ROSS Partner Conference Call Notes
April 17, 2003

Participants:

- ROSS Team—Jon Skeels, Nancy DeLong, Mary Ann Szymoniak, Sue Roussopoulos, Andy Gray
- Southern—Angie Taulbee
- Rocky Mountain – Flint Cheney, Deb Bozarth, Rob Juhola, Jay Wickham
- Eastern— Kathy Miles, Laura McIntyre-Kelly, Julie Landreth
- Northwest- Kit Kemsley, Dave Quinn
- Western Great Basin – Kathy Wiegard
- Eastern Great Basin – Karen Feary, Ed Gray
- Northern Rockies – Larry Elder
- Alaska- Lindsey Lien, Rick Dupuis, Corey Doolin, Annie Burns

Note: Additional "post-conference call information," if any, is shown in bold text below.

Business Community Update – no report

- Neal Hitchcock not on due to national operations meeting

Project update—Jon Skeels:

- Congratulations to Neal who has been selected Deputy FS NIFC Director – the position he's been filling for a while.

- Earlier this week, after hosting ROSS version 1.2.5, we experienced a system outage
    - Cause was the failure of a "fail-over" switch on a power supply to a server, which prevented redundant server from picking up the load
    - Very rare occurrence according to IBM
    - Servers have been performing without a fault since 1999 and the outage at that time was human caused
    - Followed our disaster recovery plan to bring everything back up
    - Production took priority and was up within hours
    - Training and Practice were up and down yesterday and that affected many people. We understand the pain it caused and appreciate your patience.
    - The Practice server was rebuilt overnight. We completely uninstalled and then re-installed ROSS, which improved its performance significantly.
- Today ROSS Production, Practice and Training are all up and working well. In fact, ROSS is handling a larger workload than it ever has (± 700 users) and its performance is better than it's been.
- This underscores the importance of a good disaster recovery plan at every ROSS site.

    - Our plan worked, but we'll improve it
- A data warehouse has been designed and is now being built
    - If this sort of failure were to occur in the future, the data warehouse would let you run reports even if you didn't have ROSS access
    - Once built, the data warehouse will be phased in gradually
- The ROSS Team still is exploring an off-site backup facility (Hotsite), although we weren't funded to put one in
- Other measures you could take, if it would increase your comfort level, would be to:
    - Print your resource orders once a day
    - If you lose ROSS access, have another office print resource order reports for you and fax them to you
- Many thanks to Steve Simon, the folks at the Helpdesk, NITC, and at Lockheed-Martin for the long hours and hard work they put in to correct and communicate this situation.

- Version 1.2.5 was released on Monday and is now in use on ROSS Production and Practice (v1.2.4 is still in use on ROSS Training)
    - The Coordinators, not the ROSS Team, now determine when to "turn on" ROSS Production for their centers
    - This is done by simply changing one user of the target dispatch organization from "status only" to "dispatch" (eventually you will need to change all users in the organization to "dispatch" privileges).
    - If you want to use v 1.2.5 for a real incident, it's up to you and the coordinators (we'll award a prize to whoever is the first to go)
- Several fixes will be done and released in a subsequent version (v 1.2.5.1)
- The next major version release will be v.1.2.6
    - Coordinators and ROSS Team are discussing the timing of this release now – trying to avoid release in middle of summer
- This fall we'll release v 2.0, which will include updated Versata ® software (underlying program that drives ROSS), new powerful hardware, etc.
- The SMEs that you the dispatch community have provided us are completely committed to the quality of this system and to your success. They are passionate about ROSS and are doing <u>great work</u>.
- The Helpdesk staff is equally passionate about being successful. They handled 90 calls yesterday and couldn't have done a better job.

<u>Question: Kit Kemsley:</u> What happened to the Trouble Report form?
<u>Response: Jon Skeels:</u> It was phased out and replaced by our Helpdesk. You can either call the Helpdesk, or you can use Heat Self-Service (click "ROSS Helpdesk" link on the User Support tab , click on Self-Serve (http://ross.nwcg.gov/user_support.htm or go directly to ~~http://64.208.210.210/~~) "Contact us" to submit trouble reports. This is a more robust system, which ensures thorough tracking and follow-up.

Implementation - Nancy DeLong:

- ROSS v 1.2.5 will be loaded on the ROSS Training server the afternoon of April 25 after the training sessions are done. Once the new version is loaded, team members will enter data for the new version features and scenarios
- Please pass the word: ROSS Instructors can look at reference guides for the v 1.2.5 right now (http://ross.nwcg.gov/training.htm). Updated instructors materials will be posted once they're finalized.
- Mary Toews and Jerry Clements working on more video streaming products for additional v 1.2.5 features. See current videos (e.g. travel, travel plan, roster, etc.) at: http://ross.nwcg.gov/presentations.htm
- Beth GreyCloud is continuing to work on the "ROSS Training Path" document
- Erin McCormick is working on "ROSS Reference Cards" and the "User's Guide"
- Please check out "Implementation Considerations" document on the web (http://ross.nwcg.gov/training.htm) and give us feedback on anything that you'd like to add.
- The "Readiness Checklist" is on the web for your use (see document link at http://ross.nwcg.gov/docs_library.htm). It is critical to complete this checklist before using dispatch in production
- The Helpdesk had several calls this week about accessing the new version of Practice.
    - If you have problems with the update, the best thing to do is: (1) go to Start/Programs/ROSS Practice and click on "Update ROSS."
    - If you still can't access it, you will need to uninstall ROSS Practice by going to Start/Programs/ROSS Practice and click on "Uninstall ROSS." Then go to the ROSS web site and download a new copy.
    - The reason this is not working like usual is because we do not have the one server. Once the server is back on line, updates will be the same as always (double-click on the ROSS icon and click Yes to install the new update.

- Area/NICC implementation "round-robin:"
    - Alaska – Lindsey Lien:
        - Instructors are heading up here in May
        - Plan on implementing ROSS in June following training
    - Northwest – Kit Kemsley:
        - Planned to implement dispatch yesterday – now "going live" today
        - Conference call tomorrow with center managers
        - The center managers have made big push to get all data entered
    - Western Great Basin – Kathy Wiegard:
        - Moving along – getting everyone scheduled into sessions
        - Dave Hart will conduct a ROSS orientation next week
        - Targeting mid-May dispatch implementation
    - Eastern Great Basin – Ed Gray:
        - May 15 target for dispatch implementation

        - One training session this week, then one in Salt Lake City in May
    - Northern Rockies – Larry Elder:
        - Practiced yesterday
        - Ray Nelson has scheduled site visits beginning next week
        - Using Practice for prescribed fires – working well
    - Rocky Mountain – Flint Cheney:
        - Held admin training in Fort Collins last week
        - One more dispatch training session scheduled
        - Area currently running area-wide extended practice session simulating 40+ incidents
            - Some concern expressed about system stability yesterday
            - Will hold center manager call next week to determine activation date
            - Simulation was developed by Flint and others
            - Inputs are sent via DMS from GACC to centers, who then respond
            - Simulation needs some minor work but could be shared with other areas if they wanted to modify it for their needs
    - Southern – Angie Taulbee:
        - Planned implementation date for status (yesterday) was pushed back because of the volume of business with the Columbia Shuttle response, etc.
        - Four training sessions still scheduled
        - Texas will need to be trained after they're done with the Columbia incident and Tennessee needs a session
        - Last weeks session in Kentucky was great "Best training I've had in the agency" said one student
        - Data entry has been going well
    - Eastern – Julie Landreth:
        - Production is downloaded and we're ready to go!
        - Four units are using ROSS for resource status now
        - Two more training sessions (May and June) – need instructor/coaches if anyone can help us
        - Practice sessions are held every Wednesday
        - Data is steadily being imported across the area

- Nancy: Practice data will be refreshed every month, rather than every two weeks. This will probably be a copy of the data from Production. That means all of the incidents; mobilized resources, etc. will come with it. The good news is that any new data on Production will then be on Practice.

<u>Infrastructure Team – no report</u>

Business Team Update – Sue Roussopoulos:

- Not much else to report. SMEs have been real busy with: testing, Helpdesk training on v 1.2.5, Helpdesk assistance, training and ROSS Tips

Question: Angie Taulbee: We changed the home units in ROSS for resources that were imported from Red Card. At one time, if we did another Red Card import, the units would be changed back to what was in Red Card. Has that been changed?
Response: Jon Skeels: Yes, that's been fixed. Another item Partners should know about is that if you import from Red Card into ROSS, qualifications that have expired will be imported. The NWCG has reversed themselves on this recently, so we'll make it so that only current qualifications are imported into ROSS.
Jon Skeels:

- A new IQS version (v 3.1) is now out
- SACS/IQCS data is posted every Tuesday or Wednesday on our website by the SACS folks (see "Download Application" tab on the ROSS home page).

Question – Lindsey Lien: Clarification needed: Will only fully qualified or fully trained people whose qualifications have not expired be imported by the various qualifications systems into ROSS?
Response – Jon Skeels: That is correct – ROSS will not import qualifications that have "expired." You can contact the Helpdesk for assistance with any of the qualifications import tools.

Partner Program – Andy Gray

- Catfish Bates is a new NICC Partner. Rick Squires is off this week and I believe the rest of the crew is in ROSS training.

Other Business -

- Andy: The streaming videos on the ROSS website are very helpful. Check them out if you haven't already.

Next call—May 25, same time, same number.