and select **Modify**. In the Fire Module Dimension, locate **Ignition > Heat Source** and move it to the filters. Select "equal to" and enter **54**. **Run** the report.

The standard report Structure Fires by Property Use may also be what you need. It categorizes fire incidents with Incident Type coded as 111-118 or 120-123 by Property Use codes.

### "I need a simple count of incidents where the detector alerted occupants."

In the Tally reports folder, select the **Tally - Basic Module**. In the **Enter Coded Field** prompt, select **Detector Alerted Occupants**. Fill out the rest of the prompts as desired and schedule the report to your **BI Inbox**. The results will break out the frequency of incidents with a Yes, No or Unknown code in the **Detector Alerted Occupants** field and provide the total casualty and dollar losses for each of the codes.

### "I need the fire causes for the calendar year's incidents."

There are 2 ways to describe and report on "fire cause" in NFIRS reports.

One way refers to summarizing or counting fire incidents by the Cause of Ignition value reported in the Fire Module. The Cause of Ignition field values are:

| | |
|---|---|
| 1 | Intentional. |
| 2 | Unintentional. |
| 3 | Failure of equipment or heat source. |
| 4 | Act of nature. |
| 5 | Cause under investigation. |
| 0 | Cause, other (system-generated code only, not used for data entry). |
| U | Cause undetermined after investigation. |

The second way is to use the set of reports in the Fire Cause Category folder. These reports are designed to count by the incident's assigned Fire Cause code. Each fire incident is assigned a cause code when it is passed to the DW. Once the cause code is assigned, the fire cause reports can count the incidents and categorize them by cause. Several data values or conditions in the incident determine its cause code and therefore its category. Refer to the Fire Cause Matrix on the USFA NFIRS Documentation page (https://www.usfa.fema.gov/nfirs/documentation/) for the method by which the code category is assigned and the definitions of new and previous code assignment logic. The reports can be generated for residential fires or structure fires. In general, fire cause categories are:

- Exposure
- Intentional
- Intentional
- Investigation with Arson Module
- Playing with heat source
- Natural
- Other heat
- Smoking
- Heating
- Cooking
- Appliances
- Electrical malfunction
- Other equipment
- Open flame, spark (heat from)
- Other unintentional, careless
- Equipment misoperation, failure
- Unknown

### "How do I create my own queries and reports?"

After becoming familiar with the **BO** tools and the **Standard Reports**, you can request the **NFIRS EDW Access** level or **EDW Admin** level permission from your state program manager. With those permissions, you will be able to modify **Standard Reports** and create report queries of your own.

**NFIRS Data Warehouse Guide 2** (for **Users with NFIRS EDW Access or EDW Admin permissions**) describes the advanced steps to create new queries and custom reports. Steps will include modifying a standard report in **Web Intelligence** format, creating a new report, sharing a report and saving a report to the State Folder where it can be accessed by FD-level users. The NFIRS EDW permission level Access or Admin is required for modifying and creating the custom queries and reports.

Users must work with their state program manager prior to contacting the **NFIRS Support Center** to ask for help with queries and report issues. When reporting an error, users are expected to CC the state program manager when writing to the **NFIRS Support Center** and provide the steps they used; if the error is data-related, include the exported report with the Parameters page that shows the discrepancy (when exporting the report, select **All** to include the **Parameters** page).

# Resources

The resources below will assist in planning reports that are consistent with entering an NFIRS report's data and with the USFA NFDC data analysis methods, or simply understanding the methods used to count frequencies and totals in reports.

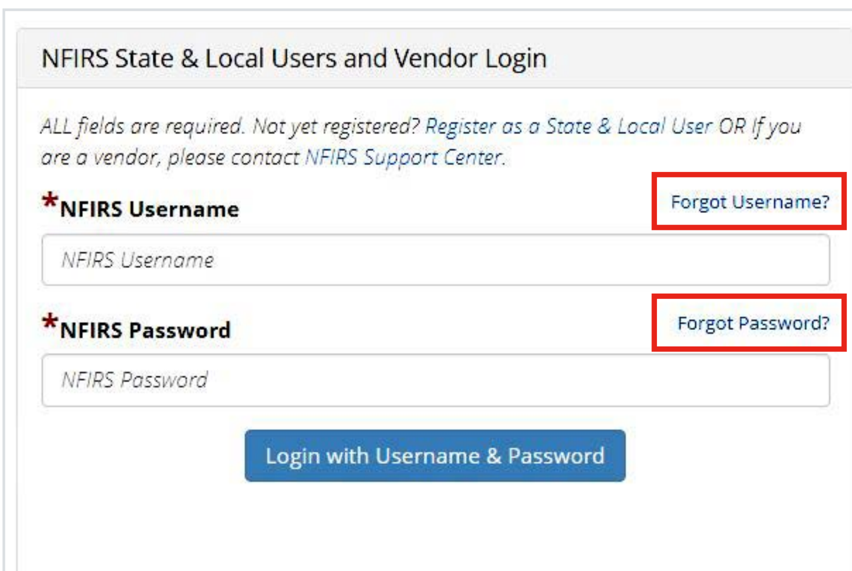
**NFIRS Complete Reference Guide**: A source for NFIRS modules and field names and coding information: http://www.usfa.fema.gov/downloads/pdf/nfirs/NFIRS_Complete_Reference_Guide_2015.pdf

Information on the Fire Cause reports matrices: https://www.usfa.fema.gov/nfirs/documentation/

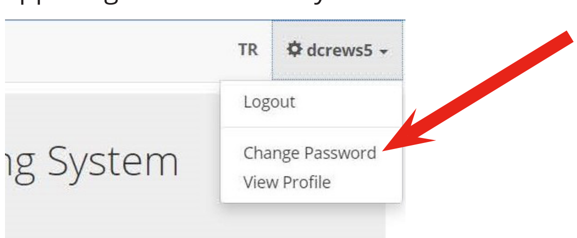
NFIRS Fire Data Analysis Guidelines and Issues: http://www.usfa.fema.gov/downloads/pdf/nfirs/nfirs_data_analysis_guidelines_issues.pdf

## NFIRS account resets

If you forget your NFIRS account username or password, go to the eNFIRS portal page and use the **Forgot Username** and **Forgot ID** button to request a reset email.




The email will contain a temporary password. Log in with the temporary password, then immediately change the password by using the Change Password option in the upper-right menu under your username.




If you lock your NFIRS account by entering 3 or more bad passwords, wait 20 minutes and try again.

If your account is locked because the password expired (you have not changed the password in the last 90 days), use the Forgot Password link to request a temporary password to unlock your account.

Department-level users requesting permissions for the NFIRS or **NFIRS DW** user accounts should contact the state program manager in their state.

Users who access any of the NFIRS online tools are encouraged to keep their NFIRS account active by logging in every 30 days, and to change the account's password frequently. FEMA/DHS guidelines for security require user accounts to be automatically deactivated or locked if the passwords have not been changed within 90 days. Users can unlock their account by using the Forgot Password link. When unlocking your account, the temporary password will expire in 5 days and will need to be changed or your account will be locked again. If you have submitted a new user registration and have not been notified or if your account is inactive, you must contact your NFIRS state program manager who can update your account to active status.

Contact information for state NFIRS program managers is available on the USFA website at: http://www.usfa.fema.gov/pocs/.

# Contact Information

Questions on incident data reporting and data access may be directed to the NFIRS Support Center at fema-nfirshelp@fema.dhs.gov or to your NFIRS state program manager. A list of state NFIRS contacts is available on the USFA website at http://www.usfa.fema.gov/pocs/.

# Acronyms

| | |
|---|---|
| **BI** | Business Intelligence |
| **BO** | Business Objects |
| **CSV** | comma-separated value |
| **DHS** | Department of Homeland Security |
| **DW** | Data Warehouse |
| **EDW** | Enterprise Data Warehouse |
| **FD** | fire department |
| **FDID** | fire department ID |
| **FEMA** | Federal Emergency Management Agency |
| **NFDC** | National Fire Data Center |
| **NFIRS** | National Fire Incident Reporting System |
| **PII** | personally identifiable information |
| **USFA** | U.S. Fire Administration |

U.S. Fire Administration
Working for a fire-safe America

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