

ROSS Reports GACC Business Lead Guide

Purpose: To assist GACC Business Leads in the performance of their duties, organizing reports capability in a geographic area:

GACC Business Lead

- Maintains currency as an Ad Hoc Report Writer.
- Serves as a central focus for all business issues relating to ROSS Reports and reporting processes.
- Serves as an associate representative to RRMB at meetings and conference calls.
- Manages Ad Hoc Report Writers indigenous to that specific GA.

The ROSS Reports Network:

The Business Lead is an associate member of the ROSS Reports Management Board (RRMB). RRMB provides governance and guidance for ROSS Reports and Reports training.

Specifically, the Business Lead coordinates ROSS Reporting with his/her Geographic Area, organizing Ad Hoc report writers to meet reporting demands, monitoring training needs, and providing oversight of GACC Report use and maintenance.

The business lead is responsible for input and feedback, guidance and change for their GACC. In consequence, they forward specific GACC perspectives to the RRMB on the effectiveness and use of the ROSS Reporting System.

See the ROSS Reports Management Board Charter and Statement of Intent located on the Reports Web Page.

Maintenance

The Lockheed Martin representative to the board will schedule and distribute via e-mail the following ROSS Cognos Audit reports to the RRMB and GACC leads on the second Monday of each new quarter.

- Report Execution Count by Package and Report ROSSAR PKG
- Report Execution Count by Package and Report ROSS PKG
- Report Usage Ranking by User All ROSSAR PKG
- Report Usage Ranking by User All ROSS PKG

The Lockheed Martin representative to the board will provide the ROSS Query Authors list upon request to the RRMB and GACC leads.

The GACC lead will review the audit reports for high volume user usage within their area. This includes the number of reports the user is running and the frequency of the

report schedules. The GACC lead will then contact identified users and discuss usage and determine if any changes are needed to the report workload.

The ROSS report lead, ROSS Team Training lead, and the LM report team will continue to monitor the ROSS Cognos Audit/Failed reports and will address any anomalies identified directly with the users or the GACC leads as deemed appropriate.

The GACC lead will recommend to any seasonal or detailed users to disable their ROSS report schedules and clean up any unneeded reports in their “My Folders”, before leaving the dispatch.

The GACC lead will identify users who no longer have a need to utilize ROSS reports and submit a ROSS helpdesk ticket to have their “My Folder” reports cleaned up and report schedules disabled.

The GACC lead will review the ROSS Query Authors list and identify users in your Geographic Area that no longer need access as a ROSS Query Author. Submit Helpdesk ticket to have user removed from ROSS Query Author list.

Setting up for the season:

- Provide guidance and assistance for scheduling reports required periodically by management or MAC daily schedule.
- Provide guidance and assistance for scheduling reports according to how information is used. Don't over-schedule.

Periodic through the season:

- Distribute and review Quarterly Audit Reports to user groups.
- Review scheduled reports and adjust, disable as appropriate.
- Conduct quality control as appropriate. This includes:
 - Educate users; communicate Reports standards
 - Reduce, eliminate redundant reports within GACC and “My Folders”
 - Monitor report outputs for appropriate setting (NOT zero!). Default is 1.
- Prompt feedback, change requests and pass up to RRMB.

End of the Season:

- Disable scheduled reports that are no longer required.
- Monitor “My Folders” and prompt clean-up of unneeded reports.
- Manage GACC Folders for unneeded reports.
- AAR GACC reports use; develop understanding of technical needs, training, items that worked well, etc. Pass findings to RRMB.

Recommended Business Lead Training & Development

- Currency in Query Studio.
- Build familiarity with ROSS, ROSS data.
- Periodically review Quick Reference Cards, Tips & Tricks on ROSS Reports Web Page.

- Network with peers.

Organizing the GACC for Success

- Be accessible to local unit users.
- Roster Ad Hoc Report writers, the individuals with Query Studio training. Utilize these individuals as SME's.
- Monitor the need for initial, continuing Reports training with local unit users. This includes basic users.
- Attend GACC dispatch workshop, IMT meeting(s), Incident Business Mgmt, etc.
- Coordinate Reports webinars, net-meetings.
- Attend RRMB quarterly conference calls to stay current on Reports practices.

Feedback Systems

- Periodic communication with local units/users.
- AAR/feedback from users requesting specific reports.
- RRMB quarterly conference calls.
- ROSS Reports web page—"Contact Us".
- Configuration Management Board—Change requests.