

**ROSS Partner Conference Call Notes
October 17, 2002**

Participants:

ROSS Team: Neal Hitchcock, Rod Chaffee, Beth GreyCloud, Sue Roussopoulos, Carolyn Rutledge, Steven Worden, Mary Ann Syzmoniak and Andy Gray.

ROSS Partners: Cheryl Dickson, Kristi Sullivan, Brian Lee, Tony Diaz, Ray Nelson, Rosanna Finely, Flint Cheney, Debbie Bozarth, Jay Wickham, Kathy Wiegard, Dave Hart, Lindsey Lien, Phil Cardin, Dave Quinn, Laura McIntyre-Kelly, Ira Jolley, Wendy Tolman, etc.

Other Guests: Corey Doolin, Annie Burns, Nick Greear, Ruta Glinski, Woody Hesselbarth, etc.

Additional “post-conference call information” is shown in bold text below.

Business Community Update - Neal

- ◆ Met with NWCG last week
 - Discussed ROSS and other automation efforts
 - Letter soon from NWCG to each agency regarding ROSS implementation
 - Each agency then will write own letters/directives on implementation
- ◆ Focus is getting training going again after summer fire and travel situations
 - \$200,000 budgeted for travel this fiscal year so will need to manage very carefully (**Note: This line item may be subject to a reduction due to the WCF funding freeze**)
- ◆ WCF purchase freeze in FS impacting plans to purchase 3-year old servers
 - Better to deal with these issues early in FY, rather than later (**Note: This year, the ROSS Project will procure nearly \$400,000 worth of new server equipment. Approximately \$190,000 of this amount comes from the WCF accounts that are frozen. This means that the costs will need to be covered from other accounts such as travel**)
- ◆ Moving into “meeting season”
 - Will meet with FS Fire Directors next week
 - Big message will be the training drive and need for instructors

Question (Kathy Wiegard?): Are we on track to implement in the spring?

Neal: I think so, but certainly not to all levels of dispatch in all geographic areas. The business community controls when they implement.

Comment (Ray Nelson): The Northern Rockies would like to implement it when the application is updated to allow the host unit i.d. (not just the dispatch center i.d.) in the resource order project number.

Rod: That will be available in the next revision (version 1.2.5). We'll begin testing it in late December for a month. Hope to release the end of January – early February

Ray: Good – we'll work this fall to get ready

Neal: NICC will prepare to be in sync with the Northern Rockies

Project Update – Andy Gray

- ◆ Jon Skeels unable to join us today
- ◆ The main focus right now is on implementation

Implementation Update – Beth GreyCloud

- ◆ Instructor and coach training session in Phoenix the last two weeks (and coach training session in Atlanta last week)
- ◆ Northwest instructor training – November
- ◆ Eastern Area instructor/coach training – January/February
- ◆ California instructor/coach training – “in the spring”
- ◆ Plus lots of user training sessions scheduled
- ◆ Big concern: instructor/coach availability to put on sessions
- ◆ Newly-trained instructors shouldn't try to be lead instructor without some experience first
- ◆ Important for each area to get their proposed/desired training schedules in to ROSS Implementation Team ASAP.
- ◆ Training materials for new version are working well

Question (Kathy Wiegard): Status of web-based training?

Beth:

- ◆ The overview is complete and on the web (go to User Support on the ROSS web page. <http://ross.nwcq.gov>).
- ◆ Admin portion is about one third completed
- ◆ We have an outline for the web-based dispatch training. It will be available after the dispatch module is more complete. Look for it next summer
- ◆ Suggest using the available web-based training as pre-work for training sessions

Question (Ruta Glinski): We're looking at rescheduling the ROSS dispatch sessions that were postponed this summer. How many can we hold simultaneously?

Beth: We're trying to keep it to four sessions per week nationally. Give us your ideal schedule and we'll see what can be worked out.

Comment (Phil Cardin): We were given two weeks for our sessions – the first and third weeks of December.

Beth: I'll call you next week.

Comment (Andy Gray): I went through the ROSS coach training last week. The application speed and functionality were good, and the training materials were well written.

Infrastructure Update –

Steve Simon was unable to participate on the conference call. Jon Skeels provided the following infrastructure notes for the Partners' information after the call.

- ◆ **Server replacement planning and procurement is progressing well. We expect to replace our current Production Master servers with new high speed/capacity IBM P620 machines. The current IBM F80 servers will then be used to host Training and Practice while serving as a hot fail-over for production. We expect to put these servers on line with ROSS Version 2.0 in March/April 2003.**
- ◆ **We have received ORACLE version 9i and expect to implement it mid 2003.**
- ◆ **Versata Version 5.5 will be implemented with ROSS Version 2.0. This version will resolve some of the interface problems (e.g. grid sorting, default buttons).**

Business Team Update - Rod Chaffee

- ◆ Version 1.2.4 was implemented with increased performance. You should see screens establish themselves more quickly and smoothly.
- ◆ Jon and Rod have prioritized and scheduled programming work on about 200 change requests (enhancements and bug fixes)
- ◆ SMEs will begin testing v. 1.2.5 soon.
 - Lots of new functionality
 - New reports, pre-positioning, etc.
 - Test scenarios will be written
 - Much bigger testing job for SMEs this time
 - SMEs will be less available to help with training during this period

ROSS Partner Update – Andy Gray:

- ◆ At the recent NASF meeting, State Foresters, FS Fire Directors, BIA Regional FMOs, etc. were very aware of the ROSS Partners' efforts in their states/regions to implement ROSS. Kudos to you.
- ◆ New ROSS Partners:
 - Dave Quinn (NW)
 - Jay Wickham (RM)
 - Angie Taulbee (SA)
- ◆ Southwest Area is adding 2-3 new Partners. Will add to roster when I get info

Other Business/Comments/Questions -

Rod Chaffee:

- ◆ Been working with Phil Cardin on NW ROSS data and uncovered many duplicate organizations, especially Vendors (ROSS won't take exact duplicates, but will take near matches)
- ◆ Partners can help by validating organizations in ROSS. Search before entering.
- ◆ Open "Organization;" "New;" "Search;" then "Managing Dispatch" to find existing organizations
- ◆ Will have national database administrator run master report to help you identify and eliminate duplicates

Ray Nelson:

- ◆ Preparing for implementation and made list of 30 issues/items (resource naming, using web status, etc.) they're considering in the Northern Rockies
- ◆ Will share list with Rod, who can review it with SMEs next week
- ◆ Andy can then distribute to the other Partners as "FYI"

Flint Cheney: Having a Rocky Mountain ROSS implementation "brain-storming session" October 30 in Cheyenne and would like Jon, Nancy or SME participate

Rod: will ask Jon about this.

Ray Nelson: Would like refresher session in NR - maybe in March

Beth: We'll discuss

Rod: Practice server is available for refresher sessions, too

Question (Ray Nelson): I heard that there are DMS problems. What's up?

Rod:

- ◆ **Jon Skeels provided the following clarification of the situation following the call: DMS suffered from what is called repeated denial service attacks. These attacks were coming from Hot Mail and Juno mail.**
- ◆ DMS access to incoming/outgoing mail other than with DMS, FS and BLM addresses was disabled for a period of time.
- ◆ Steve Simon working on long-term fix

Question (Ray Nelson): With all the data we've got in ROSS, we need to change our passwords. Will this type of attack on DMS affect ROSS?

Rod:

- ◆ Not likely at all ROSS will be affected, since it's not a mail server (**Note: following the call, Jon Skeels clarified that ROSS cannot be affected by these attacks**).
- ◆ New security plan will require 30-day password changes

Neal:

- ◆ DMS has been hit 25,000 times per minute and is still working
- ◆ New security measures may include having to authenticate (e.g. use password) each time you send a message

Question (Ray Nelson): Was talking with my cache manager about interaction between ICBS and ROSS. The switch from equipment to supplies for some items this year was an impact on caches receiving orders from incidents. How do you see ICBS and ROSS working?

Neal:

- ◆ A charter to upgrade ICBS was submitted earlier this year to NWCG to:
 - Do better job of inventorying national and local caches
 - Exchange data between ICBS and ROSS
- ◆ ROSS version 1.2.5 in January/February will have NFES catalog and ICBS inventory
- ◆ Planning for and hoping for an ICBS Re-engineering project to pursue more data exchange (without redundant data entry in two systems)
- ◆ Until that happens, print order (using report) in ROSS and send to cache, or cache personnel can use ROSS to receive and fill orders

Question (Ruta Glinski): You mentioned NWCG letter to Federal agencies. What about to States?

Neal: There are two state reps on NWCG. It's possible letter regarding ROSS implementation could be through NASF or through reps to individual states.

Question (Brian Lee): Rod, what's your availability to come do a "ROSS service trip" to the Southwest?

Rod: I'll call you.

Question (Ray Nelson): We submitted some nominations for the ROSS Change Board. Were any selected?

Rod: Yes, one from Northern Rockies. Letters are being written to inform members.

Question (Lindsey Lien): We lost connectivity to ROSS Practice. Should we call the Helpdesk or someone on the team?

Beth: If you lost internet access, try local IRM, then the Helpdesk.

Rod: You might try re-installing practice, too. Call me if you get hung up.

Question (Kathy Wiegard): Nancy asked us on the last call about needing ROSS Dispatch refresher training. We would like a refresher – probably in the spring. We're wondering about target dates, practice session system impacts, etc.

Beth:

- ◆ Will be working on an outline to be used as refresher for ROSS instructors
- ◆ You can use ROSS Practice to run scenarios with your data and your incidents
- ◆ Can also use ROSS Training to run through the training scenarios, but you'd need to schedule that with Rob Juhola.

Rod: You might want to wait and do the refresher with the next version after January/February.

Question (Lindsey Lien): I understand that an individual's qualifications that lack currency are imported but not displayed in ROSS. If you then make an individual qualified in ROSS and later import from the qualifications system, will they be shown as not current/qualified?

Rod: That's correct. You'd need to qualify the person in the Qualifications system in order for the imported record to appear qualified next time you import into ROSS. **Note: following the call, Jon Skeels provided the following additional clarification on the above: Lack of Currency qualifications ARE NOT currently imported into ROSS. The NWCG does not have a consistent interagency approach to this. A change management request has been logged to handle this, but likely won't be implemented until more is known about the IQCS interface.**

Next Conference Call: November 21 with the same numbers and times.