

ROSS READINESS REVIEW CHECKLIST

(The readiness inspections should be performed from the top Organizations down. NICC then the GACC then the Units below)

Location:

Conducted by:

Reviewed by:

The standard description applies to my dispatch office and subordinate dispatch offices.			
Key code: E – Exceeds Standard M = Meets Standard NI = Needs Improvement NR = Not Reviewed			
Description (standard)	Code	Remarks	Questions
DATA MANAGEMENT			
1.	All organization, locations, and resource data is entered in ROSS. Data standards have been followed. Organization issues: (a) Organizations correctly identified (ROSS Tips on Organizations) (b) Unit ID's match the official system of record (the spreadsheet at NICC) (c) Agency and Dispatch hierarchies (d) Aviation Hazards (e) Locations Resource item issues: (f) Resource items are linked (g) Names conform to data standard (h) Qualifications and classifications of resource items designated (i) Jetports identified for overhead and crews (j) Quick fill resources identified (k) Rosters and pre-orders built accordingly		How have you verified that the Data entered is correct?

2.	Contracts have been entered correctly and linked to the appropriate vendor and resource item(s). (ROSS Tips CNT-2004-1 and CNT-2004-2). Geographic standards are followed if identified.			How have you verified that the Data has been entered?
3.	Selection areas have been identified (by resource type) and input in ROSS.			Have you printed and verified correct the Administration Report entitled, "Order From-Providers-Subordinates-Selection Area?"
4.	Quick Fill resources have been identified in ROSS.			
SECURITY AND ACCOUNT MANAGEMENT				
5.	Employees have read and signed the Security Rules of Behavior document.			How many of the dispatch center employees with ROSS privileges signed the Security Rules of Behavior document? ____ How many have not? ____ Where are the copies kept?
6.	SOP has been established for providing a ROSS username and password, user roles, and the proper use of them.			How many users in your office have the ability to create new users and/or passwords and who are they? ____
DISASTER RECOVERY				
7.	A Disaster Recovery Plan has been developed and reviewed by another dispatch office. Key contacts are listed (including names of geographic area ROSS users to call for ROSS assistance).			Have you developed your disaster recovery plan? ____ What other dispatch center has reviewed your plan? Have all of your dispatchers reviewed the plan? ____ Does each desk contain a copy of the disaster recovery plan? ____
8.	Communication has occurred with local IRM/ helpdesk staff regarding support issues.			Have arrangements been made with local IRM for after hours support? ____

9.	Drills have been conducted on disaster recovery procedures: 1. ROSS system outage 2. LAN outage 3. Arrangements for another office to take over dispatching 4. Switching back to a manual system 5. Printing resource orders 6. Using the dial up direct to ROSS.			How were the drills conducted? Who was involved? Are there computers with modems available? ____
TRAINING				
10.	ROSS dispatch users understand critical ROSS issues: (a) Who is in charge of Data Management for your office(s) (b) Documentation is permanent (c) Actions taken are attributed to the user logged on (d) Standard terminology (e) Actions they can take in ROSS (fill, quick fill, place, place/fill external, place up, release, reassign, cancel) and their given user roles.			Have all of your users had ROSS Training? __ Number Admin __ Number Dispatch __ Number. Both Number of Users in your office ____
11.	Seasonal/detail dispatchers have been identified and trained or had on the job training. Training paths have been reviewed and dispatchers know where it is located on the ROSS web page.			Have all your seasonal dispatchers had ROSS training? ____ How many seasonal/itinerant dispatchers do you have? ____ What type of training have they received? __ Number OJT __ Number web-based training __ Number classroom training
12.	Users are aware of the various means of ROSS application support (ROSS Helpdesk and FAQs, on-line help, Heat Self-Serve, ROSS Tips & Tricks, Quick Reference Cards, Module Descriptions, WBT, User Guide, Glossary, Video Clips, etc.)			Are users able to access on-line Help, web-based training, and the ROSS web site? ____

13.	Users are familiar with the available Status and Incident reports and how to filter to create reports needed at their level.			Does your office have a problem with viewing reports (browser compatibility issue)? ____
PRACTICE & PRACTICE PROCEDURES				
14.	Practice sessions have been conducted. Key practice components: (a) Practice between local dispatch offices. (b) Practice between local dispatch office and GACC, GACC and NICC and back. (c) Practice place external and receiving requests from Non-ROSS users. (d) Practice with status only dispatch offices. (e) Practice incidents and spot-checks requests for completeness (e.g., delivery points, frequencies, contacts, etc.) (f) Applicable reports have been accessed and/or printed.			Have all dispatch Units participated in the Practice Session? ____ If not, who has not participated? Have resource orders been printed and reviewed for completeness & accuracy (e.g., frequencies, contacts, deliver to, etc.) ____ How many Practice Sessions have been held? ____
OFFICE PROCEDURES FOR PRODUCTION				
15.	Your manager understands how ROSS will be used in your office, what reports are available, and has been given a ROSS Basic User profile if appropriate.			
16.	All full time dispatchers have used Resource Status for statusing resources. An SOP has been established on who will status what and when.			How long have you used Status? _____ How frequent do you make changes? _____ How many units are using Resource Status? ____ How many are not using Resource Status? _____

17.	Overhead and vendors that have been given web status access have used it.			<p>How long have Overhead and Vendors been using web status? _____</p> <p>What percentage of Overhead and Vendors have been given web status access? _____</p> <p>What kind of training or documentation has been provided to them?</p>
8.	Coaches have been identified and approved by management for emergency Expanded Dispatch support.			<p>How many ROSS Coaches have been identified for your expanded dispatch support? _____</p> <p>Where is the list?</p> <p>How will the coaches be activated?</p>
19.	An Expanded Dispatch support plan has been developed (computer availability, printers, network access, and assistance with downloading ROSS, changes in expanded operations based on using ROSS).			<p>Do you have an expanded dispatch support plan? _____</p> <p>Are all dispatchers aware of and have read the plan? _____</p>
20.	SOP has been developed for interaction/communication/coordination with Incident Management Teams.			
21.	A username and password has been set up in ROSS for a “neighbor” or someone in the GACC/NICC to use when local network issues prevent use of ROSS.			<p>What neighboring dispatch office is set up with a user name and password in case of need?</p> <p>Where is the office and contact info listed?</p>
22.	SOP developed for assigning blocks of incident and resource numbers.			Where is the SOP kept?
23.	SOP developed for how incidents (using a manual process) and dispatch offices (using ROSS) will interact with caches for resource ordering. Teams have been involved and are in agreement with the procedures.			Where is the SOP kept?

24.	SOP identified and communicated on how to request changes and additions to the ROSS catalog (i.e., adding a national, GACC, or local resource item).			
25.	SOP for Status has been identified and communicated.			<p>Who will update Status?</p> <p>When will status be changed? (i.e., if a resource will become available within 6 hours will it be shown as available or unavailable?)</p> <p>How will status of resources on a roster be stasured?</p>
26.	A process has been communicated on how to request new reports and/or changes to current reports.			
27.	SOP has been established if ROSS will be utilized for Initial Action incidents.			<p>How many dispatchers have been trained to use ROSS for IA? ____</p> <p>Where is the SOP kept?</p>
28.	Dispatchers are aware of the email address to use for submitting suggestions for changes to the application (ross_suggestion@dms.nwccg.gov).			