ROSS DISPATCH

ROSS Release Version 2.14

Basic Level
Intermediate Level
Advanced Level
Tactical Aviation

Student Workbook

May 2011

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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Note:

The Training Reference Manual contains more comprehensive and detailed explanations of the topics addressed in the Instructor's Guide and Student Workbook. The Training Reference Manual is not intended for classroom use – rather, it is designed to facilitate:

1. Pre-class Instructor study.

2. 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 and Student Workbook.

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. The Tactical Aviation portion of the course is designed specifically for Aircraft 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 is divided into four sub-courses. The first three sub-courses are intended to be taught sequentially.

The Basic course provides a solid foundation on the use of ROSS. The Intermediate course rounds out a user's fundamental understanding of ROSS. The Advanced course addresses more complex topics. The basic and intermediate courses address the functions and capabilities of ROSS that will be used by most dispatchers. The advanced topics cover ROSS features that will be used by only selected dispatchers, and mostly focus on preplanning, non-emergency response activities. The fourth course addresses tactical aviation dispatch activities.

The four-level course structure readily facilitates:

1. The Instructor not covering the advanced topics should additional time be required on the main portion of the course.
2. Students who do not need to learn the intermediate or advanced topics leaving prior to those portions of the course being conducted.
3. Tactical aviation being taught independent of the other dispatch topics.

Upon completion of the basic and intermediate courses, the student should be able to perform the following basic dispatch operations using ROSS:

1. Entering an Initial Report or Incident
2. Requesting resources
3. Placing requests
4. Filling requests
5. Mobilizing and demobilizing resources
6. Statusing requests and resources

The basic and intermediate courses should take a combined total of 35 hours to instruct, including practices and breaks, and are designed to be completed within a week.

The advanced course is typically conducted the week following the basic and intermediate courses, and does not follow as rigid a timeline. The tactical aviation course is designed to be completed within a single day.

The course units are:

<u>Basic</u>
Unit 0: Introduction
Unit 1: ROSS Security Principles
Unit 2: ROSS User Basics
Unit 3: Notification
Unit 4: Resource Statusing
Unit 5: New Request
Unit 6: Pending Request
Unit 7: Request Status
Unit 8: Travel
Unit 9: Releasing and Reassigning Resources
Practice Session
Wrap-Up

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Unit 0: Introduction
Unit 1: Initial Reports and Incidents
Unit 2: New Request
Unit 3: Quick Fill
Unit 4: Pending Request
Unit 5: Request Status
Unit 6: Releasing and Reassigning Resources
Unit 7: Supplementals
Practice Session

Wrap-Up

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Unit 0: Introduction
Unit 1: Rosters
Unit 2: Preorders
Unit 3: Detail Request
Unit 4: Merge Incidents
Unit 5: Travel
Unit 6: Travel Plan
Unit 7: Multi Place Requests
Practice Session
Wrap-Up

Tactical Aviation
Unit 0: Introduction
Unit TA: Tactical Aviation
Practice Session
Wrap-Up

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:

1. The Instructor performs a quick, uninterrupted walk through of the screens and major functions to be covered in the unit.
2. The Instructor explains, and demonstrates use of, the ROSS screens and features applicable to the unit. Students follow along in ROSS.

3. 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 each level of the course, students participate in a practice session that encompasses all tasks covered during the level.

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. Place a request
4. Fill a request.
5. Mobilize and demobilize resources.
6. Document travel.
7. Status requests and resources.

Basic Course

UNIT 1: ROSS Security Principles

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

1. Identify key ROSS security principles.

UNIT 2: ROSS User Basics

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

1. Switch to another user.
2. Refresh a ROSS session.
3. Log off of ROSS.
4. Exit ROSS.
5. Identify the layout and components of the ROSS Home screen.
6. Access ROSS Help.
7. Refresh a screen.
8. Switch between open screens.
9. Close a screen.
10. Perform a search.
11. Perform a filter.
12. Perform a wildcard search or filter.

UNIT 3: Notification

Upon completion of this unit, the trainee will be able to:
1. Set notification preferences.
2. Display a notification message.
3. Identify the types of Reminder.

UNIT 4: 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 5: New Request

Upon completion of this unit, the trainee will be able to:
1. Create a request.
2. Create requests from a Preorder.
3. Create a Named Request.
4. Place Up a request.
5. Place a request to an external supply cache.

UNIT 6: Pending Request

Upon completion of this unit, the trainee will be able to:
1. Set Pending Request Filters.
2. Claim a pending request.
3. Cancel a request.
4. UTF a request.
5. Cancel UTF a request.
6. Retrieve a request.
7. Edit a request.
8. Fill a request with a non-inventory agreement resource.
9. Fill a request with a non-inventory EFF/AD resource.
10. Fill a request using a resource from the Available and Reserved tabs.
11. Reassign a resource using the Mob-in-Route, At Incident, and Demob-in-Route tabs.
12. Fill a request using a contracted resource.
13. Place a request using the Other Resources tab.

UNIT 7: Request Status

Upon completion of this unit, the trainee will be able to:
1. View the status of a request.
2. Edit a request.
3. Edit an assignment.
4. Unfill a request.
5. Cancel a reassignment.
6. Retrieve a request.
7. Restore a request.
8. Convert a request to a support request.

UNIT 8: Travel

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 9: Releasing and Reassigning Resources

Upon completion of this unit, the trainee will be able to:
1. Release a resource from an incident.
2. Edit a resource's release.
3. Reassign a resource to another incident request.
4. Quick Fill a resource to another incident.
5. Release a resource from a non-local incident.
6. Manage release authorization.

Intermediate Course

UNIT 1: 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. Create an Incident Complex.
    d. Associate an Initial Report to an incident.
    e. Enter detailed incident information.

f. Change the host and/or number of an incident.
g. Transfer an incident to another dispatch.
h. Grant multi-reassignment authority to another dispatch.

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 2: New Request

Upon completion of this unit, the trainee will be able to:
1. Edit request blocks.
2. Create a request for a configuration.
3. Create a Support Request.

UNIT 3: Quick Fill

Upon completion of this unit, the trainee will be able to:
1. Quick Fill assign a resource.
2. Quick Fill reassign a resource.
3. Quick Fill assign a configuration resource.

UNIT 4: Pending Request

Upon completion of this unit, the trainee will be able to:
1. Identify the request chains.
2. Create a non-local support request.
3. Place Direct a request.
4. Place a request to a status-only or external dispatch.
5. Fill a request with a new resource.
6. Fill a request with a resource from a status-only or external dispatch.
7. Create a manifest.
8. Fill a request with the Requested Item
9. Fill a request with a Substitution
10. Fill a request with a Local Purchase
11. Fill a TFR Request.
12. Fill an Infrared Request.
13. Fill a configuration request.
14. Change the financial code/compact when filling a request.

UNIT 5: Request Status

Upon completion of this unit, the trainee will be able to:
1. Cancel reassignment of a prepositioned resource.
2. Add a subordinate request.

UNIT 6: Releasing and Reassigning Resources

Upon completion of this unit, the trainee will be able to:
1. Release a prepositioned resource.
2. Release resources from parent and subordinate requests.
3. Multi-reassign resources.
4. Yield control of a non-local support request.

UNIT 7: Supplementals

Upon completion of this unit, the trainee will be able to:
1. Complete a 'Temporary Flight Restriction' supplemental form.
2. Complete an 'Infrared Request' supplemental form.
3. Complete a 'Food Service' supplemental form.

Advanced Course

UNIT 1: Rosters

Upon completion of this unit, the trainee will be able to:
1. Create and edit a roster.
2. Create and manage roster versions.
3. Assign a resource to a roster position.
4. Quick Fill a resource with a roster using an Assignment Roster.
5. Fill a pending request for a configuration using an Assignment Roster.
6. Add an assignment roster to a configuration request filled with a single resource.
7. Refill a subordinate request.

UNIT 2: Preorders

Upon completion of this unit, the trainee will be able to:
1. Create and edit a Preorder.

UNIT 3: 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 4: Merge Incidents

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

1. Grant Merge Authority to another dispatch.
2. Merge two Incidents.

UNIT 5: Travel

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.
3. Add a Travel Plan Leg to an itinerary.

UNIT 6: 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 an untracked Supply resource to a Travel Plan Leg.

UNIT 7: Multi Place Requests

Upon completion of this unit, the trainee will be able to:
1. Determine the most appropriate place-to dispatch.
2. Place multiple requests.

Tactical Aviation Course

UNIT TA: Tactical Aviation

Upon completion of this unit, the trainee will be able to:
1. Identify the purpose of creating a non-dispatch government organization of type ‘tanker base’.
2. Identify the purpose of designating a catalog item as a ‘tactical aircraft’.
3. Identify the purpose of designating a ‘dispatched by’ organization for a reload base.
4. Identify the purpose of designating ‘record manager only’ for a tactical aircraft.
5. Identify the purpose of designating a ‘current operating base’ for a tactical aircraft.
6. Designate frequencies as ‘tactical’ when creating an incident.
7. Designate the maximum and minimum elevation of an incident.
8. Ferry a resource to another tanker base.
9. Quick fill assign a tactical aircraft.
10. Quick fill divert a tactical aircraft.

11. Release a tactical aircraft.
12. Fill a tactical aircraft request.
13. Reassign a tactical aircraft.
14. Divert a tactical aircraft.

Trainee Prerequisites and Responsibilities

Students enrolled in this course shall be qualified as Support Dispatchers. Students taking the Tactical Aviation sub-course shall have a thorough understanding of dispatching using ROSS.

Students shall also have the following basic computer abilities:

1. Windows navigation techniques.
2. Mouse and keyboard usage.
3. Logon procedures.
4. Basic Internet navigation.

Students have the responsibility to:

1. Complete the ROSS Overview Course (Web based Training) prior to attending this course.
2. Actively participate in class discussions and practice sessions.
3. Ask for clarification and guidance as appropriate from Instructors and Coaches.
4. Maintain an open minded and flexible outlook.
5. Take notes on course material as appropriate.
6. 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:

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

Instructors shall also have the following basic computer abilities:

1. Windows navigation techniques.
2. Mouse and keyboard usage.

3. Logon procedures.
4. Basic Internet navigation.
5. PowerPoint slide presentation.

Instructors have the responsibility to:
1. Present the course material.
2. Facilitate class discussions and practice sessions.
3. Provide clarification and guidance to students as appropriate.
4. Evaluate student performance during Unit Practice Sessions and the Integrated Practice Session.
5. Communicate problem areas to the Training Team Leader.

Coach Prerequisites and Responsibilities

Coaches shall have the following basic qualifications and skills:
1. Qualified Support Dispatcher.
2. Proficiency in using the Dispatch portion of ROSS.
3. Ability to multi task (working with several students at a time).
4. Patience.
5. Strong team member.
6. Able to accept and adapt to constructive criticism.
7. Ability to travel to training locations.

Coaches shall also have the following basic computer abilities:

1. Windows navigation techniques.
2. Mouse and keyboard usage.
3. Logon procedures.
4. Basic Internet navigation.

Coaches have the responsibility to:
1. Assist instructors in facilitating class discussions and practice sessions.
2. Know which students they are responsible for, and stay with those students throughout the course.
3. 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).
4. Provide clarification and guidance to assigned students during practice sessions.
5. Ask instructors for clarification on ROSS functionality as appropriate.
6. 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).
7. 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:

1. Instructor's Guide.
2. Student Workbook for each student.
3. Package of handouts for each student.
4. Presentation Materials (PowerPoint slides).
5. Projector and projection screen for displaying computer screen and PowerPoint slides.
6. Computer for instructor and each student with Internet access and running the ROSS application.
7. 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:

1. Observing students as they input information.
2. 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 basic and intermediate courses take a combined total of approximately 35 hours (including the practice sessions). Breaks and lunches total 5 hours, leaving 30 hours of actual class time.

Daily Class Times for Basic, Intermediate, and Advanced courses:
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
Day 5: 8:00 am – 12:00 pm

Daily Class Times for Basic, Intermediate, and Advanced courses:
Day 1: 9:00 pm – 5:30 pm

Break and Lunch Schedule (for all courses):

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

Detailed Daily Schedule:
B = Basic Level Unit
I = Intermediate Level Unit
A = Advanced Level Unit
TA = Tactical Aviation

IG Unit	Topic	Lecture & Questions	Practice	Total	Total For Day
Day 1					
0	Intro	0:15	n/a	0:15	0:15
B1	Ross Security Principles	0:15	0	0:15	0:30
B2	Ross User Basics	1:15	0	1:15	1:45
B3	Notification	0:30	0:30	1:00	2:45
B4	Resource Statusing	1:00	0:30	1:30	4:15
Day 2					
n/a	Local Scenario Discussion	0:15	0:00	0:15	0:15
B5	New Request	1:15	0:45	2:00	2:15
B6	Pending Request	1:30	1:00	2:30	4:45
B7	Request Status	0:30	0:30	1:00	5:45
B8	Travel	0:30	0:30	1:00	6:45

IG Unit	Topic	Lecture & Questions	Practice	Total	Total For Day
Day 3					
n/a	Local Scenario Discussion	0:15	0:00	0:15	0:15
B9	Releasing and Reassigning Resources	1:15	1:00	2:15	2:30
PS	Practice Session	0	1:30	1:30	4:00
WU	Wrap Up	0:15	n/a	0:15	4:15
I1	Incidents	1:30	1:15	2:45	7:00
Day 4					
n/a	Local Scenario Discussion	0:15	0:00	0:15	0:15
I2	New Request	0:45	0:45	1:30	1:45
I3	Quick Fill	0:45	0:30	1:15	3:00
I4	Pending Request	1:30	1:00	2:30	5:30
I5	Request Status	0:30	0:30	1:00	6:30
Day 5					
n/a	Local Scenario Discussion	0:15	0:00	0:15	0:15
I6	Releasing and Reassigning Resources	0:45	0:45	1:30	1:45
I7	Supplementals	0:30	0	0:30	2:15
PS	Practice Session	0	1:30	1:30	3:45
WU	Wrap Up	0:15	n/a	0:15	4:00

IG Unit	Topic	Lecture & Questions	Practice	Total	Total For Day
Following Week					
A1	Rosters	1:30	1:00	2:30	n/a
A2	Pre-Orders	0:45	0:30	1:15	n/a
A3	Detail Request	0:45	0	0:45	n/a
A4	Merge Incidents	0:45	0:45	1:30	n/a
A5	Travel (Advanced)	0:45	0:45	1:30	n/a
A6	Travel Plan	0:45	0:45	1:30	n/a
WU	Wrap Up	0:15	n/a	0:15	n/a

IG Unit	Topic	Lecture & Questions	Practice	Total	Total For Day
Tactical Aviation					
TA	Overview of Tactical Aviation	0:15	n/a	0:15	0:15
TA	New Initial Report or Incident screen	0:15	n/a	0:15	0:30
TA	Incident screen	0:15	n/a	0:15	0:45
TA	New Request screen	0:15	0:30	0:45	1:30
TA	Tactical Aviation screen – Resources tab	0:45	1:00	1:45	3:15
TA	Tactical Aviation screen – Requests tab	0:45	1:00	1:45	5:00
TA	Travel screen	0:15	0:30	0:45	5:45
TA	Additional Topics	0:30	n/a	0:30	6:15
TA	Wrap Up	0:15	n/a	0:15	6:30

Local Scenario Discussion

At the beginning of Day 2, Day 3, and Day 4 of the basic and intermediate courses, 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, which can be used to facilitate a brief review of:

1. The material covered during the previous day's lecture.
2. Specific issues or concerns of students related to the previous day's lecture.
3. 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.