



ROSS Newsletter

Volume 5

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Calendar

- **Oct 2-18:** ROSS Build and Application Documentation Reviews
- **Oct 10-12:** NWCG Meeting
- **Oct 16-18:** Joint Review of Build Phase Contract Deliverables
- **Oct 23:** All ROSS Application components delivered to Government by Contractor
- **Oct 24-26:** Test ROSS System and Data Administration modules
- **Oct 27-28:** Test entire ROSS Application and document compliance with requirements
- **Nov 27-Dec 1:** ROSS Core Team Meeting
- **Dec 11-15:** ROSS Team meeting with National Coordinators
- **Jan 8-12:** ROSS Partners' Meeting

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Build Phase Almost Complete

Recognizing when a plan comes together is half of any battle. For almost the past two years, the ROSS team has been following a plan and it's finally coming together. Working with the ROSS team, Lockheed-Martin Information Support Services (LM-ISS), a Denver based contractor, has been designing and building the ROSS software application. This month, the team is involved in internal reviews and application testing to determine acceptance of the product.

The acceptance criteria were established during the early stages of planning and were used by LM-ISS to design, create and build the entire application—from system and data administration modules to travel itinerary, dispatch administration, status and reporting components. Testing and refining began during the design stage, but before the application can be officially accepted by the government, it will be tested in 'real-life' situations by 'real' users and the results documented.

Some of the documentation being reviewed include the Program Management Plan, System Requirements

Specifications, System and Software Design Document, the Physical Data Model, System Administration Documentation, and the Requirements Traceability Matrix. These are very high-level documents which consider everything from what business is conducted to how it's conducted to security, contingency, backup/restart and disaster recovery procedures, and archival, retrieval, maintenance and control procedures.

More than 240 different dispatch scenarios, developed from real-life situations, have been used as user scripts to test the application, it's user procedure, usefulness and flow of data. Even though 65 screens have been built, tested and refined, most dispatchers will use between six and ten to enter information, order, status, and report.

The next stage, which has already begun, is to begin creating the training mechanisms, building a knowledgeable teaching cadre, and start testing in geographic areas.

What is Implementation. Really?

Implementation, to some organizations, means pushing the application button and...bingo, the software is up and running everywhere all at once.

But with ROSS, we define implementation as a process rather than a single event. Implementation is transitioning information from the application developers to the users in an orderly and understandable way. Implementation of ROSS encompasses training, startup, getting the appli-

cation into use, evaluation, and ongoing support. Information gathered from the ROSS Information Survey will be used to assist in implementation planning.

We're not rolling out, beaming down, or even flipping a switch. ROSS is the beginning of doing the business we've been doing for decades—just more streamlined. We think it's better, quicker and more cost-effective. We think once you try it out, you'll agree.

Frequently Asked Questions and Answers

Question: Will DMS go away with implementation of ROSS?

Answer: NO. DMS will augment ROSS. Many of the messages that are currently developed manually will be developed automatically with ROSS.

Question: In our Dispatch Centers, are you expecting 7x24 support for networks? If so, how does this change how we do things?

Answer: NITC will provide 7x24 support for the hardware needed to support the application platform. Each agency will be responsible for their network and PC support. The ROSS project will be contracting for user support to respond to questions about the application. A contingency plan is being developed to back-up agency

"NITC will provide 7 x 24 support for the ROSS application hardware"

network problems. Two possibilities under consideration are direct modem dial-in and ISP access.

Question: Will resources be statused for availability as Local, Geographic Area, and National?

Answer: Yes. Resource status will be collected this way.

Question: How many resources will I be able to see?

Answer: Your view will include all of the resources that you control from your dispatch office, plus any nationally shared resources which you normally have access to without going through your GACC. This is your selection area and the range of control. Your GACC can expand this area if needed.

How People Learn Drives Teaching Methods for ROSS

Ever had someone hand you a thick manual and say "here's the answer, all you have to do is find it!" There aren't many people in the world that prefer to learn this way, so the ROSS Implementation team is exploring different ways to teach how to use the ROSS application.

Maybe you prefer simulations where you can tear through the process and figure out where you went wrong. Or maybe, your preference is a traditional classroom setting where an instructor walks you through the process step by step.

Some of the suggestions have been everything from computer simulated games that make you correct your step as soon as you've made a wrong turn to web-based tutorials, information on CD, video and/or teleconference—so commonly asked questions can be answered—real time.

One thing the team knows for sure, is that there are almost as many different types of learning techniques as there are people. We're interested in finding out ways you learn best. Send your suggestion to nancy_delong@nps.gov.

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