

**ROSS Partner Conference Call Notes  
February 19, 2004**

**Participants:**

**NICC:** Kim Christenson, Rick Squires  
**Alaska:** Rick Dupuis, Jennifer Trudeau, Maria Wade  
**Eastern Great Basin:** Dave Hart  
**Western Great Basin:** Kathy Wiegard  
**Northwest:** Gina Papke, Phil Cardin  
**Northern Rockies:** Ray Nelson, Rosanna Finley  
**Rocky Mountain:** Larry Elder  
**Southwest:** Kenan Jaycox  
**California:** Julie Vogan, Tom Evans  
**ROSS Team:** Jon Skeels, Nancy DeLong, Rod Chaffee, Beth GreyCloud, Sue Roussopoulos

**Note: Any information received after the call is shown in bold type below.**

**Business Community Update – Kim Christenson**

At the National Coordinators meeting in December, several ROSS-related tasks that required coordinator action were identified. One of these was to provide recommendations for changes to the printed resource order form produced in ROSS. Dave Hendren (Dispatch Efficiency Workgroup Chair) is heading up this effort and the task is nearing completion. A second task was to make recommendations for cleaning up and standardizing the ROSS catalog. Rick Squires is leading this activity.

**Question (Ray Nelson):** Is DEW group addressing mobilization guide standard procedures for using ROSS?

**Answer (Jon Skeels):** I'll address that in a few minutes.

**Project Update – Jon Skeels**

A lot is going on behind the scenes:

- Version 2.0 testing has been underway in Denver for three weeks now. Subject Matter Experts (SME) have been rotating in for one to two week assignments so that there are four SMEs testing each week. We are using an automated test tool (Mercury Interactive Test Director) to conduct scripted testing. We are also doing ad hoc testing. The goal is to make sure that despite upgrades to software, hardware and networking this version of ROSS behaves the same as 1.2.6. There will be some changes to the look and feel. The most obvious is that you will be able to use standard 'click and drag', shift/click and CTRL/click actions to select multiple rows from a grid. So tasks such as statusing resources and marking notification message as read will be much easier.
- The new architecture hardware has been delivered and set up at NITC (Kansas City). We hope to go active on the new hardware around the first of March. Load testing will begin next week and will simulate an average fire day, heavy fire day, mass reassignments and mass releases. We will make metrics available to the field on what lag times to expect for

different operations. Our target for changing status or creating a request is five seconds. Keep in mind that the NWCG originally gave us a target metric of five minutes. Our goal for a mass reassignment (e.g., overhead team) is two minutes.

- We expect to deploy version 2.0 in mid-March. The download for this version will be approximately 40MB which is much larger than previous versions. This will allow future updates to be smaller and to install faster than before. We will probably post the download on the website and distribute it by CD as well.
- Within the next few days a list of what to expect in version 2.1 will be published on the ROSS website. We are looking at release during the first half of June. Due to an extremely tight schedule for development and testing a few items may have to be moved to a 2.1.1 release a couple weeks later. Key items for version 2.1 will be:
  - ~ Ability to create / edit a name request for overhead
  - ~ EFF / ADs will be handled differently
  - ~ Ability to edit a request to a different catalog item (within the same catalog).
  - ~ Fill with New Resource functionality will only be available to Dispatch Managers
  - ~ Ability to Fill with EFF / AD or Fill with Agreement without creating a resource item
  - ~ Improvements to the ordering chain
  - ~ Ability to search for a resource that is not yours and not on your incident
  - ~ Improved ability to reassign groups while mob or demob en route.
  - ~ Ability to release your resource from a non-local incident
  - ~ New contract type called Agreement (AGR).
  - ~ Improvements to preposition functionality
  - ~ No longer able to add status-only resource to a master or assignment roster.
  - ~ Corrections to web status
  - ~ Data elements for reporting will be made available on periodic basis via web subscription
  - ~ Workload report
- We have received the DEW groups recommendations for the printed resource order form. We may end up producing a second 'lite' version of the resource order.
- Working with Rod Chaffee on version 2.2 planning with a release date in the fall of 2004.
- We have been working with NW on a review of organizations. We have come up with an interim strategy to meet their needs. We have also been looking at organizations in RM and NR and will be contacting them with some suggestions that we believe could make them more efficient.
- Data cleanup is coming along. We know that some of you are trying to close incidents and we encourage you to continue closing any of them that you can. If you encounter problems with locked resources or requests that prevent you from closing an incident, please contact the ROSS Helpdesk (877-224-7677). This will begin the process for getting assistance from the Data Base Administrator. We will be sending a report of open incidents and requests to each GACC along with further direction on closing incidents.
- Grant Kemp (NW) has put together an excellent PowerPoint presentation on setting up and running an expanded dispatch using ROSS. The ROSS team will expand on this presentation and make it available to NICC.
- Practice is running on a slow computer. We will continue to struggle with slowness. When version 2.0 is deployed we will move Practice over to the new equipment. Just be aware of the current speed issues and explain the situation to others in your area.

**Question (Ray Nelson):** You were going to talk about standard procedures for using ROSS.

**Answer (Jon Skeels):** That's the PowerPoint from Grant Kemp that we will be expanding on.

**Question (Ray):** I was thinking more about direction for standardizing ordering processes, e.g., how to order helicopters, crews, with or without configurations, etc.

**Answer (Jon):** We will be discussing these issues at our team meeting next week and will have a better idea on recommendations after that. Our guidance will be in two parts. How best to use ROSS from now until version 2.1 is released and then post 2.1.

**Question (Gina Papke):** In reference to the NW organizations review. Will centers be able to send requests to two different places?

**Answer (Jon):** We have an interim solution that can be implemented this year. Implementing a fix for this issue will be longer term.

**Question (Kenan Jaycox):** In reference to data cleanup. Have not gone into to validate changes to the database that were submitted on the spreadsheets. Have they been run?

**Answer (Jon):** Have not done a validation either. However, the Production downtime on February 13<sup>th</sup> was for data cleanup. About 20 hours of cleanup took place. Overhead cleanup resulted some duplication of qualifications. LMCO will be running a script to clean this up.

**Answer (Nancy DeLong):** The cleanup was run for all available information in all catalogs. We still have records that include "DUP" in the resource name because they need to be removed from the database, i.e., they are bad data but not duplicates. These have not been cleaned up because there were no records to merge.

**Question (Kathy Wiegard):** When will we have the ability to delete records?

**Answer (Jon):** When the incidents are closed and copied then they can be removed from Production and this will remove the links from Resources to closed Incidents. Then you will be able to delete resources.

**Question (Ray):** We have been keeping Incidents open because of reporting needs (i.e., non-local offices cannot print a request from Request Status if the managing dispatch has closed the incident).

**Answer (Jon):** We are not be permitted to remove Incidents from Production until we have the ability to print reports from the repository. Saw the new Brio version this week. It's very different, and much better, than the version we're currently using.

**Question (Kathy):** When will import be available again and where are we with import functionality for the new IQCS?

**Answer (Jon):** We will be putting out clear direction before turning import on again. People that transfer or leave an organization must be removed from the qualification data. Multiple imports were a huge contributor to the duplicate data issue. SACS import will be turned on since DOI will continue to use the system until July 2004. A new RedCard version will be released soon which will include an 'Export to ROSS' function. The IQCS importer module should be contracted next week. It may be late March to early April before it is available. A screen in IQCS that allows a dispatch center to be designated will have to be turned on. This screen is

optional to IQCS functionality but is mandatory for export to ROSS. IQS import can be turned on once a small bug is fixed. We should know more on time frames for all these actions after next week's team meeting.

**Comment (July Vogan):** Per the IQCS conference call. Database cleanup is occurring on that side. RedCard system will not be supported after June 1 and will be turned off on at the end of December 2004.

### **Implementation Team Update – Nancy DeLong and Beth GreyCloud**

- Training is underway again. We have one or more sessions each week for the next month.
- The Admin training materials have been updated but not yet posted to the web. Call if you need the new materials before they are posted.
- The EDRC training path should be posted tomorrow as well as the D-110 attachment and PowerPoint. This is a 10-15 minute presentation on how a dispatcher would function in ROSS on a true EDRC assignment. The PowerPoint includes the screens they might need to use.
- We are working to keep a clean data set on the Training server. Please do not use Training unless you have coordinated with us.

**Question (Gina):** Need a copy of the new Admin material. Does it still contain information on Contracts? What about the new functionality coming in June? Will it slow down status?

**Answer (Beth):** Will email Admin materials. Yes Contracts are covered in Admin.

**Answer (Jon):** We will have new status capabilities in 2.1 that will allow government non-dispatch representatives (e.g., rural fire departments) to status equipment, crews, etc. The Agreements functionality in 2.1 will work the same as the current Call-When-Needed contracts.

- Due to the slowness issues with Practice, it would be helpful if not all GACCs practiced on the same day. If you can help coordinate this we would appreciate it.
- Many of you are having coordination meetings and / or dispatch workshops. Let us know if you need information or PowerPoint presentations.

**Question (Julie):** Will be making a presentation in April and could use some information.

**Answer (Nancy):** Will get in touch.

### **Business Team Update – Rod Chaffee**

Jon pretty much covered everything..

**Question (Rosanna Finley):** Not clear on how and when we can delete resources.

**Answer (Nancy):** We will put out direction after next week's team meeting.

**Answer (Sue):** Any unwanted Resource Items *that have not been on an assignment* may be deleted now. In order to delete resources that have been assigned to an incident several steps must take place. The incidents must be closed. A picture of the Production data must be taken and we must have the ability to run reports against the stored copy of the Production data. Then the closed / copied incidents will be removed by LMCO. This will remove the Resource Order Line Item (ROLI) link between resource items and incident. At this point you will be able to delete Resource Items.

**Question (Ray):** What is the future of the Partner Program? We began as dispatch community champions for ROSS. Is that still needed?

**Answer (Sue & Nancy):** Yes, though the role has changed, we still depend on your participation. You serve as an important conduit for project information to the field—whether by informal day-to-day contacts or presentations at dispatcher workshops, training sessions and other forums. Just as importantly, you can represent the field by bringing their issues forward to the team. We will revise the agenda format to include a round-robin for GACC issues.

Comment (Rick Squires): In reference to data cleanup for contract resources. Encourage you to coordinate between dispatch offices to move ROSS resources between contracts to between contracted locations. The resources do not need to be deleted and recreated. **As an example, if Helicopter XYZ is ending its Exclusive Use period and becoming a CWN resource just remove it as a resource on the EXU and add it as a resource to the CWN. If this also entails a change of location and dispatch centers then on the Resource Item screen (Organization tab), you should ‘pick’ the dispatch center where the Helicopter will be located. The Helicopter will then show up on that center’s Resource Item and Resource Status screens.**

**ROSS Partners – Sue Roussopoulos**

The next conference call will be March 18, 2004 at 1400E/1300C/1200M/1100P/1000AK