

DETAILED LESSON OUTLINE

COURSE:	ROSS Administration
UNIT:	Infrastructure and Application Help
SUGGESTED TIME:	45 Minutes (0:45 Lecture)
TRAINING AIDS:	Computer projector, screen, PowerPoint presentation, computer (one for instructor) with Internet connection.
OBJECTIVE(S):	Upon completion of this unit, the trainee will be able to: <ol style="list-style-type: none">1. Name the different ROSS application platforms.2. Describe the difference between client hardware, client software and networking requirements.3. Identify the components of the Business Resumption Plan.4. Name five methods of troubleshooting.5. Identify two means of application support other than the helpdesk.6. Describe how to submit a change request for ROSS.7. Describe what part of ROSS is loaded on the user's computer when the application is downloaded.

OUTLINE (CONTINUATION)	AIDS & CUES
<p>PRESENT UNIT OBJECTIVES.</p> <p>I. ROSS INFRASTRUCTURE</p> <p>Summary.</p> <p>Infrastructure consists of all the elements needed to operate ROSS: hardware, software and communication capabilities. Hardware requirements pertain to the built in components of your computer like the type of processor. Software requirements are things like your operating system and browser type. Communications are the connection between you and the ROSS servers.</p> <p>A. User Platforms and Data</p> <ol style="list-style-type: none"> 1. User platforms: Production, Practice and Training. 2. Servers hosted at the National Information Technology Center (NITC). 3. Data is backed up periodically during the day and stored in multiple areas. <p>B. Hardware Requirements.</p> <p>POINT STUDENTS TO <u>HARDWARE/SOFTWARE REQUIREMENTS</u> DOCUMENT ON THE ROSS WEB SITE LOCATED IN THE DOCUMENTS LIBRARY UNDER <u>RECOVERY DOCUMENTS</u>.</p> <ol style="list-style-type: none"> 1. Intel (or compatible) Processor I3 or better 2. 4 GB of memory or better 3. Network (802.11 g/n or NIC 10/100/1000) 4. 256 MB Video Card or better 5. Hard Drive: 5 GB of Free Space for ROSS install and 100 MB of free space for Internet Explorer Caching 	<p>03-01-ROSSA-EP 03-02-ROSSA-EP 03-03-ROSSA-EP</p> <p>03-04-ROSSA-EP</p> <p>03-05-ROSSA-EP</p>

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<p>C. Software Requirements.</p> <ol style="list-style-type: none"> 1. Operating System. <ol style="list-style-type: none"> a) Windows 7 (minimum 32 bit; 64 bit preferred). b) Compatible with Windows XP. 2. Browser. <p>Internet Explorer Version 8 or 9 (NAP will not work with earlier Versions.)</p> 3. NAP. <p>Adobe Flash Player (Version 11 or Greater).</p> 	03-06-ROSSA-EP
<p>D. Network Connectivity</p> <p>THIS IS A BRIEF DISCUSSION ON FIRE WALLS AND PORTS TO ORIENT STUDENTS ABOUT PORTS AND HOW THEY AFFECT CONNECTIVITY TO ROSS.</p> <p>Most agency computers have carefully restricted firewalls. Your IT staff has already configured your firewalls and opened ports needed to access ROSS, but on occasion a port number may be inadvertently 'closed' during network maintenance. This would result in all the computers on that network not being able to access ROSS or a component of ROSS, like reporting.</p> <ol style="list-style-type: none"> 1. Firewalls <p>Firewalls protect your network from unwanted outside communications and limit the internal user's access to computers outside of the firewall. Firewalls operate based on rules implemented by your IT staff.</p> 2. Ports. <ul style="list-style-type: none"> • Ports are part of the rules defining a firewall. • A port number is part of the addressing information used to identify the senders and receivers of messages. 	03-07-ROSSA-EP

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<ul style="list-style-type: none"> • To protect against unauthorized access, ROSS will not communicate with your computer unless the designated ports are open. • The port numbers required to access ROSS depend on which platform you are trying to access. Production, Practice and Training all require different open ports. • The ROSS HD can supply a list of port numbers if necessary. <p>II. BUSINESS RESUMPTION PLAN</p> <p>A. Needed when an unplanned event prevents the use ROSS.</p> <p>Types of events:</p> <ul style="list-style-type: none"> ▪ Hard drive failure. ▪ Local network failure. ▪ ROSS application server failure. <p>B. Preparing your Business Resumption Plan.</p> <p>OPEN THE <u>BUSINESS RESUMPTION PLAN</u> AND GO OVER WITH STUDENTS. FIND IT ON THE ROSS WEB SITE DOCUMENTS LIBRARY UNDER <u>RECOVERY DOCUMENTS</u></p> <ol style="list-style-type: none"> 1. The Business Resumption Plan can be found on the ROSS Web page in the Documents Library. 2. Plan before the disaster occurs. 3. Test your plan. <p>III. TROUBLESHOOTING</p> <p>A. When you are unable to connect to the ROSS application, you should try to solve or diagnose problems before calling the ROSS Helpdesk.</p> <p>B. Problems can occur in the client hardware, client software, network connectivity, and server operations.</p>	<p>03-08-ROSSA-EP</p> <p>Open the Business Resumption plan and follow along with Instructor.</p>

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<p>C. Methods of troubleshooting.</p> <ol style="list-style-type: none"> 1. Can you access the Internet? 2. Can you access the application from a different computer? 3. Can you access the application from a different agency network? 4. Can another dispatch office connect to the application? 5. Can local Information Resource Management (IRM) personnel help? 6. Contact the ROSS Helpdesk. 	03-09-ROSSA-EP
<p>IV. APPLICATION SUPPORT</p> <p>REMINDE STUDENTS TO TROUBLE SHOOT LOCAL ISSUES BEFORE CALLING THE HELPDESK.</p> <p>APPLICATION SUPPORT CAN BE FOUND ON THE ROSS WEB SITE UNDER <i>USER SUPPORT</i>.</p> <ol style="list-style-type: none"> A. Other ROSS users. B. ROSS User Guide. Large file that changes with fixes and versions. If you print it, be sure you have the correct version. C. Tips & Tricks. Addresses specific workarounds or particularly complicated functions of the application. On the ROSS Web page under ROSS Tips & Trick. D. Quick Reference Cards. One or two page instructional sheets. 	03-10-ROSSA-EP

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<p>E. ROSS Helpdesk.</p> <ul style="list-style-type: none"> • Phone: 1-866-224-7677 • E-mail: helpdesk@dms.nwcg.gov 	
<p>V. CHANGE MANAGEMENT</p> <p>Change management guidelines help control the project scope. Changes must benefit the majority of users and have a funding strategy identified at the time of approval.</p> <p>A. Change Submission Process.</p> <ol style="list-style-type: none"> 1. Complete the Suggestion form located on the Change Control Board page on the ROSS web site. http://ross.nwcg.gov/changeboard/ROSS_Change_Request_Form_V2.docx 2. Submit to: ross_suggestion@dms.nwcg.gov <p>B. Change Control Board.</p> <ol style="list-style-type: none"> 1. Comprised of representatives from the ROSS team, NICC, the GACCs and local dispatch offices. 2. Change Control Board page on ROSS web site has current list of representatives and how to contact them. 	<p>Go to the Change Control Board page On the ROSS web and follow along with The instructor.</p> <p>Open the change Request.</p>
<p>VI. INSTALLING ROSS</p> <p>A. Information for IRM Personnel.</p> <ol style="list-style-type: none"> 1. ROSS is a mission critical application. 2. The download is only the frame work of ROSS. ROSS does not store any data to the client or local servers. Data resides on the server at NITC. <p>B. Installing ROSS.</p> <ol style="list-style-type: none"> 1. Download at: http://ross.nwcg.gov/download_app.htm click the download link for the ROSS platform you want and follow the instructions. 	<p>Open the Download Application tab.</p>

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<p>2. The application will be loaded on your computer. The data will reside on the server at NITC.</p>	
<p>REVIEW UNIT OBJECTIVES.</p>	<p>03-11-ROSS-EP 03-12-ROSS-EP</p>
<p>QUESTIONS?</p>	<p>03-13-ROSS-EP</p>