

ROSS DISPATCH

ROSS Release Version 2.1

Training Reference Manual

July 2004

ROSS Dispatch Course Training Reference Manual

Significant Changes to the Training Reference Manual since last update:

SECTION 1 – ROSS User Basics

1. Added text regarding ROSS security. (p. 1.4).
2. Revised text regarding reports. (p. 1.14).

SECTION 2 – Notification

1. None.

SECTION 3 – Resource Statusing

1. Section was renamed 'Resource Statusing'.
2. Text was added regarding display of non-inventory resources (p. 3.4).
3. Text was added regarding the 'Filter' button (p. 3.6).
4. Text was added regarding checking in non-inventory agreement or EFF/AD resource (p. 3.8).
5. Text was added regarding the 'Search For Resources' screen (p. 3.18).
6. Text was revised regarding the Web Status feature (p. 3.20).

SECTION 4 – Roster

1. Added text regarding the 'Apply' button. (p. 4.10).
2. Added text regarding use of status-only dispatch resources on a Roster (p. 4.12).

SECTION 5 – Initial Reports and Incidents

1. Text was revised regarding the 'System Default' request block (p. 5.43).
2. Text was revised regarding deleting either the first or last block of a catalog (p. 5.45).
3. Text was added regarding the 'Remove From Most Recent' button (p. 5.58 and 5.59).

SECTION 6 – Preorders and New Request

1. Revised the New Request toolbar button to 'REQ' (p. 6.9)
2. Revised text regarding EFF/AD exclusion (p. 6.11).
3. Added text regarding Name Request (p. 6.15).
4. Added text regarding 'Catalog Item'/'Name Request' radio buttons (p. 6.22).
5. Added text regarding 'NR' table column (p. 6.22).
6. Revised text regarding Edit Request (p. 6.23).
7. Revised text regarding Multi-Edit Request (p. 6.24).
8. Added text regarding Support Requests (p. 6.26).

SECTION 7 – Quick Fill

1. Text was added regarding 'Manage Non-Inventory Quick Fill' button (p. 7.5).
2. Text was added regarding the display of non-inventory resources (p. 7.6).

SECTION 8 – Pending Request

1. Added text regarding the 'NR' table column (p. 8.14)
2. Added text regarding the 'Requested Item'/'Name Request' radio buttons (p. 8.16).
3. Order of 'Action' button drop-down list items was changed (p. 8.22).
4. Added text regarding manifests and status-only dispatch resources (p. 8.23).
5. Revised text regarding 'Fill with New Resource' (p. 8.29).
6. 'Fill With Agreement' Action button item added (p. 8.33).
7. 'Fill With EFF/AD' Action button item added (p. 8.34).
8. Added text regarding Ordering Chain (p. 8.35).
9. Added note regarding EFF/AD resources (p. 8.38).

10. Added 'non-inventory resources' to list of resources displayed under Available, Reserved, Mob in Route, At Incident, and Demob in Route tabs (p. 8.40).
11. Added note regarding local resources on non-local preposition Incidents (p. 8.40).
12. Added text regarding prepositioned CWN/Agreement resources (p. 8.40).
13. Revised tab name to 'CWN Contracts/Agreements' (p. 8.46).
14. Added text regarding prepositioned CWN/Agreement resources (p. 8. 46).
15. Revised radio button name to 'Non-Local Resources' (p. 8.46).
16. Revised definitions of 'Local Resources' and 'Non-Local Resources' radio buttons(p. 8.46).
17. Revised radio button name to 'CWN/Agreement' (p. 8.47).
18. Added table discussing 'Other' tab 'Available' and 'Reserved' counts (p. 8.49).
19. Added text regarding use of status-only dispatch resources on an Assignment Roster (p. 8.53).
20. Added text regarding 'Reassign Roster' (p. 55).
21. Removed text regarding matching features for overhead requests (p. 8.59).
22. Revised tab name to 'Enter Fill Information' (p. 8.65).
23. Revised tab name to 'CWN Contracts/Agreements' (p. 8.65).
24. Revised 'CWN Contracts/Agreements' tab text (p. 8.65).
25. Revised 'Enter Fill Information' tab text (p. 8.68).

SECTION 9 – Request Status

1. Text was added regarding ordering chain business rules (p. 9.4).
2. Text was added regarding the 'Name Request Only' checkbox (p. 9.9).
3. Text was added regarding the 'NR' table column (p. 9.11).
4. Revised text regarding 'Edit Assignment' tab of 'Edit Request' (p. 9.12).

5. Revised text regarding 'Agreement Resource' tab of 'Edit Request' (p. 9.13).
6. Revised text regarding 'EFF/AD Resource' tab of 'Edit Request' (p. 9.14).
7. Text was added regarding cancel reassignment of configurations (p. 9.16).
8. Text was added regarding retrieving automatically placed requests (p. 9.17).

SECTION 10 – Travel and Travel Plan

1. Revised text regarding the 'Show Subordinate Requests' check box (p. 10.12).

SECTION 11 – Releasing and Reassigning Resources

1. Section was renamed to 'Releasing and Reassigning Resources'.
2. Text was added regarding the effect of the ordering chain on the Incident resources screen (p. 11.6).
3. Text was added regarding the release and reassignment of non-inventory agreement and EFF/AD resources (p. 11.6).
4. Text was added regarding 'Pick Resource' search results (p. 11.9).
5. Text was added regarding the release of a parent request, which was not assigned via a preposition incident, from a non-preposition incident (p. 11.12).
6. Text was added regarding the 'Reassign Roster' screen (p. 11.17).
7. Text was added regarding subordinate requests inheriting the travel selected for parent for reassignments (p. 11.17).
8. Text was added regarding the 'Release Resources (Non-Local Incident) screen (p. 11.31).

SECTION 12 – Supplemental Forms

1. None.

PREFACE

The National Interagency Resource Ordering and Status System (ROSS) project is a National Wildfire Coordinating Group (NWCG) sponsored information systems development project. ROSS is a computer software program being developed to automate the resource ordering, status, and reporting process.

Established in 1997 and chartered by the NWCG in June 1998, the scope of the project focuses on automating current processes enabling dispatch offices to electronically exchange and track information near real time. When complete, ROSS will track all tactical, logistical, service and support resources mobilized by the incident dispatch community.

ROSS will operate in nearly 400 interagency dispatch and coordination offices throughout the nation. Automation should reduce labor intensive practices, increase customer service, improve communications and lower the costs associated with delivering services to field operations.

This course is currently under the direction of the ROSS Implementation Team. The course will be reviewed and updated as identified and as the ROSS application changes.

We appreciate any comments on the course.

Please send comments regarding this guide and requests for additional copies to:

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PURPOSE OF THE TRAINING REFERENCE MANUAL

The Training Reference Manual contains more comprehensive and detailed explanations of the topics addressed in the Instructor's Guide and Trainee Workbook.

The Training Reference Manual is not intended for classroom use – rather, it is designed to facilitate:

- Pre-class Instructor preparation.
- Post-class Trainee study and practice.

The sections of the Training Reference Manual are not structured or arranged in the same manner as the course units in the Instructor's Guide.

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INTRODUCTION

Course Purpose

This course is designed to instruct students in the use of the Dispatch portion of the Resource Ordering and Status System (ROSS) application.

Target Audience

This course is intended for qualified Support Dispatchers.

Course Description

This is an interactive course that combines lecture and hands on practice in the application. The hands on practice is either at the end of each unit or dispersed within the unit. The course should take approximately 32 hours to instruct, including practices and breaks.

The course is divided into two sections: The main portion of the course, intended for all students, and a second portion containing advanced topics. The main portion addresses the functions and capabilities of ROSS that will be used by most dispatchers. The advanced topics portion covers ROSS features that will be used by only selected dispatchers, and mostly focus on preplanning, non-emergency response activities. This course structure readily facilitates:

- The Instructor not covering the advanced topics should additional time be required on the main portion of the course.
- Students who do not need to learn the advanced topics leaving the course at the end of the main portion.

Upon completion of the main portion of this course, the student should be able to perform the following basic dispatch operations using ROSS: Entering an Initial Report or Incident; requesting resources; filling resource requests; mobilizing and demobilizing resources, including basic travel; statusing Incidents, requests, and resources; and generating reports.

The sections of the Training Reference Manual are:

- Section 1: ROSS User Basics
- Section 2: Notification
- Section 3: Resource Statusing
- Section 4: Roster

Section 5: Initial Reports and Incidents
Section 6: Preorders and New Request
Section 7: Quick Fill
Section 8: Pending Request
Section 9: Request Status
Section 10: Travel and Travel Plan
Section 11: Releasing and Reassigning Resources
Section 12: Supplementals

The units of the Instructor's Guide are:

Unit 0: Introduction
Unit 1: ROSS User Basics
Unit 2: Notification
Unit 3: Resource Statusing
Unit 4: Initial Reports and Incidents
Unit 5: New Request
Unit 6: Quick Fill
Unit 7: Pending Request
Unit 8: Request Status
Unit 9: Travel (Basic)
Unit 10: Releasing and Reassigning Resources
Unit 11: Supplementals
Unit 12: Integrated Practice Session
Unit 13: Wrap-Up
Advanced Topics
Unit 14: Rosters
Unit 15: Preorders
Unit 16: Detail Request
Unit 17: Travel (Advanced)
Unit 18: Travel Plan

COURSE INSTRUCTIONS

Presentation Methods

This course consists of lecture, class discussion, and hands on practice. The focus of classroom activities is actual use of the ROSS application. A training database, containing pre-entered resource data, is utilized.

Instructors present course material, demonstrate use of the application, and facilitate class discussions and practice sessions. Coaches assist instructors in facilitating class discussions and practice sessions, and provide clarification and guidance to students during practice sessions.

The recommended class size is 20 students or less. A classroom training team consists of a lead instructor, a minimum of one other instructor, and enough coaches to ensure a student-to-coach ratio of no greater than 5 to 1 (instructors should include themselves as coaches).

The following training sequence is used for each course unit involving work in the ROSS application:

- The Instructor performs a quick, uninterrupted walk through of the screens and major functions to be covered in the unit.
- The Instructor explains, and demonstrates use of, the ROSS screens and features applicable to the unit. Students follow along in ROSS.
- Students work independently on a practice session that involves utilizing the screens covered during the course unit. Coaches assist students as appropriate.

Upon completion of all units in the main portion of the course, students participate in an integrated practice session that encompasses all tasks learned.

Course and Unit Objectives

The course and unit objectives are as follows:

Upon completion of this course, the trainee will be able to perform the following major dispatch tasks using ROSS:

1. Create an Initial Report or Incident.
2. Create a resource request.
3. Fill a resource request.
4. Place a resource request.
5. Mobilize and demobilize resources.
6. Document travel.
7. Status requests and resources.
8. Generate reports.

UNIT 1: ROSS User Basics

Upon completion of this Unit, the trainee will be able to:

1. Identify key ROSS security principles.
2. Change a user password.
3. Switch to another user.
4. Refresh a ROSS session.
5. Log off of ROSS.
6. Exit ROSS.
7. Identify the layout and components of the ROSS Home screen.
8. Access ROSS Help.
9. Refresh a screen.
10. Switch between open screens.
11. Close a screen.
12. Perform a search.
13. Perform a filter.
14. Perform a wildcard search or filter.
15. Adjust a ROSS table.
16. Recognize a required field.
17. Set dates using the Calendar Feature.

18. Identify User Tips.
19. State the purpose of the ROSS Administration module.
20. State the purpose of the ROSS Dispatch module.
21. Identify the primary functions and capabilities of the ROSS Dispatch module.
22. Identify the primary capabilities of the ROSS 'Reports' feature.
23. Identify the primary capabilities of the ROSS 'Maps' feature.

UNIT 2: Notification

Upon completion of this unit, the trainee will be able to:

1. Set notification preferences.
2. Display a notification message.

UNIT 3: Resource Statusing

Upon completion of this unit, the trainee will be able to:

1. View the status of a resource.
2. Set the availability of a resource.
3. Set the area a resource is available to.
4. Set the unavailability periods of a resource.
5. Search for a resource using 'Search For Resources' screen.
6. Identify the primary capabilities of the ROSS 'Web Status' feature.

UNIT 4: Initial Reports and Incidents

Upon completion of this unit, the trainee will be able to:

1. Create and manage Initial Reports.
 - a. Create and edit an Initial Report.
 - b. Associate an Initial Report to an Incident.
 - c. Promote an Initial Report to an Incident.
2. Create and manage Incidents.
 - a. Create and edit an Internal Incident.
 - b. Create and edit an External Incident.
 - c. Relate Incidents.
 - d. Associate an Initial Report to an Incident.
 - e. Enter detailed Incident information.
 - f. Change the host and/or number of an Incident.
 - g. Create and edit Request Blocks.
3. Create Incident lists.
 - a. Create a My Incident List.
 - b. Add an Incident to the Most Recent Incidents list.
 - c. Remove an Incident from the Most Recent Incidents list.

UNIT 5: New Request

Upon completion of this unit, the trainee will be able to:

1. Create and edit a New Request.
2. Create a Name Request.
3. Create a Support Request.

UNIT 6: Quick Fill

Upon completion of this unit, the trainee will be able to:

1. Quick Fill a resource.

UNIT 7: Pending Request

Upon completion of this unit, the trainee will be able to:

1. Set Pending Request Filters.
2. Claim a pending request.
3. Return a request as Unable to Fill.
4. Place a request.
5. Place Up a request.
6. Place a request status-only/external.
7. Fill a request.
8. Fill a configuration request.
9. Continue an assignment roster.
10. Cancel an assignment roster.
11. Fill a request with a status-only/external resource.
12. Fill a request with a new resource.
13. Fill a request with a non-inventory agreement resource.
14. Fill a request with a non-inventory EFF/AD resource.
15. Refill a subordinate request.
16. Fill a Services request.
17. Select a travel option when filling a request.
18. Change the financial code/compact when filling a request.

UNIT 8: Request Status

Upon completion of this unit, the trainee will be able to:

1. View the status of a request.
2. Unfill a request.
3. Cancel a reassignment.
4. Retrieve a request.

UNIT 9: Travel (Basic)

Upon completion of this unit, the trainee will be able to:

1. Set the Estimated Time of Departure and Arrival (ETD/ETA) of a resource.

UNIT 10: Releasing and Reassigning Resources

Upon completion of this unit, the trainee will be able to:

1. Release a resource from an Incident.
2. Reassign a resource from one Incident to another.
 - a. Reassign a resource to another Incident request.
 - b. Quick Fill a resource to another Incident.
3. Release a resource from a non-local Incident.

UNIT 11: Supplementals

Upon completion of this unit, the trainee will be able to:

1. Complete a 'Temporary Flight Restriction Request' supplemental form.
2. Complete an 'Infrared Aircraft Scanner Request' supplemental form.
3. Complete a 'Food Service Request' supplemental form.

Advanced Topics

UNIT 14: Rosters

Upon completion of this unit, the trainee will be able to:

1. Create and edit a Roster.
2. Assign a resource to a roster position.
3. Quick Fill a resource with a roster using an Assignment Roster.
4. Fill a pending request for a configuration using an Assignment Roster.

UNIT 15: Preorders

Upon completion of this unit, the trainee will be able to:

1. Create and edit a Preorder.

UNIT 16: Detail Request

Upon completion of this unit, the trainee will be able to:

1. Create and edit a Detail Request.
2. Broadcast a Detail Request.
3. Generate resource requests for a Detail Request.

UNIT 17: Travel (Advanced)

Upon completion of this unit, the trainee will be able to:

1. Create and edit a Travel Leg.
2. Add an existing Travel Leg to an Itinerary.

UNIT 18: Travel Plan

Upon completion of this unit, the trainee will be able to:

1. Recognize the difference between a Travel Itinerary and a Travel Plan.
2. Create and edit a Travel Plan.
3. Create and edit a Travel Plan Leg.
4. Add a Traveling Resource to a Travel Plan Leg.
5. Add an Administrative Passenger to a Travel Plan Leg.
6. Add a Travel Plan Leg to an Itinerary.

Trainee Prerequisites and Responsibilities

Students enrolled in this course shall be qualified as Support Dispatchers.

Students shall also have the following basic computer abilities:

- Windows navigation techniques.
- Mouse and keyboard usage.
- Logon procedures.
- Basic Internet navigation.

Students have the responsibility to:

- Complete the ROSS Overview Course (Web-based Training) prior to attending this course.
- Actively participate in class discussions and practice sessions.
- Ask for clarification and guidance as appropriate from Instructors and Coaches.
- Maintain an open minded and flexible outlook.
- Take notes on course material as appropriate.
- Complete Unit Evaluation and Course Evaluation forms.

Instructor Prerequisites and Responsibilities

The lead instructor of each session shall have the following basic qualifications and skills:

- Qualified Support Dispatcher.
- Attended ROSS instructor's training, and taught one Dispatch Course session under the guidance of a qualified instructor.
- Proficiency in using the Dispatch portion of ROSS.
- Review all instruction materials prior to teaching the course.
- Ability to multi-task (working with several students at a time).
- Patience.
- Strong team member.
- Able to accept and adapt to constructive criticism.
- Ability to travel to training locations.

Instructors shall also have the following basic computer abilities:

- Windows navigation techniques.
- Mouse and keyboard usage.
- Logon procedures.
- Basic Internet navigation.
- PowerPoint slide presentation.

Instructors have the responsibility to:

- Present the course material.
- Facilitate class discussions and practice sessions.
- Provide clarification and guidance to students as appropriate.
- Evaluate student performance during Unit Practice Sessions and the Integrated Practice Session.
- Communicate problem areas to the Training Team Leader.

Coach Prerequisites and Responsibilities

Coaches shall have the following basic qualifications and skills:

- Qualified Support Dispatcher.
- Proficiency in using the Dispatch portion of ROSS.
- Ability to multi-task (working with several students at a time).
- Patience.
- Strong team member.
- Able to accept and adapt to constructive criticism.
- Ability to travel to training locations.

Coaches shall also have the following basic computer abilities:

- Windows navigation techniques.
- Mouse and keyboard usage.
- Logon procedures.
- Basic Internet navigation.

Coaches have the responsibility to:

- Assist instructors in facilitating class discussions and practice sessions.
- Know which students they are responsible for, and stay with those students throughout the course.
- Provide feedback to instructors on the progress of their assigned students and on course logistics (e.g., if a particular topic requires clarification; if more time is needed for a particular practice session).
- Provide clarification and guidance to assigned students during practice sessions.
- Ask instructors for clarification on ROSS functionality as appropriate.
- Ensure assigned students have correctly entered the necessary data during each practice session (later practice sessions will build upon the data entered in earlier sessions).
- Evaluate student performance during Unit Practice Sessions and the Integrated Practice Session.

Space and Classroom Requirements

The classroom shall allow for one computer per student and a workspace large enough for students to spread out their workbooks. The classroom shall also allow for a computer for the instructor and a workspace large enough for the instructor to spread out their guide.

Equipment Needs

The following equipment is required to conduct the Dispatch Course:

- Instructor's Guide.
- Trainee Workbook for each student.
- Package of handouts for each student.
- Presentation Materials (PowerPoint slides).
- Projector and projection screen for displaying computer screen and PowerPoint slides.
- Computer for instructor and each student with Internet access and running the ROSS application.
- Training Reference Manual.

Testing and Evaluation Procedures

Students shall be evaluated on their ability to correctly enter data into the application. Instructors and coaches assess student competency during unit practice sessions and the integrated practice session. This assessment involves:

- Observing students as they input information.
- Viewing information that appears on students' screens (information that is dependent on other information having been correctly entered previously by students).

Administrative Requirements

This course is presented and coordinated in accordance with the NWCG Course Coordinator's Guide, PMS 907, NFES 2226. Specific course administration information is presented in Appendix C, Course Coordination Information.

Task Books

There is not presently a task book for ROSS training.

Time Elements

The entire course takes approximately 35 hours (including the practice sessions). Breaks and lunches total 5 hours, leaving 30 hours of actual class time.

Daily Class Times

- Day 1: 1:00 pm – 5:00 pm
- Day 2: 8:00 am – 5:00 pm
- Day 3: 8:00 am – 5:00 pm
- Day 4: 8:00 am – 5:00 pm

Advanced Topics

- Day 5: 8:00 am – 12:00 pm

Break and Lunch Schedule

<u>Activity</u>	<u>Days</u>	<u>Duration</u>
Mid Morning Break	Tuesday – Friday	15 minutes
Lunch	Tuesday – Thursday	1 hour
Mid Afternoon Break	Monday – Thursday	15 minutes

Detailed Daily Schedule

IG Unit	Topic	Lecture & Questions	Practice	Total	Total For Day
Day 1					
0	Intro	0:15	n/a	0:15	0:15
1	Ross User Basics	2:00	0	2:00	2:15
2	Notification	0:30	0:15	0:45	3:00
3	Resource Statusing	1:00	0:30	1:30	4:30
Day 2					
n/a	Local Scenario Discussion	0:15	0:00	0:15	0:15
4	Initial Reports and Incidents	1:30	1:15	2:45	3:00
5	New Request	1:30	1:15	2:45	5:45
6	Quick Fill	1:00	0:45	1:45	7:30
Day 3					
n/a	Local Scenario Discussion	0:15	0:00	0:15	0:15
7	Pending Request	2:45	2:00	4:45	5:00
8	Request Status	1:00	0:30	1:30	6:30
9	Travel (Basic)	0:30	0:30	1:00	7:30
Day 4					
n/a	Local Scenario Discussion	0:15	0:00	0:15	0:15
10	Releasing and Reassigning Resources	1:15	1:00	2:15	2:30
11	Supplementals	0:30	0	0:30	3:00
12	Integrated Practice Session	0	2:00	2:00	5:00
13	Wrap Up	0:15	n/a	0:15	5:15
Day 4 (cont.) – Advanced Topics					
14	Rosters	1:30	1:00	2:30	7:45

IG Unit	Topic	Lecture & Questions	Practice	Total	Total For Day
Day 5 (Advanced Topics)					
15	Preorders	0:45	0:30	1:15	1:15
16	Detail Request	0:45	0	0:45	2:00
17	Travel (Advanced)	0:45	0:45	1:30	3:30
18	Travel Plan	0:45	0:45	1:30	5:00

Local Scenario Discussion

At the beginning of Day 2, Day 3, and Day 4 of the course, the Lead Instructor shall develop a brief 'Local Scenario'. The Local Scenario should be a set of simulated event circumstances, appropriate to that specific course audience, that can be used to facilitate a brief review of:

- The material covered during the previous day's lecture.
- Specific issues or concerns of students related to the previous day's lecture.

The Local Scenario demonstration/discussion should be limited to no more than 15 minutes. 'Extra' resources in the Training Database (i.e., those not needed to support the Instructor's Demonstration Scenario) should be used to conduct the Local Scenario.