

ROSS READINESS REVIEW CHECKLIST

2008

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	Potential Questions
DATA MANAGEMENT			
1.	Organizations a. Organization hierarchy is correct. b. Unit IDs match the official system of record.		How have you verified that the data entered is correct? Are the hosts and resource providers accurately established in ROSS? Did your office make up any of the unit ID's with out going through the official process?
2.	Resource Items a. Resource item providers, owner, home unit and home dispatch are correct. b. Duplicate resources have been merged or removed. c. Resource Item names conform to data standards. d. Resources are qualified or classified. e. Rosters and pre-orders built as needed. f. Tactical aircraft resources identified. g. Vendor owned resource items are attached to a contract. h. Quick Fill resources have been identified. i. Rosters have been identified and created.	<i>Evaluator:</i> <i>b. Duplicate and outdated Resource Items in ROSS have been an issue. It is important to evaluate the dispatch offices resources accuracy.</i> <i>c. Resource Item names are imported for searching and reporting in ROSS. Resource data standards can be accessed via the links on the ROSS User Support tab @</i> http://ross.nwcg.gov/user_support.htm	Who manages the resources in ROSS for your office? How have you verified the equipment resources are current, qualified and associated to a vendor (when applicable).? How much remaining resource item clean up is there to do? Do you enter all of your contract resources or only those you use most often? Does your office use the Tacitle aviation screen? How many quick fill resources does your office have? What rosters have been created?

3.	Locations a. Pertinent locations identified. b. Duplicate locations removed.			How many of the locations your office entered in ROSS are duplicates?
4.	Contracts a. Contracts names have been entered correctly. b. Contract types are correct. c. Vendor resource item(s) are attached. d. Contracts are current. e. Contracts that can be shared with other areas are set up for global access.			How do you decide which contracts to enter? Who verifies contracts in ROSS are current for the year? How many vendor owned resource items are not attached to a vendor? Do have or do you use any global contracts?
5.	Ordering channels a. Selection areas have been identified (by resource type). b. Ordering channels have been identified and activated, such as the Direct Order option.			Have you verified as correct the administration report entitled: <u>Order From-Providers, Subordinates, Selection Area</u> ?
SECURITY AND ACCOUNT MANAGEMENT				
6.	Security Employees have read and signed the <u>Security Rules of Behavior</u> document.			How many of the dispatch center employees with ROSS privileges have not signed the <u>Security Rules of Behavior</u> document? Where are the copies kept?
7.	User accounts Outdated accounts have been removed.			Who in your office has the Account Management rol?
ROSS REPORTS				
8.	ROSS Reports a. All users are familiar with the Standard ROSS Reports and how to filter to create reports needed at their level. b. Two or more users in the dispatch office are proficient in the Data Draw System (DDS) and the Cognos Reporting System.			Are there non dispatchers that are running reports (managers, purchasing etc.?) Who in the office knows how to use the DDS reporting system?
BUSINESS RESUMPTION PLAN				
9.	A <u>Business Resumption Plan</u> has been developed. Key components include: a. Contacts are listed (including names of geographic area ROSS users to call for ROSS assistance). b. Local Area Network (LAN) outage back up.			Have all of your dispatchers reviewed the plan? Where is the <u>Business Resumption Plan</u> kept? What are the names of the alternate locations should your office loose connectivity with the ROSS server? How will you dial directly into ROSS if needed?

	<p>c. Arrangements are made for another office to take over dispatching.</p> <p>d. Alternate locations are identified and pre authorized.</p> <p>e. Switching to a manual system is outlined.</p> <p>f. Using direct dial-up is outlined.</p> <p>g. Communication has occurred with local IRM and helpdesk staff regarding support issues.</p>			<p>Does local IRM understand ROSS is a mission critical application?</p> <p>Have arrangements been made for after-hours local IRM support?</p> <p>Is the dispatch office (both expanded and regular) wired for multiple dial-ups or DSL and are their computers available with modems for the dial up?</p>
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TRAINING

9.	<p>New Users</p> <p>a. New users are scheduled for classroom or OJT.</p> <p>b. Regular users are up to date on the current version of ROSS.</p>			<p>Have all of your users had ROSS training?</p> <p>What training or refreshers have been conducted (Admin, Basic, Intermediate, Advanced, Tactical Aviation)?</p> <p>How are users updated to current version?</p>
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10.	<p>Seasonal Users</p> <p>Seasonal and AD dispatchers have training in the current version of ROSS.</p>			<p>What is the plan for updating seasonal and AD dispatchers?</p>
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11.	<p>Application Support</p> <p>Users are aware of ROSS application support:</p> <p>ROSS Helpdesk, FAQs, online Help, ROSS Tips & Tricks, Quick Reference Cards, Module Descriptions, Computer Based Training, User Guide, Glossary.</p>			<p>Are users able to access online Help and the ROSS Web site?</p> <p>How many users have viewed the Computer Based Training?</p> <p>How many users have used the ROSS user guide?</p>
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PRACTICE & PRACTICE PROCEDURES

13.	<p>Practice sessions have been conducted. Key components:</p> <p>a. Created, filled and managed requests using rosters, block numbering, and preorders.</p> <p>b. Filled rosters using the available options on the Pending Request screen.</p>			<p>Have all dispatchers participated in the practice session?</p> <p>If not, what is the plan for new dispatchers to become proficient in the application?</p>
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OFFICE PROCEDURES FOR PRODUCTION (SOP)

14.	<p>Status SOP</p> <p>a. SOP for statusing resources has been identified and communicated.</p> <p>b. Overhead and vendors that have Web Status access actually use it.</p>			<p>Who does the statusing?</p> <p>When does status change? I.e. if a resource is unavailable for two hours during the day, is it shown available all day?</p> <p>How many web status accounts does your office have?</p> <p>What method is used to double check web statused resources are status accurately and timely?</p>
15.	<p>Expanded Dispatch SOP</p> <p>a. At least one experienced ROSS user has been identified for expanded dispatch support.</p> <p>b. An expanded dispatch support plan has been developed and includes: computer availability, printers, network access, and assistance with downloading ROSS.</p>			<p>How many ROSS coaches have been identified for your expanded dispatch support?</p> <p>Where is your expanded dispatch support plan that includes ROSS?</p> <p>Are all dispatchers aware of the plan and have they read it?</p>
16.	<p>Incident Management Teams (IMTs) and ROSS SOPs.</p> <p>a. An SOP is in place for the interaction of IMTs and ROSS. Key components:</p> <ul style="list-style-type: none"> • Will they status team resources? • Will they enter their own requests in ROSS? • Will they run their own reports? <p>b. IMTs that have a ROSS profile have been briefed and trained on what is expected of them when using ROSS.</p>			<p>Where is the SOP?</p> <p>What procedures are in place for the IMTs? I.e. Will they status their own resources, run their own reports, enter their own requests?</p>
17.	<p>Request Block Numbering</p> <p>An SOP has been developed for assigning request number blocks for incidents and incident hosts.</p>			<p>How does your office use block numbering?</p>
19.	<p>Computer Aided Dispatch (CAD)</p> <p>If the office uses a CAD system, a SOP has been established for coordination ROSS resources with the CAD system.</p>			<p>Do you coordinate ROSS resource dispatch with a CAD system dispatch?</p> <p>If so, who is responsible for the coordination?</p>