

Resource Ordering and Status System

Implementation Plan



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DRAFT

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OVERVIEW

Project Summary

As stated in the ROSS Application Life Cycle Charter dated 6/29/98, the ROSS Project will result in a system that provides automated support to interagency and agency dispatch and coordination offices within the wildland fire organization. The system will: 1) provide current status of resources available to support all-risk activities such as wildfires and floods; 2) enable dispatch offices to exchange and track resource order information electronically; and 3) enable dispatch offices to rapidly and reliably exchange mission-critical emergency electronic messages.

Purpose of the Plan

The purpose of this plan is to identify the implementation details for the ROSS application. Implementation is defined as a process or transition period from application development to use of the application. Implementation of the Dispatch Messaging System (DMS) has been addressed in the Dispatch Messaging System Implementation Plan.

Roles and Responsibilities

1. ROSS Project Team. This team is made up of a variety of positions that are described in the ROSS Statement of Work that can be found at <http://ross.nwcg.gov>.
2. National Center Manager and Coordinators. The national center manager and the Geographic Area Coordination Center (GACC) Coordinators are an integral part of the ROSS implementation process. They will be involved in the decisions for implementation timing and locations. Coordinators also select the ROSS Primary Contact, Instructors, Coaches, and Partners from their geographic areas to be involved during the application development and implementation process.
3. ROSS Partners. Each geographic area (GA) will designate several employees from their GA to champion the ROSS project by acting as a ROSS Partner or liaison between the ROSS project team and the dispatch/fire communities. Duties are as follows:
 - ◆ Provide a forum for dialog.
 - ◆ Ensure success and acceptance by directing information about ROSS to their geographic area.
 - ◆ Communicate issues/questions to the ROSS project team.
 - ◆ Understand the ROSS system well enough to know how it was built, how it works, and be able to describe the build process from start to finish.
 - ◆ Work with the ROSS project team during the build, training, and implementation phases of the project to assist in testing the application and training materials.
 - ◆ Attend ROSS Partner meetings and commit to at least 2 years as a ROSS Partner.
 - ◆ Assist in conducting a ROSS readiness review for their geographic area.

4. Primary Contact. One of the ROSS Partners may be the primary contact or the Geographic Area Coordinator may appoint another person to serve as the single point of contact. Duties include:
 - ♦ Act as point of contact for geographic area and ROSS project team by sharing information about ROSS.
 - ♦ May serve as Course Coordinator for their geographic area training sessions.
5. ROSS Helpdesk. The Helpdesk is currently contracted, but if the NWCG agencies move toward an interagency Helpdesk, appropriate skills for an agency Helpdesk are discussed later in this plan.
6. Lead Instructors and Coaches. These roles are discussed in this document under the Training section.
7. Operational users. Depending on the system privileges provided to a user by system administrators, each user will see or use different screens.

Success Factors

The ROSS project team solicited comments from many sources about how they would measure ROSS success. The following are comments that were received when asked how they would know that ROSS implementation was a success:

- ♦ Helpdesk calls are less than expected.
- ♦ NITC meets system support expectations.
- ♦ Most dispatchers use ROSS instead of the manual process and 75% of the resource orders are electronic.
- ♦ Managers recognize a savings in dollars and dispatch time.
- ♦ Users are confident in the use of the ROSS application.
- ♦ Those not using ROSS want to start using ROSS.
- ♦ System provides information on demand.
- ♦ Communication from users indicates they are saving time.
- ♦ 75% of resource orders are electronic.
- ♦ Neighboring dispatch offices receive limited user help calls.
- ♦ ROSS team receives requests for enhancements instead of replacement.
- ♦ ROSS team receives suggestions for business process changes that will take advantage of technology.
- ♦ Other databases with information contained in ROSS are no longer used.
- ♦ Training products address the information needed by users.
- ♦ Dispatch community supports the product by using it, providing feedback about its functionality and utility, and there is an increase in process efficiency.
- ♦ Ability to order a resource is quicker than the manual process currently being used.
- ♦ Identification of possible software conflicts and/or system configuration issues with ROSS.

Assumptions

The following assumptions must be met in order to release ROSS for dispatch production:

- ◆ Application testing has been completed and performance is acceptable.
- ◆ Geographic Area Coordinators and ROSS Partners have discussed application's release with the ROSS project team, a majority agrees the application is ready for production, users have been trained and have performed substantial practicing on the application.
- ◆ Operational plan is in place with the National Information Technology Center.
- ◆ A support desk is contracted, trained, and tested.
- ◆ Network and backup connectivity performance has been verified.
- ◆ All significant technical application issues have been addressed (major application bugs found during reviews and testing).
- ◆ Fire and IRM directors/managers agree to move ahead with implementation.

Related Issues

The following NWCG training courses and task books may need to be revised to address ROSS functionality, data requirements, and terminology changes. (Updating these training courses and task books is outside the scope of ROSS, but the ROSS Partners can facilitate this process within their areas and through their coordinating groups. The Dispatch Training Committee is responsible for sharing information about ROSS with the NWCG training working team):

No.	Title
D-110	Dispatch Recorder
D-310	Support Dispatcher
D-510	Supervisory Dispatcher
J-252	Ordering Manager
I-342	Documentation Unit Leader
I-347	Demob Unit Leader
I-348	Resource Unit Leader
I-356	Supply Unit Leader
I-450	Logistics Section Chief (Type 1 and 2)
I-460	Finance Section Chief
S-360	Finance Unit Leaders

IMPLEMENTATION FACTORS

Application Field Testing

Personnel at the National Interagency Coordination Center and the Rocky Mountain Geographic Area will field test the ROSS application before nationwide training begins. Results of this testing will provide valuable information for use of ROSS, training development and refinement, and application issues.

Implementation Strategy

A two-phased approach will be used for implementation: 1) ROSS Administration/Resource Status; and 2) Dispatch/Travel. This strategy was selected because:

- ◆ Success depends on implementing in smaller pieces.

- ◆ Users will have more time to learn ROSS.
- ◆ All users will be brought to some level of standardization slowly.
- ◆ Managers will see benefits of ROSS on a wider scale.
- ◆ It allows for further refinement of the dispatch/travel module.
- ◆ It allows further testing of network connectivity before the dispatch module is used.
- ◆ It provides an opportunity for the Helpdesk center to come on board slowly.
- ◆ Functions and roles can be turned on and off.

Also, new versions of the applications will be released periodically as changes are made.

Training

Training is defined as the act of providing and receiving instruction about the application. Effective training means the user can use the application in a successful manner. To be effective, training must be presented “just in time” so users can use the training very soon, if not immediately after training. The ROSS Project Team’s goal is to provide “just in time training,” but that goal may be affected by circumstances beyond their control (fire season, etc.)

Training Testing

The Rocky Mountain Geographic Area, National Interagency Coordination Center, ROSS Partners, trainers, and Helpdesk staff will assist in testing all training to ensure training will be effective. Further refinement of the training will occur as changes and enhancements are received, reviewed, and accepted. Course evaluations and student feedback will be used to gather this information.

Training Strategy

The Rocky Mountain Geographic Area and the National Interagency Coordination Center will be the first areas to use ROSS Administration, including resource status. Each geographic area may choose to implement resource status once data has been entered, but communication with the ROSS project team is critical as to when this happens.

The Rocky Mountain Geographic Area and the National Interagency Coordination Center may also be the first areas to use the dispatch functions once they have been tested and deemed ready for use. Appendix A describes the trainer strategy to be used for the dispatch module.

Training Development

A two-phased approach (Administration and Dispatch) will be used to develop and conduct training courses. This approach will allow students to receive specific training for the phase being implemented. Users will learn ROSS navigation and other basic skills through the use of formal training courses. Once the application is stable, interactive instructional materials will be delivered in a web-based format.

User Training Prerequisites

Prerequisite skills are skills that students should have before beginning ROSS training. Personnel enrolled in the ROSS training are expected to have support dispatcher experience (completion of D-310 is recommended). This knowledge is essential if they are to benefit from their classroom experience.

They should also be familiar with the following basic computer skills:

- ◆ Windows navigation techniques.
- ◆ Mouse and keyboard usage.
- ◆ Logon procedures.
- ◆ Basic Internet navigation.

There are various ways to help users develop prerequisite skills, including:

- ◆ On-the-job-training.
- ◆ On-the-job experience.
- ◆ Off-the-shelf self study materials and courses.
- ◆ Vendor-delivered training.
- ◆ Existing agency and interagency training courses.

Training Products

Because of the variety of users and the desire of the ROSS project team to provide effective training, various products will be developed. The products may include:

- ◆ User Guide.
- ◆ Instructor-led training.
- ◆ System/Operations Guide.
- ◆ Job reference guide.
- ◆ Web-based training.
 - Overview.
 - Administration.
 - Dispatch.
- ◆ Online Help.
- ◆ Training Scenarios.
- ◆ Video.

Training documents and materials may be available in printed format, but instructors should check the ROSS Trainers web site to ensure they have the most recent copy. A username and password is required to access this material through the web site.

Following are descriptions of each of the media:

User Guide

This manual/guide is defined as a step-by-step guide for each ROSS function/role. It includes: 1) screen transitions (a table with each screen and the secondary windows associated with each,

showing what screens you can get to and where every screen is located); 2) screen captures; and 3) user scripts. These scripts identify the step-by-step process of how the application works and is the basis for the user manual. Further refinement of the guide will continue, as the application is refined. This guide will be available to the user online through the ROSS web site.

Training Course

Structured training course materials with an instructor manual and a student workbook will be developed. Training scenarios similar to the D-310 (Support Dispatcher) scenarios will be used as exercises.

System/Operations Guide

This guide is being developed by the development contractor and is defined as instruction needed by the ROSS system administrator who runs the day-to-day operation of the servers. Further refinement of the guide will occur as refinements are made to the application.

Job Reference Guide

The job reference/aid is defined as a quick reference card that can be kept at the dispatchers desk for a quick referral to specific administration or dispatch functions.

Web-Based Training

Not all ROSS users will work with the system on a regular (daily or weekly) basis. Many seasonal users will use ROSS only when an incident occurs or when expanded dispatch operations are implemented. This training will lead the user through an interactive exercise, provide clues when requested, and indicate when the response is wrong and provide guidance to the correct response. It will include a running scenario that allows the user to start in any section of that scenario. This tutorial may be accessed through the ROSS web site. The ROSS system will be able to meet the informational needs of all types of users by providing online scenarios for practicing with the application.

Overview

The web-based overview is intended to: 1) give anyone an overview of ROSS; 2) prepare Administration and Dispatch students for classroom training (classroom prework); and 3) prepare students for web-based training modules.

Administration

The Administration web-based training will focus on data entry and resource status.

Dispatch

The Resource Ordering web-based training will focus on the actual resource ordering and travel functions.

Online Help

Embedded online help will be available to the user by clicking on a “?” in the application or by clicking Help on the tool bar. Each section includes a table with numbered steps, action taken, and the application’s response to that action.

“Tool tips” are displayed when the user moves the mouse pointer across icons, describing the action.

Training Scenarios

Training scenarios will be developed from operational scenarios/ cases selected from unit and integration test plans and from real life situations. The guide will allow users to practice predefined, controlled exercises on their own time.

Video

A video may be developed that gives a short overview of the ROSS application, including the functions and roles of users.

Because the task of planning, preparing, and implementing the training course is so large, the following information will help to further define the process.

Training Course Planning

Following are some planning issues that will be considered for course development:

- ◆ A firm estimate of students who will need classroom training will be needed no later than 4 months before the start of rollout.
- ◆ To the extent possible, ROSS training courses will be kept to a maximum of 32 hours in length.
- ◆ Course development time equals the number of hours of instruction times 10 (assumes no elaborate presentation materials) plus review and revision time.
- ◆ Course updates during the delivery period will be about 10 hours per week.

Course Content

The course will be separated into two phases: 1) Administration/Resource Status, and 2) Dispatch/Travel Module).

Course content for the first phase will include:

- ◆ Introduction to ROSS
- ◆ ROSS Overview
- ◆ Application Support
- ◆ Change Management

- ◆ Disaster Recovery
- ◆ Basic Use
- ◆ Organization Management
- ◆ Catalog Management
- ◆ Import
- ◆ Account Management
- ◆ Location Management
- ◆ Resource Management
- ◆ Contract Management
- ◆ Compacts
- ◆ Student Exercises throughout the Units

The Administration training course is designed to allow the instructors to establish organizations and user names for the individual attendees, so that they are using information familiar to their geographic area. Users will bring their own resource data and will be able to enter it if there is time at the end of the training session.

Course content for the second phase will include:

- ◆ Introduction to ROSS
- ◆ ROSS User Basics
- ◆ Overview of ROSS Administration
- ◆ Overview of ROSS Dispatch
- ◆ New Initial Report, Incident, and Incident List
- ◆ New Request, Quick Fill, and Quick Request
- ◆ Resource Status and Pending Request
- ◆ Travel and Travel Plan
- ◆ Incident Resources and Request Status
- ◆ Other Topics
- ◆ Student Exercises throughout the Units
- ◆ Integrated Practice Session

In order to provide a standard training course for the Dispatch module, generic organizational and resource data will be used and hosted on the Training Server. Training sessions must be coordinated with the ROSS Project Team to ensure more than one session does not use the same data.

Training Cadre

A training cadre will consist of a Lead Instructor, local technical contact, and one Coach for every five students. For the ROSS Dispatch course, geographic areas will provide Lead Instructors and Coaches for their area's user training sessions that will be trained by the ROSS team. Lead instructors, who can travel to other areas, may be needed to assist geographic areas that are not able to find enough lead instructors.

Course Coordinator

A Course Coordinator will be needed in each geographic area to assist with training course preparation and to ensure facilities meet the training needs. In

some cases, the Primary Contact will also serve as the Course Coordinator. See Appendix B for a list of the Course Coordinator duties.

Lead Instructors

Lead Instructors will train individuals in all aspects of the ROSS application. Students will range from beginning dispatchers to coordinators and from full-time dispatchers to people who may dispatch as little as once a year. The goal is to have dispatchers teaching dispatchers.

Lead Instructors need the following basic skills and characteristics:

- Basic understanding of computers.
- Dynamic, vibrant, interesting, lively, motivating, good facilitator, and all the other things that help students learn.
- Basic understanding of dispatch function.
- Strong team member.
- Able to accept and adapt to constructive criticism.

Training for Lead Instructors will include ROSS application orientation and training and tips on how to be a good instructor.

During the ROSS Administration training, each Lead Instructor will be videotaped for at least one half-hour in order to provide helpful hints for instructors. A contractor will review each tape and at the end of the first phase, a half-day session will be held to assist instructors in perfecting their instructing abilities.

Appendix C is a list of duties for Lead Instructors.

Coaches

It is preferable to have ROSS Partners as one or more of the Coaches. During each module exercise, a Coach will be assigned to a maximum of five students to answer application questions.

Coaches need to have the following basic skills and abilities:

- ◆ Basic understanding of computers.
- ◆ Full understanding of the dispatch function.
- ◆ Full understanding of terminology (both ROSS and the Incident Command System).
- ◆ Ability to multi-task.
- ◆ Patience.
- ◆ Strong team member.
- ◆ Able to accept and adapt to constructive criticism.

Training for Coaches will include:

- ◆ ROSS terminology.
- ◆ ROSS application orientation and training.

IRM Support

IRM support will be needed prior to and during each training session. Following are some responsibilities:

- ◆ Ensure PCs are working and will connect to the Internet prior to training.
- ◆ During ROSS Administration training, assist instructor with IRM portion of training (approximately 2 hours, including setting up a PC, dial-in, ISP, and disaster recovery).
- ◆ Invite local IRM support to sit in on part or all of the training sessions.
- ◆ Scope out network issues for training room (e.g., Is there a T1 line? Is it dedicated to that room? Will there be competing users during a training session?).
- ◆ During ROSS Administration training, an instructor should conduct a separate session with the local IRM support and include:
 - Disaster recovery plan.
 - Access options.

Training Delivery Tasks

A variety of tasks are needed for the delivery of systems training courses. The critical factors for estimating personnel, equipment, and other items needed for training sessions are:

- ◆ Number of students in the class.
- ◆ Length of the class.
- ◆ Size of the training classroom.
- ◆ Number of Instructor/Coaches per training session.

Training Course Schedule

Appendix D shows the estimated training schedule. A more detailed schedule can be found on the ROSS web site (ross.nwcg.gov).

Training Product Changes/Enhancements

Changes/enhancements to each product will be collected by the ROSS Implementation Team and incorporated into the training material as needed. As mentioned previously, instructors will need to ensure that they are using the most recent version of the media. The latest copies of the ROSS Administration and Dispatch course are posted on the ROSS web site.

Application Practice

Scenarios will be developed and distributed by the Implementation Team for practicing ROSS Dispatch functions.

Training Evaluation

Students will be encouraged to evaluate any and all of the Training Products and to send comments, changes or corrections to the helpdesk (helpdesk@dms.nwcg.gov). A Training Course Evaluation will be distributed at each course.

Application Trouble Shooting

If users should find problems or wish to provide suggested enhancements regarding the application, they are encouraged to send them to the helpdesk (helpdesk@dms.nwcg.gov).

Application Instances/Servers

An Instance is a working copy of the application that may be hosted on a server. Multiple instances can be hosted on one server. A Test Instance will be used for Alpha and Beta testing by the ROSS project team. The Training Instance will be used for instructor-led training courses. Students will access the Practice Instance once they have been trained and will also be used by dispatch offices to practice training scenarios. Geographic Area Coordination Centers need to ensure that their dispatch offices practice so they are ready for implementing ROSS. The Production Instance is used for real time dispatching. All Instances can be downloaded from the ROSS web site (ross.nwccg.gov). A username and password are required to access the application once a download has occurred. When an update or change is made to the application, the user will be prompted to download a new version when logging on.

ROSS Readiness Review

The ROSS Project Team will offer assistance in assessing the readiness of each geographical area to implement the ROSS Administration/Resource Status phase and the Dispatch/Travel module. Once training has occurred in a geographical area, the geographical area coordinator, along with the National Interagency Coordination Center Manager, will make a determination when to implement use of the application in that geographic area and communicate this information to the national coordinators. The National Center Manager and the ROSS Project Team must be involved in the timing of each geographical area moving to implementation. Decisions that may influence this decision are:

- ◆ Remaining data left to enter into ROSS.
- ◆ Number of dispatchers who have not been trained.
- ◆ Activity in the geographic area.
- ◆ Amount of ROSS practicing done in the geographic area.
- ◆ Development of a Disaster Recovery Plan for dispatch offices (to identify risk and mitigation factors).

Appendix A. Dispatch Module Trainer Strategy

Subject Matter Experts and Contractor Training Team (role is to train the 1st or 2nd group of Lead Instructors):

Responsibilities:

- ◆ Practice, practice, practice before Lead Instructors training session(s).
- ◆ Work with training logistics team leader to complete tasks on instructor/course coordinator checklists for the Lead Instructor training session(s).
- ◆ Conduct training for Lead Instructors.
- ◆ Document changes needed in training curriculum.
- ◆ Assist as Coach during the user training session(s) if available, during geographic area training sessions.

Lead Instructors (role is to train Coaches and all users). Must have supervisor's approval.

Responsibilities:

- ◆ Participate in application testing if requested (estimated average of 4 to 8 hours of work per week (more is better) to test functionality, become familiar with dispatch, and test changes to the application. Document test results and participate in periodic conference calls discussing results.
- ◆ Attend training session for Lead Instructors (2 weeks).
- ◆ Practice, practice, practice before conducting training sessions (best guess would be 40 hours; the amount of time needed will diminish as the instructor becomes more familiar with the application and only needs to keep up with the changes).
- ◆ Review training course as changes are made and provide feedback (best guess would be 40 hours).
- ◆ Designated Lead Instructor work with Training Logistics Team Leader and Course Coordinator to complete tasks on checklists for the Coach training session(s).
- ◆ Conduct training session(s) for Coaches.
- ◆ Work with training logistics team leader to ensure tasks on instructor/course coordinator checklists are completed for assigned geographic area user training (8 hours).
- ◆ Arrange and conduct meeting/phone call with Coaches before each assigned geographic area training session (1 to 2 hours).
- ◆ Conduct training sessions in assigned geographic area(s).
- ◆ Participate in conference calls at the end of each day during training session(s) to communicate issues/questions with the ROSS project team.
- ◆ Assist in other geographic area training sessions as Coaches, if possible (amount of time and dates will depend on availability, the ROSS application and the geographic area).

- ♦ May serve as contact for ROSS helpdesk on a rotating basis (on call for 1 week at a time).

Coaches (role is to pass on information about ROSS within their geographic area and assist in local user training sessions). Must have supervisor's approval.

Responsibilities:

- ♦ Attend a Coaches training session
- ♦ Practice, practice, practice before assisting in geographic area training sessions (best guess would be 40 hours).
- ♦ Assist as Coach in geographic area user training sessions.
- ♦ Some Coaches may also serve as Instructors, depending on their experience level.

Appendix B. Course Coordinator Checklist and Training Letter Content

Training Course Coordinators are responsible for completing the following tasks. Please notify Rob Juhola (rjuhola@fs.fed.us) as soon as training facilities are reserved so that he can help you facilitate a smooth ROSS training session.

<input type="checkbox"/>	Advertise training sessions, and confirm the number of students in the session, names of students and their dispatch offices.
<input type="checkbox"/>	Confirm that students were able to access prework on ROSS web site.
<input type="checkbox"/>	Reserve meeting/training room meeting specifications listed below. If there is a room charge, arrange for payment. <ul style="list-style-type: none"> • Training room with computer, computer projector and screen for instructor. • Training room needs to be large enough to allow Coaches to assist individual students. • Computer for each student (20 max). • All computers should be a minimum of Pentium II Processor running at 200mg or better; 64mg RAM, 30mg hard drive space; monitor and video card capable of 1024x768 resolution. • All computers need at least T1 line and the ability to access the Internet with Internet browser installed (MS Internet Explorer version 5 or greater or Netscape 4.5 or greater (except Netscape 6.0)). • Availability of flip charts/paper/markers for meeting rooms. • Table for note taker.
<input type="checkbox"/>	Reserve training room for the Thursday/Friday prior to the training session and download and test the application. Also reserve the room for Monday morning of the training session week for a session run-through with instructors and Coaches. Coordinate with Lead Instructor and Logistics Team Leader.
<input type="checkbox"/>	Develop letter and mail to attendees, Lead Instructor, and Coaches regarding lodging, etc. See sample information that follows. Ensure ROSS Logistics Team receives a copy of the letter.
<input type="checkbox"/>	Mail out prework to attendees provided by the ROSS Implementation Team. Encourage attendees to read and review the information and bring a copy of their Disaster Recovery Plan.
<input type="checkbox"/>	Obtain the following supplies for the session: <ul style="list-style-type: none"> • Name tags. • Masking tape. • Flip Charts. • Extra paper, markers, tape, tacks. • Pens, pencils, notepads.

	<ul style="list-style-type: none"> • Ensure student materials/notebooks arrive in the training room.
<input type="checkbox"/>	Order copy of training course materials and ensure receipt of training materials. <i>Note: The ROSS Implementation Team is responsible for mailing course materials so copies can be made for the training session.</i>
<input type="checkbox"/>	Verify the location of nearby photo center/office supply business. Be sure these are reasonably priced, which is generally not the case through the hotel.
<input type="checkbox"/>	Make copies of applicable training material for coaches and students.
<input type="checkbox"/>	Make copies of course handouts, which are available in the instructor lesson plan.
<input type="checkbox"/>	Assign a note taker and a person to take notes at the session's end—give to Lead Instructor.
<input type="checkbox"/>	Arrange for a table/chair for the note taker. Ensure room has garbage can.
<input type="checkbox"/>	Gather housekeeping information and give to Lead Instructor. Provide him/her with name and phone number of technical contact, training site contact, and building/training room contact, if different than Course Coordinator.
<input type="checkbox"/>	Ensure training attendance and evaluation sheets are available.
<input type="checkbox"/>	Contact local IRM support staff and let them know what is going on and encourage their attendance any time during the session.
<input type="checkbox"/>	Contact your manager, your FMO perhaps, and invite to session to welcome trainees.
<input type="checkbox"/>	Contact your GACC and ask for rep to present implementation issues for the GA.
<input type="checkbox"/>	Follow-up with trainees after each training session, if needed (may include distribution of practice scenarios and reinforcement of implementation issues).
<input type="checkbox"/>	Optional--Arrange for one get-together, for about two hours or less, in the early evening during the week of the training session. Invite local ROSS Partners and Coaches. Make it an awards ceremony; arrange for snacks and or a "no host" bar.
<input type="checkbox"/>	Optional—Arrange for coffee, tea, and water in the morning, including cups, creamer, sugar, stirrers, and napkins; soft drinks in the afternoon. Arrange for payment if needed.
<input type="checkbox"/>	Optional—Arrange for refreshments in the morning and afternoon. Include such items as bagels/cookies, plates and napkins if needed. Arrange for payment.

Letter to ROSS Training Attendees

The following list identifies some suggestions for the Course Coordinator to include in the letter to attendees:

<input type="checkbox"/>	Name of training session, what it is about, and training session goals.
<input type="checkbox"/>	Date and times of training session.
<input type="checkbox"/>	How to access prework on ROSS web site.
<input type="checkbox"/>	Location of training session, including: city, state, office, office address and phone number, and any office security issues.
<input type="checkbox"/>	Hotel booking information on a block of lodging rooms, including: hotel name, location, phone number; hotel web site (optional). Ensure you arrange for enough rooms for people who may have to come a day early or stay a day later due to long-distance travel.
<input type="checkbox"/>	Ensure hotel is on the list for acceptable facilities (FEMA web site regulations-- www.usfa.fema.gov/hotel/index.cf)
<input type="checkbox"/>	Per diem and lodging rates.
<input type="checkbox"/>	Identify code name for making reservations at the hotel (for example, ROSS training)
<input type="checkbox"/>	Deadline for making hotel reservations.
<input type="checkbox"/>	Transportation information to/from airport and travel duration.
<input type="checkbox"/>	Transportation information to/from training session and to local area restaurants.
<input type="checkbox"/>	Should attendees expect any future correspondence? Content?
<input type="checkbox"/>	Who to call for questions. Include name, e-mail address, and telephone address.
<input type="checkbox"/>	Information about any after-hours get-togethers included in the training session.
<input type="checkbox"/>	Packet of local information, including information about the area and local events. You may be able to obtain this information from the local chamber of commerce.

Appendix C. Lead Instructor's Checklist

<input type="checkbox"/>	Work closely with Course Coordinator on all aspects of the training session.
<input type="checkbox"/>	Check with Course Coordinator to ensure copies (with binders) of training course materials are made and delivered to the training site.
<input type="checkbox"/>	Lead all aspects of the training session. Be there early, return from breaks on time, establish parking lot/bin item collection point during the session, and all of that other facilitator stuff.
<input type="checkbox"/>	Confirm everything is set up two weeks prior to the training session. Contact the local technical contact to ensure there are no technical problems with accessing and using the application in the training room. Insure that someone has actually logged in to ROSS on the training room computers.
<input type="checkbox"/>	Obtain information packet from Course Coordinator including: housekeeping information, room availability on previous Thursday/Friday and Monday morning, list of Coaches, and contact personnel.
<input type="checkbox"/>	Coordinate the following information with Coaches: when to arrive, logistics, expectations, course material, and what to bring; who is going to teach what units.
<input type="checkbox"/>	During ROSS Admin training, ensure organizations and user accounts are entered for the GA at the GACC level on the Training, Practice and Production Instances.
<input type="checkbox"/>	Schedule cadre meeting on Monday morning.
<input type="checkbox"/>	Test-drive the equipment you will be using for your presentation. Make sure Lead Instructor computer and projector are available and have PowerPoint application and web access.
<input type="checkbox"/>	Ensure copies of course handouts are made (available in Instructor lesson plan).
<input type="checkbox"/>	Ensure sign up sheet is completed and sent to the Logistics Team Leader at the end of the training session.
<input type="checkbox"/>	Distribute evaluation forms, collect completed ones, and forward to Beth Grey Cloud at the end of the training session.
<input type="checkbox"/>	Find out time for daily conference call with ROSS team and participate.
<input type="checkbox"/>	Be proactive in getting and communicating changes/corrections in the application.

<input type="checkbox"/>	Ensure Coaches perform their tasks during training sessions. Have a meeting with them at the end of each day during the training session to discuss how things went, ways to improve, etc.
<input type="checkbox"/>	Closeout: Make sure ROSS application is uninstalled from computers. Clean up room.

Appendix D. Estimated ROSS Implementation Schedule

February 2001

- ROSS project team acceptance testing and review.
- System catalogs and reference data items are finalized and loaded.
- Field test ROSS Administration at the National Interagency Coordination Center and the Rocky Mountain Geographic Area.

April 2001

- ROSS Administration training package development begins.
- Lead Instructors training.

June 2001

- ROSS Administration training begins nationwide.
- Interim Helpdesk operational.

June-September 2001

- Conduct nationwide ROSS Administration Training.

July 2001

- Internal and SME testing of Version 1.1b.
- Release of Version 1.1b.

October 2001 through February 2002

- Internal and SME testing of dispatch modules.

December 2001

- Contracted Helpdesk operational.

December 2001-March 2002

- Dispatch training package development.

February 2002

- Field testing of dispatch modules.

April/May 2002

- Lead instructors training begins.
- ROSS Coach training begins.

May/June 2002

- Nationwide dispatch training begins.

(A more detailed training schedule can be found on the ROSS web site:
ross.nwccg.gov)