

**ROSS Partners' Workshop Notes**  
**1/9-12/2001**

**Note: Answers and clarifications obtained after the workshop are shown in boldface type.**

**Tuesday January 9, 2001**

**Welcome/Introductions:** (Andy Gray)

- This workshop will build upon the first Partners' meeting in March 2000, and will include a much-awaited hands-on session with the ROSS application.
- Thanks to the BLM National Training Center people for hosting the hands-on ROSS session.
- Andy is the logistics contact for this week.

**Introduction of new ROSS Partners (selected by their Geographic Areas since the last meeting):** Stephanie Ambright, Jerry Szymaniak, and Chris Accetturo (Eastern Area), Rudy Wright (Southwest Area), Frank Bedonie (Rocky Mountain Area), Teri Marshall, Rosanna Finley, Shannon Swanson and Steve Fourstar (Northern Rockies Area), Larry Barr (Southern Area), and Ed Plapp (a Representative of the National Cache Managers from the Prescott Fire Cache in Arizona).

**The ROSS Partner vision:** product champions, chosen to represent their area and to provide a two-way dialogue between the business community and the rest of the ROSS Team (Andy's slide).

**Objectives/expectations for this week:** (Jon Skeels and Neal Hitchcock)

- Provide project update: Partner slide presentation
- Establish Partner role in implementation: upfront work, a lot of people need to be engaged, and the Partners are the champions for the product. It's our product and all of us are the "implementation team."
- Orientation on the software (not a training session)
- Network with other Partners
- Discuss future plans: how the ROSS change management process works

**ROSS rollout timeline and the work ahead in 2001:**

- Earliest forecasted implemented date is January 2002. The latest forecasted implementation date is June 2002.
- A big challenge for successful implementation is everyone's "fire season."
- This year we've got 400 offices to prepare and 6,000 people to train for ROSS.
- The Partners and the entire ROSS team need to help the business community prepare for the arrival of ROSS.
- One goal this week is to get your expectations understood and heard. Ask all questions.

**ROSS Team Introductions** (Jon Skeels):

(Note: some of the following people, who were instrumental in early ROSS work, were mentioned but not present at this workshop):

- **Administration:** Lori Malcolm, Shep Crim, Julie Butler and Maggie Craig.

- **Team Leaders:** Nancy DeLong, Rod Chaffee, Steve Simon, Sharon Miner, Andy Gray and Paul Condit (Lockheed Martin ROSS Team Leader).
- **Implementation and Subject Matter Experts (SMEs):** Beth GreyCloud, Rex Alford, Susan Cassel, Jerry Clements, Mary Toews, Steve Tarver, Rick Addy, Sherry Shetler and Dick Barr.
- **Business Requirements:** Chris Buckman, Marianne Fitzgerald, Doug Shinn, Judy Crosby, Rick Squires (National ROSS Data Administration), Rich Caballero, Bob Strob, Gina Bald and Karen Feary.
- **Infrastructure:** Don Lee, Lonnie Brown, Stephanie Brown, Barbara Smith, Tom Baggett and Flint Cheney.
- **Shared Pool:** Walt Embree and Yvonne Burgess.
- **Communication Director:** Lynn Pisano-Pedigo.

### **ROSS Project Update (Jon Skeels)**

- **Last Year:**
- Personally get connected with each and every person who will use the application
- Team members attended 100+ meetings
- Seven production systems in operation
- The Dispatch Messaging System (DMS) came up to full operation during the summer 2000 with less than 0.002% downtime since the start of DMS (twenty-six hours since 7/1/99). Twenty-three hours of actual unplanned downtime.
- Finished ROSS application design and moved into the build phase
- Project management principles have been used extensively
- Project initiation finished (behind schedule but now on track)
- Business requirements began early and were completed in 2000
- Big Brother (a system use monitoring system) shows who's using an application on the web, so no phone call is needed
- DMS system load monitoring shows that the system is not overloaded with current hardware
- The most time logged onto DMS during 2000: Bozeman Interagency Center
- The most frequent DMS log-ons: Sierra Front Center
- Longest duration DMS session: Eastern Area Coordination Center,
- ROSS Hardware needs have been determined partially by metrics of who and how much DMS has been used.
- **Where are we now:**
- ROSS "build phase" scheduled to finish in October 2000. Should now be reviewed for completion on February 12, 2001
- Implementation has begun (includes this meeting)
- Changing business processes with this application - not just faster but better
- Implementation should begin on or around February 19 with field-testing beginning shortly thereafter
- Planned DMS outage this month for maintenance. Mail from inside out and outside in (spamming, viruses,). Contract deliverable reviews and acceptance testing by team. Partners will be oriented, not trained this week.
- Project Activities: ongoing schedule management, change management planning, earned value monitoring, implementation planning, DMS maintenance and support, project plan updates, briefings, newsletters and web page

- Contract Deliverable reviews and acceptance testing: October 3-30, 2000. Compliance with requirements of task order is documented in the “RTM” (Requirements Traceability Matrix). Application reliability, efficiency, etc., explanation of contractor’s abilities and productivity.
- RTM results: 43% of requirements were met; 19% partially met; 28% requirement not met (with reasons like the ROSS notifier shut down); 5% waived (mostly out of date requirements no longer necessary); and 5% still under review.
  
- **Where we’re going:**
- Build phase completion – scheduled for February 12, 2001
- Field test implementation – system and data administration scheduled to begin February 19, 2001 in the Rocky Mountain Area (RMA) and NICC (includes resource status), training to be developed on the fly as RMA is trained. Implementation initiation (as soon as possible after field test is successful/complete). Total nationwide operation estimated January 2002 through June 2002.
- Contract help desk available on or about June 1, 2001.
- ROSS Version 1.0: happens after:
  - User support desk is contracted, trained and tested,
  - System support and disaster recovery have been tested,
  - Network and backup connectivity performance has been verified
  - All significant technical application issues have been addressed (major application bugs found during reviews and testing)
  - Agency fire directors buy off on ROSS implementation
  
- **Lessons Learned:**
- You can’t hold off and plan to start getting ready to use ROSS (or DMS) when smoke is in the air.
- User requirements for support are critical.
- Business community involvement with contractor to help make ROSS more user-friendly.
- “Interagency” means everyone (need Partner’s help to make it really happen), listen to users and act on what is heard, get information out there.
  
- **Project Issues:**
- Communication and recognition of ROSS by directors and managers to field personnel.
- Take more advantage of the investments made in the interagency project team, development process and the infrastructure in place.
- Increase pressure to make communication networks more efficient, interface/integrate key systems that share common business processes and data (e.g. qualifications and cache systems).
  
- **Challenges:**
- Multiple finance systems
- IRM policy differences
- Corporate hardware/software differences
- Top-down communication by management
- Intra and interagency IRM communication
- Interagency ownership
- Project management processes are not well understood

- **Opportunities:**
- Interface/integrate with qualifications and cache systems
- Expand GIS usage.
  
- **Upcoming project activities:**
- ROSS Catalog Development: January 16 – 18, 2001
- ROSS Core Team Meetings (the locations are very tentative):
  - SOUTHWEST February 26 – March 2 (**cancelled**)
  - SOUTHERN April 9-13
  - NORTHWEST May 21-25
  - ALASKA June 25-29
  - SOUTHWEST August 6-10
  - EASTERN September 17-21
  - NATIONAL INTERAGENCY REVIEW (Boise NIFC): February 14-15, 2001

**ROSS Survey Review/Information Request (Andy Gray)**

- 61 ROSS Partners helped get the surveys completed by working with target offices in their areas
- We started by targeting the 238 offices currently using DMS, knowing that not all DMS users would use ROSS and that additional offices not using DMS would eventually use ROSS.
- We received 138 completed surveys (including 16 from non-DMS users)
- Survey Products – geographic area ROSS survey summaries and nationwide ROSS survey summary
- DMS Help Desk has copy of the latest office specific information (phone numbers and names).
  
- **Implementation data analysis:**
- Numbers of students = training needs by Geographic Area.
- Potential locations and months, numbers of students needing training (class, web-based on-line training, etc.).
- Need validation of student numbers
- Goal is to train everyone the same way for consistency.

Q/A: Will there be a training package to add on to D-110 (dispatch recorder course)? National dispatch training group will meet the end of January. People will still be trained on resource order forms. Prerequisite for ROSS training is D-110. Training won't always be at dispatch centers. Expanded dispatch and intermittent folks need to be included.

Q/A: Timing: Need “just-in-time training.” A primary contact from each geographic area will be conduit for setting up training. They will be contacted within 60 days in advance of training.

- **Business Requirements data analysis:**
- Numbers of incidents handled annually (5-10 year avg.) for workload analysis and database size
- Numbers of incidents that require current resource order form
- What different types of incidents are handled (this will be used in catalog implementation)

- **Data Migration data analysis:**

- Migration = one time occurrence: single download, old application goes away.
- Import = information periodically downloaded, old application doesn't go away.
- Resource (Red Card, SACS, IQS state qualifications systems etc.), ICBS (imported), IRSS (imported), ROSS and I-SUITE (imported), MIRPS (importing), AMIS (import aircraft tables), OAS data (importing),
- Location: hazards, power lines, towers, IAMS, CAHIS, GIS overlays. This information will NOT be imported. CAN has some functionality in ROSS, but not imported. Many different CAD systems, but no plans to import.
- Information from FAA, GIS, USGS cities and landmark data – will be imported.
- Organization unit identifiers. ROSS will be repository for this information. No plans to import FIRESTAT or FIREREPORT
- Data Cleanup: Red Card update 2000, SACS planned for 2001.

Q/A: Is ROSS the keeper of mnemonics (overhead identifiers)? NWCG makes decision as to what gets included into qualifications system. ROSS will store mnemonics data. If state (or any user) uses something not on list, they are the keeper of that item. ROSS is the official repository for organization identifiers. Qualifications are housed in RedCard database.

- **Infrastructure data analysis:**

- Bandwidth for network loads proved okay.
- Contacts determined
- Compatible hardware (windows platforms),
- “Mail-to-fax:” surveys indicated larger volume of resource order faxing, and need for mail-to-fax. Coordinators felt that cost and lack of need would not make it a priority.
- Use Netscape 4.7 for DMS not 6.0 (problem with v 6.0).

Q/A: What is the status of dial in lines to KC? That capability to dial in is functional now. The NPS in Boise to manage secure profiles.

**ROSS Screens Overview:** (Jon Skeels, Rod Chaffee and Jerry Clements):

- Web-Based
- Need Java Plug-in (which is free)
- Also need a Secure Java Certificate (security certificate)
- 1024 x 768 Screen Resolution is the standard screen setting.
- “Generic users” won't work (because of accuracy of documentation in ROSS), so you'll need person-specific profiles.

- **Home Page Screen:** (Jon Skeels)

Q/A: Will it automatically refresh over a period of time? No, but there are some utilities that can make it refresh.

Q/A: Do you need a sound card for the notifier? No

Q/A: Will “International Availability” be an option? No, because the rules change.

- **Initial Report Screen:** (Rod Chaffee)

Q/A: If you put in the lat/long, will it give you the legal or UTM? Yes, it will be driven from ESRI product data.

Q/A: If I enter my personal data, can everyone else see it? No, this is your data unless you give them access.

Q/A: What time zone are we going to use? Good question. This has been a topic of great discussion. We will have to get back to you with the final answer.

**Note: Following the workshop, it was announced that ROSS will use Greenwich Mean Time (GMT) with future accommodations for local time zones.**

Q/A: What about several incidents that go into a complex? ROSS will handle this. (Note:

**Note: Following the workshop, Rod Chaffee provided the following answer: Yes, multiple incidents can be made into a complex, or if multiple incidents burn together, they can be merged into one incident, keeping the history for each of the incidents).**

Q/A: Will initial report information just be visible to all, or just to the person/office who enters it? **Rod Chaffee answers: It will be visible to the office that enters the Initial Report.**

Q/A: Will documentation carry with an initial report when you promote it to an incident? **Rod: The documentation will carry from initial report to the incident.**

Q/A: Is information stored on server or on local machine? It is stored on the server.

Q/A: Does it keep track of P Numbers or do you need to keep track of them separately? It does it. That is dealt with in financial codes.

Q/A: Aviation Hazards – If there is a hazard that isn't in there, can a user add it? Yes, it can be added or edit an existing one.

Q/A: If you forget to hit save and close a screen, will it automatically save it for you? It will ask you if you want to save information.

Q/A: If there is some bogus information on lat/long, will you be able to edit it? Yes, you can edit it.

Q/A: If resources are committed, will they show up on Dispatched Resources? They will show up.

Q/A: Is there any one screen where I can type in the Incident and see everything committed to that incident? Yes

- **Place/Fill/UTF Request Screen:** (Jon Skeels)

Q/A: Will the ROSS notifier eliminate (manually typed e-mail) “commit messages” for Air Tankers? The Notifier in ROSS will take care of the commit messages for you.

- **New Request Screen:** (Jon Skeels)

Q/A: Can a capability be added for a helicopter? Yes, features can be added to catalog items.

Q/A: Contact Type, Info, etc; once it is typed in will it stay for all your orders? Jon thinks so,

will test it out. **Note: following the workshop, Jon offered the following clarification: Contract type and associated contract information is entered for each contract. When an order is filled for a resource that is on more than one contract, ROSS will inquire as to which contract the user wants for the assignment.**

Q/A: Can you search for a supply item without scrolling down and looking for it? Yes there will be another screen for searching.

Q/A: Why is “radio” under supply? Anything with an NFES number will be under supplies.

Q/A: Is overhead “trainee acceptable/unacceptable” being addressed? Yes. Overhead resources will appear as trainee or qualified for a particular position.

Q/A: Are Frequency and TFRs addressed? Yes

Q/A: Will ROSS deal with unreleased personnel who show up at the home unit without being officially released? You will have to be on the phone to that fire, like you currently do to find out when people were released (but you can use ROSS to show them back home after the fact).

Q/A (for Rod Chaffee): If you are assigning an aircraft for travel (transportation) without an incident, is it committed or unavailable? Consensus seems to be that it would show as

unavailable. **Note: following the workshop, Rod Chaffee answered this question: The aircraft will need to be shown as unavailable if not assigned to an incident.**

- Notifier can be configured to only show new crew or overhead requests or can be hidden until later. Need Notifier to know who is logged on to ROSS. **ROSS has ability to show who's logged on.**

- **Screens and Roles Screen:** (Jon Skeels)

Q/A: Who assigns roles? A user account manager will do this. You give permissions to resource-ordered personnel. If a new user needs to be able to use ROSS, the account manager will enter them as a new person.

Q/A: If you work in an office other than your own, how will you log in to ROSS? You'll use your same user name and password there with the permissions or roles that that office grants you.

- **Aviation Hazard Screen:** (Jon Skeels)

Q/A: Are these based on a location point source? Yes

Q/A: Is an IR (Infrared) flight route an aviation hazard? This info is imported from another source. **Note: Following the workshop, Rod Chaffee clarified this further as: Military flight routes or training routes will be imported, but IR (Infrared requested) flights will most likely not be considered aviation hazards as they are done at night and are short term.**

- Latitude and Longitude (FAA) – Will be shown in degrees, minutes and seconds. Need National Standard. **Note: Neal Hitchcock issued a memo to the coordinators in early March 2001 stating that degrees, minutes and seconds will be the national standard for Lat/Long use in resource ordering.**

- **Catalog Screen:** (Jon Skeels)

Q/A: How about Technical Specialists? National Mob Guide definitions for nationally defined technical specialists will be included in ROSS. **Note: Jon offers additional clarification: The ROSS catalog classifies overhead into two categories: groups (teams etc.) or positions. Each position that is NWCG-based will be in the catalog. Technical specialists are included in this category.**

Q/A: Could you pre-define a group of items to “outfit” a crew or overhead team? Yes, this can be done by pre-configuring a group of items.

Q/A: Does the status change immediately upon commitment, of all resources (members of the crew)? Yes. Once a crew, for example, is committed, all members of the crew roster (and their associated qualifications) would be shown as committed (e.g. if the crew boss is also qualified as a Field Observer, one less Field Observer would show as available in your selection area).

- **Compact Screen:** (Rod Chaffee)

Q/A: Can a states be shown as associated with more than one Fire Protection Compact? Yes. Just as in real life.

- **Complex Screen:** (Rod Chaffee)

Q/A: Can you complex fires that cross geographic area boundaries (e.g. state lines)? Yes.

- **Merge Screen:** (Rod Chaffee)

- ROLI=Resource Order Line Item. This includes not only the request, but also what filled the request.

Q/A: On a merge, will it show the result of available and committed resources? Yes – the user decides which resources stay with the “surviving incident” and which do not.

Q/A: How long will data stay in system? Incidents will be archived when closed, but base data will stay in until taken out.

- **Notifier Screen:** (Rod Chaffee)
- Notifier methods/modes: “Notify” = beep, “Show” = no sound – just a visual indicator on the screen.

#### **Other general application comments and questions:**

- Selection Areas: Eastern Great Basin Coordination Center can only order State Resources from Couer D’Alene Center (which is in the Northern Rockies Area – not Eastern Great Basin Area). This is a business issue, and situations like this might be handled in ROSS, or might be handled outside of ROSS. But, the ROSS application is very flexible, so not knowing all the particulars, I’d say it can probably handle this.
- Q/A: How long will it take to download the plug-ins, jar files, etc. at a baud rate of 28.8? This should take a total of one to one-and-a-half hours.
- We have no estimates on the probable time frame for entering your base data. Average office will not take more than one week with one-person entering data, but we’ll learn more during the field test.
- Make sure browser is configured correctly and network is working properly. ROSS will send out info on this. A white paper for hardware and software needs for ROSS is on the ROSS website.
- About 40 reports will be available in ROSS. Change management process will review and determine need for additional reports.
- Documentation is not erasable once it is saved. ROSS automatically documents actions. Users will have to explain errors in documentation and re-document them.
- AD’s not on resource orders must be put in as a person first and then give them privileges. Accounts manager will do this. May have multiple roles.

Q/A: Who puts dispatchers in system as “visitors?” An office’s accounts manager will go to “user accounts” and give privileges. Dispatchers will keep password and login but work in different organization.

#### **Thursday, January 11, 2001**

##### **Change Management (Jon Skeels)**

What does it mean to you?

- Getting people ready for change and making people aware of changes.
- The change management process is a planning tool to incorporate changes in a cost efficient way into the system.
- Enhancements to the application are prioritized so that programmers’ time is used efficiently and business community gets their most important changes sooner.
- Maintenance is not a piece of the project, because it does not go away like the rest of the project.
- 2 types of changes:

- Major change: new functionality, significant outlay of effort, which is outside current scope.
- Minor change: an enhancement decision. Change management board is merely notified of the change, rather than authorizing the change.
- **Approved changes at the application level (to date):**
  - Web interface for status update (contractors, overhead, etc.)
  - Phone interface for status update (availability) using approved pin number system
  - Active information backup (disaster recovery – storage for active accounts to be printed out and used manually)
  - Quick-fill function (included in initial application – right on screen)
- **Pending changes:**
  - Draw-down levels (notification of ready resources)
  - Incident prioritization (manage the control of resources, totally a business issue)
  - Critical item flag (mostly cache-related). It was decided to manage this at NICC.
- **System changes:**
  - Change from Map Extreme to ARC Internet Map Server (approved).
  - Move from test to production (pending).
- **Application/Project Changes:**
  - Request retrieval (as long as request has not been filled)
  - ICBS Interface and integration
  - IQCS interface and integration (this is a huge driver of information)
- **Change control board initiation:**
  - Plan, duties and how process will work (use PMO, MIRPS)
  - Will have two GACC reps and four local-unit reps.
  - Change management process will likely be on web (once the process is finalized).

Change control board must:

- Understand the process and what needs to be changed
- Consider benefits and drawbacks of proposed changes

Send change management suggestions to: [helpdesk@dms.nwcg.gov](mailto:helpdesk@dms.nwcg.gov)

### **Data Preparation and Import:** (Jon Skeels)

Involvement varies by level in the dispatch hierarchy:

- **Airports:** (handled locally and at GACC)
- **“Iceman” (FAA system) data:** is kept at NITC.

Q/A: What airport information can ROSS users change in ROSS?

FAA is the data steward for their airport data, so we can't change their information.

Their periodic updates will overwrite their older information. Airport type (jumper bases,

tanker bases, etc.) and other locally entered information will not be changed by FAA updates. ROSS users will control “special conditions” they assign to airports.

- **Compacts:** are basically a form of state agency financial reimbursement, and will be turned on and off at the GACC level.
- **Aviation hazards:** are maintained by local users. They do not get imported from the FAA. FAA hazard data is not real reliable or timely, as far as dispatchers’ and incident needs are concerned.
- **Organizations:** are maintained at NICC, GACC, and local levels (three classifications). Worksheets for entering organizations will be provided. **Note: Draft versions of data entry worksheets were posted on the ROSS Website in March 2001 following field-testing by NICC and the Rocky Mountain Area. Forms can be accessed by clicking on the “Implementation Phase” link in the “Documents Library” section shown on the right hand side of the page.**
- **Locations:** NICC, GACC and local level. ESRI (GIS) “tiger data” is imported, and allows ROSS to compute “closest forces.”
- **Persons:** NICC, GACC and local level. This screen will eventually disappear, and the functions will be integrated into the Resource Item screen.

Q/A: How are non-imported qualifications entered? This is now done on the Persons screen by clicking on the Qualifications tab on Resource Item screen. Eventually, the Persons screen will disappear and its functions will be incorporated in the Resources screen.

- **Political Unit:** NICC maintains these.
- **Reference data:** NICC.
- **Selection Area:** NICC and GACCs.

Q/A: Are selection areas dynamic or static? They are dynamic. ROSS has ability to shrink and enlarge selection areas.

Q/A: Will you be able to see quantities in your selection area? Yes. When highlighted, button will show quantities and specific types of resources (e.g. three Division Group Supervisors are available at such and such a unit). The gatekeeper can open any account to any unit directly. A vision that Neal and other Coordinators have is that the role of a GACC will be to watch for good business practices, rather than as a flow-through for overhead orders, as business is currently conducted. This is a change to a business practice that the technology of ROSS allows to happen.

- **User accounts:** NICC, GACC and local.
- **Contract:** NICC, GACC and local. If national level, vendor is put in nationally then resources are added at local level if not listed.
- **Resource item:** NICC, GACC and local. The Person catalog is being moved into this item.
- **Roster:** NICC, GACC and local. You can highlight a name and then click “+” to add it to a roster.
- **Catalog:** The ROSS catalog will initially be a national catalog. Then, the ability to enter GACC and local items into the catalog (e.g. an area-specific overhead position) will progress to GACCs and local units if necessary. Higher-level catalog items will just be

viewable at the lower levels). This is one of the most flexible features in the system, but we've got to be careful to lay it out correctly and stabilize it.

- **Configurations:** (NICC/GACC/local) actually sets up roster of equipment and people, good flexibility. Standards are in national mob guide.

**Data import:**

Rules (for organization identifiers) exist in the National Mobilization Guide and should be followed. Organization identifiers (org id's) can go to 4 characters, but should be kept to 3 so that other systems won't be adversely affected. Rick Squires is the focal point for GACCs to submit new org id's or changes to existing ones. Rich Caballero has also worked on this, and Andy Gray has identified those non-NWCG org id's that he uncovered during last year's ROSS survey to the GACCs. DOI and the Forest Service have direction on org id's used in the qualifications systems (FS Manual 5109.17 has direction on this for Forest Service users).

- **Cache Catalog:** The ROSS Team was directed and authorized by the NWCG to "push" cache information to ROSS (but not for ROSS to change the data in ICBS).
- **OAS aircraft source list:** This shows all OAS carded aircraft in Alaska and the "lower 48." This database is being modernized. ROSS is currently importing tail number and vendor. It's somewhat difficult to determine where a given aircraft is based. AMIS (Aviation Management Information System) is the best source of aircraft locations.
- **Qualifications:** ROSS will import encrypted Social Security numbers (they must be encrypted and not shown on screen). Social Security numbers are not necessarily required by agencies to establish emergency travel anymore.

Q/A: Will the import of qualifications data be centralized or decentralized? Redcard data will be a unit-specific entry. IQS is very relational and cross compatible with ROSS. This is called open database connectivity. Import as often as you like, but be aware - it could be very labor intensive. Updates to qualifications made in ROSS will not be exported to Redcard or IQS systems (for example, an agency fire manager instructs the dispatcher that a person has been signed off in a position and can be dispatched to a going fire).

Q/A: Will duplicate names be a problem, since ROSS will not be importing Social Security numbers? The user will be able to manage these.

Q/A: Will we be able to request filters for information, or what will we get imported? The data importation will include all qualified and trainee people and their qualifications.

**Comment:** It will sometimes be easier to go right into ROSS and update information directly. There will be no export of any qualifications data from ROSS into other systems. A lesson learned from MIRPS is that it's best to import all data into your system and then do maintenance on that data in your own system.

**Note: Following the workshop, Rod Chaffee offered the following information: This gives the impression that folks can import all of their current data and that is incorrect. This might work for MIRPS folks but not others. Best to enter fresh – it's not that time consuming. Jon Skeels also adds: When released, the import utility for ROSS will**

**permit import of limited kinds of data. This data includes: Qualifications (SACS, REDCARD, IQS) at the local level, Airports (FAA data) at the NICC Level, and OAS Aircraft at the NICC Level.**

Q/A: Will ODDC be allowed to directly access ROSS data? No, they will have to go through NWCG.

**Request numbers:**

- ROSS will assign a request number automatically. This will mean no longer needing to farm out numbers (e.g. to IMTs or Buying Teams), but you will still have the ability to do this. ROSS will track numbering.
- Here's an example: Request E-1 could be strike team of Type 4 engines. E1.1 is the first engine of that strike team. E1.1.1 is the first person on that first engine. ROSS will have a variety of ways to put configurations together but the point is, all of the components of the engine (or a strike team of engines) will be tracked automatically by ROSS.

Q/A: Can we have an example of a helicopter and module configuration? A-1 could be a Type 3 helicopter with module, with lunches, buckets, etc. O-1 could be the helicopter module or A-1.1 could be the module and A-1.1.1 could be an overhead person on helicopter module.

- Regardless of method, we need consistency with everyone (**and ROSS instructors will need to know how to instruct this**).

**Considering this question, Jon Skeels offers the following:**

**The answer to this depends on the configuration and/or how the dispatcher chooses to fill a request.**

**If the configuration calls for a helicopter and 3 crew people:**

**A-1.1 – Helicopter Type III**

**A-1.2 - Helicopter Manager**

**A-1.3 – Helicopter Crew Person**

**A-1.4 – Helicopter Crew Person**

**If there is no configuration:**

**A-1 Helicopter Type III**

**Then support orders for the Helicopter Type III would be placed (ROSS ties the support orders to the Helicopter) so they can be put back together later.**

**O-1 - Helicopter Manager**

**O-2 – Helicopter Crew Person**

**O-3 – Helicopter Crew Person**

- The point is - you can look at the fire, the helicopter and the resources on it. You don't need to be driven by request number. The information is accessible by request number or by name, but it must be linked or associated with the order.
- ROSS will give you the ability to run a report showing all committed overhead, or all committed overhead associated with helicopters. You currently have to go through aircraft and overhead resource orders and count personnel by hand.

Q/A: How are travel itineraries handled with each part of the helicopter and module traveling separately? Travel is attached to each resource item traveling separately, and you can associate orders with each other. ROSS also allows users to generate support orders (e.g. a bus to move the helicopter module) and subordinate orders (e.g. crew with bus).

Q/A: The Redcard program allows for prioritization of qualifications. Will only those priorities show or be imported? This is still to be determined. **Note: Following the workshop, Jon offered the following update: Recent change orders to the ROSS contractor will permit the ROSS import utility to import prioritization information.**

#### **Training Products:** (Beth Grey Cloud)

- **User Guide:** Online guide with notifications of changes made electronically. Step by step ROSS user's guide. Users can print it if they must, but ROSS won't be printing and distributing user guides. **Note: Beth Grey Cloud clarifies that a user's guide, with screen captures, tips, hints and how-to's is being developed, and will accompany the release of version 1.0 on June 1.**
- **System/Operations Manual:** infrastructure stuff. **Note: It is also our understanding that the "System/Operations Manual" will be provided by Lockheed-Martin.**
- **Online Help:** This will be accessible while in the application and will be printable.
- **Quick Reference Job Aid:** These will be laminated cards like those that are available for commercial applications.
- **Training Scenarios:** These will be put on the ROSS test server (not the operational system) so you can't hose the real system. These will incorporate training data into an ongoing incident. Partners are encouraged to build scenarios.
- **Tutorial:** This will incorporate the training scenario into a learning exercise, standard tutorial functions (such as indicating right and wrong responses).
- **Video:** This will show short overviews by function and role. Need a big overview of dispatching and travel portions of ROSS. Use at D-110 and D-310 courses and as briefing tool for management and finance.

#### **ROSS Coaches:**

- ROSS experts available for dispatch. Assist first time ROSS users during incidents (request via a resource order). These are not dispatchers, who will stay, but trainers and helpers.

#### **Suggestions:**

- Finance/buying people need to be included into training regarding use of S-numbers. **Note: Beth Grey Cloud makes the following suggestion: When the areas set up their training, they can invite anyone they wish, as long as they understand the dispatch process, and there is room in the class. We will not be covering how to dispatch in**

the courses, just how to use ROSS. Areas may also want to use their coaches or a local ROSS super user to give the buying folks training in the area they will most likely need. I plan on extracting the parts of ROSS application that would be appropriate to the buying units, but it is going to be difficult to put on a class just for them. If the need is there nationwide we can certainly make one up though. The buying team won't come into play until the dispatch portion of ROSS.

Nancy DeLong adds: We need help from the dispatch community to communicate all of these issues.

- Larger area for teams, local ICs and overhead, logistics.
- Briefings for high-level workshops (fire business management, national teams, etc.).  
**Note: there is always someone available to do briefings. Partners can send requests through the help line, Andy or any ROSS team member.**
- We need to reach out to rank-and-file people to get those who need orientation involved in ROSS. **Note: it is the responsibility of the geographic area ROSS Partners, coordinators and the center managers to identify who in their area needs training or orientation. We will supply any personnel or materials to facilitate this, but remember all the fine Partners we have out there in every geographic area that can help with this too.**
- Both buying teams and dispatchers would benefit a lot from knowing each other's business. Shared importance of documentation on resource orders as well as on financial documents.
- Generic info video/PowerPoint for any group, enhanced by local ROSS Partner. **Note: The Implementation PowerPoint developed by Flint Cheney and Phil Cardin is generic, and can be edited by Partners for their areas. Flint will keep the PowerPoint current and posted on the web.**
- Target national buying teams for training. Not required, but a good idea. **Note: Jon Skeels and the National Buying Team Coordinator are keeping in contact regarding areas of common interest**
- Partners are responsible for determining who needs to attend training. **Beth Grey Cloud clarifies that this should be in conjunction with the GACC and local center managers.**
- Training: direct training for all students (not train-the-trainer). **Note: Using Instructors and coaches from the team and from the business community at large, the ROSS Team is planning on training all students in sessions around the country.**
- It's up to NWCG to incorporate into D-110 and D-310 courses. Dispatchers will continue to be trained in manual system after ROSS is implemented. **Note: ROSS is working with the National Dispatch Training Steering Committee on an ongoing basis. Although it is not the ROSS team's responsibility to determine whether or how ROSS will be incorporated into related training, we will provide input and any information or technical help needed.**
- Go online (like chat room) to ask less urgent questions. Help line. **Note: Beth offers her perspective on this: A chat line is great if there is anyone on to chat with. Urgent questions should be directed to the help desk or a call made to co-workers. But...we are looking into the feasibility of an online bulletin board. (See the next question).**
- Online bulletin board – user support form/board? Lessons learned and common problems that occur could be posted on board. **This is in the works. No date on when it will be available.**

- The User help desk will maintain a database which will track all user support calls and their resolution. **Beth provides some additional information: For the next year (at least), the user help desk will be a contracted help desk. The contract requires they use software such as HEAT to do all call tracking. Among many other things, it will maintain a database of all calls and resolutions.**

**Implementation:** (Nancy DeLong)

Implementation is defined as the time from development to use and production.

- Includes:
  - Testing
  - Training
  - Data import
  - Transition application from test to production
  - Business issue resolution (what are the issues, how to address and communicate them)
  - Transition from manual to automated resource ordering
  - User support
  - Communications (all areas): what's happening and what needs to be done
  - Project team hand-off (pass off ROSS to Partners and others to run and own.)
- Strategy: Phased implementation
  - System and data administration (including resource status),
  - Resource ordering (and travel)
- Why a phased approach?
  - More time to learn ROSS
  - Managers see immediate benefits
  - Allows more time to further refine dispatch/travel module
  - Ensure network connectivity before dispatch module is used
  - The help desk can come up to speed gradually (initially contractor-provided and eventually government-provided)
  - Turn roles on and off as offices are ready
  - Success comes in small measurable pieces
- **Field test units:** NICC, RMACC (Rocky Mountain Area Coordination Center) and RMA dispatch offices
- **Timeline:** These dates are the “best case” and subject to change.
  - February - 2001
    - System and data admin training in field test units
    - System and data administration training package development begins
  - March - 2001
    - Production platform available
  - April - 2001
    - Transition support operational

- May - 2001
    - Contract user support staff training
  - June - 2001
    - System and data admin training begins nationwide
  - July – 2001
    - Dispatch and travel training package development begins
    - Dispatch and travel training in field test units
    - Contract User Support Desk Operational
  - September - 2001
    - Dispatch and travel training begins nationwide
- 
- A copy of the Implementation Plan is available (**The plan is being updated and will be posted on the web in April**).
  - Implementation Team needs a primary contact from each Geographic Area (GA) for training session scheduling and notification, validation of numbers of students and sessions, training location verification and coordination with local IRM (Information Resources Technology staff).
  - **Makeup of training cadre:** Lead instructor, one coach per five people, advance team (to arrive before training and handle internet access/fire wall issues at the training site).
  - **Pre-Training Session ?:** Needed especially for system and data admin. Lead instructor comes to area for pre-training session, so coaches don't walk into cold.
  - **Time Commitment for Instructors and Coaches:** The goal is for each instructor and coach to commit to teaching/coaching a minimum of 3-4 training sessions. System and Data Administration training is estimated to last from June – August and Dispatch and Travel training is estimated to last from September – October to January 2002.

Q/A: What's the best guess on the length of training time? Under a week for travel to and from the site, and the training itself.

Q/A: How do dispatch and travel relate to each other in terms of training? Travel reports will be a section of dispatch module. Dispatch and travel training will be the second phase of the training.

Q/A: Can two people use one computer during training? It is possible for two people to use a computer but we do not recommend it. We would like to see each person have a computer, as they will learn a lot more.

Q/A: Will the Partners be able to access the application before training? Yes, particularly for those who are part of the training cadre. **Nancy DeLong elaborates: We are making an assumption that all Partners will be involved in training. Each instructor and coach will be given a profile on the system before training as well as receive some "pre-work" that will assist them in preparing for training. We would also like to get the training cadres together before a training session so the coaches feel better prepared. Because of travel costs, that may not happen until the day before a training session starts.**

Q/A: Will people be able to use right after training? Yes.

Q/A: Is it feasible to bring data to be input into test site? Students are encouraged to bring data to be input to the production platform, as time will allow during the week of training. It will be key for areas to have their organizations and relationships defined prior to input, so that local data can be input correctly.

Concerns:

- Once a user puts their actual information into the system, it will generate questions that don't come up when using fake training data.
- Produce data entry form in advance of training to help prepare.

Q/A: Will training information be on internet or on server? On internet. Network issues need to be mitigated at locations around the country.

Q/A: Could training data have permanent database? No.

- The Team and the Partners need to relook at the survey based upon this training discussion (i.e. identify training needs)
- ROSS Trainer outreach/interest announcement should give the time and travel commitment. Supervisors will sign off on employees who are interested.

**Bin Item Review:** (Andy Gray)

- ROSS Partner Program Critique form handed out to Partners. Response is strictly optional.

Q/A: When ROSS comes on line, who will order on line and will incident have to do things manually? Scope did not take ROSS to incident level. That is a new issue. Where connectivity can be reached, use it. Many incidents barely get cell phone coverage, let alone internet connectivity.

- ICs will go directly to order rather than go through dispatch. Loose continuity with teams. Concern: lack of training for supply unit leaders and logistics. One suggestion: Support Dispatcher goes with an incident team.
- MIRPS is being moved to the airbase. Maybe this should be where ROSS goes too.
- Australians have a system (fireweb), which is similar to ROSS. Incidents have stand-alone program that they can link up.

Q/A: Who drives ROSS? The Subject Matter Experts worked from the very basics on and included input from the community. The ROSS Team made recommendations to the Coordinator's regarding business issues. The business practices drove the process.

Q/A: There is a Non-Ross organization box in the organization screen. What is this used for? I am dispatching for an organization that is not using ROSS. Or I am distributing for a non-ROSS user. This is for dispatching units - not vendors.

Q/A: Is the availability tab really for unavailability? Yes. This has been documented.

Q/A: Is it possible to have the standard items entered with a description? It would be nice to have the item like a Type 6 Engine reference to the description of a Type 6 Engine. Link

ROSS to outside source documents like the Fireline Handbook. This is a future enhancement.

Q/A: Is it possible to go through help to outline the ROSS process? Yes, help will provide a line-by-line step through process. It appears we will need to hard code some of the more difficult processes.

- When qualifications are imported, a person will show up in each of the positions they are qualified for, as well as the ones that they had to be qualified for to get there. This needs to be reviewed, as it is important to sort the current qualifications and not past qualifications that they may not be current in.

**Review pre-meeting objectives from the Partners and remaining bin items:** (Jon Skeels and Neal Hitchcock)

- Define what kind of business changes will result from ROSS. Business rules will not be defined until the beginning of 2002, so that during the upcoming year, things will function the same until ROSS is fully implemented.
- Define what needs to be done to prepare offices for ROSS.
- On the web (ROSS website) is a paper that discusses hardware and system needs.
- It is important at each unit to inventory organizations that are recorded as private. This needs to be collected and done now.
- Also, BPA agreements such as for supplies but maybe not for toilets.
- Another thing to collect is county and volunteer fire departments.
- When the RMA goes on and then all the other units go on, it is best to have the lessons learned from the RMA (e.g. define what worked and what did not).
- There will be conference calls, which could include this information.

Q/A: How do we handle local purchases on ROSS? There will have to be catalog items with miscellaneous items.

Q/A: How are we handling name requests? The system will document what you select to place in the box. You can type in the comments box the name you are requesting. In the request, place it in special needs.

- Partners need a canned PowerPoint presentation (or canned demo) to relieve anxiety. Flint and Phil will show the Partners a PowerPoint presentation they've developed on Friday.
- Timeline of accomplishments is needed. How much detail do the Partners need? Microsoft project 2000 has produced 16 plotted charts. What are you looking for? The project's WBS (Work Breakdown Structure) is about 1/2 thick.
- Need "meatier newsletter": Partners can contribute to the Newsletter.

Q/A: When will training package be ready? System and data admin: April. Dispatch and travel training: September.

## **Friday January 12, 2001**

### **Bin Item Review:**

- URLs used this week will not work after this week.

- Ongoing Project Maintenance: likely one agency person, change management group, contracted support desk (at least five people) and expandable.

Q/A: Will automatic flight following be added to ROSS? Potentially a change management item. This item will be added to the list of items that may potentially be added to ROSS. A National Interagency Team is working on this for the NWCG. At this time this is not a ROSS issue.

Q/A: How do jumper orders work? Jumpers are overhead, have airplanes and can be a group of things, jumper order is a resource order even though mostly used for initial attack.

Q/A: Are screens going to be color specific? Not at this time due to the functionality of being a web-based application.

- Double counting: E-1 is not the request, E-1.1 is the resource. Every resource is a type; hand crews are a type of overhead. ROSS will allow the user to answer the question: How many people went out on engines last year? Will also be able to show how many sack lunches went out to crews.
- Qualifications: if multiple quals, then the person's assignment is only counted as the resource assigned. When committed as one position-not available for any other qualification.
- Audit function: allows you to look at trends of how people are using the system. It is turned on and turned off by only a few people (like help desk personnel). It's very system intensive (which screen you're on, etc.). Great for diagnostics.

#### **Partners Implementation Overview PowerPoint Presentation:** (Andy Gray)

- The Partners expressed a desire for a "canned presentation" that they could use to brief their peers at area dispatcher workshops. When Andy put a call out for interest in developing such a product, Phil Cheney (Northwest Partner) and Flint Cheney (Rocky Mountain Partner) responded. They got together and developed a presentation, which they'll screen here.
- Andy Gray introduced Phil and Flint

#### **Power Point Preview:** (Phil Cardin and Flint Cheney)

- Dispatcher Workshops: Partners will be taking the lead at giving ROSS presentations at the workshops. ROSS Team members will just be assisting the Partners at these workshops.
- Presentations will be updated and changes will occur frequently.
- PowerPoint will be on the website for viewer access. Just need to change first title page to tailor it to your area.
- PowerPoint includes:
  - ROSS vision, history and reviews
  - ROSS Partners
  - Hardware planning
  - Info on the application (including some of the screens from ROSS)
  - Implementation information
  - Tests that occurred in the year.
  - Final slide: "What does ROSS mean for your geographic area?"

- When downloading the presentation, you need to know that Netscape version 6 has a problem, need to work on this. Suggest you don't use Netscape v. 6.
- You can "hide" any slides that you don't want to show your group.

### **Suggestions/Questions:**

- Include data preparation with the Presentation.

Q/A: How long does a presentation take? Flint- It took about an hour and half. Many questions from the audience about the product. Targeted for about 45 minutes and ended up being twice as long.

- IRM is a target audience. Partners should direct them to the website and familiarize themselves with this presentation.
- This will be available on the web the beginning of next week: January 16, 2001.
- GACCs will be able to add information for links (several GACCs have links to the ROSS webpage from the GACC webpage)
- There is a link under "Partners" designed to do this.
- Post and set some links on this page.

Q/A: Is there a link to ROSS from the Rocky Mountain Page? No. There is a link to ROSS from the Rocky Mountain Team page.

Q/A: Can ROSS logo be used on GACC websites? Yes, it can be used.

- It would be good to put the ROSS website in the slide show somewhere **Note: This was done.**
- Add information on data preparation to slide presentation **Note: Flint and Phill will do this once data standards are finalized.**
- Add rollout diagram to PowerPoint **Note: This was done.**

### **Partner Session:** (Andy Gray and Partners)

- We've thrown a lot of info at you the past few days. The next hour or so is strictly for you, the Partners to use.
- After a short discussion, it was decided that the Partners would like to meet in their area groups to discuss and strategize about how to organize for the coming year. After these meetings, the Partners discussed their plans/concerns/issues/etc.

The items from the Partners' breakout sessions for the ROSS Team and other Partners to consider are captured below:

- Ross is an expanded tool. Status is most crucial.

### **Alaska -**

- Alaska just wants to see the finished product.

### **Eastern -**

- Concern- need bring awareness to their area:
  - Giving road shows and talk at FMO workshops.

- Present at organizations and meeting.
- EACC will post something on their website about ROSS.
- Work on computer fears

### **Eastern Great Basin -**

- Needs a good list of what they need to import vs. manually put in. **Note: The only data that users will be importing is from the qualifications systems. All else will be entered manually.**
- Need a timeline as to when to have information as far as clean up and what data needs to be gathered.
- Need form for data entry on resources or contractors.
- Have catalog group produce list of data needs.
- Will there be statistics showing manual resource ordering vs. how ROSS? Frank Quadro (California Divs of Forestry) addressed this by saying how MIRPS has reduced the time needed for finding persons. Yet, it is hard to say that it will save such-and-such amount of time. No way to capture exact time, but it will save time, yes!
- Some quantity information of manual vs. ROSS. Time Study. James Villard stated that this information was done early in the scoping process for the ROSS project. Suggest: send out slide with timesavings info from initial ROSS project scoping.

### **Northwest -**

- They figured out about five separate sessions needed to get everyone trained.

### **South Ops -**

- California won't be involved in initial ROSS training this year, because they'll be working with MIRPS, but they will train on ROSS next year. California is very supportive of ROSS. Volunteers to help with ROSS.

### **Rocky Mountain -**

- Invite an observer and see how they perform.

### **Selling of ROSS (the following are general group ideas not attributable to a specific geographic area):**

- Situation report will eventually go away. We need to identify Intel needs in the future.
- Area(s) will post picture of their area Partners, names, on their GACC websites.
- Calendar of workshops and briefing at meeting.
- Do monthly conference calls
- Memo will go out from the Area Coordinating Group specifying data needed and information sharing to implement ROSS.
- Get more support for dispatch.
- Put time quantity on Presentation of PowerPoint. Good selling point.
- The ROSS logo is yours to use on your GACC websites (Andy).

### **Suggestion: (Visually)--Do a presentation of people in three tables.**

- Have someone call doing procedure manually and then someone doing it with ROSS. Compare times.
- Redo survey. The numbers will change big time. Reformat.

Q/A: Aviation contracts: Which level is the best place to input? Whoever holds the contract (NICC, GACC or local).

Q/A: EERA's: same question: who enters the contract and data? Whoever holds the contract (NICC, GACC or local). **Note: Following the workshop, the ROSS team was approached with a proposal to import the new EERA database. This is being considered.**

### **Training-**

- Do site visits to demo ROSS. Go there and work with them in their place of business. Not to say here it is. Go at it!
- Also, there will be the help desk available.
- Bring in real data to enter in the information.
- Can we bring in real data? This will be beneficial. **Note: Beth Grey Cloud clarifies this as follows: Students will be encouraged to complete data entry forms and bring real data to the training sessions. Students can enter real data, but must remember it is going onto the training server, and they will have to enter it again at home. This is basically a practice session, and they won't have time to enter all their data.**
- Capture the screens with real data, so units know what goes where. They can bring back w/them to training session. **Note: Screen captures with real data will be included in student workbooks, handouts, quick reference guides and in the user guide when ROSS version 1.0 is launched June 1.**
- Need visuals (like a video). Hands-on training material is important. **Note: A video to accompany training is not in the works, but is being considered for the future. Hands-on training is included after the lecture on each function.**
- Do a dry run-through. Make a scenario to help units understand ROSS. This way they get to create a request. **Note: An ongoing scenario (similar to the D-310 scenario) will be incorporated in the training packages.**
- Users "have to keep up-to-date." Do training and then practice with scenarios over and over again, so when the fire does come they know how to do it. This way months don't go by and ROSS will be fresh in their minds instead of them reaching for the training book."

Q/A: How do the sites get turned on? Does the Geographic Area get turned on, or does Forest/unit? Some units will be on ROSS and some won't. The ROSS Team has discussed a "certification process" to determine whether or not they're ready to start use ROSS (lesson learned from DMS). Jon notes: When created in ROSS each GACC has a data administrator that will create dispatch offices below that GACC. Once the organization is created and a user account created, the dispatch center is on line and ready to go.

### **Issues/comments:**

- Dispatchers will worry about putting in MIRPS and ROSS (California).
- The hourglass (as far as speed). Time delay of information.
- The archiving of data.
- Once incident is closed it gets transferred to another server.
- CAD/ROSS in offices: Status information on to the CAD (Computer-Aided Dispatch). When stuff is committed, you don't have time to say that it is available or unavailable.

- Lack of personnel is an issue.
- Running dual systems: experience shows that you can't an automated system and fill out resource orders simultaneously.
- Hardest battle will be to get dispatchers to give up their pencils.

**ROSS Partners Workshop Closeout:** (Jon Skeels, Neal Hitchcock, Andy Gray)

**Bin Items:**

Q/A: Will ROSS be smart enough to know which offices are alive? There is no graphic interface to shows who's on and who's in the office. There may be a report that can be run.

Q/A: How will ROSS work after hours? ROSS is running all the time. Next level covers if necessary. Use an Internet connection on your home computer. Dispatchers need laptop computers for portable use. Dial-in connection through the internet. Or, process orders manually and enter it in the morning at the office.

Q/A: It's time to be consistent with this program. Can we tie together aircraft, etc? This is a business community decision.

Q/A: Will ROSS support large incidents? You can create support order in ROSS. It issues the next O-number on that incident.

Q/A: Is there a screen that I can pull up to display all committed resources? Yes, this does exist.

Q/A: What if I don't use any qualifications data? The format of the data can be shared and then your data can be imported.

- There are questions on the integration of other systems. This discussion will continue and we will try to simplify this process.

**To do:**

- Put together some slides on the Business Changes for the Partners.

**Questions left on paper or Suggestions:**

- When ROSS comes on line, who or how, is the incident going to be able to order online or will the incident still have to do things manually for now?
- While in any ROSS screen: is it possible to have a button or option where the user is provided a hint to what screens the user is most likely to go to from the current screen? (A user stepping stone so to speak) "Click here to see what screens would be the most likely ones to use." **Note: Rod Chaffee adds: We are looking at this functionality in the dispatch and travel screen redesign. More info to come.**
- When we deviate from standard practices (i.e. now putting a unique number for a crew person like C-1.1). Who authorizes this change? It looks to me like ROSS is driving the dispatch system and not the dispatch system driving ROSS (tail wagging the dog). **Note:**

**This is merely a means of accommodating manual processes in the automated world, and it's optional. If an office or an incident is doing orders manually, they can continue to use C-1 and not identify crewmembers by C-1.1, C-1.2, etc., and still interact effectively with ROSS offices using identifying each component of a resource. :**

- The problem is that when quals are imported to ROSS, all positions that a person is qualified for will be in the ROSS and that person will show up under each of those positions. This will result in names that will appear as available resources under positions that they may be physically unable to do, or unwilling to do, or for which management will not let them go (e.g. ICT1 as Firefighter 2, EDSP as radio operator, 65-year old training person as DIVS etc).

A BLM solution: Import only positions that show on the red card and for which the person has a current "pack test" score (this is how AICC does it now). This excludes unfit persons. Safety issue. I understand that a person's quals will be carried with them in the ROSS system. This could lead to a person from the NWCC who is a supply unit leader and uses a DIVS (but no longer physically approved) being reassigned as a DIVS taking the position because he/she is being asked to, and dropping dead in Tennessee. The red card, not the quals database, should determine what a person should do. **Note: The ROSS team is looking into an option during the import process that may meet this request.**

**Following the workshop, Jon offered the following update: The ROSS Team recently submitted change orders to the ROSS contractor for the import routine. The changes plan entail what data fields will be imported and the editing.**

- I want a copy of change management in power point – Frank Bedonie  
**Note: a copy of the Change Management PowerPoint that was used at the National Coordinators' meeting in December 2000 can be found on the Presentations section of the ROSS website.**