

**National Interagency
Resource Ordering and Status System
Operating and Communication Principles**



March 14, 2014

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Introduction

This document describes the operating principles for the National Wildfire Coordinating Group's Resource Ordering and Status System (ROSS) Project Team. The document guides ROSS Project Team Members in understanding stated policies and procedures for accomplishing work. The ROSS Project scope includes all work associated with the Development (planning, requirements analysis, design, build, documentation and implementation) and Operations and Maintenance (O&M) of the ROSS Application.

The basic Operating Principles for the team are to work as a cohesive unit to ensure success of the Project. The objective is to keep the dispatch community (customer) informed regarding project status and involve them in requirements and design phases whenever possible. Following these Operating Principles will ensure a high degree of project success.

Scope

The basic processes used to manage the ROSS Project are outlined in this document, the Change Management Process document and the Project Communications Plan. These documents describe the principles the team will follow while performing ROSS business.

The subject matter of this document is specifically designed for the Project Team, but it is also useful for managers, other teams or individuals who interact with the ROSS Team.

Project Organization

Project Core Team

The ROSS Core Team members include: All government members plus the Training Lead. The current organization chart as of November 2013 is in Appendix A below. For the most current organization chart, see the ROSS website: <http://ross.nwccg.gov/>

Core team meetings are held as needed to coordinate all management activities for the team and are regularly held on Tuesday mornings (virtually) as well as the day prior to or following the bi-yearly team meetings. The agenda is prepared by the Project Manager and includes items from the following list.

- Action Item Review
- Schedule Review and Planning
- Team Reports
- Briefings on team special issues/concerns
- Staffing issues
- Paper Presentations
- Funding Issues
- Travel
- Goals/Objectives

The Project Manager will record action items and distribute these to the core team members.

Team Communications

Conference Calls

Team conference calls are held Monday and Friday at 9:00 am (Mountain) and all ROSS team members are required to participate. Additional team calls may be held to discuss requirements, design, testing, deployment and training. The ROSS Conference Call Line 4 is available for use on line. Lync is available to team members for screen sharing. To resolve issues with Lync Team Members should call the Forest Service Customer Helpdesk. The Project Manager Alternate for the month will conduct the meeting and distribute notes.

Electronic Mail

Each ROSS team member will have an Agency email account. All team members are responsible to read and respond to incoming mail in a timely manner.

Calendar / Team Schedule

All Team members are responsible for updating their schedules regularly and at the beginning of each quarter (January 1, April 1, July 1, October 1) in Outlook Calendar as the information may be used to schedule team members for various project task assignments. Members should also state their schedule during team meetings.

Briefings

Any scheduled briefing must be coordinated with the Project Manager. When impromptu briefings occur, the Project Manager will be notified as soon as convenient.

For every briefing each attendee will be documented on a sign-in sheet which is faxed or emailed to the Project Manager for tracking purposes. The gathered information will be posted in Quickr/SharePoint. In addition to the listed attendees, the following information must be included:

- Title of Meeting and ROSS Briefing being presented
- Objective of the Briefing
- Date, Time and Location of briefing
- Any decisions made or tasks assigned during the meeting
- Position/Office of Attendees (if different than the title; i.e., managers, business, technical)

Managing Perception, Rumors and Frequently Asked Questions

Team members who become aware of any issues, concerns, perceptions, or misrepresentation regarding the Project will inform the Project Manager immediately and document the concern. If possible and within their ability, they should address and clarify any misunderstanding.

The Helpdesk Contractor manages Frequently Asked Questions (FAQs) and Helpdesk contact information on the ROSS/Helpdesk Website. The FAQs are primarily generated from questions received through Helpdesk calls. Subject Matter Experts and others who respond to FAQs will provide them to the ROSS Web Master to post on the ROSS website.

Interfaces with Other Projects

The Project Manager serves as liaison with related projects, and may designate other team members to act in this capacity. The Data Lead, serves as the technical liaison to other systems that interface with ROSS.

Interfaces with WFIT

The FAM/IT Branch Chief is co-chair of the WFIT program board. The ROSS Project Manager interfaces through her direct supervisor who reports to the Branch Chief. Periodically, the ROSS PM is asked to brief this board along with the Fire Management Board who makes recommendations to the Executive Board. The WFIT executive board makes high level decisions on the system's future investments.

Document Management

Document Maintenance

Various team members are designated as Document Managers and are responsible for the maintenance of specific documents created or developed by the ROSS Team and/or contractors. Completed documents including the Master Copies will be filed in the appropriate electronic system (e.g. Star Team, Quality Center, Quickr). Access to Star Team and Quality Center is restricted due to licensing issues. The development contractor, Quality Assurance, Business Requirements Analyst, Project Specialist, and Project Manager have access and will post documentation to SharePoint (<https://ems-team.usda.gov/sites/fs-fam-ross/ROSS%20Contracts/Forms/AllItems.aspx>) and Quickr (used for Legacy system) and/or e-mail the documentation to other ROSS team members as needed. The documents may also be posted on the ROSS website and SharePoint site when appropriate. Currently, it is being evaluated on how to best utilize the SharePoint site as a common point for artifacts.

ROSS Website

The ROSS Website serves as a location for access to current information about the ROSS Project. The ROSS Web Master is responsible for maintaining the website monthly at a minimum. The current ROSS organization chart, user support documentation, release notes, and the Project Charter will be maintained on the ROSS website.

Financial Management

Budget

The Project Manager is responsible for overall planning and management of the budget and approves all purchases. The Project Manager also coordinates and tracks all project expenditures.

Resource Management

Team Organization

The ROSS team organization is documented in an organization chart on the ROSS website.

Staffing/Position Descriptions

The Project Manager's responsibilities include writing and maintaining position descriptions as well as recruiting and filling Federal team member vacancies.

Orientation

Team Leads are responsible to ensure the following is provided for each new team member:

- Office space including furniture and phone
- Mobile and stationary equipment; software
- ID Badge and keys as needed (see building security)

- Travel authorization (see Project Specialist)
- Login/Password NAP (see Helpdesk) and roles in ROSS
- ROSS Team Roster and Organization Chart (see Project Administrative Officer)
- Orientation utilizing the ROSS SME Training Plan (see Training Lead)
- Introductions to ROSS project objectives, scope, team members (see Project Manager)
- Walkthrough of the ROSS Business Requirements (see Business Requirement Lead)

Team Contact Information Maintenance

Each team member is responsible for notifying the project manager as soon as possible of any changes to their personal contact information. Once updated, the contact information is sent to the team immediately and maintained on the Quickr website.

Travel Arrangements

Each government team member must obtain pre-approval from the Project Manager prior to making any travel arrangements. Contractors must get permission from their COR. Team Members must apply for travel by submitting a travel authorization request. All travelers for the ROSS project are responsible for completing the travel voucher appropriate to their funding agency or contracted company.

Government employees must submit projected travel including training and mission related trips to the Project Manager at the beginning of each fiscal year and update quarterly.

Contract Management

Contractor Contacts

Only designated team members are authorized to interface with the Contractor. Check with the Project Manager regarding any questions about what interactions are allowed and this information will be documented in the Contract Administration Plan.

Contracted Staff

The Project Team consists of a mixture of Government and Contracted Staff. The Application Development and Subject Matter Expertise are provided through government contractors. Any issues related to the accessibility or performance of these resources should be directed to the Contracting Officer's Representative. Team Leaders may be authorized by the Contracting Officer to sign timesheets of contract staff. Any change in the duties of contract staff must be reflected in their Task Order and documented and approved by the Contracting Officer prior to start of work.

Facility and Asset Management

Office Space

The team works in a virtual environment. Team members are expected to abide by the rules and regulations of their administrative agency/office where they are physically located.

Equipment

Equipment supplied by the administrative agency/office is subject to the rules and regulations of that agency/office, including security, operation guidelines and software licensing. The Project Manager will maintain a record of all property for this project.

Issue Resolution Process

Business Related Issues

Issues related to business processes that cannot be resolved within the Business Requirements Team or surface after the Business Requirements Phase is over will be forwarded to the Project Manager. The Project Manager will document issues and work with the Business Lead(s) to seek resolution. Possible methods of resolution are:

- Project Manager resolves issue.
- Project Manager forwards issue to Business Lead(s) for resolution.
- Project Manager forwards issue to Business Lead(s) and the National Interagency Coordination Center (NICC) Manager who works with focus groups to resolve. Focus groups may include Geographic Area Coordinators, national Dispatch committees and/or the Dispatch community at large.

Technical Related Issues

Issues related to technical aspects of the project that cannot be resolved by the ROSS Project Team will be handled in the following manner:

- Issues related to the host computer system/facility will be forwarded to the National Enterprise Support Services (NESS) Change Control Board Chair.
- Agency Issues will be forwarded to the appropriate Agency Information Technology Staff.
- Interagency Information Technology Issues will be forwarded to the NWCG Information Technology Committee chair for resolution by the committee. Copies of the resolution will be forwarded to Agency Information Technology Representatives.

Change Management Process

The ROSS Change Management Process affects all aspects of the ROSS Project. The ROSS Change Management Plan outlines the specifics of this process.

Roles and Responsibilities

The following table identifies the roles and responsibilities of key ROSS team members. More detailed descriptions of the government and SME team may be found in the ROSS Requirements Assignment Matrix. The NWCG Information Technology Committee and the Equipment and Technology Branch are not identified in these tables as they are considered ad hoc team members and will be incorporated into teams as deemed necessary.

ROSS Project
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Role	Membership	Responsibility
Change Control Board	<ul style="list-style-type: none"> • Project Manager • ROSS Requirements Analyst • Business Lead • National Interagency Coordination Center Representative (1) • Geographic Area Coordination Center Representatives (2) • Local Dispatch Center Representatives (4) • California Agency Representative (1) 	<ul style="list-style-type: none"> • Reviews all submitted changes that have the potential to affect application scope, cost, schedule, and/or resource requirements. • Follow the processes documented in the ROSS Change Management Plan. • Membership includes of DOI, USDA, Local Governments, and a California Agency Representative.
Contracting Officer	Assigned Contracting Officer Representatives shall assist the Contracting Officer(s) as requested.	<ul style="list-style-type: none"> • Works with key team members to develop contract specifications. • Approves changes to contracts. • Reviews submitted deliverable inspections and acceptance information. • Submits and/or approves contract related payments.
Project Manager	Reports to Forest Service FAM IT/ PAM.	<ul style="list-style-type: none"> • Responsible for all aspects of the project's operation and success.
Core Project Team	<ul style="list-style-type: none"> • All Government Members • Training/Reports Contractors for non-administrative operational issues 	<ul style="list-style-type: none"> • Administrative and project management process support and coordination. • Central management group for the project.
ROSS Operations Team	<ul style="list-style-type: none"> • Operations Lead • Training Lead • Data Administration Lead • SMEs 	<ul style="list-style-type: none"> • Each team member has specific responsibilities that relate to one or more emphasis areas of the project. Reference the Responsibility Assignment Matrix.
ROSS Development Team	<ul style="list-style-type: none"> • Project Manager • Business Requirements Lead • Quality Assurance Lead • Requirements, Design and Testing Members (SMEs) 	<ul style="list-style-type: none"> • Each team member has specific responsibilities that relate to one or more emphasis areas of the project. Reference the Responsibility Assignment Matrix.
Support Team	<ul style="list-style-type: none"> • Technical Writer • Capital Planning and Investment Control/Security Specialist 	<ul style="list-style-type: none"> • Assist Project Manager and Team Leads as requested.

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Role	Membership	Responsibility
Subject Matter Expert(s)		<ul style="list-style-type: none"> Person knowledgeable in specific subject area of project process, product, environment or business function.
Business Community Representative (Business Lead)		<ul style="list-style-type: none"> Project mission oversight, executive support, funding, communications and coordination with affected business and management community. Recommends acceptance of final deliverables to the National Wildfire Coordination Group.

Parties External to the ROSS Team

Role	Membership	Responsibility
Independent Verification and Validation (IV & V)	IV&V is typically conducted by a “neutral” party that can review processes, plans and deliverables with an unbiased perspective.	<ul style="list-style-type: none"> Reviews project deliverables for technical compliance with established standards and processes.
Contractor(s)	Various contractors are involved in the project.	<ul style="list-style-type: none"> Provide project with specific skills on design/development/ implementation of specific deliverables.
Interested Party	Business Community, Users, Private and Government entities.	<ul style="list-style-type: none"> Anyone in the community who is interested in ROSS or is a stakeholder.
Work Groups, Taskforce (outside the project)	<ul style="list-style-type: none"> Wildland Fire Information Technology Committee (DOI and USDA/FS) National Wildfire Coordination Group (NWCG) and their working teams National Dispatch Efficiency Working Group (DEW) National Interagency Coordination Center (NICC) Coordinator Host Computer Center IRWIN Team 	<ul style="list-style-type: none"> Provide oversight to all aspects of the project. Serve as advisors to the project. Provide input to various issues which are presented and documented by the ROSS team.

ROSS Project
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Documentation	Responsible Position	Document 1	Document 2	Document 3
Project Management Documentation	Project Manager/ Development Contractor	Organization Chart (PM) (Posted Website)		
Testing	Quality Assurance Lead	User Acceptance Test Cases		
Requirements	Business Requirements Lead	Configuration Control /Change Board (Posted Website)	Release Notes (Posted Website)	User Suggestions (Posted Website / Annually)
Operations Documentation	PM/ Operations and Maintenance	Team Operating/Communications Principals (Posted Website)		
Travel Spreadsheet	Project Manager			
Courseware (Posted Website)	Training Lead	Instructor Materials	Student Materials	
User Documentation (Posted Website)	Training Lead and Shared Contractor	Quick Reference Guide	Users Guide	Module Descriptions
Capital Planning and Investment Control (Entered into CSAM Database)	Project Manager & Shared Contractor			
WebSite Posting and Design	WebMaster responsible for posting with each team member responsible for specific documents. Training Lead is the backup to the WebMaster for	Each Document Manager is Responsible for their area of Responsibility		

	posting.			
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