



Resource Ordering and Status System ROSS Partner Blueprint 7/13/2000

Background:

The ROSS Partners Program enlists representatives of the dispatch and information resource management (IRM) community from each geographic area to increase awareness of the project among various fire and information systems staffs in all land management agencies. ROSS Partners were selected by their Geographic Area Coordinators to represent dispatchers and IRM specialists from all agencies, and working in offices at all levels within their areas.

The original "Partners of ROSS Interest Announcement" stated the following:

"Mission Statement:

Resource Ordering and Status System (ROSS) Partners will promote and encourage dialog between the ROSS Project Team and the Dispatch and Fire Communities."

"Participant Role:

ROSS partners will champion the ROSS Project by acting as a liaison between the ROSS Project Team and the Dispatch/Fire Communities. They will become focal points for ROSS within their areas and assist the project by giving briefings and disseminating information about ROSS."

"ROSS partners will answer questions about the ROSS system by explaining how it is being built, how it will work, and what the entire process was from start to finish. They will identify how the ROSS Team was selected and will periodically work with the ROSS Team during the build and implementation phases of the project."

ROSS Partners must be able to attend up to 5 days of ROSS Partner Training, and commit to at least 2 years of acting as a ROSS Partner in their area, periodically working with the ROSS Team."

At the ROSS Partner training in Kansas City in March 2000, several brainstorming sessions produced the following roles that the Partners felt they could help provide:

- Short and long-term communications with their dispatch constituents on the ROSS project
- Testing ROSS
- Identifying implementation issues; developing and communicating solutions
- Training the dispatch community on ROSS
- Support to ROSS users
- Coaching ROSS users

This "ROSS Partner Blueprint" is the result of a request from the Partners at their Kansas City meeting for a "blueprint" to help them plan their activities for the coming year.

ROSS Partner Roles and Tasks:

Communication:

- Informal
 - Water cooler discussions
 - Conversations with co-workers
 - Telephone conversations with area dispatchers and other incident support personnel at fire caches and other offices
 - One-on-one conversations with agency computer/telecommunications specialists
 - Conversations with supervisors and other fire management officers
 - Staff meetings
 - Communicate issues and concerns arising in their area to the ROSS Team through their liaison - the ROSS Partner Coordinator

- Formal
 - Develop and disseminate area-specific ROSS briefing papers and PowerPoint presentations
 - Area or local Dispatchers' Workshops
 - Area or local IRM/Information Systems Workshops
 - Area or agency fire management meetings
 - Incident Management Team meetings
 - Area Dispatch Steering Committee meetings
 - Area dispatch training sessions (D-110, D-310, etc.)
 - Cache meetings
 - Write a ROSS Partner article for the monthly ROSS Newsletter
 - Brown bag lunch talks

Testing:

- Remote testing (to begin in July or August 2000)
- ROSS Test Launch (to begin at NICC, RMCC and selected Rocky Mountain Area dispatch centers)
- Lockheed-Martin usability testing during ROSS development (primarily limited to Colorado ROSS Partners with nearly continuous availability to Lockheed office)

Training:

- Work with Geographical Area Coordination Center (GACC) Coordinator and area dispatch community to:
 - Determine numbers of dispatchers and others needing basic computer/internet skills training in the area, and provide training strategies to agency management
 - Determine numbers of dispatchers and others to be trained in ROSS
 - Determine potential training locations
 - Determine best months to conduct area ROSS training
- Work with ROSS Team to build area training strategy
- Attend fall ROSS Partner Meeting and receive hands-on ROSS training
- Become ROSS trainer/coach at area ROSS training session(s)

- Serve as first-line coach and trouble-shooter as ROSS is implemented in the area

Other Tasks:

- Help other ROSS Partners and area dispatch staff to complete ROSS “data request” (survey) for all dispatch centers in the area by August 1, 2000
- Help prepare for ROSS implementation by assisting the ROSS Data Migration Team with staff work when help is requested
- Assist the ROSS Client Implementation Team when help is requested
- Develop a brief support plan to cover their “real job” duties (and those of other area dispatchers) when they are committed to ROSS training or ROSS Partner activities
- Help develop a “Disaster Recovery Plan” for dispatch offices in their area
- Volunteer to complete other tasks as needs arise in the development and implementation of ROSS

For More Information:

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