

# **ROSS ADMINISTRATION**

**ROSS Release Version 2.15.1**

**Course Coordinator Information**

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## ROSS Administration

### **PREFACE**

The National Interagency Resource Ordering and Status System (ROSS) project is a National Wildfire Coordinating Group (NWCG) sponsored information systems project. ROSS is a computer software program that automates the resource ordering, status, and reporting process.

Established in 1997 and chartered by the NWCG in June 1998, ROSS automates the dispatch process by enabling dispatch offices to electronically exchange and track information. ROSS can track all tactical, logistical, service and support resources mobilized by the incident dispatch community.

This course is under the direction of the ROSS Training 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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## I. PURPOSE

The Resource Ordering and Status System (ROSS) Administration training is designed to instruct local ROSS Data Administrators how to manage the local resources, qualifications, Contracts, Selection Areas and Locations and how to create and maintain User Accounts and in the ROSS application.

## II. COURSE DESCRIPTION

The course is interactive and combines lecture and hands on practice in the application on either the practice or training server. The instructor cadre must be familiar with the course instructions, exercises and ROSS operation.

### A. Course Length.

The course requires 12 hours for presentations, exercises, lunch and breaks. See sample Course Schedule on page 16.

### B. Target Audience.

This course is intended for qualified Support Dispatchers with a thorough understanding of the dispatch process.

### C. Recommended Class Size.

The course cadre should consist of a course coordinator, lead instructor, and unit instructors/coaches. The recommended maximum class size is 20 students. In order to facilitate the group exercises, it is recommended that there be at least one coach for every 5 students.

## III. COURSE OBJECTIVES

### A. Course Objectives.

The following course objectives are listed in broad terms and define what students will be able to accomplish after successful completion of the course.

- Understand what Organizations mean to ROSS and request and new or update and organization.
- Create and manage User Accounts.

- Create and manage contracts.
- Create, qualify and manage overhead, equipment, crews and aircraft resources.
- Create and manage locations.
- Create and manage Selection Areas.

#### IV. PRESENTATION METHODS

##### A. Course Content

This course consists of lecture, class discussion, and hands on practice. The Practice server is used for instructor demonstration and student practice sessions.

Student exercises are incorporated into each unit. Exercises reinforce the unit lecture. Students work independently, with the assistance of a coach if clarification is needed.

##### B. Instructor Presentation

Instructors present course materials augmented with demonstrations of the application and facilitate class discussions and practice sessions. The “Aids and Cues” section of the instructor guide contains instructions for all demonstrations, timing for PowerPoint and handout presentations. For the most effective presentation the instructor should work with an application “driver”. While the instructor lectures, the “driver” follows the “Aids and Cues” instructions to demonstrate the application, timing it to the lecture.

##### C. Coach Participation

Coaches assist instructors in facilitating class discussions and practice sessions, and provide clarification and guidance to students during the exercises. As some students may hesitate to ask for assistance, coaches must be proactive in assisting students.

#### D. Training Sequence

The following training sequence is used for each unit that involves work in the ROSS Practice 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 may follow along in ROSS.
3. Students work independently on exercises that use the screens covered during the course lecture.
4. Upon completion of all course units, students may enter data into ROSS production under the guidance of the instructor and coaches.

#### V. COURSE MATERIALS

All courseware can be downloaded from the [ROSS web site](#). Copy and paste this path into your browser: [http://ross.nwcg.gov/instructors\\_admin.htm](http://ross.nwcg.gov/instructors_admin.htm) or go to the courseware site at: *http://ross.nwcg and click on the Training Tab > ROSS Instructor Site > ROSS Data Administration Training Material.*

##### A. Instructor Material

The instructor guide contains all information and references necessary for the course coordinator, instructors, coaches and students. The material is presented in units with instructor demonstrations of the lecture topics. Student exercises are designed for hands-on practice of unit topics. Reference material is provided to assist students in the classroom and on the job.

The student workbook, handouts and course evaluations must be printed for each student. The "Aids and Cues" section indicate the appropriate time to distribute the handouts to students.

##### B. Key to Instructor Guide

The Instructor Guide provides instructor notes in **BOLD CAPS** to assist with teaching techniques in the lesson plan.

The “Aids and Cues” column is a reminder to refer to or display specific lesson materials, such as PowerPoint slides or handouts. It also indicates when to open a particular ROSS screen to demonstrate the lecture. Examples of the codes listed in the “Aids & Cues” column are as follows:

01-01-EP =  
Unit 1 – Slide 1 - Electronic Presentation (PowerPoint™)

02-02-HO  
Unit 2 – Handout #2 – Handout

## VI. INSTRUCTOR PREREQUISITES AND PREPARATION

### A. Lead Instructors.

Lead instructors must be a qualified Support Dispatcher and proficient in all aspects of the ROSS Administration topics presented in the class. They must have adequate experience in presenting all units of the course to be capable of last-minute substitution for unit instructors.

### B. Unit Instructors/Coaches

Unit instructors/coaches must be qualified Support Dispatchers, be experienced in the content of the unit they are presenting and must be able to assist students in all aspects of the ROSS administrator roles.

Coaches must also provide clarification and guidance to students during practice sessions, provide feedback to instructors on student progress (for example: a particular topic requires clarification; more time is needed for a particular exercise), and evaluate student performance during exercises.

### C. Instructor Preparation

Instructors must review their presentations and demonstrations in order to facilitate a smooth and efficient presentation. If lead instructors alter course materials to reflect resources and policies of the local unit, they should keep in mind the end of unit exercises reinforce the units lecture and may need to be adjusted to accommodate any lecture changes.

## VII. STUDENT PREREQUISITES

- A. Students should be a Qualified Support Dispatcher and have a basic understanding of dispatching with ROSS.
- B. Each student must have a personal NAP user account and roles in the appropriate dispatch office in both Production and Practice. Each student profile must have the following privileges:
  - Account Manager.
  - Basic User.
  - Contract Manager.
  - Data Manager.
  - Selection Area Manager.

## VIII. EQUIPMENT AND MATERIAL NEEDS

- A. The following equipment is required to conduct the Administration Course:
  - Instructor projector and projection screen for displaying computer screen and PowerPoint slides.
  - Computer for each student.
  - Internet connection for each computer. (See section VIII, Classroom Requirements for more details.)
  - Flip charts with paper, felt tip markers, tables, chairs, pencils, pens, and notebook paper should be supplied for the students.
- B. Each student should have a Student Workbook.
- C. Handouts, PowerPoint and reference material needed for the class are listed ROSS Administration Training List of Materials listed below.

## ROSS Administration Training List of Materials

Unit #	Unit Name	Handouts	Power Point Slide #	Reference Material
0	Course Introduction	None	1-14	None
1	Infrastructure	Unit Evaluation Form	1-13	<a href="http://ross.nwcg.gov/documentslibrary/implementation/ROSS_Hardware_Software_Requirements.pdf">ROSS Hardwar Software Requirements</a> <a href="http://ross.nwcg.gov/documentslibrary/support_docs/ROSS_business_resumption_Plan_for_users_2011_0523.pdf">ROSS Business Resumption Plan</a>
2	Organizations	Unit Evaluation Form	1-9	
3	Account Management	03-01-ROSSA-HO Unit Exercise Unit Evaluation Form	1-7	<a href="http://ross.nwcg.gov/documentslibrary/production/ROSS_Access_Role_Descriptions_v2.13_Jan2011.pdf">Access Roles Description</a>
4	Contracts	04-01-ROSSA-HO Unit Exercise Unit Evaluation Form	1-7	None
5	Resource Management	05-01-ROSSA-HO Unit Exercise Unit Evaluation Form	1-10	<a href="http://ross.nwcg.gov/documentslibrary/implementation/ROSS_Resource_Item_Standards_2012.pdf">ROSS Resource Item Standards</a>

<b>Unit #</b>	<b>Unit Name</b>	<b>Handouts</b>	<b>Power Point Slide #</b>	<b>Reference Material</b>
6	Locations	06-01-ROSSA-HO Unit Exercise Unit Evaluation Form	1-4	None
7	Selection Area	07-01-ROSSA-HO Unit Exercise #1 07-02-ROSSA-HO Unit Exercise #2	1-5	None
8	Wrap up	None	1-11	None

## IX. CLASSROOM REQUIREMENTS

Acquire the room and contact the IRM staff well ahead of the session to allow time to complete the necessary arrangements.

### A. Hardware and Software Requirements

1. Requirements are listed in the [ROSS Hardware Software Requirements](http://ross.nwcg.gov/documentslibrary/implementation/ROSS_Hardware_Software_Requirements.pdf) document. Find it at:  
[http://ross.nwcg.gov/documentslibrary/implementation/ROSS\\_Hardware\\_Software\\_Requirements.pdf](http://ross.nwcg.gov/documentslibrary/implementation/ROSS_Hardware_Software_Requirements.pdf)

2. The Practice Server

The practice server data is copied from production quarterly. Data entered by students' remain in the data base until the next scheduled update. *Students must have a NAP Account with access to Practice and an account with roles in Practice.*

### B. Computer Training Room Check List

The following check list will aid in facilitating a successful training session.

## ROSS TRAINING COMPUTER ROOM CHECK LIST

IRM Contact Name: \_\_\_\_\_

IRM Contact Phone Number: \_\_\_\_\_

Item	✓ Need	Comments
PCs	<input type="checkbox"/> One computer per student.	
	<input type="checkbox"/> Hardware/Software Requirements	<a href="http://ross.nwcg.gov/documentslibrary/implementation/ROSS_Hardware_Software_Requirements.pdf">http://ross.nwcg.gov/documentslibrary/implementation/ROSS_Hardware_Software_Requirements.pdf</a>
	<input type="checkbox"/> Each PC connected to the Internet.	
	<input type="checkbox"/> Instructor PC with PowerPoint installed.	
Application Download	<input type="checkbox"/> ROSS Practice and Production loaded and tested on each computer.	<a href="http://ross.nwcg.gov/download_app.htm">http://ross.nwcg.gov/download_app.htm</a>
Network	<input type="checkbox"/> No other computer training or network issues scheduled during your training that will slow the network.	Things like an automatic GIS update can slow the network. Double check nothing like this is happening during the hours of your training.
Network Access	<input type="checkbox"/> Do students need a personal username and password to log on to the computers?	
Help	Who is the local technical contact during your training?	This should be someone who can give you immediate assistance during your training.

## X. EVALUATIONS

### A. Student Evaluation

This is not a pass-fail course but students should be evaluated on their ability to answer questions and complete the exercises. Administration roles should only be given to students that demonstrate proficiency during the class.

### B. Student's Course Evaluation

Unit evaluations are for students to comment on each unit. Unit evaluations should be handed out at the beginning of each unit.

Course Evaluations are for students to comment on the entire course and should be handed out at the end of the course.

Both evaluations will help the instructors improving future sessions.

Evaluations are optional.

## XI. LIST OF GUIDE APPENDICES

The following appendices are included in the courseware:

- A. PowerPoint Presentations.
- B. Student Workbook.
- C. Handouts.
- D. ROSS Glossary of Terms.
- E. ROSS Business Resumption Plan.
- F. ROSS Data Entry Standards.
- G. Course Evaluations

## XII. SAMPLE COURSE SELECTION LETTER

### **ROSS ADMINISTRATION COURSE**

Congratulations on being selected to attend the ROSS Administration course. The primary purpose of this course is to qualify you as a Local ROSS Administrator.

The course will be held at *(location)*. Class will begin at *(time, date)*, and end at *(time, date)*.

Before coming to the class:

- Ensure you have a NAP User Account with access to Practice and Production.
- Ensure you have are a ROSS User in Practice at your local dispatch. You must have the following roles to access the required screens during training.
  - Account Manager.
  - Basic User.
  - Contract Manager.
  - Data Manager.
  - Selection Area Manager.

In order to be given Administrator Roles after the class, you must not arrive after the scheduled start time or depart before the course completion time.

If you are unable to attend the course, contact the course coordinator as soon as possible. This allows time for notifying other people that may be on the waiting list to attend the session.

If you have any questions please contact the course coordinator, *Name, phone number, email*.

## SAMPLE AGENDA

Unit	Topic	Lecture & Questions	Practice	Total	Total For Day
<b>Day 1</b>					
0	Introduction	0:30	n/a	0:30	0:30
1	Infrastructure	0:45	0:00	0:45	1:15
2	Organizations	0:45	0:00	0:45	2:00
	Break	0:15	0:00	0:15	2:15
3	Account Management	1:00	0:30	1:30	3:45
	Q & A	0:30	0:00	0:30	4:15
<b>Day 2</b>					
	Review from Yesterday's topics. Q & A and Local Scenario Discussion	0:30	0:00	0:30	0:30
4	Contracts	0:30	0:30	1:00	1:30
	Break	0:15	0:00	0:15	1:45
5	Resource Management	1:00	0:45	1:45	3:30
	Lunch	1:00	0:00	1:00	4:30
6	Location Management	0:45	0:30	1:15	5:45
	Break	0:15	0:00	0:15	6:00
7	Selection Area	0:30	0:30	1:00	7:00
8	Wrap Up	0:30	0:00	0:30	7:30
	Open Practice Session	1:30	0:00	1:30	9:00



