

ROSS Charter Requirements Status



Working Copy – Updated 03/29/2005

| Charter Section | Requirement | How Requirement is Met. | Status |
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| Proposed Solution | Utilize a complete system lifecycle approach to develop and implement an interagency resource status and ordering system application. | Project Management Institute standards are being used to develop and implement ROSS. Processes such as initiating, planning, executing, controlling and eventually closing are used consistently in an iterative approach. | The scope of the Charter will be completed by the end of 2005. Closeout of the Charter will begin in 2006 with transition to O&M. Development will continue past 2005 to implement certain enhancements. |
| Proposed Solution | The project will use structured methodology (CASE) to further describe the information needs and business rules of the wildland incident dispatching and coordination community as related to resource statusing and ordering. | The ROSS project is using a suite of tools called Starbase. Part of the suite called, CaliberRM, provides a web-based requirements definition and management system which allows for collaboration on project requirements. In addition, the ER-WIN Suite of Modeling Tools is utilized for model documentation. | Completed |
| Proposed Solution | The delivered system shall have the capability to status and track all tactical, logistical, service, and support resources mobilized by the wildland dispatch community. | The ROSS application has been designed and built to address business community requirements for Resource Status and Dispatching. Validation of the delivered system to assure attainment with the requirements has occurred. | Completed |
| Proposed Solution | The system shall be capable of operating within a multi-tiered dispatch organization (National, Geographic Area, Zone, Local) in an expanded dispatch environment. | The ROSS Application can be configured for use at any level of a tiered organization, expanded dispatch, and at the incident level. | Completed |

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|-------------------------------|---|---|---|
| Business Objectives and Scope | Eliminate the need to manually re-enter resource orders from other dispatch offices. | Once data is entered in the ROSS Application, it can be viewed by other dispatch offices. Data is only entered once. | Completed |
| Business Objectives and Scope | Provide "near real-time" availability of resources throughout the nation. | When records are posted in ROSS, the data is immediately available through reports and for access by those offices that use the data for dispatching. | Completed |
| Business Objectives and Scope | Allow geographic/national coordination centers to prioritize pending resource orders. | A module within ROSS will address the business requirements for the prioritization of resource orders. | The requirement for this capability was initially (1999) removed from the project scope early on in the project because there was no standards for the process. In 2003, the item has been added back into the scope as an investment segment for future funding and development. |
| Business Objectives and Scope | Provide a single user interface regardless of organizational or system-specific requirements. | Users can download the application through a web browser. Once downloaded and installed, the application looks and feels the same. | Completed |
| Business Objectives and Scope | Focus development efforts on common areas of resource status and ordering. | Business functions and requirements have been identified and addressed in the application. | Completed |

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| Business Objectives and Scope | Share information between the cooperating offices. | <ul style="list-style-type: none"> • Information is constantly shared through actions defined in the project communication plan. • A ROSS newsletter is published every two months and posted on the ROSS web site along with updated project information. • A user group (ROSS Partners) has been established and has monthly conference calls to share information. | Ongoing |
| Business Objectives and Scope | Provide accurate information to management. | Information is constantly shared. The project has a communication plan A ROSS newsletter is published every two months and posted on the ROSS web site along with updated project information. When requested, the ROSS Project Team provided subject specific briefings. | Ongoing |
| Business Objectives and Scope | Ensure system reliability during heavy mobilization periods using metrics as an evaluation technique. | The system architecture is designed and implemented to have 7x24 serviceability. Use metrics are collected as they occur, and documented on an hourly basis. | Completed |
| Business Objectives and Scope | Establish an Application Programmer Interface (API) specification for external systems. | The Project Team has submitted an investment segment for funding approval to develop a generic data exchange engine for ROSS. | The Investment Segment (Request) has been submitted to the USFS Investment Review Board (IRB) for approval and funding in 2006. |

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|-------------------------------|--|--|---|
| Business Objectives and Scope | Ensure that the delivered system can be implemented at all levels of the dispatch organization including expanded dispatch operations. | The ROSS Application can be configured for use at any level of a tiered organization, expanded dispatch, and at the incident level. Application training and support is provided to all levels of the fire organization. | Completed |
| Business Objectives and Scope | Ensure that mission-critical emergency electronic messages are exchanged rapidly and reliably between dispatch offices. | Procurement and implementation of a Dispatch Messaging System which can be accessed by all agency emergency dispatch centers. The documented requirements for the system include Operations and Maintenance of a centrally located server which can be access over any network or through dial in. | Completed in 1999 |
| Project Functions | Provide data input, update and delete all resource order fields. | The ROSS Application is designed to adhere to established business rules for data entry, update, and delete (CRUD). | Completed – The application has been validated many times to assure that this capability exists where required. |
| Project Functions | Assign, release, reassign, and track all resource types. | The ROSS Application is designed to adhere to established business rules to assign, reassign, and track all resources entered in the system. | Completed – The application has been validated many times to assure that this capability exists where required. |

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| Project Functions | Send, receive, and forward all resource ordering and status information between all offices with the system implemented. | The ROSS Application implements specific business rules which permit resource requests to be viewed and acted upon at any dispatch office where the request needs to be acted up. | Completed – The application has been validated many times to assure that this capability exists where required. |
| Project Functions | Produce an array of standardized reports useful to all levels of the interagency community. Reports that show resource utilization, status, and location will be helpful. | A variety of standard reports are available on Status and Administration, and Incident information | Completed – Additional reports are being developed as well as continued maintenance of existing reports. |
| Project Functions | Provide report writing capability to allow users the ability to produce custom reports without the use of outside support. | The ROSS Application has 4 primary reporting systems including: standard reports, Data Delivery System (DDS), Data Analysis System (DAS), and Map Displays. | Standard Reports – Completed Data Delivery System – Completed Data Analysis System – Development Maps Display – Development |
| Project Functions | Provide travel arrangement documentation and flight planning. | The Travel and Travel Plan screens allow for travel arrangement documentation and flight planning. | Completed |
| Project Functions | Provide real-time status of resource orders. | The ROSS application Request Status and Resource Status modules provide constant status of resources and resource orders. | Completed |
| Project Functions | Provide documentation of financial information, including information required for reimbursable mobilization of resources. | A financial code can be assigned to each resource request and a report generated to show the financial codes with the resource requests. | Completed |

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| Business Requirements | System must provide resource status information in a timely basis, within five minutes of a status change event. | Resource status information is available immediately when updated. The Resource Status screen and reports provide current information. | Completed |
| Business Requirements | System must place and receive resource orders between geographically dispersed interagency dispatch and coordination offices, at all levels within the dispatch and coordination community. | The ROSS Application permits the placement and filling of resources requests between any 2 units that are authorized to exchange requests. | Completed |
| Benefits and Beneficiaries | Eliminate the need to manually re-enter resource orders from offices other than the offices where the data originates. | Once data is entered in the ROSS Application, it can be viewed by other dispatch offices. Data is only entered once. | Completed |
| Benefits and Beneficiaries | Provide "near real-time" availability of resource throughout the nation. | When records are posted in ROSS, the data is immediately available through reports and for access by those offices that use the data for dispatching. | Completed |
| Benefits and Beneficiaries | Allow geographic and national coordination centers to prioritize pending resource orders and the pre-positioning of resources. | A module within ROSS will address the business requirements for the prioritization of resources orders. | The requirement for this capability was initially (1999) removed from the project scope early on in the project because there was no standards for the process. In 2003, the item has been added back into the scope as an investment segment for future funding and development. |

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| Benefits and Beneficiaries | Provide a single user interface regardless of organizational membership or computer system used. | Users can download the application through a web browser. Once downloaded and installed, the application looks and feels the same. | Completed |
| Benefits and Beneficiaries | Share information between offices. | Any authorized office can see all resource ordering and status information including documentation. The ROSS application also includes a Notifier that can be set by the dispatch user to select what actions for which they want notification. | Completed |
| Benefits and Beneficiaries | Provide timely and accurate information to management. | <ul style="list-style-type: none"> • Information is constantly shared through actions defined in the project communication plan. • A ROSS newsletter is published every two months and posted on the ROSS web site along with updated project information. • A user group (ROSS Partners) has been established and has monthly conference calls to share information. • When requested, the ROSS Project Team provided subject specific briefings. | Ongoing |

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| Security Requirements | Data will be periodically archived and stored using normal system operational backup and security procedures. | ROSS Data is archived once per year in January. Data is moved on a periodic basis (weekly, daily, hourly, minute) to the Data Delivery System and the Data Analysis System. All data is handled in a secure manner. Procedures follow all approved Security Certification and Accreditation standards. | Completed |
| Security Requirements | Disaster recovery procedures will be developed and implemented. | Disaster recovery procedures for host servers are documented and in place at the National Information Technology Center. Network disaster recovery procedures are the responsibility of the owning agency. A Disaster Recovery Plan template has been made available to dispatch offices for their use in assuring consistent continuity of operations. | Completed |
| Relationship to Other Initiatives | Data from this system will be exchanged with the ROSS application (State-IQS). | Data can be imported into ROSS from the State IQS system. | Completed – The decision was made by the NWCG that ROSS will only read data from IQS as IQS is a decentralized system where adherence to data standards cannot be guaranteed. |
| Relationship to Other Initiatives | Data from this system will be exchanged with the ROSS application (DOI-SACS). | Data can be imported into ROSS from the DOI SACS system. | Completed – The DOI SACS system was replaced by the NWCG IQCS System. All import processes are available for IQCS. |

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| Relationship to Other Initiatives | Data from this system will be exchanged with the ROSS application (USFS-REDCARD). | Data can be imported into ROSS from the FS REDCARD system. | Completed – The REDCARD system was replaced by the NWCG IQCS System. All import processes are available for IQCS. |
| Critical Success Factors | Provide progress reports on a regular basis to project stakeholders (NWCG, Agency Officials, IRM and telecommunications personnel, dispatch and coordination community, and interested parties) to outline current tasks and deliverable date estimates, project costs and benefits, testing and validation plans, training opportunities, briefing schedules and implementation plans. | The ROSS Project Team provides a quarterly project status report to the NWCG IRMWT, the Agency, and the NWCG PMO. In addition, a periodic newsletter is published. | Ongoing |
| Critical Success Factors | Define appropriate resource needs to ensure critical resources are available at appropriate times. | The business community defines their needs. The ROSS system reports are a decision support tool. | Completed – The system is a decision support tool and cannot ensure that critical resources are available at appropriate times. Availability determination is a business issue. |
| Critical Success Factors | Ensure proactive communication using project time management methods. | The ROSS Project utilizes many project management tools and processes. All project communication requirements are documented in the Project Communication Plan. On going reviews of the processes assure that communication is high quality and occurs on an acceptable basis. | Ongoing |

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| Critical Success Factors | Establish methods to resolve differences within the Project Team. | A Project Team Operating Principles document is provided to each new team member to assist in identifying how the team operates. A daily team conference call is held to keep communication lines open and the ROSS Project Manager and core team members keep in constant communication to be proactive in preventing or addressing differences. | Ongoing |
| Critical Success Factors | Provide consistent project management and oversight from skilled and experienced personnel to ensure a well managed workload. | The ROSS Project Manager is a certified Project Manager and follows the PMI processes as appropriate for the project. The Project Manager receives communication and schedule updates from team members and contractors on a periodic basis. | Ongoing |
| Critical Success Factors | Establish and maintain a highly reliable network. | The ROSS Project Team has no control over agency networks but the access at the host computer center is monitored and supported 24x7 by their helpdesk. | Completed |
| Critical Success Factors | Develop and implement appropriate rollout, training, maintenance and support methods for the customers and administrators of this application. | The Project Implementation Plan serves as the central guide for system training and deployment. Supporting manuals for Operation and Maintenance items have been developed including : System Release Plan, System Monitoring Guide, Helpdesk Operating Plan, Project Change Management Plan. | Completed |

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| Information Architecture | Develop or purchase an automated system to provide access to interagency resource information and the ability to manipulate and distribute the data between cooperating agencies. | The ROSS application is an automated system that provides the ability to edit, place with appropriate dispatch offices, reassign, and demob all interagency resource information between cooperating agencies. | Completed |
| Hardware Requirements | Mission Critical | The system architecture that supports ROSS is hosted at the USDA National Information Technology Center (NITC). The architecture is designed and deployed to be redundant and fault tolerant. The facility provides 7x24 support. | Completed – There is no hot site for the system |
| Hardware Requirements | Hardware availability seven days a week, 24 hours a day with 99 percent reliability. | The USDA National Information Technology Center (host computer center) provides 7x24 capability with 99 percent reliability to date. | Completed |
| Software Requirements | Commercial Off The Shelf (COTS) will be used where appropriate and feasible. | The ROSS application uses several off-the-shelf products such as Hyperion Technology’s BRIO and ESRI’s ARC IMS. | Completed |
| Telecommunications Requirements | Network connection compatible with a wide range of access protocols. | The system is dependent on use of agency networks. | Completed – The only protocol used is TCP/IP. |

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| Telecommunications Requirements | Dial-in access. | There are 48 dial-in access lines at the National Information Technology Center (host computer center). When a need arises, the dispatch office requests access from the contracted ROSS helpdesk after contacting the National Interagency Coordination Center. | Completed |
| Telecommunications Requirements | Intermittent or on-demand access. | The host computer center provides 7x24 access with 99 percent reliability at the National Information Technology Center; the user (or their agency) must provide a network to the computer center through a local area network (LAN), Internet Service Provider (ISP), or a phone line for direct dial-in access. | Completed |
| Telecommunications Requirements | System must be able to transmit, receive, store, forward and archive generated and ad-hoc messages from all cooperating agencies with 99 percent reliability and accessibility network-wide within five minutes or less (transmit to receive). | The Dispatch Messaging System provides reliable email for dispatch offices (no matter what agency) with 99 percent reliability as long as the user has access to a working network (LAN, ISP, or phone line). A feature of the ROSS application is to notify dispatch offices of selected activity. | Completed |
| Telecommunications Requirements | System network must be segmented in such a manner as to provide redundant communication paths. | Network design and development is an agency responsibility. | Completed |

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|---|--|--|---|
| Telecommunications Requirements | System network must be designed in such a manner that network outages do not adversely affect operations in the remainder of the network. | Network design and development is an agency responsibility. | Completed |
| Department Computer Center Requirements | Department computer systems (USDA and DOI) will be evaluated as a potential host for the central site portions of the ROSS database and/or application. | The ROSS application is hosted at the National Information Technology Center (USDA). | Completed |
| Methods | Where applicable, the Forest Service CASE* Methodology or NWCG approved CASE* Methodology will be used in design and development. | The ROSS project is using a suite of tools called Starbase. Part of the suite called, CaliberRM, provides a web-based requirements definition and management system which allows for collaboration on project requirements. In addition, the ER-WIN Suite of Modeling Tools is utilized for model documentation. | Completed |
| Methods | The project will, where possible, utilize project management standards as established by the Project Management Institute (PMI) Standards Committee and documented in the publication titled, ``A Guide to the Project Management Body of Knowledge.`` | The ROSS Project Manager is certified by the Project Management Institute and utilizes those project management standards as appropriate. | Ongoing |
| Methods | The Software Approval Distribution Process (SADP) will be followed and involve IRM staff from the interagency F&AM community throughout the life cycle. | Because the USDA Forest Service is the administrative agency for the project, the FS SADP is met first with the goal of meeting other agency process when time and budget allow. | USFS FS SADP is being followed. Communication is ongoing with all IRM interagency partners. |

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| Methods | Periodic progress reviews will be conducted by representatives from the NWCG and specific agency personnel. | The ROSS Project Team provides a quarterly project status report to the NWCG IRMWT, the Agency, and the NWCG PMO. In addition, a periodic newsletter is published. | Completed |
| Deliverables by Phase (Project Initiation/Planning) | <p>A work planning document that includes the following items related to the ROSS project:</p> <ul style="list-style-type: none"> • Project Description • Current Environment • Project Intent • Project Objectives • Project Scope • Project Phases • Project Resources Required • Funding Required. <p>This document shall be titled, "Resource Ordering and Status System Project Work Plan" and shall be submitted by the ROSS Project Manager. It shall be approved by the NWCG. The document shall be considered a living document, subject to periodic update and review.</p> | The ROSS Work Plan is updated on a periodic basis. The document includes all of the required information. | Completed with periodic updates. |
| Deliverables by Phase (Business and Technical Phase) | Life-Cycle Plan | Life-Cycle Plan | Completed and updated periodically. |
| Deliverables by Phase (Business and Technical Phase) | Life-Cycle Charter | Life-Cycle Charter | Completed and updated periodically. |

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| Deliverables by Phase (Business and Technical Phase) | Request for Technical Approval | We have requested and received all required Technical Approvals. | Completed |
| Deliverables by Phase (Business and Technical Phase) | Benefit Cost Analysis | Benefit Cost Analysis | Completed |
| Deliverables by Phase (Business and Technical Phase) | Business Requirements Definitions | Business Requirements Definitions | Completed with on-going updates through the iterative development process. |
| Deliverables by Phase (Business and Technical Phase) | Technical Requirements Definitions | Technical Requirements were defined early in the project and because of the iterative process; they are consistently verified and validated. | Completed with on-going updates through the iterative development process. |
| Deliverables by Phase (Design) | Relational Data Model | Relational Data Model | Completed with on-going updates through the iterative development process. |
| Deliverables by Phase (Design) | Interface Data Model | Item was removed by the NWCG as requirement. | N/A |
| Deliverables by Phase (Design) | Transaction Data Model | Item was removed by the NWCG as requirement. | N/A |
| Deliverables by Phase (Design) | Technical Site and Network Alternatives | Item was removed by the NWCG as requirement. | N/A |
| Deliverables by Phase (Design) | Training Alternatives | Several different training alternatives were discussed; the selected alternative was a “train-the-trainer” approach because the ROSS Project Team is not large enough and does not have the budget to train all users. | Complete |

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| Deliverables by Phase (Design) | System Support and Administration Requirements | System Support and Administration Guide | In Development. To be completed by 12/2005 |
| Deliverables by Phase (Prototype and Validation) | Screen Prototypes | Prototype screens are provided to the subject matter experts before development commences. | Ongoing |
| Deliverables by Phase (Document and Build) | Initial Version of the Application | The ROSS application development process includes gathering user requirements, designing a prototype screen in power point for review by subject matter experts, development, and testing. An iterative approach is used so there is continual verification and validation. | Completed |
| Deliverables by Phase (Field Training, Testing, and Validation Phase) | Training Materials | Training materials include: Instructor Workbook, Student Workbook, User Guides, Quick Reference Cards, On-line help, video clips, powerpoint presentations, training paths, and net conferences. Testing of the materials is done before materials are given to users but continues as the materials are used, verified and edited. | Completed |
| Deliverables by Phase (Field Training, Testing, and Validation Phase) | System Documentation | The development and maintenance contractor uses StarBase to document requirements and changes. | Completed |

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|---|---|--|---|
| Deliverables by Phase (Field Training, Testing, and Validation Phase) | Alpha and Beta Testing | The development and maintenance contractor does initial system verification testing followed by User Acceptance testing conducted by subject matter experts. | Ongoing |
| Deliverables by Phase (Rollout) | Implementation at Field Units | Implementation of the ROSS System is administered in accordance with the approved Implementation Plan. | All Geographic Areas are completed except California. Completion expected by 12/2005. |
| Deliverables by Phase (Production Phase) | Operational System with Maintenance and Support Organization. | An Operations and Maintenance Implementation Plan will identify the issues and tasks. | In development |