

ROSS Partner Conference Call Notes August 15, 2002

Participants:

ROSS Team: Neal Hitchcock, Jon Skeels, Nancy DeLong, Rod Chaffee, Rex Alford, Sue Roussopoulos, Jerry Clements and Andy Gray.

ROSS Partners: Brian Lee, Kathy Wiegard, Debbie Bozarth, Larry Elder, Kathy Miles, Ruta Glinski, Lindsey Lien, Rick Dupuis, Wendy Dougherty, Karen Feary, Kit Kemsley, etc.

Other: Corey Doolin, Susie Stingley, etc.

Business Community Update – Neal Hitchcock

- ◆ Hasn't been involved in coordinating for a while
- ◆ Budget issues and travel restrictions currently with Forest Service will require all of us to be ready for the "big push" beginning the last three months of this year

Project Update – Jon Skeels

- ◆ Lots of exciting and challenging things happening
- ◆ Most recent ROSS data entry statistics:
 - 173 offices using ROSS in 47 states
 - 243 dispatch centers have been entered
 - 20,000+ resources; growing by several hundred per day
 - Appreciate your hard work
 - The updated report will be posted on the web very soon
- ◆ Sue is coordinating effort to develop information bulletins for each of the ROSS modules (screens)
- ◆ All qualifications import modules (Red Card, IQS and SACS) fully functional and available. If you need SACS data for a particular provider unit e-mailed to you, send a message to jskeels@fs.fed.us with the provider unit id (e.g. CO-RMP).
- ◆ ROSS Supply Services catalog being updated and will be out soon
 - We're working on directions for how to input.
- ◆ Looking at late October "ROSS Summit" on entering Resource Items vs. Services, etc. (similar to "Organization Summit" with reps from each Geographic Area attending)
- ◆ Reports – Rex Alford working on these.
 - Concentrating on resource status now
 - Incident reports will be next
- ◆ Web status is available. Instructions are on the ROSS website (link from home page article, or: http://64.208.210.210/ross_docs/statusing_resources.pdf)
 - Dan Roth developed instructions for his Regional Office folks which were shared with Partners
- ◆ Version 1.2.4 to be released September 23, 2002.
 - Will be primarily a performance improvement
 - Resource Ordering will really run faster
- ◆ We will request a rep from each Geographic Area to either participate in a conference call or meet with the ROSS Team in October on training strategy.

Implementation Update - Nancy DeLong

- ◆ Two versions of training materials will be on the web soon:

- Text version of Instructors Guide – containing all material
- Outline version of Instructors Guide – as requested – which is condensed
- ◆ Lockheed person heading up web-based training has medical emergency so the Admin and Dispatch web-based training will be a bit later in coming. The ROSS Overview web-based training is available.
- ◆ Are people using the ROSS Practice version and are canned scenarios needed?
 - Karen Feary: We are using it. Don't need scenarios – we're using actual fire data to practice
 - Nancy: that's good because using ROSS Practice after training is important for proficiency and much better than waiting until your geographic area is ready to Dispatch with ROSS.
- ◆ Training sessions:
 - The ROSS team will set up the instructor/coach sessions
 - Some areas will need instructors and coaches from other areas for their user training sessions.
 - Considering review sessions in Rocky Mountain, Great Basin and Northern Rockies. Let Nancy know if needed
 - Trying out "Camtasia" software – it tracks each key stroke/ mouse click (can also add audio)– could be briefing tool or used when minor enhancements are added to ROSS.
 - Dan Roth distributed web status instructions for R4 Regional Office folks
 - Jon: we found a problem with some browsers when following these.
 - Developed ROSS Tip #11 today to describe issues/solutions
 - Dan's out in front with good work, but we've got to be clear that his info was written for local use. Having business direction for your area is great but we don't want the end result to be different than how ROSS was designed to be used. There are instructions on web status on the ROSS website
 - Andy: sent Dan's info out "FYI" yesterday to the Partners
- ◆ Rob Juhola working with each Geographic Area primary contacts on desired training dates
 - Brian Lee: SW Area planning instructor training session October 7-18 in Phoenix
- ◆ Lots of holidays during fall and winter will prevent training on several weeks.
- ◆ Rob and Nancy feel there is enough time for all areas' training sessions

Question (Kathy Wiegard):

Are outreaches for ROSS Instructors being disseminated?

Nancy: Each Geo Area and NICC Primary Contact or Rob Juhola will contact other GACCs and NICC directly to ask for trainers.

Comment (Ruta Glinski):

Working with Eastern Area Coordinating Group to help identify Eastern Area instructors and coaches, but could be contacting other Geo Areas and NICC for help.

Question (Kit Kemsley):

How do I get user name and password for ROSS Instructor link on website?

Nancy: I'll call and give it to you.

Jon: Big security issue, so we're very careful giving it out.

Question (Kathy Wiegard):

Third phase of training is listed on web. When will this be held?

Jon: ROSS coming out in modules to get it to the field as soon as possible. "Rosters" feature is being redone and will be released in version 1.2.5 by end of year. We'll hold ROSS Summit to train one person from each Geo Area and NICC on this. No date set, but not formal field training. Incident complex and merge are examples of other possible Summit sessions for future training.

Question (Ruta Glinski):

How many areas are using ROSS status to status their resources for NICC?

Jon: Rocky Mountain and Northern Rockies, anyway. Direction was written to bring everyone online in June, but never issued, due to fire activity.

Lani Williams: we're (NICC) using reports to see status for Rocky Mountain, Northern Rockies and Eastern Great Basin, although we call first to verify (current training curve).

Question (Ruta Glinski):

How many training instructors/coaches are out there?

Nancy: probably 20 to 25. Will send Ruta mailing list.

Infrastructure Update –

(Steve Simon was unable to join us, due to a fire assignment, but says everything is going well in the infrastructure department).

Business Team Update – Rod Chaffee:

- ◆ SME's helping with information bulletins
- ◆ Preparing for new version (Steve Tarver working on testing strategy)
- ◆ Supply Services catalog update in the works
- ◆ ROSS Tips being reviewed/updated for current ROSS version (v 1.2.3)
- ◆ SME's assisting Helpdesk
- ◆ SME's assisting Geo Areas (e.g. Jerry Clements in Alaska this week)
- ◆ Reviewing training materials

Rex (reports)

- ◆ Thanks for your input
- ◆ Working on enhancing reports and creating new ones (available with v 1.2.4)
- ◆ Spreadsheet outlining available reports on web soon
- ◆ Four report areas:
 - Admin
 - Incident
 - Resource Status
 - Resource Statistics

ROSS Partner Update – Andy Gray:

- ◆ Several recent changes of ROSS Partners due to job changes, retirements etc.
 - Some new Partners: Willard "Wendy" Tollman (Southern), Cherie Ausgotharp (Eastern Great Basin) and Jennifer Trudeau (Alaska). Also, Debbie Bozarth (Rocky Mountain) and Lani Williams (NICC)
 - I've asked each Geographic Area to review their area's ROSS Partner list and give me any updates by tomorrow (8/16) so we can post and distribute
- ◆ Next Call: September 19 – same numbers and times.

Nancy:

- ◆ The Helpdesk periodically sends user surveys
 - Important to complete these – your feedback is needed
 - One suggestion from the recent survey was to identify the ROSS Helpdesk when searching on DMS. That has been changed now so you can see which helpdesk is for ROSS. Keep those suggestions coming

Comment (Ruta Glinski):

I've called the Helpdesk about 10 times in the last few days. David and the rest exceeded my expectations. The service is exemplary.

Closing comments – Jon Skeels

- ◆ Impressed by the way you're all stepping forward – not waiting for a director to tell you to implement, for example
- ◆ You're making it happen
- ◆ There's interest in ROSS from FEMA, USDA and State Emergency Management agencies in Pennsylvania and Colorado
- ◆ Lots of people are watching us