

# ROSS TIPS

ROSS TIP: SO-2004-2

Date: April 12, 2004

Subject: Setting Up a Geographic Area that Is Not Currently Using ROSS to Dispatch

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The ROSS Application can be used in 2 different ways: 1) to only maintain the status of resources or 2) to perform both resource status and resource ordering. **The purpose of this ROSS TIP is to document the process to setup a GACC AND the Local Dispatch Centers under the GACC to use the Status-Only feature in ROSS.**<sup>1</sup> It is assumed that all Organizations have been created prior to using this ROSS Tip. If you have not created your Organizations, complete ROSS Tip ORG-2004-1 before continuing.

The Status-Only mode in ROSS is activated by simply assigning at least one User Account in the organization the role of 'Office not Dispatching – ROSS'. Users are not permitted to have the 'Dispatcher' and 'Office Not Dispatching - ROSS' roles simultaneously.

## **Features of a Status-Only Dispatch Center:**

A Status-Only Organization is a dispatch office that is not yet using the dispatch features of the ROSS application (i.e., they are not using ROSS to create incidents or to create, place, fill, reassign or release requests).<sup>2</sup> The office is however using ROSS to update Resource Status, create and edit Unavailability Periods and to view the status and location of their assigned Resources. They also use the application to enter and maintain Person and Resource Item data as well as other administrative functions (e.g., Organizations, Locations, and Aviation Hazards).

A Status-Only Organization may authorize another dispatch office (that is using ROSS to dispatch) to access a specific Resource Item to fill a request (that was passed through manual methods). The dispatch office authorized, **MUST** be the Status-Only Dispatch Office's Parent, **OR** be in it's Selection Area. This simplifies the transition from paper to automated resource ordering. This process is explained in ROSS Tip #22.

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<sup>1</sup> The process to set up a GACC and all its subordinate Dispatch Centers as Status-Only is explained in ROSS Tip #20.

<sup>2</sup> A Status-Only office is not the same as a Non-ROSS dispatch center! A Non-ROSS dispatch center (also known as an External dispatch center) is not using ROSS at all. A ROSS dispatch center can place requests with a Non-ROSS dispatch center and fill these requests with external resources. This process is explained in the ROSS Dispatch training.

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The following steps should be followed to set up **Status-Only for an entire Geographic Area** (this means the GACC and all its subordinates) are documented in the following steps:

Step 1. Assure that **at least one User Account** at the Geographic Area Coordination Center and in all organizations below the GACC (all dispatch offices at all tiers below the GACC) has been assigned the ‘Office Not Dispatching – ROSS’ role (Fig. 1).

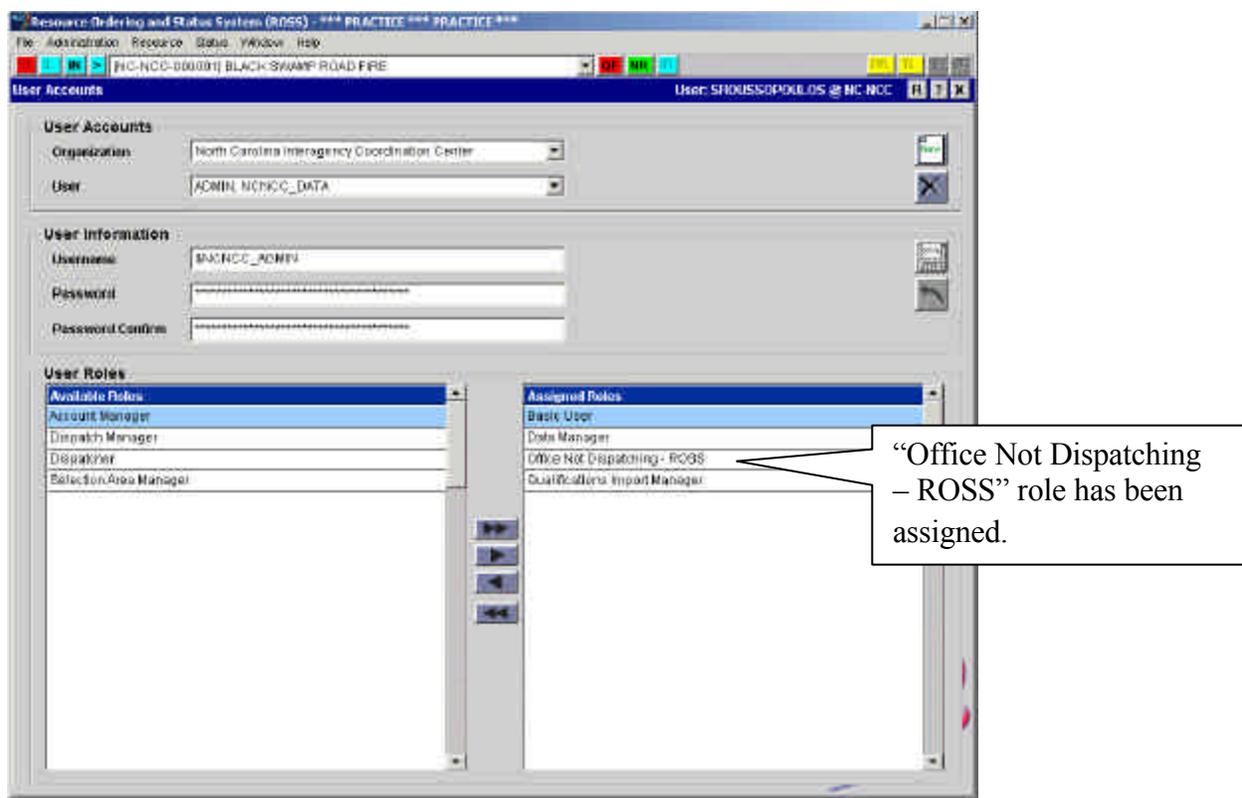


Figure 1. Assign “Office Not Dispatching – ROSS” user role in all Status-Only Offices (Step 1). We highly recommend that the role be assigned to the ADMIN account because that way it will be easy to locate for removal in the future.

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Step 2. Adjust the Selection Areas for all dispatch offices under the GACC (applies to all tiers) to show NICC in the Selection Area. Accept the default All Catalogs and All Categories. DO NOT enable Ordering. See figure 2. **DO NOT add NICC to the GACC's Selection Area** – this is not necessary since NICC is the GACC's parent.

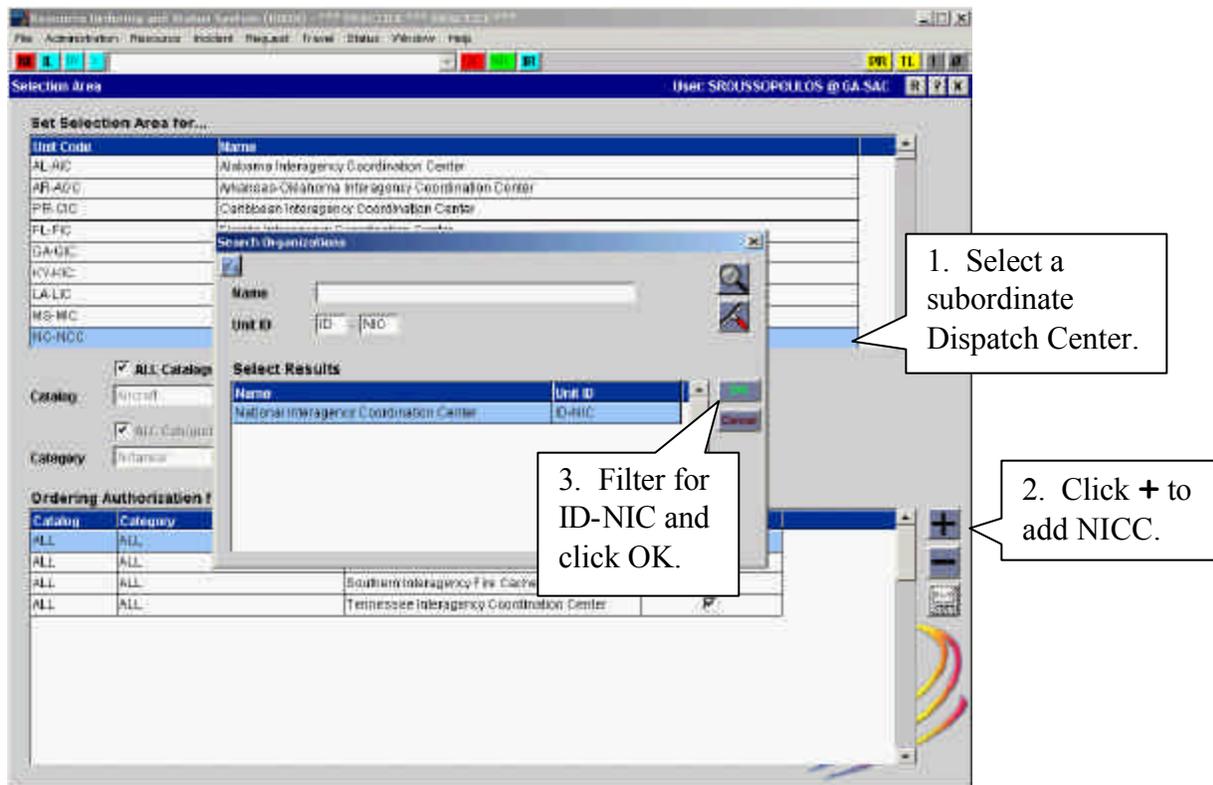


Figure 2. GACC adds NICC to the Selection Area of all subordinate Dispatch Centers (Step 2).

Step 3. The GACC must provide the NICC Selection Area Manager with the list of Dispatch Centers that were adjusted in Step 2.

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Step 4. The NICC Selection Area Manager will add each of the Dispatch Centers supplied in Step 3 to NICC's Selection Area. NICC will accept the default All Catalogs and All Categories. Ordering MUST be enabled. See figure 3.

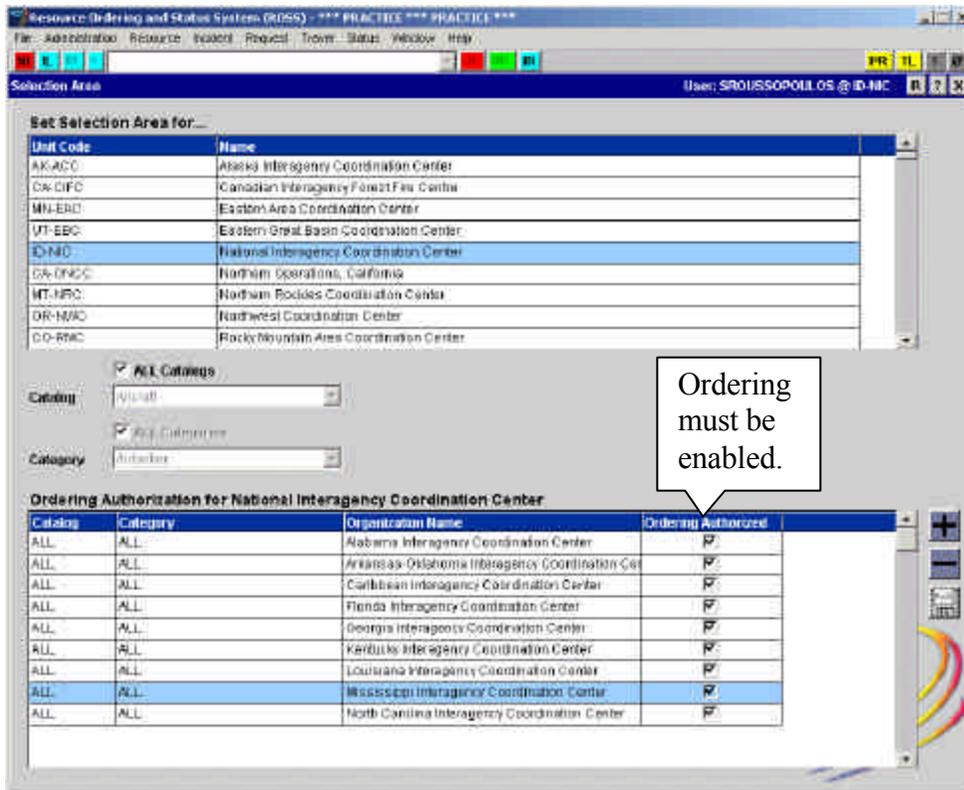


Figure 3. NICC has added the subordinates from Step 2 to the ID-NIC Selection Area (Step 4).

Step 5. The GACC and each of the subordinate Local Dispatch offices, use the 'Authorize Fill Organization' button on the Resource Item screen to authorize NICC to fill requests for all Resources that are Available / National (fig. 4). *Hint: if the 'Authorize Fill Organization' button is disabled, the dispatch center is not correctly set up as a Status-Only Organization.*

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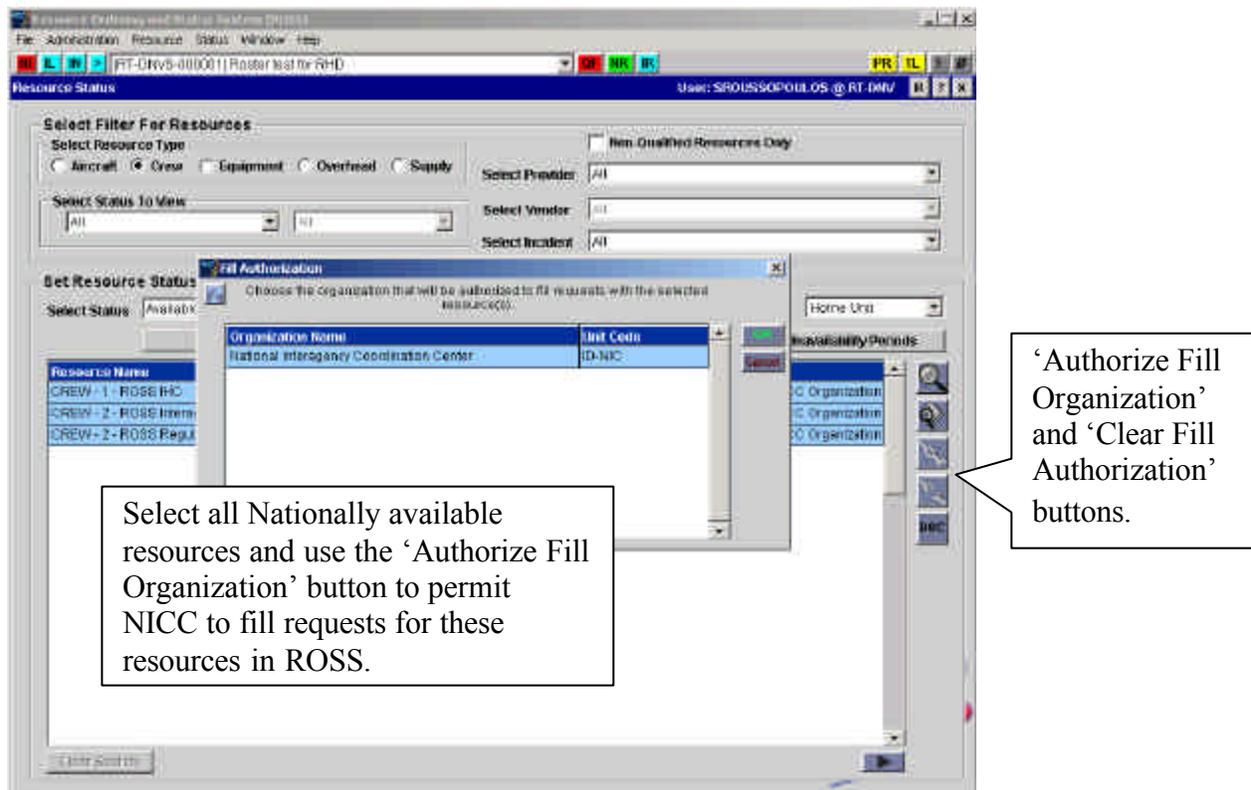


Figure 4. Authorize NICC to fill requests with Nationally available resources (Step 5).

Alternatively, the GACC and Local Dispatch centers may choose to authorize NICC to fill with specific resources on a request-by-request basis as orders are placed and decisions about which resource(s) will be assigned are made. Figure 5 illustrates two crews that have been authorized to NICC.

The 'Clear Fill Authorization' button is used when a Dispatch Center no longer wishes to permit NICC to fill requests with their resource(s).

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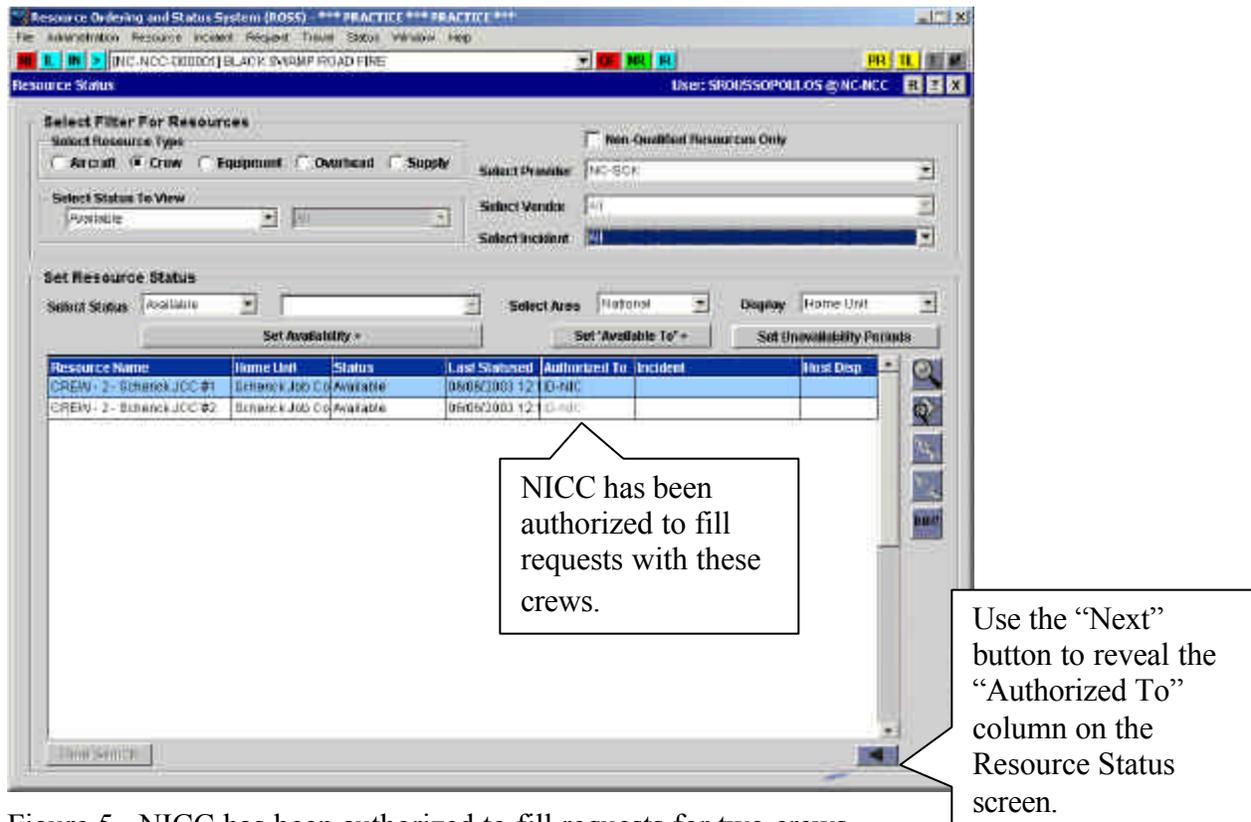


Figure 5. NICC has been authorized to fill requests for two crews.

The GACC and its subordinate Dispatch Centers are now setup to begin dispatching in Status-Only Mode. See ROSS Tip #22 for information on how to create incidents for Status-Only Organizations, and how to Place/Fill Resource Requests from Status-Only Organizations.

**These steps must also be completed for and fourth or fifth tier Dispatch Centers.**

When a Dispatch Center (GACC or subordinate) is ready to begin dispatching in ROSS, the “Office Not Dispatching – ROSS” User Role MUST be removed from every User Account (including the \$ADMIN account). Selection Areas must be altered to reflect the true ordering chain (e.g., remove NICC from each subordinate office). NICC MUST be advised to remove the subordinates from its Selection Area.

The process to set up subordinate Status-Only Dispatch Centers below a GACC that IS using ROSS to Dispatch is explained in ROSS Tip #20.