

ROSS Support

The ROSS Helpdesk is staffed up to 7 days per week, 24 hours per day (depending on activity levels) and available on call during off hours. The helpdesk supports the dispatch community by actively responding to questions and researching problem solving techniques from a constantly growing database of issues and answers.

ROSS server operations are supported 7 days per week 24 hours per day. Systems are constantly monitored by personnel at the National Information Technology Center.

 ROSS Helpdesk

866-224-ROSS (7677)

Revised 9/9/2002

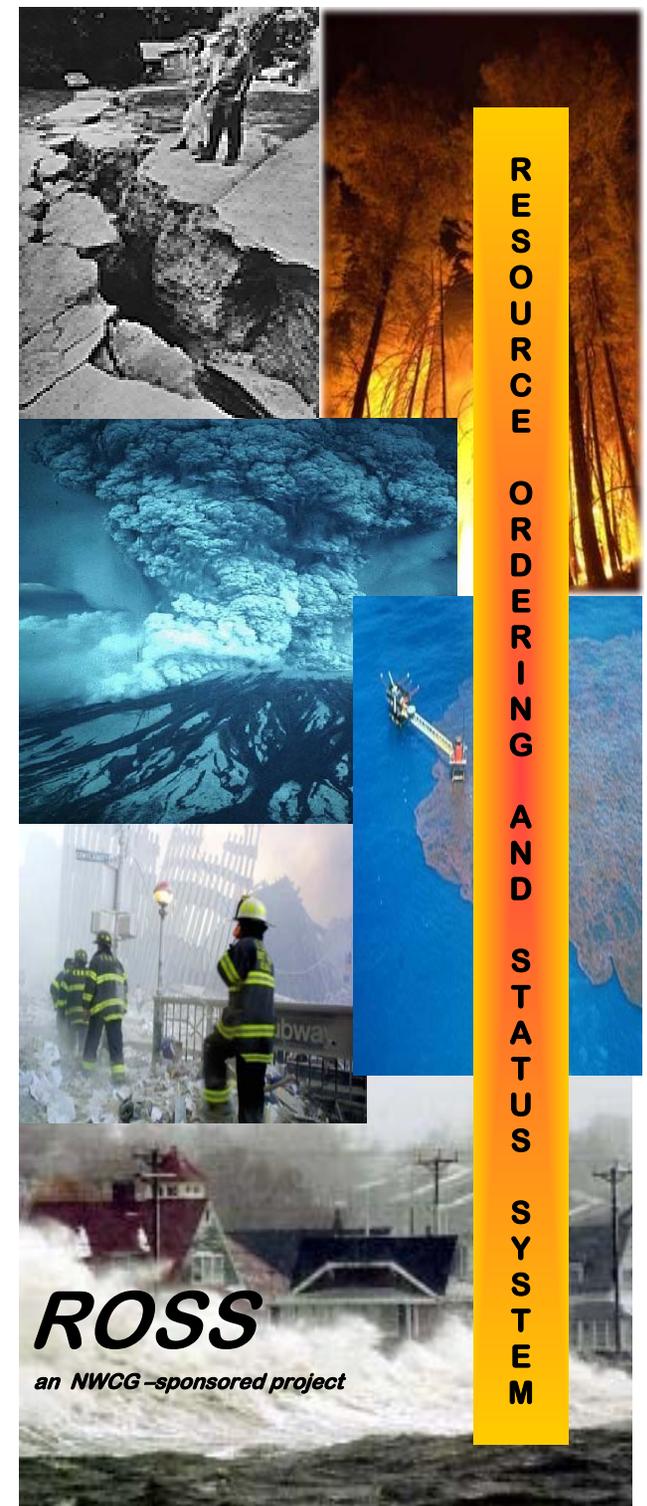
To learn more about ROSS

*ROSS information is found on the web at
<http://ross.nwcg.gov>*

Everyone is encouraged to review the ROSS website for the latest ROSS Tips & Tricks and current information on application releases and updates. The helpdesk website is accessible from the ROSS web page and provides useful information based on a searchable database compiled of frequently asked questions.



A National Wildfire Coordinating Group Project
Supported by State and Federal Natural Resource Agencies



What is ROSS?

ROSS is a computer application developed through an interagency initiative by the National Wildfire Coordination Group (NWCWG). ROSS automates the resource ordering and status process used in interagency dispatch and coordination offices nationwide.



ROSS provides the latest status, area of availability, and tracks all tactical, logistical, service, and support resources mobilized by dispatch offices.

Automation Saves Time and Money

ROSS works for all types of incidents

Automating the resource ordering processes reduces labor-intensive practices, increases customer service, improves communications, and lowers costs associated with the delivery of resources for field operations.

Manual dispatching processes are time consuming and labor intensive. A single order escalated to the national level may get transcribed as many as 20 times!



Aircraft, crews, equipment, overhead and supply orders are tracked through ROSS

A study done by the California Department of Forestry (CDF) shows that automation can decrease the time spent processing a resource order by 70-80 percent. By providing managers up-to-date status information on all qualified employees at the local, geographic and national levels, dispatchers spend less time searching for available people, allowing critical resources to reach an incident more quickly. Utilizing one standard protocol gives dispatchers the ability to go to any office in the country and begin the resource ordering process with minimal orientation.

Working Together Makes it Happen

ROSS grew from a grassroots desire to automate the resource ordering and status systems. To ensure the final product meets the needs of the dispatch community, subject matter experts (SMEs) from the dispatch community have been involved from the beginning of the project.

ROSS Partners are a group of product champions, selected by their geographic areas, to represent the interagency dispatch and IRM communities as ROSS is developed and implemented. These stakeholders have become familiar with the ROSS program and provide critical input to the Project Team. ROSS Partners will continue to play a vital role in supporting ROSS well after implementation.



Training Strategy Ensures Success

During implementation, the ROSS Team uses a “Train-the-Trainer” approach. Training materials for ROSS include:

- formal classroom curriculum
- web-based training
- user guide
- quick reference sheets
- and on-line help.

Trainers conduct formal classroom sessions supported by student coaches. Once trained, students apply their skills using the ROSS practice server before utilizing ROSS in a live setting.

When dispatchers are unable to attend courses, the use of web-based training and on-line help provides a basic foundation for successful operation of the system.



Dispatchers being trained in ROSS

