

**ROSS LESSONS LEARNED  
2007**

<b>AREA OF CONCERN</b>	<b>THE LESSON</b>	<b>HINTS AND TIPS</b>
<b>Network Speed</b>		Keep communicating with network people
<b>ROSS Currency</b>	In 2007	<ul style="list-style-type: none"> <li>• Each versions release notice tells the users what's new in that version.</li> <li>• The ROSS Reference manual and User guide are available on line to anyone.</li> <li>• The Practice server is available to drill or just practice on the new functions of ROSS.</li> </ul>
<b>Data Clean Up</b>	Data clean up is still an issue. This year it was painfully clear when the NMAC tried to use the ROSS reports to assist in making big money decisions like bringing crews in from Canada or OH from Australia. The reports reflected there were nearly 50 type 2 crews available for requests that NICC had UTF. It was determined that many offices were entering the type 2 crews with a new crew name everytime they were dispatched.	Tips for prevention: <ul style="list-style-type: none"> <li>• The correct way to dispatch a type 2 crew in ROSS is to enter the crew once, then dispatch the same crew multiple times but with a different assignment name.</li> <li>• Searching the data base thoroughly before creating a new resource item, filling with new resource or filling with agreement helped to prevent duplicate resources.</li> <li>• Formatting resource item names using the data format standard make it easier to find an existing resource before creating it anew.</li> </ul>
<b>Preparing for Expanded Dispatch</b>	Offices that planned for expanded with ROSS in mind made the transition to expanded quite painlessly. Others fumbled some in the first three or four days.	The three most often lamented problems? <ul style="list-style-type: none"> <li>• Computers and operating systems did not meet ROSS minimums and the system ran slowly.</li> <li>• Alternate access like modems and internet access were not available preventing the implementation of disaster recovery plans.</li> <li>• A local ROSS savvy coach was not available for the first few days of expanded for the new or seldom used support dispatchers.</li> </ul>
<b>Training</b>	Did anyone look at the OnDemand modules?	
<b>Refresher Classes</b>	Refresher classes are very helpful for returning dispatchers who haven't used ROSS for several months. Many areas held the refreshers at their spring dispatch workshops.	What to include in a refresher? <ul style="list-style-type: none"> <li>• The functions most often used in your office.</li> <li>• The most complicated functions your office uses.</li> <li>• New enhancements and changes to ROSS.</li> </ul>

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<b>Data Draw System (DDS)</b>	Few offices are not utilizing the DDS. And often times the ones that do, do not know how to manipulate the data in Access or Excel.	Tips: <ul style="list-style-type: none"> <li>○ Identify at least two or three people to run DDS reports.</li> <li>○ They should know Access or Excell and understand the ROSS fields that are pulled into the reports.</li> <li>○ Not all of these folks have to be dispatchers. They could be a non-dispatch type that would like the opportunity to support the emergency dispatch effort.</li> </ul>
<b>Version Deployment</b>	We learned to check the lightning forecast in Kansas City before deploying a new version of ROSS.	