ROSS Version 2.3 Release Notes

This a synopsis of the fixes and new functionality included in ROSS Version 2.3. Known issues and workarounds are also discussed. The primary objectives of this version were to implement new incident functionality (merge, transfer and complex), add catalog alias capability, allow multiple resources to be transferred in one step, complete the supply module, implement required security enhancements and apply consistency standards as time permitted.

Alias Catalog Items and Requests

In previous versions a resource could not fill a request for an inclusive or alias[1] item unless that classification had been added to the resource. In other words, an Engine that was only classified as Type 6 could not fill a request for Engine, Type 3, 4, 5 or 6. This is no longer the case.

This enhancement allows Catalog Managers at NICC to identify a catalog item as 'Alias' and to associate the appropriate unique items to it. (*See the Catalog Maintenance section for more information on creating and maintaining Alias Catalog Items*). When an alias item is requested, the Pending Request screen displays resources that hold any of the associated qualifications. For example, 'Airtanker, T1' and 'Airtanker, T2' may be associated in the Catalog with the alias 'Airtanker, T1 or T2'. Pending Requests for the alias 'Airtanker, T1 or T2' will display both available T1 airtankers and available T2 airtankers. With implementation of this capability, ***users are no longer permitted to assign alias classifications to their resources***.[2]

- Users may only assign multiple classifications to Aircraft that fall in categories that do not permit aliases. Because the fixed wing category does not allow aliases these items may have multiple qualifications, e.g., Passenger and Reconnaissance. The Airtanker category does permit aliases; therefore Airtankers may have only one qualification.
- Crews may have only one classification per category. For instance, a Crew may not be classified as both a Type 2 and a Type 2 IA.
- Equipment resources may be assigned only one type per category. Tractor-Plow, T4 and Dozer, T2 classifications may be assigned to the same resource but not Dozer, T2 and Dozer, T3
- Supply Non-Service resource items may have only one classification.
- Users may add alias catalog items to their Pre-Orders and Detail Requests.
- Positions for alias catalog items may not be added to master rosters, assignment rosters or manifests.
- Users may request alias Aircraft, Crew, Equipment and Supply Non-Service catalog items on regular and support requests but not on subordinate requests.
- When viewing counts of available and reserved resources for a requested alias item (Pending Request / Other Resources tab), resources that hold any of the associated unique qualifications are included.
- Direct Order affiliations may be set up to allow ordering of alias items, e.g., Engine, Type Any. In this case the authorized dispatch center may also place requests for any of the unique catalog items associated with Engine, Type Any.

[1] An alias is an inclusive item in the ROSS Aircraft, Crew, Equipment and Supply Non-Service Catalogs. Alias examples include Crew, Type 2 **or** 2 IA and Engine, Type **Any.** Alias does not apply to Overhead or Services of any type.
[2] Prior to deployment of version 2.3, scripts will be run to remove all alias classifications from existing resource items.

- Users may fill requests for alias Aircraft, Crew, Equipment and Supply Non-Service items with an available inventory item or prepositioned resource that holds one of the associated unique classifications. The same holds true for like resources that are reserved, mob en route, at incident or demob en route and for contract / agreement resources.
- A request for an alias item (e.g., Engine, Type Any) may be filled with an external resource that has been used in the past, provided the resource's classification (e.g., Engine, T6) is associated with the alias item. When filling a request for an alias item with a new external resource, users will be required to declare which unique catalog item associated with the alias should be used to classify the resource. This allows the resource to be reassigned.
- When filling a request for an alias item via 'Fill with New Resource' or 'Fill with Agreement', users will be required to declare which unique catalog item associated with the alias should be used to classify the resource. This allows the resource to be reassigned.
- Resources may be reassigned from an alias request to another alias request, from alias to unique or from unique to alias, provided the resource's classification matches the requested unique item or is associated with the requested alias item.
- Users may ***not*** select alias catalog items when setting criteria for the following ROSS reports:

Resource Status	Mob and Demob Travel	Incident Resource List[3]
Released at Incident	Tentative Release	Resources on Assignment
Resource Item Detail		

- The Catalog Item Listing report includes alias designations. The Catalog Item Detail report provides a crosswalk between alias items and associated unique items.
- The Incident Summary by Provider report is displayed by the qualification of the resources filling requests; not by the catalog items requested.
- A data draw will allow users to obtain information on all resources that have multiple qualifications where at least one qualification is in a category that does not permit aliases.
- **Known Issue**: When filling a request for an alias item (e.g., Engine, Any) with an item that has a configuration (e.g., Engine, T6), the Fill with Assignment Roster Using Configuration option is disabled.

  Workaround: Users may fill with a Master Roster or build an assignment roster from scratch.
- **Known Issue:** When searching for resources on the Resource Status screen, alias catalog items are incorrectly displayed. This will be addressed in a future release.

Quick Fill Reassign Multiple Resources

This is new functionality on the Incident Resources screen that allows Dispatchers to reassign multiple resources ***from one local incident to another*** in one step – requests are created and resources reassigned at the same time. Dispatch Managers may also utilize the Quick Fill Reassign process to reassign multiple resources ***to a non-local incident***, but only after a Dispatch Manager at the non-local office has authorized the reassignment.

- To Quick Fill Reassign multiple resources ***from one local incident to another***, Dispatchers select resources on the Incident Resources screen of the source incident and choose Action→Reassign +.

[3] The Incident Resource List report includes summary information on the number of committed requests. These counts will take into consideration that the request may be for an alias catalog item.

On the 'Reassign Resource / Service' dialog, the Local Incidents radio button is selected by default. Users select the appropriate destination incident and click OK. The resources are reassigned and set At Incident.

Known Issue: The request contact on the new requests is not populated. It should be set to 'No Contact – Reassignment (Quick Fill)'. This will be corrected in maintenance release 2.3.1.

- A 'Reassign Authorization' tab has been added to the Incident screen (Figure 1). Granting reassign authority is the first step in Quick Fill Reassigning resources when the source and destination incidents are ***managed by different dispatch centers***. Dispatch Managers may grant / revoke reassign authority on their local incident to any other dispatch center(s) except status-only, external or removed offices.

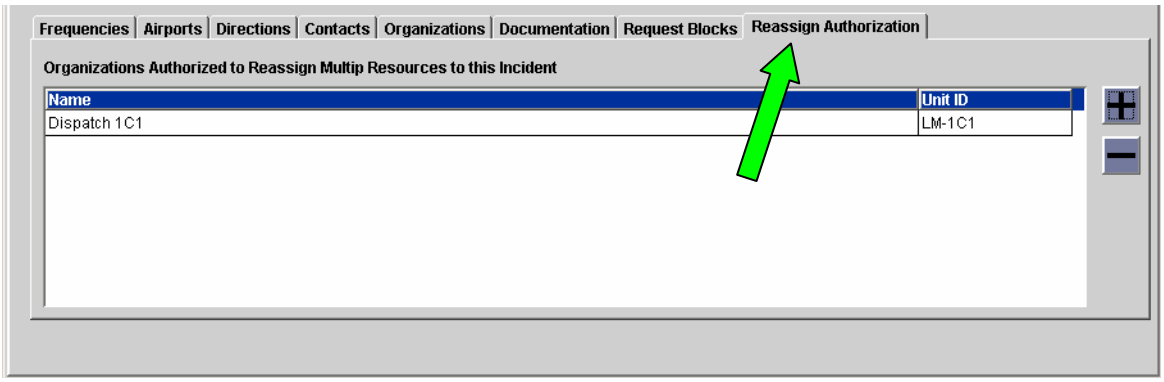

Figure 1. Granting reassign authority on Incident screen.

- Once reassign authority has been granted to them, Dispatch Managers may perform the Quick Fill Reassignment of multiple resources from their non-preposition incident to the non-local incident. ***Prepositioned resources may only be Quick Fill Reassigned from a non-preposition incident assignment. When released, these resources will return to the preposition.***

- Resources may only be reassigned from one catalog at a time. Service and non-service requests with resources that are mob en route, at incident, tentative release, released (at incident) and demob en route may be selected and reassigned together. ***Resources that are Reassigned (At Incident) may not be included in a multiple reassignment.***

  Known Issue: When users select multiple resources and the status of the resource ***in the first selected row*** is Reassigned (At Incident) the 'Reassign +' option is disabled.

  Workaround: If the Reassigned (At Incident) resource is in any other row of the selection and the user attempts to reassign, an error message is generated indicating that Reassigned (At Incident) resources may not be included in a Reassign action.

- When the parent of a group request is included in a Quick Fill Reassignment to a non-local incident all of its subordinate requests are also reassigned, including those that may be pending or reserved.

- Users may only reassign multiple resources from one source incident to one destination incident at a time.

- To perform the reassignment, the Dispatch Manager selects the resources on the Incident Resources screen of the source incident then chooses Action→Reassign +.[4] On the resulting Reassign Resource / Service dialog, the Non-Local Incidents radio button and the appropriate

[4] To facilitate selection of multiple resources for reassignment, an 'All' option has been added to the Resource Status drop-down on the Incident Resources screen.

destination incident are selected (Figure 2). After clicking OK, users may select a travel option that is applied to all resources. If the Travel to Be Arranged option is selected, individual travel may be set on the Travel screen.

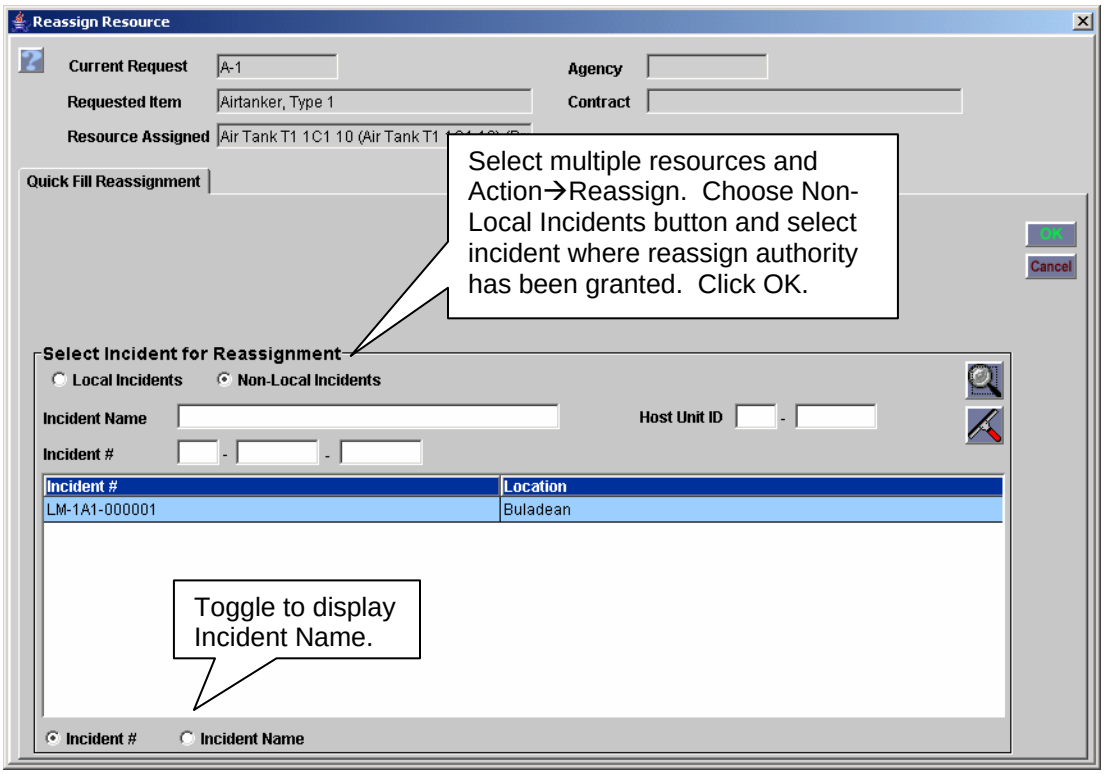

Figure 2. Quick-fill reassigning multiple resources to non-local incident.

- Request numbers on the destination incident are generated from the default system-generated block. If there are not enough numbers in the block, the reassignment does not take place and the user is advised to contact the destination dispatch who should adjust the block or create a new one.
- The entered, needed and assigned date / time on requests created on the destination default to the local time of the reassigning dispatch center. 'Deliver To' location is set to the destination incident name. Financial codes are set to the destination incident's default code or left blank if none exists. Special Needs, Incident Ordering Contact, Inclusions, Exclusions, Features, Reporting Instructions and Assigning Contact are left blank on requests created on the destination incident. Requesting and filling dispatch centers are set to the destination and source offices, respectively.

  Known Issue: The request contact on the new requests is not populated. It should be set to 'No Contact – Reassignment (Quick Fill)'. This will be corrected in maintenance release 2.3.1.
- A placing chain that includes dispatch centers between the source (filling unit) and the destination (requesting unit) is created. This allows mobing and demobing resources to be reassigned by the appropriate organizations.
- When users Quick Fill Reassign multiple resources to a non-local incident an auto-doc is created on each reassigned request on the source indicating the destination incident name / number and associated request. On the destination incident two auto-doc messages are created on each new request; one for the request creation and one for the fill. Reassign history records are created for each reassigned request on the source. Enter and fill history records are added to each request

created on the destination. User documentation entered during the reassignment is attached to the pertinent requests on both source and destination.

- Users at offices in the filling and / or home chain of a request may choose to be notified when resources are reassigned.

  Known Issue: Notifications are not generated for resources that are mob en route when reassigned. This will be addressed in version 2.4.

- When multiple resources are Quick Fill Reassigned to a non-local incident, users may not cancel the reassignment as a whole. Reassignments may be cancelled individually provided the resource was 'at incident' on the source when the reassignment took place.

Supply Module

Implementation of this module allows Data Managers to create and qualify supply non-service resource items. Dispatchers may create, place and fill requests for non-service supplies including new options to 'Fill with Substitution', 'Fill with Purchase Agreement' or 'Fill with Requested Item+'. The Catalog Manager at NICC may create and maintain NFES[5] and Non-NFES Supply catalog items. NFES items have been imported.

- Data Managers may create and maintain NFES and non-NFES Supply Non-Service resources on the Resource Item screen. The resources must be uniquely named within a given provider organization. (*See the Resource Item Names section for more information*).

  Known Issue: NFES number is not displayed on the Resource Item screen. An NFES column will be added to the Classification tab for Supply items in version 2.4.

- Users may add only one classification to a Supply resource. Only unique (non-alias) classifications from the Supply non-service catalog may be used. (*See the Alias Catalog Items and Requests section for more information on alias*). Users may not assign the generic '!Not in Catalog' classification.

- Supply resource items are statused only if the Catalog Manager at NICC has so designated—otherwise they are not displayed on the Resource Status screen. Statusing includes setting available / not available, area of availability and unavailability periods.

- Statused supplies may only be ordered in quantities of one and the associated requests must be tracked.[6]

- Only statused Supply resources may be attached to Agreements, CWN and Exclusive Use Contracts. For example, if the Catalog Manager at NICC does not designate chain saws as 'statused' items, chain saws may not be added to any contract. Only unique (non-alias) catalog items may be attached to Purchase Agreements.

- Data Managers may opt to track their supply resource if the Catalog Manager has identified the item as 'not tracked' and the item is only orderable in quantities of one. Users ***may not*** change the tracking designation of resources that are set to 'tracked' in the Catalog. (*See the Catalog Maintenance section for more information*).

[5] National Fire Equipment System

[6] Tracked requests must be released from incidents and require mob / demob travel. Untracked requests are considered Fill / Closed.

- Dispatchers may opt to turn tracking on when creating or filling requests for items orderable in quantities of one that have been set to 'not tracked' by the Catalog Manager. Users ***may not*** change the tracking designation when requesting or filling items that are set to 'tracked' in the Catalog.
- Supply non-service items may be attached to Pre-Orders but not to master rosters or assignment rosters. Supplies do not have configurations. Therefore, supply requests may not be filled with assignment rosters.
- Unique and alias Supply non-services may be ordered on regular or support requests. (*See the Alias Catalog Items and Requests section for more information on alias*). Displays of the Requested Item field for NFES items include the NFES number followed by the item name. Subordinate requests for Supply non-services are not permitted.
- When creating Supply requests users may view, but not change, the unit of issue.

  Known Issue: Unit of issue for Supply items is not displayed on the View Request screen. This will be implemented in version 2.4.

  Workaround: The unit of issue is displayed on the New Request screen and is included on the Resource Order form and Request List reports.
- For items orderable in quantities of one, the user must specify how many requests to create. For items orderable in quantities greater than one, users indicate how many items are needed and one request for that number of items is created. The quantity requested is displayed in the 'Requests Created' grid on New Request. The requesting unit may edit the quantity requested only while the request is still pending.
- Users may create requests for non-service Supplies that are not in the ROSS Catalog by selecting the generic '!Not in Catalog' item from the Non-NFES Supplies category and entering a free-form text description (e.g., Box of apples). The generic catalog item is orderable in quantities greater than one, has no unit of issue and request tracking is optional.

  NOTE: Users may not use the free-form text to filter these requests on the Request Status, Incident Resources, Pending Request, Travel and Report Criteria screens. Filtering must be done by the '!Not in Catalog' item (See Figure 3). Reports and Data Draws will display the free-form text entry.

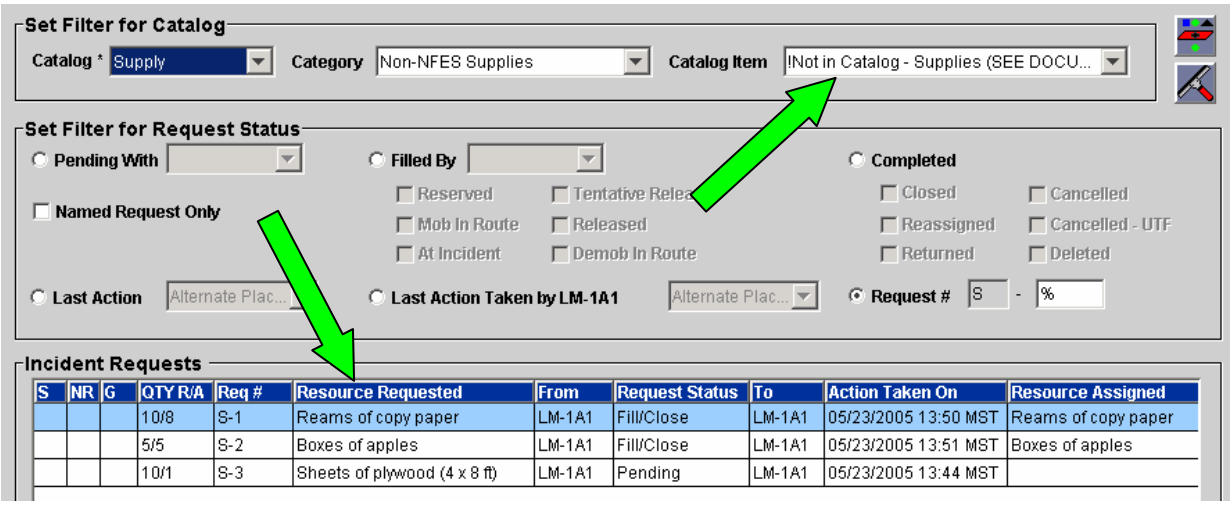

Figure 3. Filtering for "!Not in Catalog" to display free-form entry that was requested.

- When filling a Supply non-service request, the quantity assigned defaults to the quantity requested and may only be changed when the requested item is orderable in quantities greater than one. To fill a Supply request with less than the quantity requested users must either create a support request for the shortage or document why the request is being partially filled. An auto-doc is generated when assigned quantity differs from requested quantity.

  Known Issue: When editing a filled Supply request (service or non-service), the quantity assigned field may not be edited. This will be addressed in version 2.4.

  Workaround: Create documentation when there are changes to quantity assigned.

- When filling / releasing an item that is tracked, users must provide mob / demob travel. When filling a Supply item that is not tracked, users have the option to enter an estimated delivery date / time. This value defaults to the current system date / time.

  Known Issue: When a filled request for an untracked item is edited, the status of the resource is

- The following table lists the available options for filling requests for Supply items. New options are in **bold** and are discussed in more detail below.

Fill Option	**Requests for Catalog Items** (e.g. NFES 00159 Chain Saw)	**Requests for "!Not in Catalog"** (e.g., Box of apples)
Fill with Inventory Resource (*includes contract and prepositioned resources*)	Yes	**No**
Fill with Status-Only / External Resource	Yes	**No**
Fill with New Resource	Yes	**No**
Fill with Agreement (*not in ROSS*)	Yes	Yes
Fill with Requested Item +	Yes	Yes
Fill with Substitution	Yes	Yes
Fill with Local Purchase	Yes	Yes

- Users may fill multiple, untracked Supply requests at one time via the ***'Fill with Requested Item +'*** option. Users may enter or select a vendor to be applied to all selected requests. The assigned resource and quantity are defaulted to the requested item and quantity and may not be changed. One estimated delivery date / time, financial code (if provided) and assigning contact is applied to all selected requests.

- Untracked supplies from one or more incidents may be added to a Travel Plan leg via a new 'Add Untracked Supply +' option. Tracked supplies may also be added via the existing 'Add Traveling Resource +' option.

- Users may opt to ***'Fill with Substitution'*** when filling Supply requests. The options are to:
  - Enter a free-form fill description (e.g., request for 'box of apples may be filled with 'box of oranges').
  - Fill with a different Catalog Item (e.g., fill request for NFES 00037 Canteen without Cover with NFES 00038 Canteen with Cover).

A vendor may be entered or selected when filling with a substitution.

- Users may also fill with an inventory resource that has a different qualification than was requested (e.g., fill request for NFES 00159 Chain Saw with a resource item qualified as NFES 00340 Kit, Chain Saw). This is done via the Search button on the bottom of the Pending Request screen and the 'Include Advanced Criteria' checkbox.
- Users may ***'Fill with Local Purchase'*** which entails entering a free-form Supply Item name, an optional Description and entering or selecting a vendor.
- Supply items may be reassigned. When items that are orderable in quantities greater than one are reassigned the quantity assigned to the new request defaults to the quantity assigned on the previous request. Users may edit the quantity reassigned to a number between 1 and the original quantity. If the quantity reassigned is less than the quantity requested, users must either create a support request for the shortage or document why the request is being partially filled. An auto-doc is generated when assigned quantity differs from requested quantity. NOTE: this functionality also applies to Supply Services.

  Known Issue: The original Supply request is closed after the reassignment even if the quantity reassigned is less than the original quantity assigned. For example, S-1 on Incident A is filled with 100 sleeping bags. Request S-5 on Incident B is for 75 sleeping bags. The resource assigned to S-1 may be reassigned to S-5 and the quantity assigned set to 75. ***S-1 will be Closed / Reassigned in ROSS even though 25 sleeping bags actually remain***. This issue will be revisited in a future version.

  Workaround: When reassigning less than the full quantity of items on a given Supply request, users should document the disposition of the items that remain on the original request.
- NOTE: Modifications have been made to Supply Services to match the functionality being implemented for Supply Non-Service.

Preposition Services

This is new functionality that permits service items to be ordered on preposition incidents. This enables users to preposition a service such as a mobile retardant base or to order meals and rooms to support prepositioned resources.

- Users may request service items from all Catalogs on Preparedness / Preposition incidents. Both regular and support requests are permitted.
- Users may status local and non-local Services assigned to their preposition incident until the services are released.[7] This includes setting available / unavailable and area of availability. Unavailability periods may also be created and maintained. Non-inventory services (i.e., Filled with Agreement) may also be statused while assigned to a preposition.
- Services that are available on a preposition may be assigned to local or non-local non-preposition incidents. This functionality is the same as filling non-service requests with a prepositioned resource including setting release options (Return to Home or Return to Preposition).

Merge Incidents

A new Merge Incidents screen allows Dispatch Managers to merge two open incidents together.

[7] This does not include service items which have been identified as 'not statused' by the NICC Catalog Manager.

- Users must designate a source and a destination incident (Figure 4). The source is merged into the destination incident which remains open after the merge. The source incident is closed during the merge process and may not be reopened. Auto-doc is created on both incidents.
- If the source and destination are managed by different dispatch centers, the destination office must perform the merge. A Dispatch Manager at the source office must grant permission for the merge. This is also done on the Merge Incidents screen.
- Both internal and external incidents may be merged. If either of the selected incidents is external, users are warned that all handwritten requests should be entered in ROSS prior to the merge. Otherwise, ROSS-generated request numbers may duplicate handwritten request numbers.

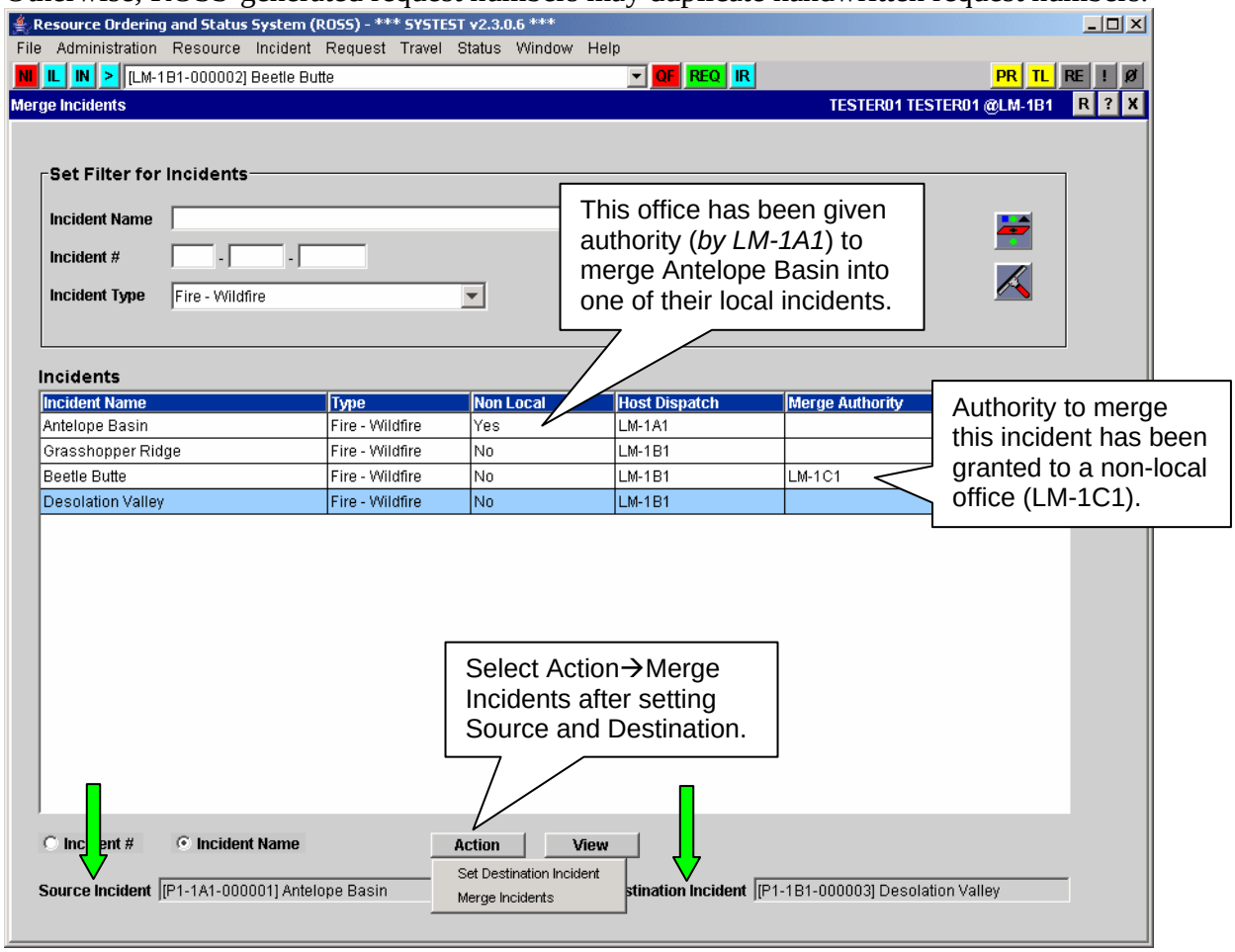

Figure 4. Merge Incidents screen

- A complex incident may not be selected as the source or destination for a merge. Incidents associated with complexes may be merged without effecting the associations. (*See the Complex Incidents section for more information about complexes*).
- A preposition incident may not be selected as the source or destination for a merge.
- Aviation hazards, locations, frequencies, airports, reload bases and navigation instructions associated with the source incident are added to the destination incident but not attached to the destination dispatch center. Duplicate aviation hazards, locations, airports and reload bases are

suppressed.[8] Financial codes, contacts, directions and documentation are ***not*** copied from the source to the destination.

- The following items on the destination incident are unaffected by the merge:

Incident Name / No.	Locations	Documentation	Request No. Blocks
Incident Type	Organizations	Airports / Reload Bases	Related Incidents
Initial Date / Type	Directions	Aviation Hazards	Related Initial Reports
Coordinates	Contacts	Frequencies	

- Users performing a merge must choose whether to cancel or copy all pending non-subordinate requests from the source to the destination incident. ***Pending <u>subordinate</u> requests are automatically copied to the destination.*** If pending requests are cancelled, auto-doc and a history record are created on each indicating cancellation due to merge. Users may choose to be notified of cancelled requests, including those cancelled due to merge.

- When users opt to copy pending requests, a new request is created on the destination incident for each pending request on the source. Requests that have been placed remain placed. The placing chain is updated to reflect that the destination incident placed the requests. ***The history record is not updated***. Many scenarios are possible (see Figure 5 for one example).

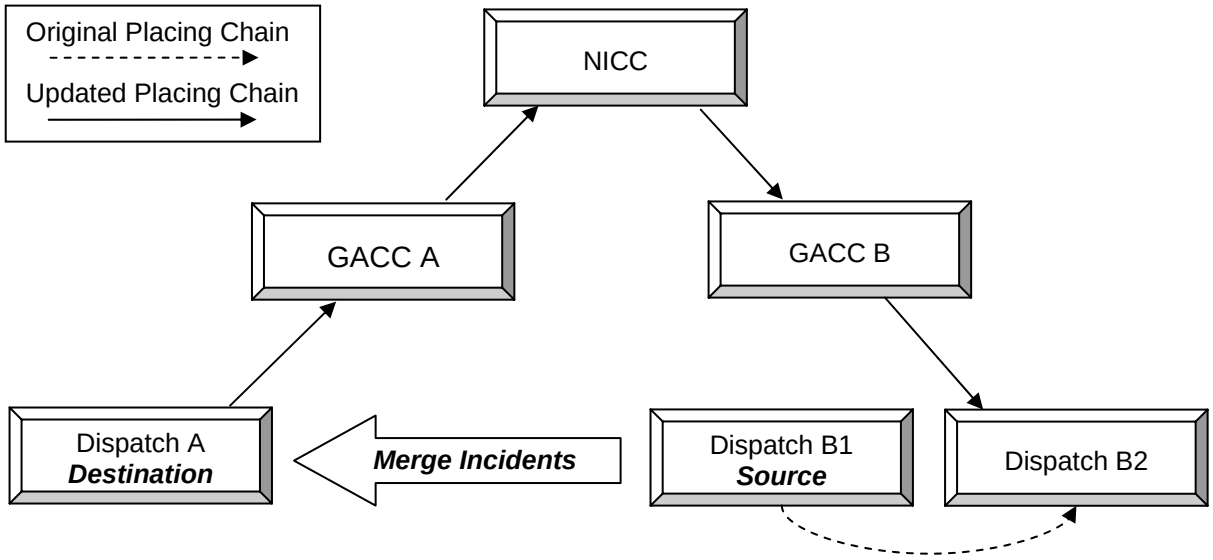

Figure 5. A Source incident request is placed from B1 to B2 via selection area. Subsequently, Dispatch A merges the Source with their Destination incident. The request remains placed with B2 but the placing chain is updated to reflect that the request was placed from A→GACC A→NICC→GACC B→B2. If B2 UTFs the request, it becomes pending at GACC B. Dispatch A, GACC A, NICC and GACC B are able to view and retrieve the request via the Request Status screen.

- The placing chain for pending requests is updated regardless of the placement method (up to parent, down to subordinate, within selection area, etc.). Requests that were placed to the destination dispatch prior to the merge will remain in their pending queue but will not be in a placed state after the merge, i.e., they may not be UTFd. The placing chain for filled / reserved

[8] Duplicate aviation hazards and locations are only suppressed when merging two local incidents.

requests is similarly updated. User-entered request documentation is copied from source to destination. ***Requests that are closed / completed on the source are not copied to the destination***.

- Resources assigned to the source incident are reassigned to the destination incident if their status is reserved, mob en route, at incident, released at incident, tentative release or reassigned at incident.
- ***Resources that are demob en route from the source are not reassigned to the destination.*** The source incident is closed after the merge even if there are demobing resources. Users may not change the travel of these resources. They will be displayed on the demob en route tab of Pending Request and may be reassigned as usual. They may also be viewed on the demob travel reports (next 48 / last 24 hours).
- The merge process does not permit users to set travel for resources that are reassigned due to merge. After the merge is completed, users in the new placing chain may update travel via the Travel module.

  Known Issue: If resources were Released (At Incident) or Reassigned (At Incident) pending travel arrangements prior to the merge, only the source dispatch will receive Travel Reminders.

  Workaround: The source dispatch center should notify the destination dispatch of travel arrangements that need to be completed in ROSS.
- Open assignment rosters (i.e., the parent has not been marked as filled) are copied from the source to the destination and remain open after the merge—the destination dispatch may continue to work on them. Subordinate request numbers generated for the destination incident ***may not*** match those on the source. A new Merge Incident Reconciliation Report will help users track the disposition of individual requests. (*See the Reports and Data Draws section for more information.*)
- Request numbers created on the destination incident are drawn from the default system-generated block. If the block of request numbers in any catalog is insufficient the merge does not take place and an error message advises users to adjust or select another block.
- Requests copied to the destination incident include all order information entered prior to the merge, (need date / time, special needs, reporting instructions, named request information, deliver to and request contact). If 'deliver to' was set to 'incident' on the source it is update to reflect the destination incident. Copied contacts and deliver to locations are added to the destination incident but not the destination dispatch. ***Supplemental forms are not copied to the destination.***
- Assignment information is copied from the source to the corresponding requests on the destination including fill information for requests that were filled external, with new resource, with agreement and with EFF / AD. Assigning contacts are copied to destination requests but not added to the destination incident.
- ***Existing request history is not copied from source requests to the corresponding destination requests***. A history record and an auto-doc are entered on each request processed on the source and on the corresponding request on the destination. History and auto-doc entrees are also created on destination requests where a resource is reassigned.
- Users may choose to receive incident-based No Action notifications of incident merges that are relevant to their dispatch center. Users are not notified of each request created and each resource reassigned. A new Merge Incident Reconciliation Report will help users track the disposition of individual requests. (*See the Reports and Data Draws section for more information.*)
- After a merge users may work with pending and filled requests generated on the destination by the merge. This includes edit request, place, retrieve, cancel, fill, create subordinate, create support,

release and reassign resources and add documentation. **Exception**—if a resource is reassigned to an unrelated incident while 'at incident' on the source and is mob en route to the reassignment the destination may only cancel the reassignment if they are in the ordering chain of the request.

- Both the source and destination incidents are unavailable to users while the merge is taking place. This may take several minutes. Dispatch Managers are encouraged to perform merges when the day's activity is at a minimum.
- Data Draws may be used to view information about merged incidents including the source and destination incident and the date / time the merge took place.
- **Known Issue:** Units who UTF a request subsequent to an incident merge are unable to display the request on the Request Status screen. To illustrate, Dispatch A places a request to B. A's incident is then merged into Dispatch C's incident. If B UTFs the request they can no long display it on Request Status. This will be addressed in version 2.4.

Transfer Incident

This functionality allows Dispatch Managers to give management of their internal or external incident to another dispatch center. The incident to be transferred may be open or closed and may be of any type ***except preposition***. Incidents may not be transferred to a status-only, external or removed dispatch center. All incident information remains with the transferred incident.

Incidents are transferred by selecting a new managing dispatch center on the Organizations tab of the Incident screen. A confirmation message advises users to close all screens where the incident is currently displayed including New Request, Pending Request, Request Status, Incident Resources and Travel. After the transfer is complete the Incident screen at the old dispatch center is closed and they no longer have any access to the incident.

- The management of a complex incident and its associated incidents must be transferred together. An incident associated with a complex may not be transferred individually until the association is removed. (*See the Complex Incidents section for more information about complexes*).
- The host of a transferred incident is not added to the incident hosts list of the new dispatch center.
- If place up or direct order affiliations for the incident host were in effect at the old dispatch center, these ordering channels are available to the new dispatch center ***only for the transferred incident***. Place up and direct order authorities are lost if the incident is transferred a second time. If the incident host is a host for both the old and new dispatch centers, only the place up and direct order affiliations for the new dispatch center are in effect after the transfer.
- Reload bases, primary office and primary 24-hour contacts associated with the new dispatch center are attached to the transferred incident.
- After the transfer the old dispatch can view requests that were closed / completed prior to the transfer via the Request List Report. The new dispatch center can view these requests via the Request Status screen.
- An auto-doc is created on all pending and filled requests noting the date / time and user who performed the transfer. An 'Incident Transferred' history record is also created on each of these requests.
- An auto-doc is created on the incident noting the old and new dispatch centers, the date / time and user that performed the transfer.

- The requesting unit on all pending and filled / open requests is changed to the new dispatch center. The new dispatch center may handle requests and resources on the transferred incident (create, edit, cancel, place, retrieve, fill, unfill, release and reassign). **Exception**—if the old dispatch center reassigned a resource that was 'at incident' and the resource is mob en route to the reassignment, the new dispatch center may only cancel the reassignment if they are in the ordering chain of the request.

  Known Issues: When resources that were demob en route prior to an incident transfer are subsequently reassigned, no notifications of the reassignment are generated. Users at the new dispatch center are unable to edit filled (reserved) requests after an incident transfer. These will be addressed in a future release.

- Users at the new dispatch center may add / remove the incident from their Most Recent Incidents drop-down and My Incident List. The incident may be closed by the new dispatch. The incident is automatically removed from the Most Recent drop-down and My Incident List for users at the old dispatch center.

- When management of an incident is transferred, requests that are placed remain placed. The placing chain (between requesting and filling unit) of all pending requests is updated to reflect that the new dispatch center is the requesting unit. This is done regardless of the placement method (up to parent, down to subordinate, within selection area, etc.). The new dispatch center may cancel or retrieve requests. Offices in the new chain may retrieve and / or UTF requests. ***The history record is not updated***. Many scenarios are possible (see Figure 6 for one example).

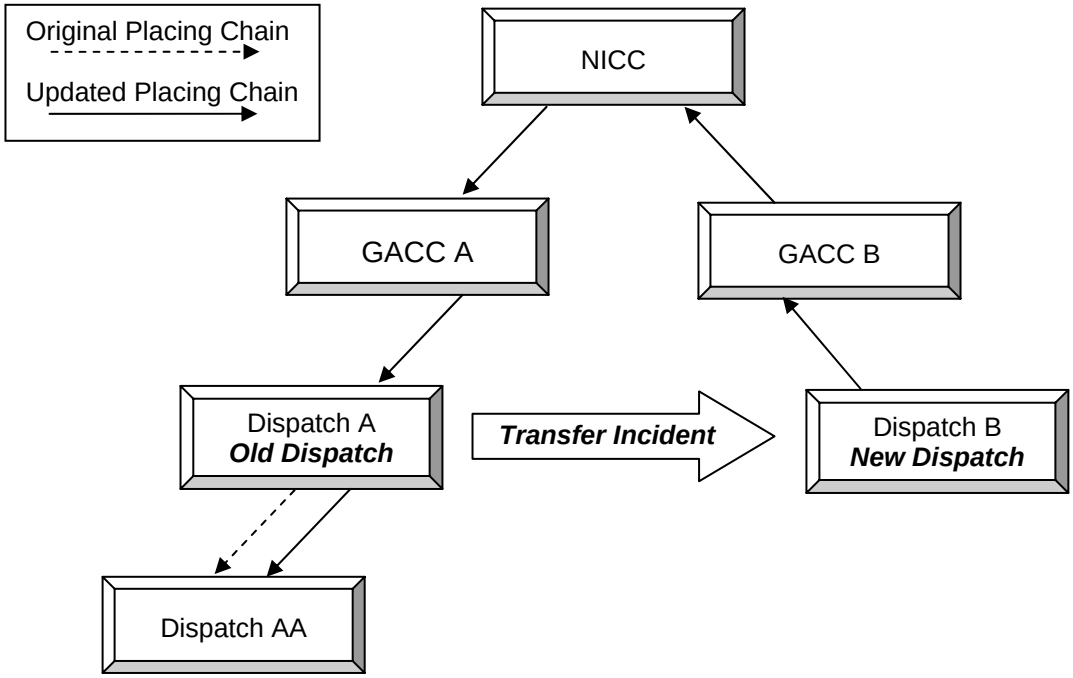

Figure 6. Dispatch A places a request down to AA. Subsequently, Dispatch A transfers management of their incident to Dispatch B. The request remains placed with AA but the placing chain is updated to reflect that the request was placed from B→GACC B →NICC→ GACC A→A→AA. If AA UTFs the request, it becomes pending with A. Dispatch A, GACC A, NICC, GACC B and B are able to view and retrieve the request via the Request Status screen.

- The filling chain (between the requesting and filling unit) of filled / open requests is similarly updated. This allows these units to reassign resources that are mob en route to the new dispatch center and to be notified of reassignments.
- The home chain (between the home dispatch and the current dispatch) of filled / open requests is updated to set the new dispatch as the current dispatch for resources that are mob en route, at incident, tentative release, reassigned at incident and demob en route. This allows these units to reassign demob en route resources and to be notified of reassignments.
- Users at dispatch centers that fall in the updated placing, filling and / or home chains may choose to receive one notification of the transfer.
- When a dispatch center, other than the old and new centers, yields control of an existing support request after its related incident is transferred, control goes to the new dispatch center.
- Preposition resources that are assigned to non-preposition incident that is transferred maintain their association with the preposition. 'Release to Home' and 'Release to Preposition' settings are preserved.
- Dispatch centers that received travel reminders for requests on the incident before the transfer will continue to receive them afterwards.

  Known Issue: If resources were Released (At Incident) or Reassigned (At Incident) pending travel arrangements prior to the transfer, only the original dispatch will receive Travel Reminders.

  Workaround: The original dispatch center should notify the new center of travel arrangements that need to be completed in ROSS.
- Data draws allow users to view transferred incidents including old and new dispatch centers and the date / time of the transfer.

Complex Incidents

This new functionality allows Dispatch Managers to identify a new internal or external incident as a 'complex' and associate one or more internal or external incidents to it. The complex serves as an umbrella for the other incidents.

- An incident must be identified as a complex when it is created. This is done via a 'Complex' checkbox that has been added to the New Initial Report or Incident screen (Figure 7). An existing non-complex incident may not be altered to make it a complex. Likewise, a complex incident may not be changed to make it not a complex. A complex may be any incident type ***except preposition***.
- The 'Related Incidents' button *on the Incident screen for the Complex* is used to view or modify the associated incidents (Figure 8).
- ***A complex and its members must be managed by the same dispatch center***. Users may transfer incidents if necessary. (*See the Transfer Incident section for more information.*)
- Users may associate any internal or external incident managed by their dispatch center to their complex, ***except***
  - another complex incident
  - an incident that is already associated to a complex
  - a preposition incident

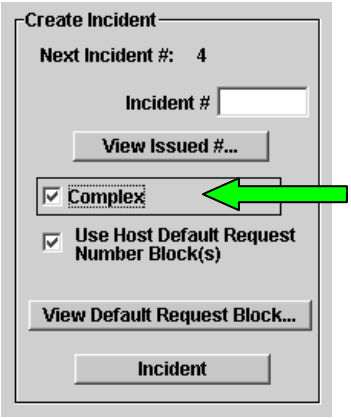

Figure 7. Creating a Complex incident

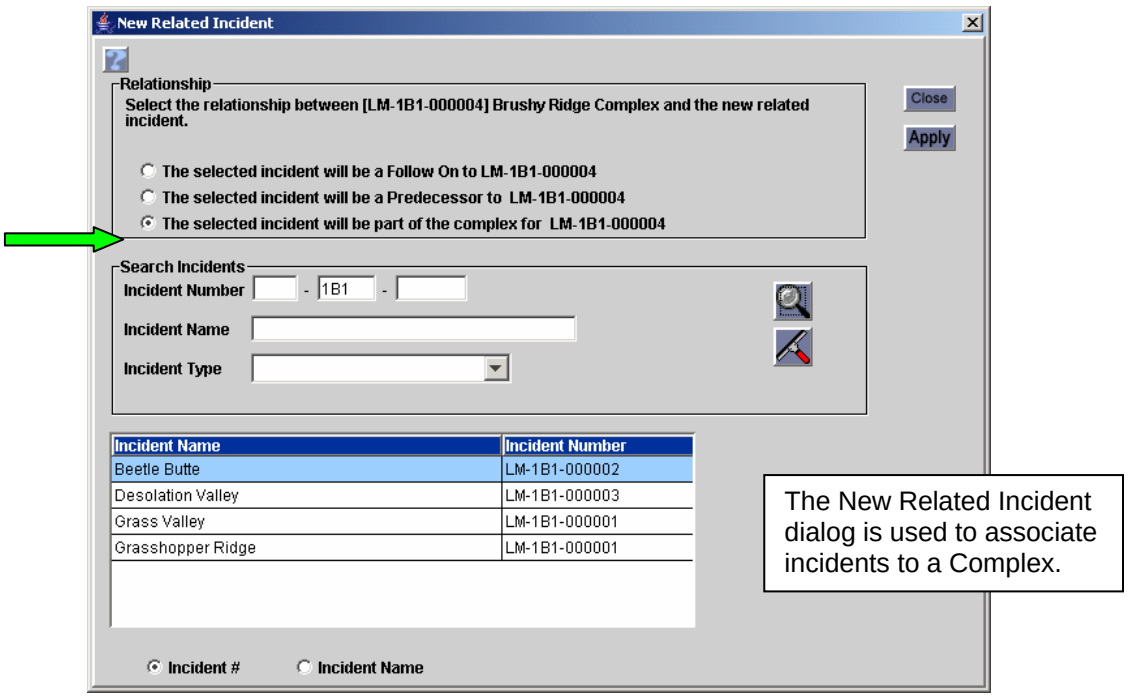

Figure 8. Associating incidents to a Complex.

- An auto-doc is created on each incident that is associated with or removed from a complex indicating the pertinent complex, the date / time and user performing the action. A similar auto-doc is attached to a complex each time a non-complex incident is added or removed.
- A 'Complex' tab has been added to the View Incident screen (Figure 9). The tab is only displayed when the selected incident is a complex or a member of a complex. The incident name / number and status (open or closed) of all related incidents are displayed. Another View Incident button allows users to go directly to information about any of the related incidents.

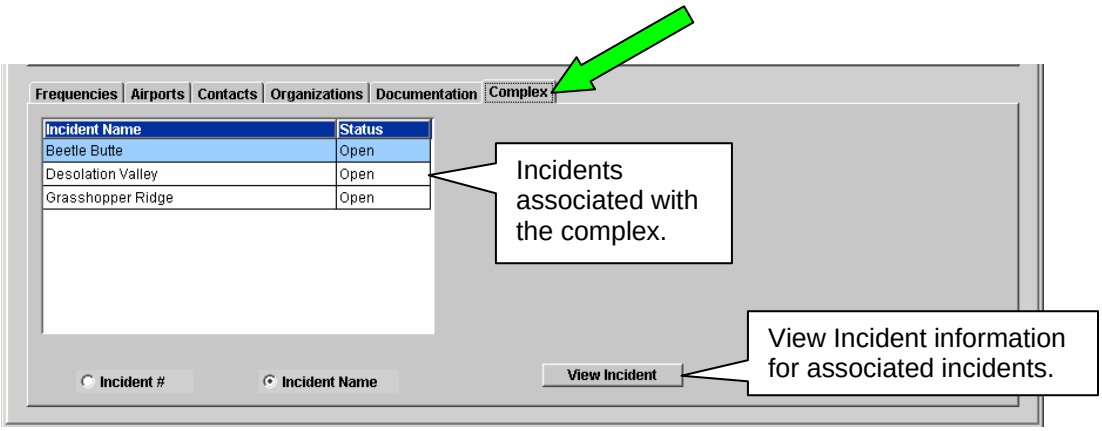

Figure 9. Complex tab added to View Incident screen.

- The expression [CPX] is appended to the name / number display of incidents that are associated with a complex. This includes auto-doc and notification messages.
- A complex incident and / or any of its members may be closed / reopened. This has no affect on the complex or its associations.

- Users may QuickFill and create regular, support and subordinate requests on a complex. Requests on a complex are placed, filled, released and reassigned the same as any other incident. Travel options are no different when processing complex incident requests.
- Users may generate reports on complex incidents and their associated incidents the same as any other incident.

Security Enhancements

Changes to existing password requirements and new features to expire passwords, lock accounts and automatically log-off inactive sessions have been applied to both ROSS and Web Status. Passwords are now managed via an LDAP[9] server external to ROSS. As a result, users will have one User ID / password combination for all ROSS platforms they access (Production, Practice, Web Status, etc.). Password changes enacted on one platform will be applied across the board.

NOTE: When Practice version 2.3 was deployed all passwords were reset to the user name in CAPS (e.g., If User Name=Rossuser then Password=ROSSUSER). This applies to Production 2.3 as well. Users who have logged on to Practice 2.3 will have already updated this default password and may use their newly chosen password to log on to Production.

- ROSS and Web Status passwords must be between 8 to 32 characters in length and may consist of upper or lower case letters, numbers and / or special characters.
- The first time a ROSS or Web Status user logs on using the password set by their Account Manager, they must create and confirm a new password.
- All ROSS and Web Status passwords expire after a designated period of whole days which is currently set to 90 days[10]. Users who log on with in a set number of days prior to the expiration date are advised 'Password will expire in <X> days. Do you want to change your password now?' The warning period currently consists of the 5 days prior to expiration. When the password is changed the expiration clock is reset. If a password expires the user must create and confirm a new password in order to log on.
- When changed by the user, new passwords must be different that the previous ten passwords.
- ROSS and Web Status accounts are locked when a user enters an invalid User ID / password combination five consecutive times during log on or when an invalid current password is entered five consecutive times while changing a password.
- ROSS and Web Status Users with locked accounts are advised to contact their Account Manager to have their password reset. Advisories to Web Status users include the dispatch center name and contact number. The first time a user logs on after their password has been reset they must create and confirm a new password.
- Locked ROSS and Web Status accounts are restored when the password is reset by an authorized Account Manager. For accounts managed by the current dispatch center, passwords are reset by entering and confirming a new password on the main User Account screen.

[9] Stands for Lightweight Directory Access Protocol which is a standard for internet directory services.
[10] Server time is used to calculate password expiration dates.

- A new 'Reset Subordinate Password' button (bottom of User Account screen) is used to reset passwords for accounts ***at any center that is subordinate to the Account Manager's current center*** (Figure 10). When reset by an Account Manager, the new password is not required to different than the last ten passwords.
- ROSS and Web Status users are automatically logged off after a set period of inactivity (currently three hours).[11] Any work not saved prior to log off is lost. Actions that maintain a session and restart the inactivity countdown include clicking any button, checkbox, tab or radio button; scrolling or clicking in a grid; clicking in, typing in or tabbing between fields; opening or closing a screen; or clicking on any menu option.

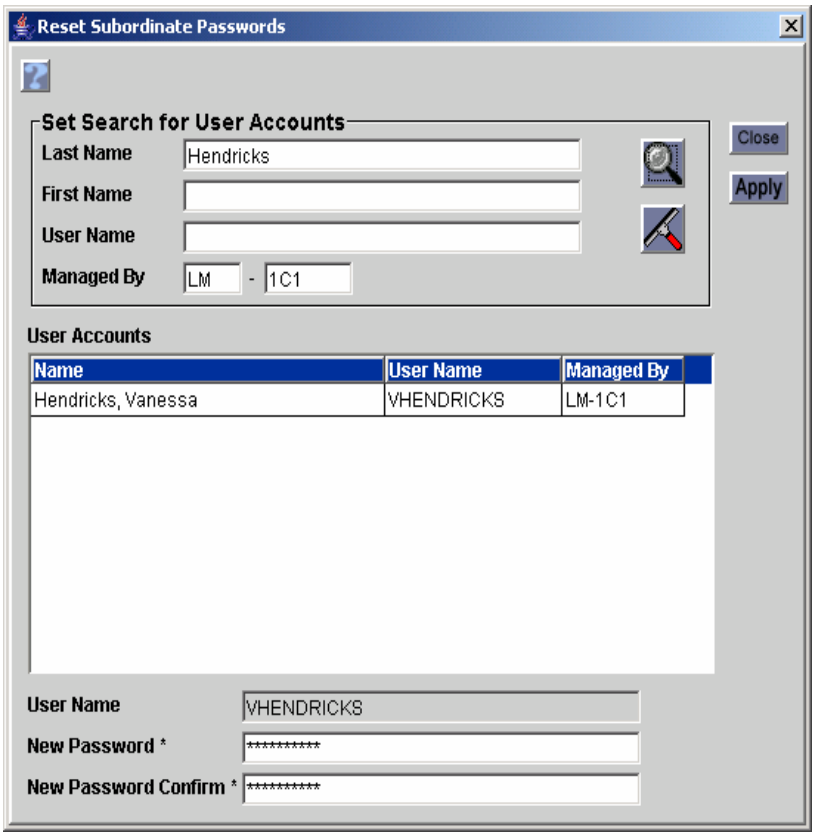

Figure 10. Reset password at subordinate center.

- ROSS and Web Status users are warned five minutes prior to a scheduled recycle / restart of the respective system. The warning includes an estimated time that the system will be back up. Users are automatically logged off after the five minutes elapse. Any work not saved prior to log off is lost.
- Data Draws allow Account Managers to report on ROSS Users that have Account Manager privileges; users assigned roles by organization; and last date users logged on to their account. Reports include User ID, first and last name, whether the account is locked or not, the ROSS user's managing Dispatch Center (Unit ID), and the user's primary contact information. Reports may be limited to just accounts that are locked. Web Status accounts may also be monitored for inactivity via the Data Draws.
- **Known Issue:** Passwords may not be 'edited', e.g., users will receive an error if they attempt to add a character to the end of the masked password and password confirm fields.
  Workaround: Clear both fields before updating.

Display of User's Name and Managing Dispatch

When users are logged on to ROSS their proper name and the Unit ID of their managing dispatch center is displayed on the upper right of each screen. The format is First Name Last Name@ Unit ID. If the proper name exceeds the allotted space, the first name is truncated.

[11] Time on the client is used to determine inactivity period.

Throughout the application, auto-doc entries now capture and display the user taking the action being documented and their current dispatch center in the format First Name Last Name @Unit ID. All user-entered documentation also displays the pertinent user and current dispatch in the same format.

Resource Item Names

Non-service Resource Item names must be unique within a given provider organization.[12] This prevents duplicate resource entries and allows resources to be correctly statused and assigned.

- When entering or editing non-service Aircraft call signs, Crew names, Equipment names, Overhead group names and Supply resource names on the Resource Item screen the names must be unique within each government non-dispatch resource provider.
- Aircraft registration numbers (i.e., tail numbers) must be unique ***within all of ROSS***.
- Resource names entered when using the Fill with New Resource option must also be unique within the selected provider organization.
- Checks for duplicate names are not case sensitive and strip all spaces from the name before comparison.

External Maps

Data draws have been created that will be used to generate maps which are accessed via a web site external to ROSS. The initial refresh period for incident, resource and location layers will be every 12 hours. NOTE: *The deployment of external maps will be phased and is not tied directly to release 2.3. Not all features described here will be available at the time 2.3 is deployed.*

- Users may display information for open and / or closed incidents by dispatch center, subordinate center(s) or host. Viewable attributes include coordinates, host, name, number, type, managing dispatch center, GACC, status and initial date / time. When viewing a complex, the name and number of the associated incidents may be viewed.
- Counts of pending, filled and Cancel / UTF requests by catalog may be displayed. Filled requests may be further viewed by catalog and status (e.g., reserved, mob en route, at incident, tentative release, etc.). ***Subordinate requests are not included in counts***.
- Users may select resources to view by catalog, category, catalog item, home dispatch or provider. The coordinates of a resource's current location are used to display it on the map.
- Users may view the following resource attributes: name, current location name, qualifications and whether or not the resource is prepositioned. Current location of mob en route resources will be the incident while the displayed location of demobing resources will be the home dispatch.
- A resource availability layer may be viewed by status (available, unavailable or assigned) or area of availability. Unavailability reason, unavailability period and mandatory day off information may also be viewed. For assigned resources, users may display incident name, number and requested catalog item.
- A location layer displays information about aviation hazards, airports and other location types. Displayed location information includes coordinates, name, type and managing organization.
- Users may choose to make individual map layers visible or not. Multiple layers may be viewed at the same time.

[12] This does not include single resource Overhead.

- The following base layers appear on all maps and users may turn them on or off individually:

State boundaries	Military Operational Areas	BIA land
County boundaries	Dispatch unit boundaries	Airports
Country boundaries	GACC boundaries	VORs
Cities	USFS land	T/R/S boundaries
Roads	NPS land	Place location
Military use airspace	BLM land	

- Available tools for manipulating displays include Locator, Full Extent, Zoom in / out, Back, Pan, Print, Lat / Lon and Identify.

Reports and Data Draws

A new Merge Incident Reconciliation report has been created. The data draws have been enhanced to support new functionality. Reports and selection criteria have been altered where necessary to support Alias functionality. Reports no longer utilize Brio report writer or an internet browser window. Reports are displayed in Adobe Portable Document Format (.pdf) and require that Adobe Reader be installed on the client machine. These changes enhance reports performance.

- The Catalog Item Listing report includes alias designations. The Catalog Item Detail report provides a crosswalk between alias items and associated unique items. A data draw will allow users to obtain information on all resources that have multiple qualifications where at least one qualification is in a category that does not permit aliases. Users may ***not*** select alias catalog items when setting criteria for the following ROSS reports:

Resource Status	Mob and Demob Travel	Incident Resource List[13]
Released at Incident	Tentative Release	Resources on Assignment
Resource Item Detail		

- Account Managers may use data draws to report on users that have Account Manager privileges; user's assigned roles by organization; last date a user logged on to their account. These reports include User ID, first and last name, whether the account is locked or not, the ROSS user's managing Dispatch Center (Unit ID), and the user's primary contact information. Reports may be limited to just those accounts that are locked. Web Status accounts may also be monitored for inactivity via the Data Draws.

- Data draws may be used to view information about merged incidents including the source and destination incident and the date / time the merge took place.

  A new Merge Incident Reconciliation Report includes both a summary and a detailed list that tracks disposition of all requests on the source incident. Both the summary and detail reports include the name, number, managing dispatch and host for both the source and destination incidents and may be viewed for all catalogs or by a specific catalog, category or item(s). The summary displays numbers of cancelled or copied pending requests and numbers of filled requests that were closed / copied.

  The detailed list of requests includes all requests on the source incident and all requests on the destination that were impacted by the merge. The display includes request number on the source incident; corresponding request created on the destination (where applicable); the post-merge status

[13] The Incident Resource List report includes summary information on the number of committed requests. These counts will take into consideration that the request may be for an alias catalog item.

of requests on the source; and resources assigned on the source that were reassigned to the destination.

- Data draws allow users to report on transferred incidents including old and new dispatch centers and the date / time of the transfer.

Consistency Standards

ROSS consistency standards have been applied to the following screens and dialogs:

Catalog	Personal Settings	Selection Area
Contract	PreOrder	Travel
Incident Resources	Report Criteria	Travel Plan
Initial Report	Request Status	User Account
New Initial Report or Incident	Resource Item	Direct Order Affiliation
Non-Local Release	Resource Status	Place Up Affiliation

These standards govern things such as tabbing order, tool tips, button location, sorting, usage and behavior; appearance and behavior of labels, titles, dropdown lists, tabs and grids.

Catalog Maintenance

Enhancements to the Catalog were made in order to implement Alias functionality and restrictions on Catalog Item names. An alias is an inclusive item in the ROSS Catalog. Alias examples include Crew, Type 2 **or** 2 IA and Engine, Type **Any**. Users may create requests for alias items but may not assign alias qualifications to resources. Users may only classify resources as unique items (e.g., Engine, T6). (*See the Alias Catalog Items and Requests section for more information on Alias*).

- The Catalog Manager at NICC may identify whether or not non-service categories in the Aircraft, Crew and Equipment catalogs may contain alias catalog items.[14] There are restrictions on when these settings may be changed from allowing to not allowing aliases and vice versa.
- Aircraft categories may not be edited to allow aliases if there are existing resources that have multiple qualifications where at least one qualification is in the category being edited.
- Categories in Aircraft, Equipment and Crews may only be edited to prohibit aliases after all alias catalog items have been changed to unique items.
- All non-service Supply categories allow alias items by default. This setting cannot be changed.
- The Catalog Manager at NICC may identify a catalog item as an alias if it is in Category that permits aliases. The alias or unique designation must be set when the item is created; there is no default setting.
- The 'Aliases' tab on the lower grid of the Catalog screen is used to associate unique items to an alias item (e.g., associate unique items Airtanker, T1 and Airtanker, T2 with alias item Airtanker, T1 or T2). Associated items must be from the same Catalog and Category. The tab is only displayed if the selected item is an alias. An alias item may not be requested if there are no associated unique items identified in the Catalog. See Figure 11.

[14] Alias does not apply to overhead or any services of any kind.

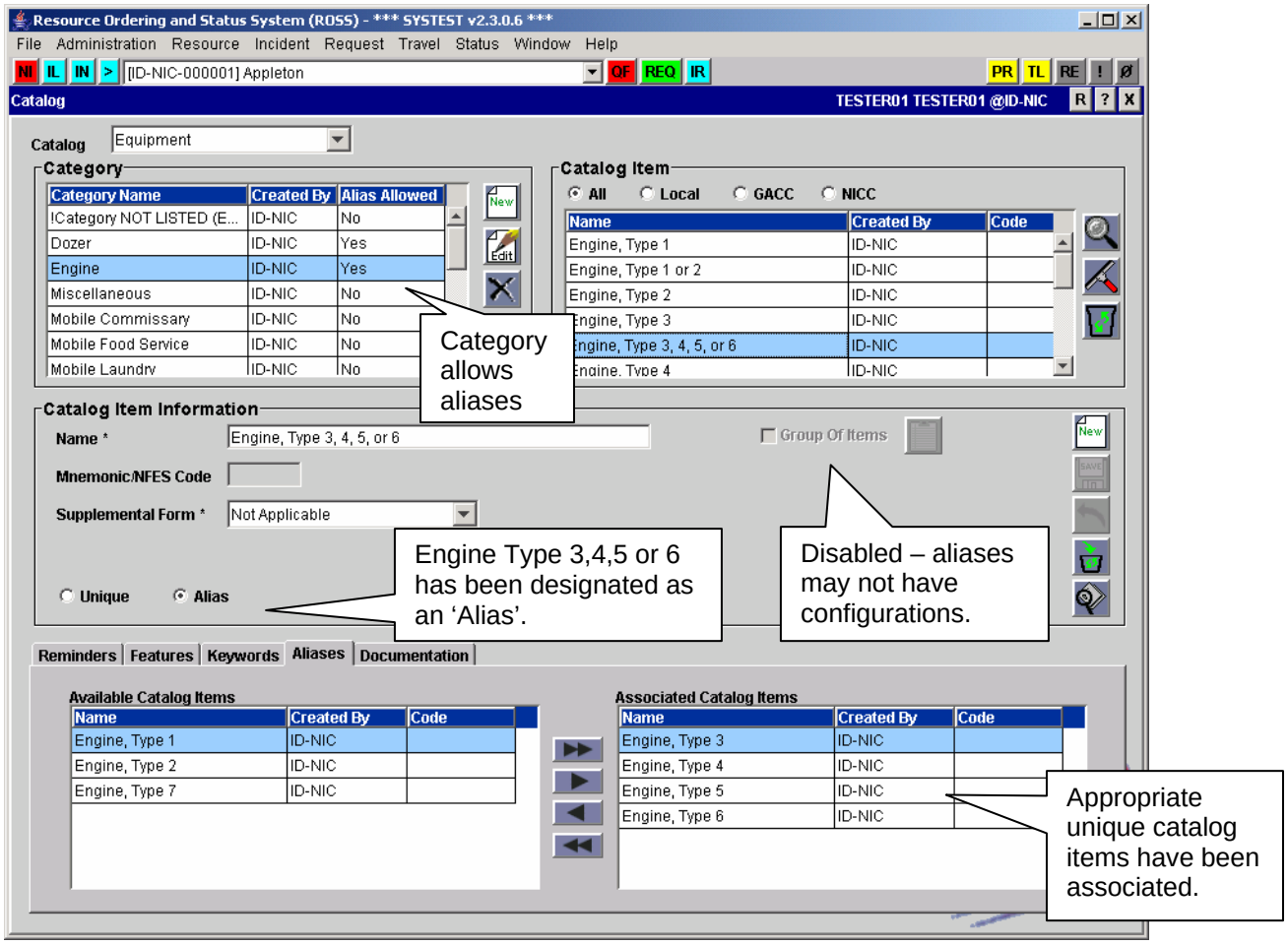

Figure 11. Associating unique items to an alias catalog item.

- The Catalog Manager at NICC may change an alias item to a unique item only after removing all associations.
- A unique item may not be changed to an alias item while it is being used as a resource classification; a position on a master roster, assignment roster or manifest; or while associated with an alias item. The last unique association may not be removed from an alias item while there are pending requests for the alias. The View Usage button now displays all alias items associated with a unique item.
- Alias catalog items may not have configurations (e.g., no configuration permitted for Crew, T2 or T3) nor may alias items be added to a configuration.
- When an alias item is removed from the Catalog, ROSS permanently deletes all associated unique catalog items. If the alias item is subsequently restored, the associated unique items are not reinstated. Likewise, when a unique catalog item that is associated with an alias is removed from the catalog, ROSS automatically removes the association and it is not reinstated if the unique item is later restored.
- Catalog Item Names must be unique ***within the entire NICC Catalog***. Checks for duplicate names are not case sensitive and strip all spaces from the name before comparison.
- If a Supply item is not designated as 'Statused' in the Catalog, users may not attach resources with that classification to Agreements, CWN or Exclusive Use Contracts. For example, if the Catalog

Manager at NICC does not designate chain saws as 'statused' items, chain saws may not be added to any contract.

Role-Based Functions

This is enhanced functionality on Screens and Roles which allows a System Administrator to associate Functions with a given user role. Functions equate to specific actions that may be performed on a screen and are typically accessed via a button, checkbox, tab or menu option. By associating a function with a user role, only users who have been assigned that role are able to carry out the action. Users who do not have the pertinent role may be permitted to access the related screen and perform other work but cannot access the function. This enhancement avoids hard-coding role-based permissions and allows these configurations to be easily managed.

- To illustrate, the Complex Incident Management function has been associated with the Dispatch Manager role. The 'Complex' checkbox on the New Initial Report or Incident screen is the 'function' used to designate a complex incident. The checkbox is currently enabled only for users who have been assigned the role of Dispatch Manager. Users who are Dispatchers, *but not Dispatch Managers*, may utilize the screen to create an incident but not a Complex.
- The functions implemented in this version are Complex Incident Management, Fill with New Resource[15], Non-Local Multiple Reassignment and Transfer Incident. All are currently associated with the Dispatch Manager role.

Additional Change Requests (CRs) Addressed in this Version:

CR #	Screen or Functionality	Description of Change
8645	Change Password	A software problem that kept the Change Password dialog from opening when accessed via the File menu has been fixed.
8641	Global	A Java upgrade in version 2.2.2 caused popup messages to be displayed in 11-point font. The default 12-point font has been restored.
8632	Merge Resources	A software problem prevented two or more imported overhead records from being merged. This has been corrected.
8573	New Request	This enhancement allows users to place newly created requests, from various catalogs, up their parent dispatch organization while on the New Request screen. To implement this change, the existing buttons on the bottom of New Request have been replaced with one Action button that displays all valid options for the selected request(s).
8590	Notification	Users were receiving Action messages rather than No Action messages when their organization placed a request. This has been corrected.
8438	Pending Request	The 'Show Resource Counts' checkbox has been removed from the 'Other Resources' tab on the Pending Request screen. The checkbox was added in a previous version to address a performance issue which has been resolved. The counts are now generated automatically when the tab is first accessed and updated whenever the query button is clicked.

[15] Fill with New Resource was hard-coded in a prior version. It is now being implemented as a role-based function.

CR #	Screen or Functionality	Description of Change
8643	Pending Request	A 'Show Resource Counts' checkbox has been added to the bottom panel of the Pending Request screen. It controls whether or not counts are displayed on the tab labels for available, committed and contract resources. The default is unchecked.
8644	Pending Request	The Last Action column on the Pending Request screen now allows Dispatchers to see if, and where, a specific request has previously been placed by their organization. This feature is accessed by double-clicking in the 'Last Action' cell of interest. A tool tip explains the feature.
8578	Pending Request	A Null Pointer Error that occurred when filtering by Host Unit on the Set Incident Search Criteria screen has been fixed.
8099	Pending Request	A software problem that incorrectly included Home Units (with no Unit ID) in the Provider dropdown when using the Fill with New Resource option has been fixed. Only Providers are displayed.
8656	Pending Request	When using the 'Fill with Agreement' not in ROSS, the Vendor field no longer requires an entry.
8671	Reassign Resource	A software problem resulted in a null pointer error when reassigning strike teams with nested rosters. This has been fixed
8653	Request Status	For a given request, filtering with the Pending radio button vs. filtering with the Request Number radio button produced different grid values in the From / To columns. This has been corrected.
8348	Resource Item	Users may now transfer resources that are on CWN, EXU or AGR contracts as long as the new Home Dispatch has been added to the pertinent contract as an Organization Managing Resources.
8684	Resource Order form	Report has been updated to allow display of 85-character Catalog Item name.
1457	Search for T/R/S	Users received an error message when attempting a search using Township / Range / Section coordinates. This has been corrected.
8613	Travel Plan	A software problem prevented users from successfully adding an existing travel plan leg to a traveling resource. This has been corrected.
8114 & 8579	User Account	Added search capability on the User Account screen. Search criteria are first name, last name and type of ROSS access (e.g., ROSS User, Vendor Representative, etc.)
4129	User Account & Resource Item	A software problem generated an error when User ID or overhead name included an apostrophe (e.g., O'Brian). This has been fixed.
8661	Web Status	The government warning text has been updated and is now presented on a separate screen before the login screen. Users may click OK to access the login screen or Cancel to exit.

Other Known Issues and Workarounds

- When directions to the incident are added the autodoc entry incorrectly refers to navigation instructions rather than directions.
- When the host of an ***external incident*** is changed the incident number is not correctly updated to the next sequential number of the new host.
  Workaround: Hand-enter the appropriate incident number for the new host unit on the Select Incident Host dialog.
- When requests that have been placed to an ***external dispatch*** are retrieved they become pending with the center that performed the external place. For example, A places to B who places to C who places to external organization D. If A, B or C retrieves the request it becomes pending at C.
  Workaround: In order to regain control of the pending request, A or B may perform a second retrieve.
- Users are not able to edit the resource name of a supply non-service request that was filled externally. This will be addressed in a future release.
  Workaround: Add resource name changes to documentation.
- When a **filled**, **untracked** request (Supply or Service) is edited the resource status is incorrectly set to Reserved. As a result the request is locked and the associated incident cannot be closed. This will be addressed in version 2.4.
  Workaround: Contact the ROSS Helpdesk to have the issue resolved.