

Resource Order and Status System (ROSS) Change Request Form

One suggestion per form. Please try to limit suggestion description / solution to one page.

Name:	Contact Info:	Agency:	Date:
██████████	Phone: ██████████ Email: ██████████	USDA Forest Service	3-5-09
Brief description of suggested change:			
<p>Ref. No. 2009B001 Add a “contact” tab to the Resource Item screen for Aircraft and Equipment.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>By adding a “Contact” tab to the Resource Item screen in Aircraft & Equipment it would aid in locating addresses, email, home/cell phone numbers etc. for aircraft & equipment that is contractor owned/operated. This would improve communication between an incident & a piece of contract equipment that is responding over long distances. (i.e. A Region 9 contract dozer headed to Region 5)</p> <p>CCB approved. Should be included in the Resource Item reengineer.</p>			
Affected Area of Application:			
Screen(s) Resource Item			
Processes;			
Version: 2.8			

Submit Completed form to:
ross_suggestion@dms.nwcg.gov

FOR CCB USE ONLY	Reference # ROSS_XXXXX_Year
Decision:	Priority:

Resource Order and Status System (ROSS) Change Request Form

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Name:	Contact Info:	Agency:	Date:
██████████	Phone: ██████████ Email: ██████████	USFS, ██████████	3/13/09
Brief description of suggested change:			
<p>Ref. No. 2009B002 I saw this suggestion from 2005.....Have the "PR" hot button flash when new pending requests</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>When busy would be nice to see the PR button flash so you don't waste time querying for pending requests.....this way you know you have an order to take action on.</p> <p>CCB approved as a Personal Setting for local incidents, non-local incidents or all incidents.</p>			
Affected Area of Application:			
Screen(s)			
Processes;			
Version:			

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Name:	Contact Info:	Agency:	Date:
[REDACTED]	Phone: [REDACTED] Email: [REDACTED]	USFS	03-30-2009
Brief description of suggested change:			
<p>Ref. No. 2009B003 To: ROSS Change Board</p> <p>Subject: Web Status</p> <p>Currently when Contractors enter a web status Availability Change on a piece of their equipment, there is no designated “supervisor”/“provider” of the resource, therefore an email notification of the change is not sent as it is when Overhead enters a web status Availability Change.</p> <p>CCB approved. Allow designation of one or more email addresses.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>Can we get the system to send an e-mail to the host dispatch to show the change in status no mater what the catalog type is?</p>			
Affected Area of Application:			
Screen(s)			
Processes;			
Version:			

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Name:	Contact Info:	Agency:	Date:
[REDACTED]	Phone: [REDACTED] Email: [REDACTED]	USFS	April 28, 2009

Brief description of suggested change:

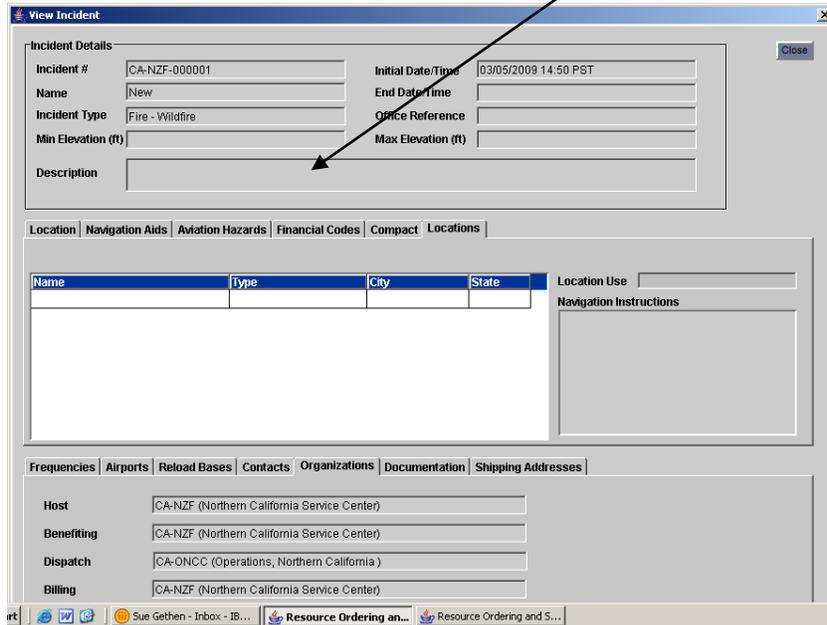
Ref. No. 2009B005

Allow users to update Incident Description.

CCB approved. Should be able to view and update on the Incident screen.

Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?

Need to be able to Update and/or correct the "Description box"



Yes we know we can update "block 5" "Descriptive location", from the Edit "Location name" on the incident screen . BUT that would be to default back to the "Description" box on the View Incident Screen.

Affected Area of Application:

Screen(s)

Processes;

Version:

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Name:	Contact Info:	Agency:	Date:
[REDACTED]	Phone: [REDACTED] Email: [REDACTED]	State of Montana [REDACTED]	04/30/2009
Brief description of suggested change:			
<p>Ref. No. 2009B006 Change the auto documentation for the Divert function from “such and such was reassigned...” to “such and such was reassigned (diverted)...” or “such and such was diverted”.</p> <p>CCB Approved.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>Divert and Reassign functions effect requests differently. When diverting a resource that is mob-in-route, the original A# is unfilled and goes back to the original filling unit. When reassigning a resource that is mob-in-route, the original A# goes to whoever did the reassigning.</p> <p>The auto documentation should reflect when a resource was diverted or reassigned in order to easier glean the situation and what exactly happened. Otherwise, as far as I can tell, there’s no difference.</p>			
Affected Area of Application:			
Screen(s) Tactical Aviation			
Processes; Auto documentation of divert/reassign			
Version: 2.9.0.24			

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Name:	Contact Info:	Agency:	Date:
██████████	Phone: ██████████ Email: ██████████	USFS	5-06-09
Brief description of suggested change:			
<p>Ref. No. 2009B007</p> <p>I would suggest that it would be beneficial to have the ability to see more then one, but not necessarily all of the ongoing incidents in a dispatch area in the air tactical screen.</p> <p>[Tactical Aviation screen Requests tab – ability to filter for specific incidents]</p> <p>CCB Approved. Should work like Incident List panel on Request Status screen.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>I did an experiment with ROSS practice, I can query any one incident for my dispatch area in the air tactical screen, I can also query for all of the incidents for my dispatch area in the air tactical screen. The problem is, is that our dispatch are is split up into zones, and I may want to see a few incidents but not all of them, but there is no function I can find that will allow me to accomplish this. This feature would also help avert mistakes that one might make in the air tactical screen, because of the minimum amount of incident showing in the screen.</p> <p>Thanks,</p> <p>██████████</p>			
Affected Area of Application:			
Screen(s) Air Tactical			
Processes;			
Version: 2.9			

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██████████	Phone: ██████████ Email: ██████████	USFS	5-06-09
Brief description of suggested change:			
<p>Ref. No. 2009B008</p> <p>I would suggest that it would be beneficial to have the ability to multi select reload bases to delete them from an incident.</p> <p>CCB approved.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>Being able to have a multi select function capability to delete pre loaded reload bases would allow me to process aircraft orders more quickly, and with less confusing information on the resource order.</p> <p>Thanks,</p> <p>██████████</p>			
Affected Area of Application:			
Screen(s) Incident screen			
Processes;			
Version: 2.9			

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Name:	Contact Info:	Agency:	Date:
[REDACTED]	Phone: [REDACTED] Email: [REDACTED]	BLM	July 2, 2009
Brief description of suggested change:			
<p>Ref. No. 2009B010</p> <p>Preorder functionality increased to include a mechanism to add special needs and documentation to preorder items. Most, if not all teams have specific items on a preorder which need be ordered from a particular dispatch office, ie agency trailers, name requests, numerous other items in the equipment and supply catalogs.</p> <p>CCB approved. Roll into several approved suggestions for preorders.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>Lack of this functionality severely limits the usefulness of the preorder function. A manual list is still needed to identify these items and then the dispatchers still have to go in and edit the request after it has been created from the preorder. Possibly 2 buttons on the screen could be added – 1 for special needs and 1 for documentation. The button could activate (become functional) when a preorder item is highlighted in the preorder screen. I think this would make the preorder function useful in the way it was intended.</p>			
Affected Area of Application: Preorder Screen/with interface into New Request/Pending Request			
Screen(s)			
Processes;			
Version: 2.10 currently			

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Name:	Contact Info:	Agency:	Date:
██████████	Phone: ██████████ Email: ██████████	USFS ██████████	08/01/2009
Brief description of suggested change:			
<p>Ref. No. 2009B011</p> <p>When creating preorders, the order in which you move the catalog item over needs to be the order in which the request numbers are created when you are on the New Request screen and hit the + button to create the requests. We order aircraft in the order of Air tactical, helicopters, and air tankers. When you create them in the preorder screen in that order, it comes out with the air tankers first, the helicopters, then the air tactical last. If you create the preorder with the air tankers first, the helicopters, then the air tactical – it comes out in order of helicopters, air tactical, then air tankers.</p> <p>This needs to be fixed.</p> <p>CCB approved. Roll into several approved suggestions for preorders.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>This is very frustrating because there is a certain order that we request aircraft and the preorder can be a faster method when multiple aircraft is ordered. Because we can't get it to come out in the correct order, we can't use it like it should be used. This is some kind of glitch that needs to be fixed.</p>			
Affected Area of Application:			
Screen(s) Pre-order / New request			
Processes; using preorder for creating multiple requests			
Version: all versions – needs to be fixed			

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[REDACTED]	Phone: [REDACTED] Email: [REDACTED]	BLM	8/02/2009
Brief description of suggested change:			
<p>Ref. No. 2009B012</p> <p>A change in the new version of ROSS will not allow us to go back and fill a resource in a position if we have used that resource in a fire since that time. For instance: We had a larger fire for which the engine orders were not yet finished, then we had a few little 30 minute IA fires a couple of days later. After getting the ROSS done for the little fires, I was unable to go back and fill one of the orders for the larger fire that had happened previously until I unfilled the order I had filled on one of the small IA fires. I suggest that you undo this change in ROSS, so that we can fill our orders when it is most convenient for us.</p> <p>CCB approved. Allow insert of assignment, i.e., provide mob and demob travel when filling such that there is no overlap with prior or subsequent assignments.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>This change in ROSS is not in line with how we do business in Dispatch. Work in ROSS often gets left until later due to the difference in the pace of actual initial attack activity and the speed of ROSS. If we had been much busier the other day, the problem that I had might have been much harder and more time consuming to fix. ROSS is a great tool for keeping track of our resources, but we need to have as much freedom within the program as is possible. Filling all of our orders right when they happen is going to mean that dispatchers are going to have to be spending time in ROSS when we need to be doing other things, especially supporting the firefighters in the field.</p>			
Affected Area of Application:			
Screen(s) Pending Request, Quick Fill, Resource Status, Travel, and others			
Processes; Filling resources, releasing resources, doing travel.			
Version: 2009 most recent version			

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██████████	Phone: ██████████ Email: ██████████	USFS	8-03-09
Brief description of suggested change:			
<p>Ref. No. 2009B013 (see also 2009B012)</p> <p>Our local procedures in our office for fires, even small fires is to put local resources in ROSS for at least the first shift. Sometimes after a busy shift we may have i.e. 2 or more fires on one district and requests for an incident are not entered in chronological order, as a result of this we get an error message that goes something like this, (in Pending request screen and Incident Resource screen when you release resources) “ERROR you cannot enter(or release, in the Incident resource screen), in requests for these resources before this prior assignment”. You then cannot accurately record their true ETD ETA to an Incident and their true ETD ETA from the incident back to station in ROSS.</p> <p>CCB approved. Allow insert of assignment, i.e., provide mob and demob travel when filling such that there is no overlap with prior or subsequent assignments.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>Please take away the feature in ROSS that does not allow us to Enter in requests for resources based on prior incidents they were on. We need more flexibility when entering requests in ROSS to make or records more accurate.</p> <p>Thanks,</p> <p>██████████</p>			
Affected Area of Application:			
Screen(s) Pending Request and Incident Resources			
Processes;			
Version: 2.9			

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Name:	Contact Info:	Agency:	Date:
██████████	Phone: ██████████ Email: ██████████	Nat'l Park Service	8-6-2009
Brief description of suggested change:			
<p>Ref. No. 2009B014</p> <p>When selecting qualifications in Resource Item screen that will be visible, it is my suggestion that the resource quals are reset when the resource returns from an assignment. We find that having so many resources coming available this time of year, the check marks aren't always reset on overhead resources quals.</p> <p>[NOTE from SMR: Spoke with ██████████ to better understand how they are using the visibility indicator. This dispatch serves about 3100 OH from 8 different agencies. They get 15 or more availability lists each week. Their business practice is that resources are always set to Available (Local if they cannot go on off-unit assignment). So here's the scenario. Dispatch learns that a resource is Available/National as DIVS so someone with the Data Mgr role unchecks all the other quals. Resource is dispatched, returns, and is checked in as Available/Local. Two months later they learn the resource is Available/National. They update the status but unless they View Resource they are unlikely to know that only the DIVS qual is visible. The opportunity to assign the resource is unintentionally restricted. Also, they deliberately have a limited number of people with Data Manager role which also complicates updating the visibility – not everyone updating Status can update Visibility. What would work for them is an option (when checking in a single OH resource) that would allow them to reset all quals to visible.]</p> <p>CCB approved with revisions. Add Qualification Visibility Management function to Resource Status role. Allow visibility to be viewed and updated from Resource Status screen.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>When resource are changed from avail to unavailable. The check marks reset and all boxes get checked again.</p>			
Affected Area of Application:			
Screen(s)			
Processes:			
Version:			

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Name:	Contact Info:	Agency:	Date:
[REDACTED]	Phone: [REDACTED] Email: [REDACTED]	California Dept of Forestry and Fire Protection	08/18/2009
Brief description of suggested change:			
<p>Ref. No. 2009B016 RE: CAD to ROSS Interface</p> <p>Change the behavior for rostered positions on Tactical Aircraft so that when Tactical Aircraft is released and made available, so does the rostered overhead positions. The current procedure is that once the Aircraft is released and then set to available through the CAD2ROSS interface, the Altaris CAD dispatchers have to manually set each rostered position(s) from "ReturnedFromAssignment" status to Available in ROSS.</p> <p>CCB approved with revisions. Not appropriate for all tactical aircraft, i.e., CWN helicopters. Make this configurable on the tactical aviation resource item.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>Eliminating this behavior will streamline resource syncing between CAD and ROSS and will reflect accurate overhead resource status between systems.</p>			
Affected Area of Application:			
Screen(s)			
Processes;			
Version:			

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Name:	Contact Info:	Agency:	Date:
[REDACTED]	Phone: [REDACTED] Email: [REDACTED]	WA Dept Natural Resources	8/28/2009
Brief description of suggested change:			
<p>Ref. No. 2009B018</p> <p>It would be very helpful to have the ability to select items from a pre-order. Often, the teams do not need everything on their pre-order due to circumstance and it would be useful to select the actual items needed instead of the entire pre-cut order. It's also helpful when the team needs to order more of an item on their pre-cut to just select that one thing instead of looking for it in the catalog.</p> <p>CCB approved. Roll into several approved suggestions for preorders.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>Create a function to select items on the pre-order for the incident management team.</p> <p>This would save the dispatch community time when preparing the initial order for the incident management teams. Currently, if a pre-order is chosen, all the items move over to the "Enter Request item" screen and all the items on the pre-order are ordered. Dispatch does not use the pre-order function because the function in its current form gives an A, E, O, & S number to each item and if it's not needed then the dispatchers have to go into pending requests and cancel – this causes the numbers generated to be very high and wastes time.</p> <p>If items could be selected, then dispatch would need to search for the items in ROSS, they could just select the items needed by that team.</p>			
Affected Area of Application:			
Screen(s)			
Processes;			
Version:			

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Name:	Contact Info:	Agency:	Date:
██████████	Phone: ██████████ Email: ██████████	USFS	8/30/09
Brief description of suggested change:			
<p>Ref. No. 2009B019 (see also 2010A001) Allow overhead resources to set their qualification visibility on the web status screen.</p> <p>CCB approved. Should be configurable by OH resource item, i.e., the privilege defaults to 'allowed' but can be set to 'disallowed'. Will need concurrence from NWCG.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>Currently dispatchers are reluctant to use the qualification visibility feature because they must manually set the quals visibility in ROSS on the Resource Item screen. When a resource has some quals set to visible and some not and they don't get an assignment the resource will call dispatch and ask them to add more quals visible so that they might increase their chances of getting an assignment. This makes more work for the dispatch personnel having to perform the changes. The resources that are using Web status should have the ability to set their quals visibility on the web status screen.</p>			
Affected Area of Application:			
Screen(s) Web Status screen			
Processes; Qualification visibility			
Version:			

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Name:	Contact Info:	Agency:	Date:
[REDACTED]	Phone: [REDACTED] Email: [REDACTED]	XALC – Alameda County Fire Dept.	9/11/09
Brief description of suggested change:			
<p>Ref. No. 2009B020</p> <p>**Put a universal ROSS Clock on the program. Since we use ETA/ETD etc... numbers. Why not have an official ROSS Clock placed on ROSS for us.* Let it be in our personal setting under notification setting to where we can set out time zones also. It can be placed next to the Hot button by IR and PR are at between them, Unknown how this would work if not everyone set there clock up. Maybe we can set it up based on GACC locations and default it from there.</p> <p>CCB approved if not cost / performance prohibitive. Should be a continuously running clock, configurable by time zone include GMT. Display options (hh:mm, hh:mm:ss, time zone, etc) available via Personal Settings. Business case attached.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>It would benefit all of the ROSS community because now they would be held to ROSS standard time and not all the other times we are using right now. Then ROSS will be universal for all and times will be mirrored from coast to coast.</p>			
Affected Area of Application:			
Screen(s) Main screen home page will have a universal time clock for all to go by.			
Processes; Have a clock for all to follow			
Version:			

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Business Case for a “ROSS Clock”

Everything that is done in wildland fire dispatch offices including the statusing and ordering of resources is time sensitive.

The problem is that every computer that is used to operate ROSS has an independent clock function for the computer. That computer clock may or may not be in synch with the clock on the ROSS server which is the time that is included with the ROSS auto-documentation. In addition, the user cannot see what time will be auto-doc’ed as they are taking actions.

An example of how this would be used to determine ATD/ETE travel times that would be accurate and understood from both ends of the ordering chain.

Most dispatch centers do not have a system that synchs the clocks of their IT systems. Some have looked into purchasing such a system and found it to be cost prohibitive.

ROSS is the one application that is used in most dispatch centers and it is used on most computers in each center. This function would allow everyone to view the correct time as actions are being taken in ROSS.

This is what would be requested:

The clock on the ROSS server maintain the “correct” time.

A time display would be visible above the “hot buttons” in each instance of ROSS. In Personal Settings, the user could define clock format (12 vs 24 hr, HH:MM:SS, etc). Also the time zone, including Zulu would be defined here.

The clock on each instance would run continuously, and sync with the ROSS server each time the client communicates with the server.

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Name:	Contact Info:	Agency:	Date:
[REDACTED]	Phone: [REDACTED] Email: [REDACTED]	XALC – Alameda County Fire Dept	9/11/09
Brief description of suggested change:			
<p>Ref. No. 2009B021</p> <p>Associate a sound with the Notification preference when something Comes up. About 85 % of centers sleep at night and it would be great if There was a sound associated with notifications and you can have it on Or off also depending what you like.</p> <p>CCB approved. Should be configurable in Personal Settings. Multiple options (e.g., .wav files) configurable by selected notification.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>It will benefit all dispatch centers if they are doing other things on the computer but have ROSS in the background. Ross is set up right now for a pop up wind which is visual but, how about audible. Have a bell or a simple sound so when we are sleeping it will alert us.</p>			
Affected Area of Application:			
Screen(s) Personal Setting under Notification settings			
Processes; Will be an audible alarm when a action or no action happens			
Version:			

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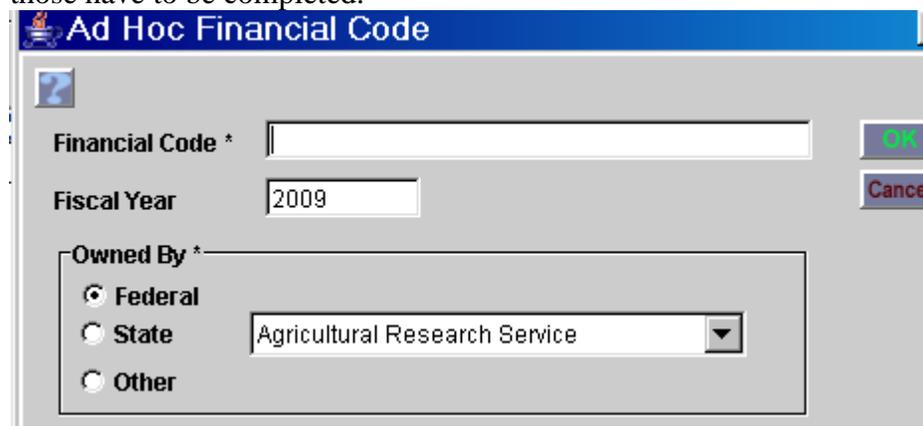
One suggestion per form. Please try to limit suggestion description / solution to one page.

Name:	Contact Info:	Agency:	Date:
[REDACTED]	Phone: [REDACTED] Email: [REDACTED]	BLM/Interagency	12/15/09

Brief description of suggested change:

Ref. No. 2009B025

On the Financial Code Screen the Owned by field is required but it defaults to the first one in the list. During busy times in Initial Attack offices, when creating new incidents dispatchers see that field is completed and don't change it. It is easier for the eye to see blank fields and know that those have to be completed.



CCB approved.

Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?

By not having a default required field, there would be less errors and cleanup in ROSS. Looking at the list of orders in ROSS that needed cleaned up this fall, many of them were because Alaska (which was the default) was selected as the agency for the owner of the financial code.

Affected Area of Application:

Screen(s) Financial Code (Creating and Editing an incident)

Processes:

Version:

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Name:	Contact Info:	Agency:	Date:
██████████	Phone: ██████████ Email: ██████████	FS	01/05/10
Brief description of suggested change:			
<p>Ref. No. 2010A001 (see also 2009B019)</p> <p>Concur with ██████████ change request dated 11/25/09Give resources who web-status the ability to manage which of their quals be visible.</p> <p>CCB approved. Should be configurable by OH resource item, i.e., the privilege defaults to 'allowed' but can be set to 'disallowed'. Will need concurrence from NWCG.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>This will allow resources who self-status the option to set their availability by qualification. This would benefit the resource and provide time saving for the dispatcher. If the resource is already going into web-status to set their availability, there should be no reason they can't set their qual preference as well at that same time.</p>			
Affected Area of Application:			
Screen(s) Web status - qualification block to interact with resource status			
Processes; web status – qualification block to interact with resource status			
Version: 2.11			

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FOR CCB USE ONLY	Reference # ROSS_XXXXX_Year
Decision:	Priority:

Resource Order and Status System (ROSS) Change Request Form

One suggestion per form. Please try to limit suggestion description / solution to one page.

Name:	Contact Info:	Agency:	Date:
██████████	Phone: ██████████ Email: ██████████	USFS ██████████	2/3/2010
Brief description of suggested change:			
<p>Ref. No. 2010A003</p> <p>Whoever has the aircraft in their data base should be able to remove it from ALL the CWN contract that it is on. So many of the aircraft have CWN and Exclusive Use contract and go back and forth between the two during the year.</p> <p>CCB approved. This is already being handled as part of the Contract reengineer where EXE contracts will take precedence over CWN contracts when a resource item is attached to both.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>When an aircraft needs to be transferred to a dispatch center who will have it on an EXE contract and the home unit is trying to pull it off it CWN contract it is no problem BUT when the aircraft is on more than one CWN, which is very common. It is very hard to figure who's contracts they are on, tract down that dispatch center and walk them thru the process of removing them and explain why it has to happen.</p>			
Affected Area of Application:			
Screen(s) Contract screen and resource items screen			
Processes; Removeing from contract.			
Version: The lastest.			

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Name:	Contact Info:	Agency:	Date:
██████████	Phone: ██████████ Email: ██████████	ROSS	2/19/2010
Brief description of suggested change:			
<p>Ref. No. 2010A004</p> <p>A way to complete an Itinerary on the Pending Request screen when filling a request – perhaps a Go To button.</p> <p>CCB approved. Currently ROSS does not support Go To functionality from dialogs (e.g. the Fill dialog). Will likely provide the functionality on the Fill dialog itself.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>The Travel options that are on the Fill Request dialog box after using Fill on the Pending Request screen are: Set Travel to be Arranged; Set Travel ETD/ETA; and Set Travel (will have Itinerary). If the travel is already known at the time of the fill, Set Travel ETD/ETA gets used frequently when an itinerary would be better because it can be accomplished right here and the Mode of Travel field is used for flight numbers and times. If there was a Go To button here to take the fill information directly to the Travel screen, or a way to complete an itinerary in this dialog box, the use of itineraries would rise dramatically and information would be more accurate.</p>			
Affected Area of Application:			
Screen(s) Pending Request and Travel			
Processes;			
Version: ROSS 2.11.1.4			

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Name:	Contact Info:	Agency:	Date:
██████████	Phone: ██████████ Email: ██████████	USDA	3/9/10
Brief description of suggested change:			
<p>Ref. No. 2010A005</p> <p>Please add a print button on the Release Resource page. We print a copy of the resource order after the release is completed.</p> <p>CCB approved. This should be available from both the Release Resource dialog and from Print button on Resource Nonlocal screen.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
Affected Area of Application:			
Screen(s)			
Processes;			
Version:			

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Resource Order and Status System (ROSS) Change Request Form

One suggestion per form. Please try to limit suggestion description / solution to one page.

Name:	Contact Info:	Agency:	Date:
██████████	Phone: ██████████ Email: ██████████	USDA	3/9/10
Brief description of suggested change:			
<p>Ref. No. 2010A006</p> <p>Have the pending request (PR) button on the tool bar flash when there are pending orders in the resource area(s) that you choose. These settings could be on the personal settings page.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>Especially in the off-season, this would avoid orders sitting in pending for long amounts of time.</p> <p>CCB approved as a Personal Setting for local incidents, non-local incidents or all incidents.</p>			
Affected Area of Application:			
Screen(s)			
Processes;			
Version:			

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Decision:	Priority:

Resource Order and Status System (ROSS) Change Request Form

One suggestion per form. Please try to limit suggestion description / solution to one page.

Name:	Contact Info:	Agency:	Date:
[REDACTED]	Phone: [REDACTED] Email: [REDACTED]	ROSS	3/31/2010
Brief description of suggested change:			
<p>Ref. No. 2010A007</p> <p>Many messages/email is sent using DMS at the present time. DMS has been problematic in many ways, of which one is users not seeing and/or viewing the messages in DMS and therefore missing out on getting/receiving important information.</p> <p>CCB approved, provided cost and complexity are not prohibitive.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>We have a Message Board in ROSS that everyone can view when they are logged in.</p> <p>Imagine that we had one that would be used as a message/email from one dispatch center to another or sending to many dispatch centers!</p> <p>Here would be a scenario:</p> <p>Dispatch A wants to send a message to Dispatch B, using a New Hot Button, where it pops up a screen where the user can free hand type the message, then they enter in or select the Unit ID of Unit B, and select PUSH Message.</p> <p>Anyone who is logged in at Dispatch B would have the ability to see the NEW Hot Button that starts Blinking at Dispatch B indicating there is a Message for that Dispatch Center. No other Dispatch Center would see it, unless it was sent to multiple dispatch centers.</p> <p>The User Clicks on the Hot Button and a Message Board Similar to the ROSS Message Board pops up and the user can then Read, Reply and/or Delete the message.</p> <p>ROSS already sends messages back and forth between dispatch centers, we just call them requests.</p> <p>There is perhaps off the Shelf Software that could be added to ROSS, however that would have to be researched</p> <p>The requirements for such a feature would need to be worked on as we normally do with New ROSS functionality. Such as who can delete, if one deletes does it delete from everyone who is logged in, printing of the message/email, how the helpdesk would use it etc.</p>			
Affected Area of Application:			
Screen(s) None as this would be new			
Processes;			
Version:			

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Resource Order and Status System (ROSS) Change Request Form

One suggestion per form. Please try to limit suggestion description / solution to one page.

Name:	Contact Info:	Agency:	Date:
[REDACTED]	Phone: [REDACTED] Email: [REDACTED]	USFS	4-6-09
Brief description of suggested change:			
<p>Ref. No. 2009B004</p> <p>This is #97986 Re: Request screen question</p> <p>I have noticed that there is a feature in the request status screen that I believe needs to be reviewed and changed. When you are in the request status screen I have noticed that you have to push the arrow key at the bottom of the screen 5 times to see all of the data associated with the request. I personally believe that there is too many data columns for this screen and most of this data could be viewed once one goes in and views the request.</p> <p>CCB denied. Instead, CCB asked ROSS Team to explore drag-and-drop columns as part of the technical refresh. This was relayed to the development team.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>I suggest that the following columns be taken of this screen but yet maybe they could be left in the tabs for when you go into view the request:</p> <p>QTY R/A Needed date and time Mob set Mob Options Demob Set Demob User Doc. Special needs Action taken on Requesting dispatch</p> <p>I look at this screen quite a bit and if these above mentioned columns could be removed I could look at the more pertinent data by only hitting the arrow key once, so it would be more convenient.</p> <p>Thanks,</p> <p>Randall C. Thomas</p>			
Affected Area of Application:			
Screen(s) Request Screen			
Processes;			
Version: 2.9			

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Resource Order and Status System (ROSS) Change Request Form

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Name:	Contact Info:	Agency:	Date:
██████████	Phone: ██████████ Email: ██████████	USFS	5-8-09
Brief description of suggested change:			
<p>Ref. No. 2009B009 Currently in the Air Tactical screen you can not see an Aircraft that has been ordered for a particular incident that is in reserve status as far as the travel being completed. [TA screen, Resources tab – view reserved resources]</p> <p>CCB denied. Reserved non-local resources are not under your control so no actions could be taken. Inconsistent with Incident Resources screen which does not display reserved resources.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>I suggest that as soon as an aircraft order has been filled, that the dispatcher should be able to see the status of this aircraft in the air tactical screen. There are times when the filling unit fills the order for an aircraft but forgets to complete the travel itinerary for that resource. The only way that a dispatcher can view the status of this particular resource is if they move from the air tactical screen to request status screen.</p> <p>Thanks,</p> <p>██████████</p>			
Affected Area of Application:			
Screen(s) Frequencies			
Processes;			
Version: 2.9			

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One suggestion per form. Please try to limit suggestion description / solution to one page.

Name:	Contact Info:	Agency:	Date:
██████████	Phone: ██████████ Email: ██████████	BLM	9/13/2009
Brief description of suggested change:			
<p>Ref. No. 2009B022</p> <p>Retrieving deleted Request numbers</p> <p>CCB denied. Suggest that local business process stipulate that requests should be cancelled rather than deleted. That way they can be restored if necessary.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>There are times when we have accidentally deleted a Request number that was not filled yet and we decide that we need that particular number. I've seen this happen with Supplies.</p> <p>It would be great if we could restore a request number that was deleted.</p>			
Affected Area of Application:			
Screen(s)			
Processes;			
Version:			

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██████████	Phone: ██████████ Email: ██████████	USDA Forest Service	10/29/2009
Brief description of suggested change:			
<p>Ref. No. 2009B024</p> <p>To have the Resource numbers go from the highest to the lowest on the Request Status screen in ROSS.</p> <p>CCB denied. Training issue. Columns can be sorted by clicking the column header.</p>			
Suggested solution or other additional discussion: ie How would this benefit the interagency dispatch community?			
<p>This suggestion would save time, a lot of time looking and waiting for the program to query to the highest number. When I'm on a detail I need to look for all resources. Pending, Cancelled, and Filled. When I have a 1000 O numbers, it takes time.</p>			
Affected Area of Application:			
Screen(s) Resource Status			
Processes;			
Version: 2.11			

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